

Dell Latitude 12 Rugged Tablet-7202

User's Guide

Regulatory Model: T03H
Regulatory Type: T03H001



Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Working on Your Tablet

Before Working Inside Your Tablet

Use the following safety guidelines to help protect your tablet from potential damage and to help to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that the following condition exists:

- You have read the safety information that shipped with your tablet.

 **WARNING:** Before working inside your tablet, read the safety information that shipped with your tablet. For additional safety best practices information, see the Regulatory Compliance Homepage at www.dell.com/regulatory_compliance

 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

 **CAUTION:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface, such as a connector on the back of the tablet.

 **CAUTION:** Handle components and cards with care. Do not touch the components or contacts on a card. Hold a card by its edges or by its metal mounting bracket.

 **CAUTION:** When you disconnect a cable, pull on its connector or on its pull-tab, not on the cable itself. Some cables have connectors with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.

 **NOTE:** The color of your tablet and certain components may appear differently than shown in this document.

To avoid damaging your tablet, perform the following steps before you begin working inside the tablet.

1. Ensure that your work surface is flat and clean to prevent the tablet cover from being scratched.
2. Turn off your tablet.
3. If the tablet is connected to a docking device (docked) such as the optional docking station or keyboard dock, un-dock it.
4. Disconnect the power adapter from the tablet.
5. Press and hold the power button for a few seconds to remove the flea power from the system board.

 **CAUTION:** To guard against electrical shock, always unplug your tablet from the electrical outlet.

⚠ CAUTION: Before touching anything inside your tablet, ground yourself by touching an unpainted metal surface, such as the metal at the back of the tablet. While you work, periodically touch an unpainted metal surface to dissipate static electricity, which could harm internal components.

6. Remove the micro-SD card from the tablet.

Turning off Your Tablet

Turning off your tablet completely shuts down your tablet. You can turn off your tablet by using the charms menu:

1. Swipe from the right edge of the display to access the **Charms** menu.
2. Touch **Settings**  > **Power**  > **Shut down** to turn off the tablet.



✎ NOTE: You can turn off your tablet without using the charms menu. Press and hold the **Power**  button for >10 seconds to turn off your tablet. You can perform this force shutdown, if your tablet is not responding / behaving unexpectedly or touch is not working.

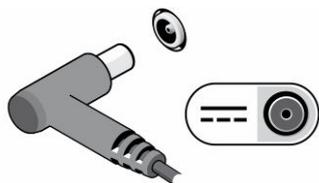
Setting Up Your Tablet

Charging the Tablet

 **CAUTION:** Use only the power adapter and power cable that came with your tablet. Using unauthorized power adapters or power cables may cause severe damage to your tablet.

 **NOTE:** The battery is not fully charged when you unpack your tablet.

1. Connect the power cable into the power adapter.



2. Connect the power adapter to an electrical outlet and charge the tablet until the battery is fully charged.

 **NOTE:** The tablet battery requires about 2 hours to fully charge.

You can check the tablet battery charge status displayed on the screen.

Table 1. Battery-charge status

Battery icon	Description
	Battery is fully charged and power adapter is connected.
	Battery is charging with power adapter.
	Your tablet is running on battery power and the battery is discharging.
	Your tablet's power adapter is connected, and either no battery is detected or the battery is not working correctly.
	Battery is at low level.
	Battery is at critical level.

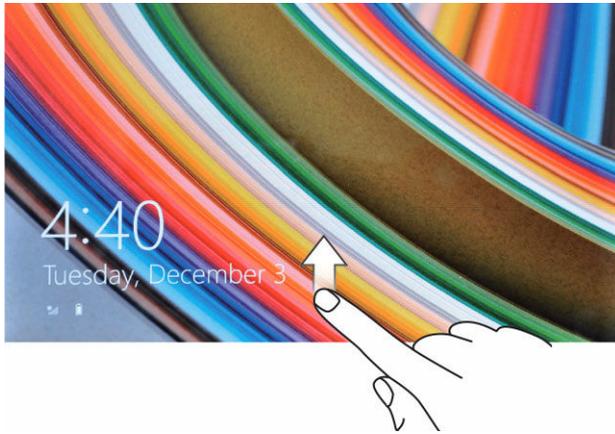
 **NOTE:** The battery bay has an indicator, showing the battery power-level and the tablet is not required to be powered on to check the battery power-level. Press the button to know about the current status of the battery power. However, if you want to know the exact power level, you may have to power on the tablet and check the power level by:

- Swiping the right edge of the display.
- Accessing the desktop mode.

Turning On Your Tablet

1. Press and hold the **Power** button  for 2 seconds to turn on your tablet.
2. If the lock screen image displays, swipe your finger from the bottom of the display to switch to the login screen, and then enter the password to log in to Windows.

The tablet is ready for use after the Windows Start screen displays.



 **NOTE:** If the login screen is not enabled in Windows 8.1, you will be taken directly from the lock screen to the start screen.

 **NOTE:** The lock screen displays only when returning from a sleep state.

Turning off the Screen

• Using power button

Press the **Power** button  to turn off the screen.

• Using Charms

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Power**  → **Sleep** to turn off the screen.

 **NOTE:** If your tablet is in a sleep state, press the **Power** button  or **Windows** button  once to turn on the screen.

Using Your Tablet

Screen Orientation

For optimal viewing experience, the screen orientation changes automatically to portrait or landscape format depending on how you hold the tablet.

 **NOTE:** Some applications may not support automatic screen rotation to portrait or landscape format.

How to lock / unlock the screen orientation

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Screen** .
3. Touch  toggle to lock the screen orientation, or touch  toggle to unlock the screen orientation.

 **NOTE:** A toggle button  is also available at front of the tablet. You can press the toggle button to lock the screen orientation.

Adjusting the screen brightness

You can also adjust the screen brightness here by using the slider under the toggle  menu.



You can also adjust your screen automatically. To adjust the screen brightness automatically:

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Change PC settings** → **PC and devices** → **Power and sleep**.
3. Under Brightness, slide left or right to turn on / turn off the automatic brightness option.

 **NOTE:** You can turn on / turn off the slider to have the screen automatically adjust the brightness, based on the ambient light.

Gestures

Your tablet has a multi-touch display. You can touch the screen to operate the tablet.

Table 2. Gesture Actions

Gesture Actions	Functions
<p>Touch Tap gently on the display with your fingertip.</p> 	<ul style="list-style-type: none"> • Select items on the screen, including options, entries, images, and icons • Start applications • Touch buttons on the screen • Input text using the on-screen keyboard
<p>Touch and Hold Touch and hold your finger on the display</p>	<ul style="list-style-type: none"> • Display detailed information about an item • Open the context menu of an item to perform further actions

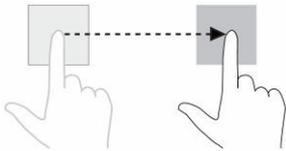
Gesture Actions

Functions

**Drag and Drop**

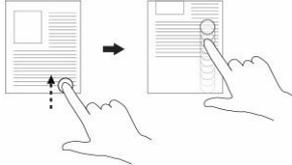
Move item such as images and icons on the screen

1. Touch and hold your finger on an item on the screen
2. Keeping your finger in contact with the display, move your fingertip to the desired location
3. Take your finger off the display to drop the item in the desired location

**Swipe or Slide**

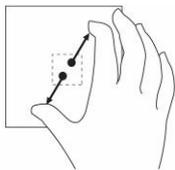
Move your finger in a vertical or horizontal direction on the display

- Scroll through the Start screen, web pages, lists, entries, photos, contacts, and so on
- Close an application. (Swipe the application to the bottom of the display)

**Zoom in**

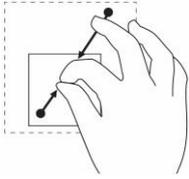
Enlarge the view of an image or web page

Touch the display with two fingers and then move the fingers apart

**Zoom out**

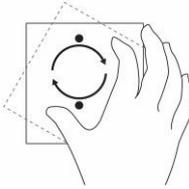
Reduce the view of an image or web page

Touch the display with two fingers and then move the fingers closer

**Rotate**

Rotate an object by 90 degrees

Touch the display with two or more fingers and then move the fingers in a clockwise or counter-clockwise arc

**Right-Click**

To perform a right-click on your tablet, Touch and Hold your finger for 2 seconds on any section of the screen or an icon and then release your finger.

The options menu appears on the screen.

The Windows Start Screen

The Windows Start screen displays a list of default and custom Live Tiles, which act as a shortcut to Control Panel, Windows Explorer, Weather application, RSS, Windows Store, Internet Explorer, and other installed applications.

Live Tiles on your Start screen change and update in real time so you can get real-time updates about news or sports, check what your friends are up to, and get the latest weather forecast.

The tile-based user interface gives you direct access to your most recently used applications, Emails, photos, music, videos, contacts, Facebook & Twitter updates, and frequently viewed websites. You can pin your favorite or frequently used applications as Live Tiles to customize the Start screen.

You also can personalize the Start screen by setting your favorite picture as a wallpaper.



NOTE: Live Tiles can be added or removed by using Pin  or Unpin  options.

Customizing the Applications

You can customize all the available applications on the Start screen. To customize the applications:

1. Swipe from the right edge of the display to access the Charms bar, and then touch the **Start** icon .

 **NOTE:** You can also press the **Windows** button  to go to the Start screen.
2. Swipe up from the middle of the display to get the Apps view.
3. Swipe from the top or bottom of the display to access the Customize icon at the bottom-right corner.
4. Touch the **Customize** icon  at the bottom-right corner.
5. Select the application or applications that you want to customize.

After you select the application or applications, the relevant options appear at the bottom. The options are:

Table 3. Customize application

Options	Actions
	Enables to view the application in the start screen.
	Enables to view the application in the taskbar.
	Enables the application to be unpinned from the start screen.
	Enables to uninstall the application.
	Enables to turn off the live update on the running applications. Example: Weather
	Enables to resize the application. You can resize the application to Wide, Medium, and Small sizes.
	Enables to clear all the selections made.

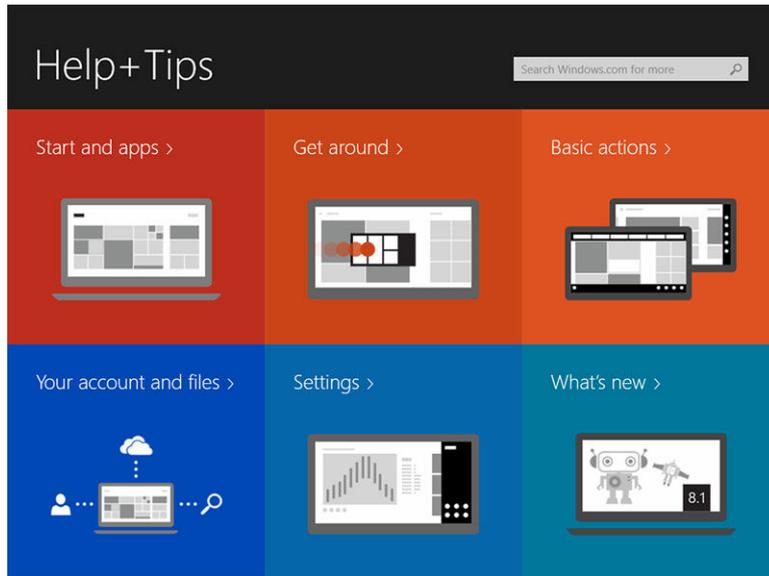
How to access the Start screen

Follow either method to access the Start screen:

- Press the **Windows** button .
- Swipe from the right edge of the display to access the Charms bar, and then touch the **Start** icon .

Get to know Windows 8.1

You can touch the Help+Tips tile on the Start screen to get help and tips on using Windows 8.1.



Swipe Right

Swiping-in from the right edge of the display reveals the Charms bar. Charms provide access to the system commands, such as Start, Search, Share, Devices, and Settings options.

If your tablet is running on an application or performing actions, pressing the **Start** icon  takes you back to the Start screen. If you are at the Start screen, pressing the **Start** icon  takes you to the most recently used application or most recently viewed screen.

 **NOTE:** The functionality of the **Start** icon  is same as **Windows** button .

Swipe Left

- Swiping slowly from the left edge to the right edge of the display reveals thumbnails of the open applications and cycles the thumbnails of the open applications.
- Swiping-in and out on the left edge of the display brings up a list of the most recently used applications.

Swipe Up/Down

- Swiping-in from the bottom or top edge of the display reveals the **All apps** icon . Touch **All apps** to show an alphabetical list of all applications installed on your tablet.
- Swiping-in from the top to the bottom of an application docks or closes the application.

For more information on using Windows Start screen, visit windows.microsoft.com/en-us/windows-8/start-screen-tutorial.

You can also enable the camera (front), when the screen is in lock mode. To enable the camera when the screen is in lock mode:

1. Swipe from the right edge of the display to access the Charms bar.
2. Click **Settings**  → **Change PC Settings** → **PC and Devices**
3. Scroll down and navigate to **Camera**.
4. Swipe to turn on, to use the camera during the lock screen mode.

To make sure you can use the camera during the lock screen mode:

1. Press **Power**  button to turn off the screen.
2. Press **Power**  button again to enable the lock screen mode.
3. Swipe down to enable the **camera**.

Split Screen

The split screen option enables you to open two applications on the same screen, which helps you in multitasking. To split the screen:

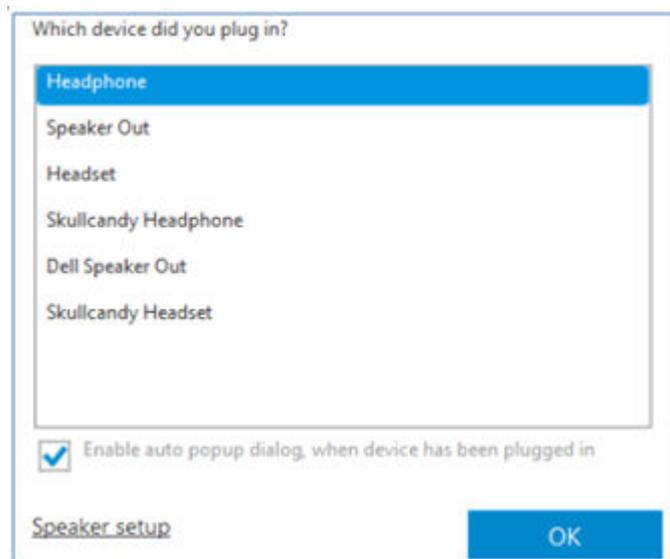
1. Open any two applications that you want to perform the split screen.
2. Swipe from the left to open the second application and hold your finger until the screen splits.
3. Release your finger to drop the second application.

 **NOTE:** Windows 8.1 enables you to split the screen in variable width.

Using Headphones

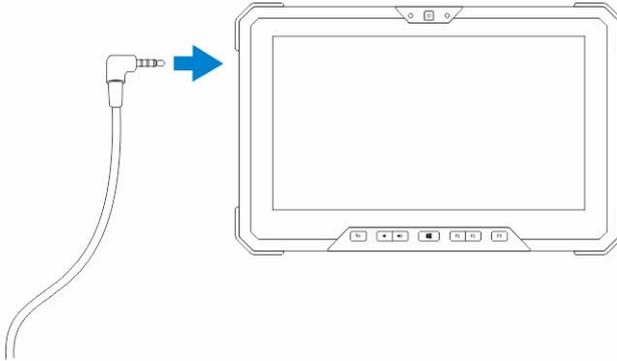
You can use headphones to listen to music and sounds, record audio, or make calls.

After you connect your device to the audio port, a pop-up window displays with options. Select the appropriate option and click **OK**.



 **NOTE:** These are the default options on the tablet, which display only when you connect a device to the audio port. Depending upon your device, you can select any of these options.

 **WARNING:** Listening to loud music for extended period of time can lead to hearing loss.



1. Connect the headphones to the audio port (3.5 mm) on the tablet.
2. Insert the earphones in your ears and adjust the volume level to a comfortable level.

 **NOTE:** When you connect a headphone or an external audio device to the audio connector, the integrated speakers on your tablet are muted automatically.

 **CAUTION:** To prevent damage to the headphones when disconnecting it from the tablet, pull the connector and not the cable.

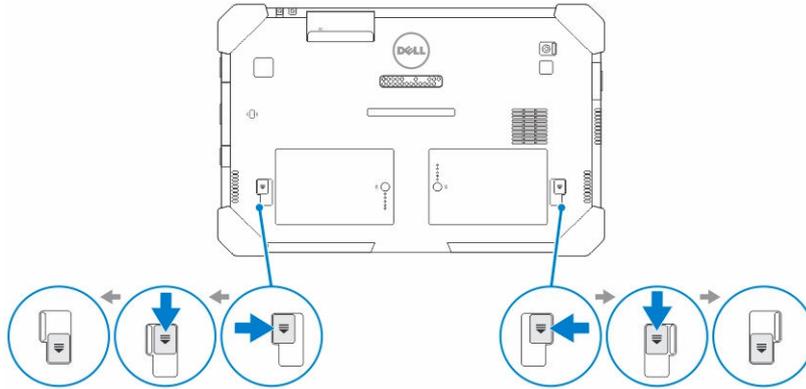
 **NOTE:** It is recommended that you turn down the volume level before plugging the headphone, and then adjust to a comfortable level. Sudden exposure to loud sounds can cause hearing damage.

Removing the Battery

 **WARNING:** Using an incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Dell. The battery is designed to work with your Dell tablet. Do not use a battery from any other tablet with your tablet.

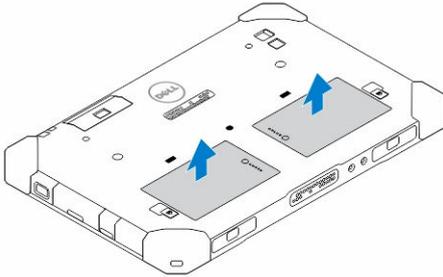
 **WARNING:** Before removing or replacing the battery, turn off the tablet, disconnect the power adapter from the electrical outlet and the tablet, disconnect the modem from the wall connector and tablet, and remove any other external cables from the tablet.

1. To remove the battery:
 - a. Unlock the battery release latch by sliding towards the battery.
 - b. Push the button in a downward direction to unlatch the battery bay.



 **NOTE:** There are two battery release buttons for removing Battery 1 and Battery 2 on the tablet.

2. Lift the batteries away from the tablet.



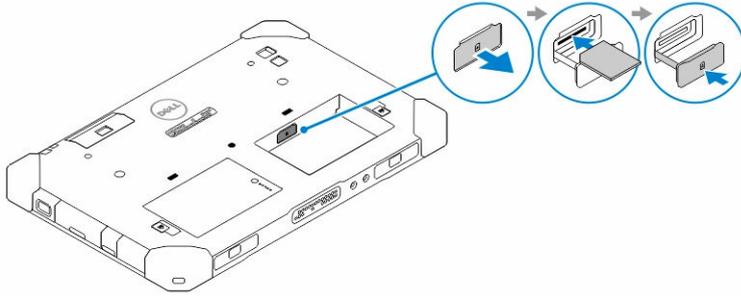
Installing the Battery

1. Slide the battery into its slot until it clicks into place.
2. Lock the battery by sliding the latch away from it.

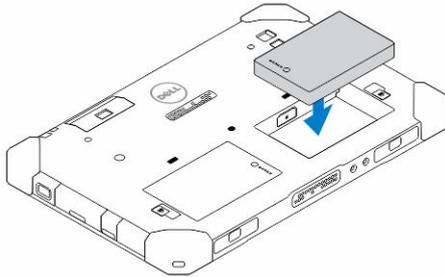
Installing the SIM Card

 **NOTE:** The SIM card slot is located underneath the battery 2 slot.

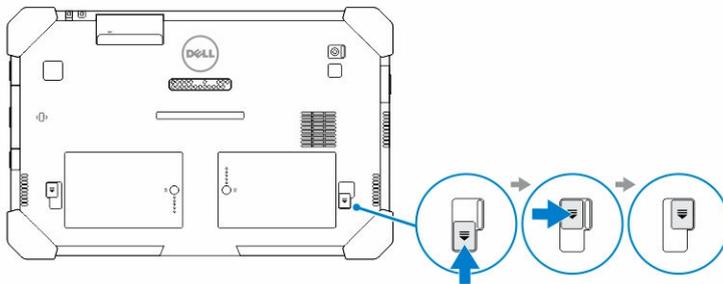
1. Remove the [battery](#).
2. To install the SIM card:
 - a. Press the SIM latch and pull it in an outward direction.
 - b. Insert the SIM card into the slot.
 - c. Push the SIM release latch inwards to lock it.



3. Install the battery into the battery bay.



4. Slide the battery release latch in an upwards direction, and then to the right to lock it.

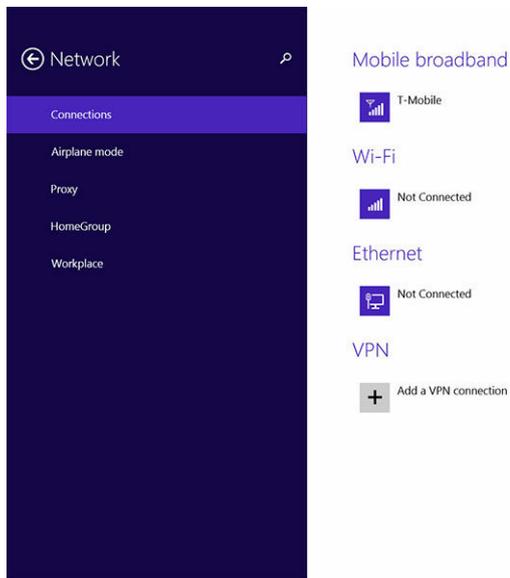


Managing your tablet settings

Wi-Fi setting

- **Turning On/Off Wi-Fi**

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Change PC Settings** → **Network**.
3. Select **Wi-Fi** to turn Wi-Fi on or off.



- **Connecting to a network**

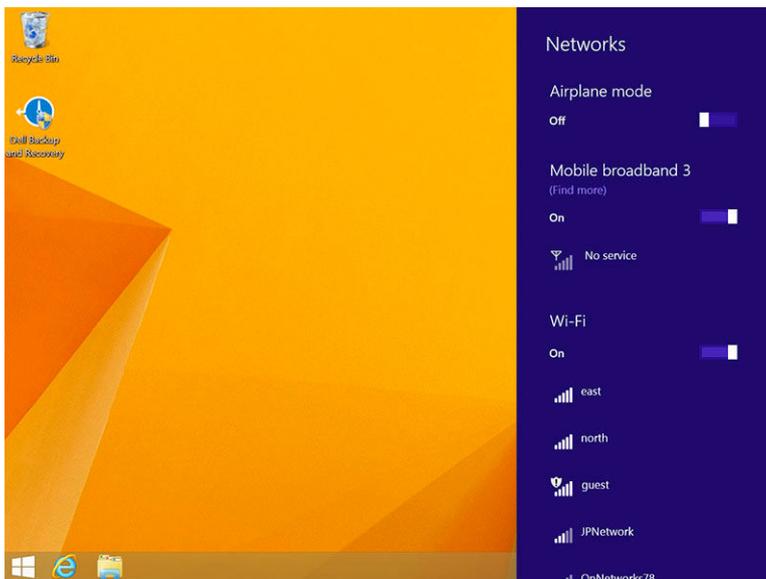
1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Available**  → **Select an available network** → **Connect**



Mobile broadband setting

- **Turning On/Off mobile broadband**

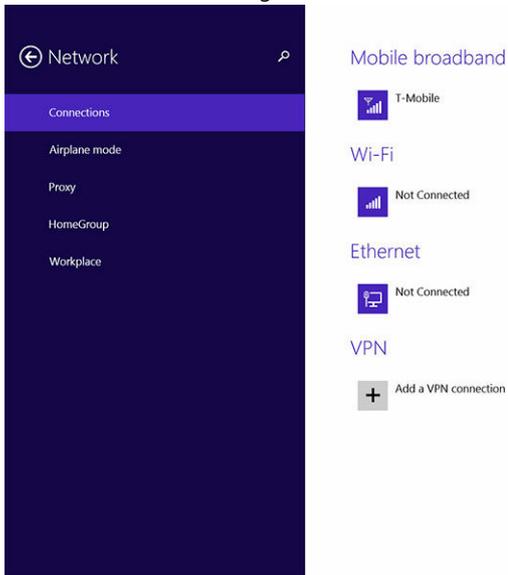
1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Change PC settings** → **Networks** → **Airplane mode**.
3. Swipe **Mobile broadband** icon left or right to turn mobile broadband on or off.



- **Connecting to a mobile broadband network**

1. Ensure an active SIM card is inserted into the tablet.

2. Swipe from the right edge of the display to access the Charms bar.
3. Touch **Setting**  → **Network** → **Connections**  → **Your Service Provider** → **Connect**.
4. The estimated data usage will be shown once the mobile broadband network is enabled.



-  **NOTE:** You can choose the option **Connect automatically** to connect the mobile broadband automatically.
-  **NOTE:** Your tablet will automatically prioritize Wi-Fi networks over mobile broadband networks, when both are available. If your tablet is connected to the mobile broadband and any of saved Wi-Fi connections comes within range, it will disconnect from the mobile network and connect to the Wi-Fi automatically.

- **Disconnecting from mobile broadband network**

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Setting**  → **Network**  → **Your Service Provider** → **Disconnect**.

-  **NOTE:** Once your tablet has disconnected from mobile broadband, the option **Connect automatically** will be disabled as well.

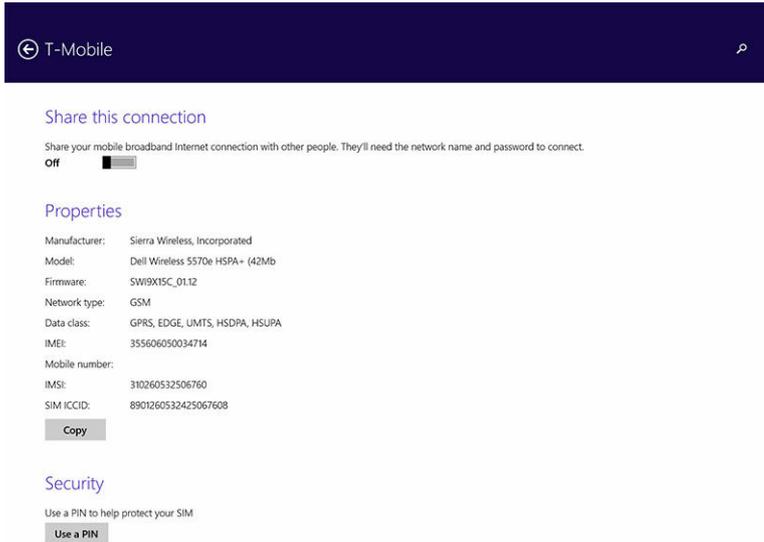
- **Mobile broadband options**

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Networks** .
3. Touch and hold **Your Service Provider** or right-click if docked.
 - Touch **Show estimated data usage/Hide estimated data usage** to show or hide your data usage.
 - Touch **Set as metered connection/Non metered connection** to set a particular connection as a metered/non-metered connection.
 - Touch **View connection properties** to view your connected mobile broadband properties.

-  **NOTE:** If the option **Set as metered connection** is enabled, Windows Update will not download updates automatically unless it is a high priority, critical security update.

- **Service Provider hardware information**

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Change PC settings** → **Network**.
3. Touch **Your Service Provider** to view the hardware information including the subscriber information and International Mobile Equipment Identity (IMEI) number.



- **Enabling PIN lock**

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Network** .
3. Touch and hold **Your Service Provider** or right-clicked if docked.
4. Touch **View connection properties** → **Security** → **Use a PIN**.
5. Enter your **SIM PIN Code**.

 **NOTE:** **Your Service Provider** refers to the network service providers available in your location.

 **CAUTION:** If you enter the incorrect PIN code, your mobile broadband connection will not be established. If you unsuccessfully enter the code three times, your SIM card will be locked. To unlock the SIM card, contact your service provider to get a Personal Unblocking Key (PUK) to unlock the SIM card.

 **NOTE:** Before you contact your carrier, have your IMEI number ready.

Refreshing / Recovering / Re-setting your tablet

You can refresh / recover / restore your tablet to original factory settings.

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Change PC Settings** → **Update and recovery** → **Recovery**.
 - **Refresh your PC without affecting your files**

- **Remove everything and reinstall Windows**
 - **Advanced startup**
3. Select any recovery option to complete the task.

Refresh your PC without affecting your files

This option enables you to refresh your tablet without losing your photos, music, videos, and other personal files. If you want to perform this action:

1. Click **Get started**. The Refresh your PC window opens.
2. Click **Next**.
3. Click **Refresh**.

Click **Cancel** to cancel this action.

Remove everything and re-install Windows

This option enables you to recycle or start over your tablet completely, and you can reset to its default / factory settings. If you want to perform this action:

1. Click **Get Started**. The Reset your PC window opens.
2. Click **Next**.

After you click **Next**, you will now have to select any of the two below options to finish the task:

- **Just remove my files** — If you select this option, Windows removes all your files including your photos, music, videos, and other personal files.
- **Fully clean the drive** — If you select this option, Windows resets your tablet.

 **CAUTION: Resetting your tablet erases all data from your tablet, including your account configuration, music, pictures, files, and so on. Ensure that you back up all the required data before you proceed.**

Click **Cancel** to cancel this action.

Advanced startup

This option enables you to start up from a device or compact disc (such as DVD or USB drive) and change your tablet's firmware settings, change Windows startup settings, or restore Windows from the system image. If you want to perform this action, click **Restart Now**.

 **NOTE:** Third-party applications will be removed.

Synchronizing your tablet

Using Microsoft account

If your computer has Microsoft Windows 8.1 installed, you can synchronize user settings of your tablet with your computer using a Microsoft account. When you sign in with your Microsoft account on your tablet, you can automatically synchronize your settings, including internet browser history, application settings, and personal files etc., with other Windows 8.1 PCs and Windows 8.1 tablets.

 **NOTE:** You need a wireless connection for both your computer and tablet.

1. Go to Charms bar, then click **Settings**  → **Change PC Settings** → **Accounts** → **Connect to a Microsoft account** to switch your computer local account to your Microsoft account.
2. A new option will be added to **PC Settings** called **Sync your settings**.
3. Click **Settings**  → **Change PC Settings** → **More PC Settings** → **Sync your settings** to show all kind of toggles for synchronizing your data and settings.

Copying music, photos, and videos

1. Connect a USB key or a Micro-SD card to the computer and copy the required files.
2. After the copy is complete, use the **Safely Remove Hardware** wizard to remove your tablet from the computer.
3. You can also use the SkyDrive feature of Win 8.1 to copy music, photos, and videos.

Cleaning Your Tablet

 **CAUTION:** Before you clean your tablet, disconnect all cables. Clean your tablet with a soft cloth dampened with water. Do not use liquid or aerosol cleaners, which may contain flammable substances.

1. Turn off your tablet. For more information on turning off your tablet, see **Turning Off Your Tablet**.
2. Disconnect any attached devices, headphones, speakers, and keyboard dock from the tablet and from their electrical outlets.
3. Remove any installed Micro-SD and Micro-SIM card. For more information on removing the Micro-SD card and Micro-SIM card, see **Remove the Micro-SD card** and **Remove the Micro-Sim card**.
4. Moisten a soft, lint-free cloth with either water or a display cleaner, and wipe the surface of the tablet until it is clean. Do not allow water from the cloth to seep down to the tablet ports and surrounding **Windows** button.

 **NOTE:** To avoid damaging the tablet or display, follow the instructions that are included with the product.

 **NOTE:** Do not clean the keyboard with a moist cloth.

Troubleshooting

Battery problem

Table 4. Battery problems

Problems	Possible causes	Possible solutions
Battery does not charge		<ul style="list-style-type: none"> • Unplug the Dell AC power adapter from the wall and verify that the outlet is functioning. • Try to connect with another Dell AC power adapter (if available). • Check all cable connections and plug back into the wall, then back into the tablet. • Check the AC adapter LED light to ensure if the AC adapter is working. • Check all connectors to ensure proper connectivity. <p> NOTE: The tablet battery requires about 4 hours to fully charge.</p>
	The tablet's temperature is below 0 °C or higher than 40 °C.	Charge the battery in an ambient temperature between 0 °C to 40 °C.
	The battery or power adapter is damaged.	Contact a Dell authorized reseller to replace the battery or power adapter.
Battery drains quickly even when the tablet is in Standby mode	If the tablet is not in the range of a network it can connect to, the tablet continues to send out signals to locate a base station and drains the battery.	<ul style="list-style-type: none"> • Temporarily turn off the tablet. • Move the tablet in range of a network it can connect to, or temporarily turn off the wireless connection on your tablet. • Use your tablet in airplane mode.

System problem

Table 5. System problem

Problems	Possible causes	Possible solutions
Tablet does not turn on	The battery is completely discharged.	<ol style="list-style-type: none">1. Charge the tablet for at least 4 hours.2. Press and hold the Power button for 4 seconds.
Tablet does not turn off		Press and hold the Power button for 11 seconds to perform a hard shut down.
Tablet locks up		Press and hold the power button for 11 seconds to perform a hard shut down.
Tablet is not responding or behaving unexpectedly	<ul style="list-style-type: none">• Driver failure• Operating system failure• Virus/Malware	<ol style="list-style-type: none">1. Shut down and restart your tablet.2. Refresh the tablet.3. Contact Dell's support service. Go to dell.com/support or dell.com/contactdell.
Software or feature is not working as expected		Restart your tablet. Software updates may have been downloaded in the background. Swipe from the right edge of the display to access the Charms bar and touch Settings → Power → Restart to restart the tablet. <ul style="list-style-type: none">• Un-dock / Re-dock your tablet. If the issue still continues, power cycle your tablet on the dock.• Try to dock your tablet with another Dell docking station (if available).
Docking station not working as expected		

Touchscreen problem

Table 6. Touchscreen problem

Problems	Possible causes	Possible solutions
Touchscreen responds slowly or improperly.	Protective cover prevents the tablet from recognizing your inputs.	<ul style="list-style-type: none">• Shutdown and restart your tablet.• Gently wipe the display with a clean dry cloth.

- Remove any protective covers from the touchscreen.
- If the operating system is re-installed, make sure all the drivers are installed.

Checking Your Wireless Network Card

You can check in **Device Manager** if your computer is equipped with a WLAN/WWAN card.

Windows 8

1. Click the **Desktop** Icon → **Computer** → **Open Control Panel** → **Device Manager**. If you are prompted for an administrator password or confirmation, type the password or provide confirmation. The Device Manager window appears.
2. Expand **Network Adapters**, the wireless network will be listed under network adapter if available.

Also depending on what you selected when you purchased your computer, the computer has a variety of configurations. To determine your computer configuration, see one of the following:

- Your order confirmation
- Microsoft Windows Help and Support Center
- Under Tools, click **My Computer Information** → **Find information about the hardware installed on this computer**.

To check your Mobile Broadband card in the Windows Help and Support Center:

1. Click **Start** → **Help and Support** → **Use Tools** to view your computer information and diagnose problems.

On the My Computer Information - Hardware screen, you can view the type of Mobile Broadband card installed in your computer as well as other hardware components.

Network problem

Table 7. Network problems

Problems	Possible causes	Possible solutions
No wireless connection		<ol style="list-style-type: none"> 1. Check if the wireless radio is on. See Wi-Fi setting. 2. Try to get closer to the wireless access point. 3. Try to connect to another known wireless access point. 4. Reset the wireless router if using a private network; open the browser to view the landing page if using a public network. 5. Contact your internet service provider for help.

No mobile broadband connection

- The mobile broadband has been capped.
- No signal from the service provider.

1. Check if the mobile broadband is turned on. See [Mobile broadband setting](#).
2. Move your tablet to a different location for better signal reception.

Contact your service provider to change your broadband plan.

System Setup

System Setup enables you to manage your computer hardware and specify BIOS-level options. From the System Setup, you can:

- Change the NVRAM settings after you add or remove hardware
- View the system hardware configuration
- Enable or disable integrated devices
- Set performance and power management thresholds
- Manage your computer security

To access the system setup options (BIOS):

1. Connect your tablet to the keyboard dock or connect a USB enabled keyboard to your tablet.
2. Press the **Power**  button to turn on your tablet or restart your tablet, if you have already turned on your tablet.
3. Press **F2** after the Dell logo appears.

 **NOTE:** You might have to press **F2** repeatedly until the Windows redirects to the system setup options.

To access the setup options (BIOS) without an external keyboard:

1. Press the **Power**  button to turn on your tablet or restart your tablet, if you have already turned on your tablet.
2. Press and hold the **Volume Up** button when the Dell logo appears on the screen.
3. When the F12 Boot Selection menu appears, press the **Volume Up** button to change the boot selection to the BIOS Setup option.

 **NOTE:** The **Volume Up** button cycles through the menu options (Boot Options, BIOS Setup, Diagnostics, and so on. You can select the desired option by pressing the **Volume Up** button.)

4. Press the **Volume Down** button to select the option.

System Setup (BIOS) Options

Table 8. System Information

Option	Function
BIOS Version	Displays the BIOS revision.
Service Tag	Displays the service tag of your tablet.
Asset Tag	Displays the asset tag of your tablet.
Ownership Tag	Displays the ownership information.

Option	Function
Manufacture Date	Displays the date of manufacture
Ownership Date	Displays the ownership date.
Express Service Code	Displays the Express Service code of the tablet.
Memory Installed	Displays the memory installed on the tablet.
Memory Available	Displays the memory available on the tablet.
Memory Speed	Displays the memory speed.
Memory Channel Mode	Displays the memory capacities on the tablet.
Memory Technology	Displays new type of device file in Linux for interacting with flash memory.
DIMM A size	Displays the size of the DIMM A
DIMM B size	Displays the size of the DIMM B
Processor Type	Displays the processor type available on the tablet.
Core Count	Displays the core count of the tablet.
Processor ID	Displays the processor ID of the tablet.
Current Clock Speed	Displays the current clock speed of the tablet.
Minimum Clock Speed	Displays the minimum clock speed of the tablet.
Maximum Clock Speed	Displays the maximum clock speed of the tablet.
Processor L2 Cache	Displays the L2 cache of the tablet.
Processor L3 Cache	Displays the L3 cache of the tablet.
HT Capable	Displays the tablet is Hyper-Thread capable.
64-bit Technology	Displays the tablet functions with 64-bit technology (Intel EM64T).
Video Controller	Displays the video controller used in the tablet.
Video BIOS Version	Displays the BIOS version number of the tablet.
Video Memory	Displays the video memory of the tablet.
Panel Type	Displays the panel type used in the tablet.
Native Resolution	Displays the resolution of the tablet.
Audio Controller	Displays the audio controller used in the tablet.
Wi-Fi Device	Displays the Wi-Fi device in the tablet.
Cellular Device	Displays the cellular device in the tablet.
Bluetooth Device	Displays the Bluetooth device in the tablet.

Table 9. Battery Information

Option	Function
AC Adapter	Displays the AC Adapter information.
Battery Status	Displays the current battery status.
Battery Charge State	Displays if the battery is charging/discharging.
Battery Health	Displays the battery health.

Table 10. Boot Sequence

Option	Function
Boot Sequence	<p>Displays the order that the BIOS searches devices when trying to find an operating system to boot. The options are:</p> <ul style="list-style-type: none"> • Windows Boot Manager • UEFI
Boot List Option	<p>Allows you to change the boot list option.</p> <ul style="list-style-type: none"> • Legacy • UEFI <p>You can also perform other options. The options are:</p> <ul style="list-style-type: none"> • Add Boot Option — This option allows you to add a boot option • Delete Boot Option — This option allows you to delete an existing boot option • View — This option allows you to view a boot option

Table 11. Advanced Boot Options

Option	Function
Enable Legacy Option ROMs Enable UEFI Network Stack	During the UEFI boot mode, the Enable Legacy Option ROMs option will allow legacy option ROMs to load. This option is not allowed if Secure Boot is enabled.

Table 12. Date/Time

Option	Function
System Date	Displays the system date and allows you to change the system date.
System Time	Displays the system time and allows you to change the system time.

Table 13. System Configuration

Option	Function
USB Configuration	<p>Allows you to configure the integrated USB controller. The options:</p> <ul style="list-style-type: none"> • Enable Boot Support • Enable USB3.0 Controller • Enable External USB Port

Option	Function
	By default, all the options are enabled.
USB PowerShare	Allows you to configure the USB PowerShare feature behavior. Default: Not enabled
Audio	This field allows you to enable or disable the integrated audio connector. <ul style="list-style-type: none"> • Enable Audio. Default: Enabled
Keyboard illumination	Allows you to choose the operating mode of the keyboard illumination feature. The options are: <ul style="list-style-type: none"> • Disabled. Default: Enabled • Dim • Bright
RGB Keyboard illumination	Allows you to configure the RGB keyboard backlight feature.
Stealth Mode Control	Allows you to configure the Stealth Mode Feature. The options are: <ul style="list-style-type: none"> • Enable Stealth Mode • Disable onboard LCD screen • Disable onboard fans • Disable GPS received • Disable WiGig radio • Disable onboard LEDs • Disable onboard speakers • Disable Bluetooth radio • Disable WLAN radio • Disable WWAN radio Default: All options are enabled.
Miscellaneous Devices	Allows you to enable or disable various on-board devices. <ul style="list-style-type: none"> • Enable Microphone. Default: Enabled • Enable Front Camera. Default: Enabled • Enable Back Camera. Default: Enabled • Enable Dedicated GPS Radio. Default: Enabled • Enable Media Card. Default: Enabled • Disable Media Card

Table 14. Video

Option	Function
LCD Brightness	Displays the panel brightness when the ambient light sensor is off. <ul style="list-style-type: none"> • Brightness on Battery • Brightness on AC

Table 15. Security

Option	Description
Admin Password	<p>This field lets you set, change, or delete the administrator (admin) password (also known as the setup password). The admin password enables several security features.</p> <p>The drive does not have a password set by default.</p> <p>To add a new password:</p> <ul style="list-style-type: none"> • Enter the old password • Enter the new password • Confirm the new password <p>Click OK after entering the password details.</p>
System Password	<p>Allows you to set, change, or delete the tablet password (previously called the primary password).</p> <p>The drive does not have a password set by default.</p> <p>To add a new password:</p> <ul style="list-style-type: none"> • Enter the old password • Enter the new password • Confirm the new password <p>Click OK after entering the password details.</p>
Internal HDD Password	<p>Allows you to set, change, or delete the password on the tablet's internal hard-disk drive.</p> <p> NOTE: Successful password changes take effect immediately.</p> <p>Default Setting: Not set</p>
Strong Password	<p>Enable strong password - This option is disabled by default.</p>
Password Configuration	<p>This field controls the minimum and maximum number of characters allowed for the admin and system passwords. Changes to these fields are not active until they are committed via the apply button or saving changes before exiting setup.</p> <ul style="list-style-type: none"> • Admin Password Min • Admin Password Max • System Password Min • System Password Max
Password Bypass	<p>This option lets you bypass the system (Boot) Password and the internal HDD password prompts during a system restart.</p> <ul style="list-style-type: none"> • Disabled • Reboot Bypass (Default Enabled)
Password Change	<p>Allows you to determine whether changes to the system and hard disk passwords are permitted when an administrator password is set.</p>

Option	Description
	<ul style="list-style-type: none"> Allow Non-Admin Password Changes (Default)
Non-Admin Setup Changes	<p>This option lets you determine whether changes to the setup options are permitted when an administrator password is set.</p> <ul style="list-style-type: none"> Allow Wireless Switch Changes (Default)
TPM Security	<p>This option lets you control whether the Trusted Platform Module (TPM) in the system is enabled and visible to the operating system.</p> <p>TPM Security (Default)</p> <ul style="list-style-type: none"> TPM ACPI Support Deactivate Activate <p> NOTE: Activation, deactivation, and clear options are not affected if you load the setup program's default values. Changes to this option take effect immediately.</p>
Computrace (R)	<p>This field lets you activate / de-activate or disable the BIOS module interface of the optional <i>Computrace Service</i> from <i>Absolute Software</i>.</p> <ul style="list-style-type: none"> Deactivate (Default) Disable Activate
CPU XD Support	<p>This option enables or disables the Execute Disable mode of the Processor.</p> <ul style="list-style-type: none"> Enable CPU XD Support (Default Enable)
OROM Keyboard Access	<p>This option determines whether you are able to enter Option ROM Configuration screen through hotkeys, during the system boot. The options are:</p> <ul style="list-style-type: none"> Enable. Default: Enabled One Time Enable Disable
Admin Setup Lockout	<p>Allows you to enable or disable the option to enter setup when an admin password is set.</p> <ul style="list-style-type: none"> Enable Admin Setup Lockout (Default)

Table 16. Secure Boot

Option	Function
Secure Boot	Allows you to enable or disable the secure boot feature. Default : Disabled
Expert Key Management	<p>Allows you to manipulate the security key databases only if the system is in Custom Mode. The Enable Custom Mode option is disabled by default. The options are:</p> <ul style="list-style-type: none"> PK KEK

Option	Function
	<ul style="list-style-type: none"> • db • dbx <p>If you enable the Custom Mode, the relevant options for PK, KEK, db, and dbx appear. The options are:</p> <ul style="list-style-type: none"> • Save to File- Saves the key to a user-selected file • Replace from File- Replaces the current key with a key from a user-selected file • Append from File- Adds a key to the current database from a user-selected file • Delete- Deletes the selected key • Reset All Keys- Resets to default setting • Delete All Keys- Deletes all the keys <p> NOTE: If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.</p>

Table 17. Performance

Option	Description
Multi Core Support	Specifies whether the processor will have one or all cores enabled. The performance of some applications will improve with the additional cores.
Intel SpeedStep	Allows you to enable or disable the Intel SpeedStep mode of the processor. <ul style="list-style-type: none"> • Enable Intel(R) SpeedStep (Default)
C-States Control	Allows you to enable or disable the additional processor sleep states. <ul style="list-style-type: none"> • C states (Default)
Intel TurboBoost	Allows you to enable or disable Intel TurboBoost mode of the processor. <ul style="list-style-type: none"> • Enable Intel TurboBoost (Default) — Allows the Intel TurboBoost driver to increase the performance of the CPU or graphics processor.
HyperThread control	Allows you to enable or disable the HyperThreading in the processor. Default: Enabled

Table 18. Power Management

Option	Description
AC Behavior	Allows the tablet to power-on automatically, when AC adapter is plugged. The option is disabled. <ul style="list-style-type: none"> • Wake on AC
Auto On Time	Allows you to set the time at which the system must turn on automatically. The options are: <ul style="list-style-type: none"> • Disabled (Default) • Every Day • Weekdays

Option	Description
	<ul style="list-style-type: none"> Select Days
USB Wake Support	Allows you to enable the USB devices to wake the system from standby. This option is disabled by default.
Wake on LAN/WLAN	Allows you to power on the system from the off-state, when triggered by a special LAN signal or from the hibernate state, when triggered by a special wireless LAN signal. The options are: <ul style="list-style-type: none"> Disabled (Default) LAN Only WLAN Only LAN or WLAN
Peak Shift	Allows you to minimize the AC power usage during the peak hours. This option is disabled by default.
Advanced Battery Charge Configuration	This option places batteries in the system advanced battery charging mode to maximize battery health. <ul style="list-style-type: none"> Monday Tuesday Wednesday Thursday Friday Saturday Sunday
Primary Battery Charge Configuration	<ul style="list-style-type: none"> Adaptive Standard ExpressCharge Primary AC Use Custom <p> NOTE: Some of the battery settings may not be available for all battery types. To enable this option, you should disable the Advanced Battery Charge Configuration Mode.</p>
Dock Battery Charger Mode	<ul style="list-style-type: none"> Standard ExpressCharge

Table 19. POST Behavior

Option	Description
Adapter Warnings	Allows you to activate the adapter warning messages when certain power adapters are used. The option is enabled by default. <ul style="list-style-type: none"> Enable Adapter Warnings
MEBx Hotkey	Allows you to specify whether the MEBx Hotkey function should be enabled when the system boots. This option is enabled by default.

Option	Description
Fastboot	<p>This option can speed up the boot process by bypassing some compatibility steps.</p> <ul style="list-style-type: none"> Minimal Thorough Auto (Default Enable) <p> NOTE: Enabling the Fastboot will prevent F2 BIOS access through USB or Thin / Travel keyboard. You can still access the BIOS Setup, by pressing the Volume Up button after the Dell logo screen appears.</p>
Extended BIOS POST Time	<p>Allows you to create an additional pre-boot delay. The options are:</p> <ul style="list-style-type: none"> 0 seconds. This option is enabled by default. 5 seconds 10 seconds

Table 20. Virtualization Support

Option	Description
Virtualization	<p>This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization technology.</p> <ul style="list-style-type: none"> Enable Intel Virtualization Technology (Default)
VT for Direct I/O	<p>This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology for Direct I/O.</p> <ul style="list-style-type: none"> Enable VT for Direct I/O (Default)
Trusted Execution	<p>This option specifies whether a Measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities provided by Intel Trusted Execution Technology. Default: disabled</p>

Table 21. Wireless

Option	Description
Wireless Device Enable	<p>Allows you to enable or disable the wireless devices</p> <ul style="list-style-type: none"> WWAN (Default Enable) WLAN / WiGig

Table 22. Maintenance

Option	Description
Service Tag	Displays the service tag of your tablet.
Asset Tag	Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default.

Option	Description
BIOS Downgrade	Allows you to control flashing of the system firmware to the previous versions. This option is enabled by default.

Table 23. System Logs

Option	Description
BIOS events	Displays the system event log and allows you to clear the log. <ul style="list-style-type: none"> • Clear Log
Thermal events	Allows you to view and clear the thermal events log. <ul style="list-style-type: none"> • Clear Log
Power events	Displays the power event log and allows you to clear the log. <ul style="list-style-type: none"> • Clear Log

Updating the BIOS

It is recommended to update your BIOS (system setup), on replacing the system board or if an update is available. For tablet, ensure that the battery is fully charged and connected to a power outlet.

1. Restart the tablet.
2. Go to **dell.com/support**.
3. Enter the **Service Tag** or **Express Service Code** and click **Submit**.
 -  **NOTE:** To locate the Service Tag, click **Where is my Service Tag?**
 -  **NOTE:** If you cannot find your Service Tag, click **Detect My Product**. Proceed with the instructions on screen.
4. If you are unable to locate or find the Service Tag, you can select your product from the products list under the **General Support**.
5. Choose the **Product Type** from the list.
6. Select your product model and the **Product Support** page of your product appears.
7. Click **Get Drivers** and click **View All Drivers**.
The Drivers and Downloads page opens.
8. On the Drivers and Downloads screen, under the **Operating System** drop-down list, select **BIOS**.
9. Identify the latest BIOS file and click **Download File**.
You can also analyze which drivers need an update. To do this for your product, click **Analyze System for Updates** and follow the instructions on the screen.
10. Select your preferred download method in the **Please select your download method below window**; click **Download File**.
The **File Download** window appears.
11. Click **Save** to save the file on your tablet.
12. Click **Run** to install the updated BIOS settings on your tablet.
Follow the instructions on the screen.

Specifications

 **NOTE:** Offerings may vary by region. The following specifications are only those required by law to ship with your computer. For more information about the configuration of your computer, go to **Help and Support** in your Windows operating system and select the option to view information about your computer.

Table 24. System Information

Chipset	Integrated in the CPU
DRAM bus width	128 bit (64-bits x 2 channels)
Flash EPROM	128 Mbit Quad-SPI

Table 25. Processor

Type	Intel Broadwell Y SOC
External bus frequency	SOC no external bus connected chipset

Table 26. Memory

Memory capacity	4 GB / 8 GB
Memory type	LPDDR3
Memory speed	1600 MHz
Minimum memory	4 GB
Maximum memory	8 GB

Table 27. Audio

Type	Side firing
Stereo conversion	24-bit
Speakers	AAC 25 x 9 x 3 mm, 1 W, speaker

Table 28. Video

Video type	integrated
Data bus	integrated
Video controller	iGPU GT2 graphics

Table 29. Communications

Network adapter	WLAN, LTE, HSPA+
Wireless	BT, NFC
	<ul style="list-style-type: none"> Bluetooth 4.0 LE

 **NOTE:** The optional I/O expansion module, if purchased with the tablet, comes equipped with an additional Network port (Ethernet).

Table 30. Ports and Connectors

Audio	one 3.5 mm jack
Video	one mini HDMI connector
USB	one USB 3.0 connector
Memory-card reader	one microSD card reader
Docking port	<ul style="list-style-type: none"> one docking port one WWAN RF passthrough one WLAN RF passthrough
Subscriber Identity Module (SIM) port	one micro SIM slot
Smart card	one smart card reader
Serial	one micro serial connector
Modular Expansion	one pogo pin modular expansion port

 **NOTE:** The optional expansion dock, if purchased with the tablet comes equipped with two additional USB 3.0 ports.

Table 31. Display

Feature	Specification
Type	white Light Emitting Diode (WLED) display, HD (1366 x 768)
Size	11.6 inches
Dimensions:	
Height	158.5 mm (6.24 inches)
Width	268.0 mm (10.59 inches)
Diagonal	29.38 mm (1.15 inches)
Active area (X/Y)	256.12 mmx144 mm
Maximum resolution	1366 x 768 pixels
Maximum Brightness	730 nits
Operating angle	0° (closed) to 180°
Refresh rate	60 Hz

Feature	Specification
Minimum viewing angles:	
Horizontal	<ul style="list-style-type: none"> +/- 40° for HD +/- 60° for FHD
Vertical	<ul style="list-style-type: none"> +10°/-30° for HD +/-50° for FHD
Pixel pitch	0.2265 mm

Table 32. Front camera

Type	OV 2724 (2 MP)
Resolution	1366 x 768 pixels

Table 33. Rear camera

Type	IMX 134 (8 MP)
Resolution	3264 pixels x 2448 pixels

Table 34. Storage

Storage	M.2 SSD 128 GB / 256 GB / 512 GB
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Table 35. Battery

Type	2-cell lithium ion (26 WHr)
Dimensions	
Length	103.60 mm (4.08 inches)
Height	15.00 mm (0.59 inch)
Width	62.70 mm (2.47 mm)
Weight	145.50 g (typical) (0.32 lb)
Voltage	<ul style="list-style-type: none"> 7.4 VDC (nominal) 8.7 VDC (maximum)
Temperature range	
Operating	0 °C to 50 °C (32° F to 158 °F)
Non-Operating	-20 °C to 65 °C (4 °F to 149 °F)
Coin-cell battery	3 V CR2025 lithium ion

Table 36. AC Adapter

Type	
Input voltage	100 VAC to 240 VAC

Input current (maximum)	0.60 A
Input frequency	50 Hz to 60 Hz
Output power	45 W
Output current (45 W)	2.31 A
Rated output voltage	19.5 VDC
Temperature range:	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non-operating	-40 °C to 70 °C (-40 °F to 158 °F)

Table 37. Physical

Typical	
Width	312.20 mm (12.29 inches)
Height	203.00 mm (7.99 inches)
Thickness	24.40 mm (0.96 inch)
Maximum	
Width	318.20 mm (12.53 inches)
Height	209.00 mm (8.23 inches)
Thickness	28.90 mm (1.14 inches)
Weight (minimum)	1620 grams (3.57 lb)

Table 38. Environmental

Temperature:	
Operating	-29 °C to 63 °C
Storage	-51 °C to 71 °C
Relative humidity (maximum):	
Operating	Operating 10% to 90% (noncondensing)
Storage	Storage 5% to 95% (noncondensing)
Altitude (maximum):	
Operating	- 16 m to 12192 m (- 50 ft to 40000 ft)
Non-operating	-15.20 m to 12192 m (-50 ft to 40,000 ft)
Airborne contaminant level	G1 as defined by ISA-71.04-1985

Contacting Dell

 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Go to **support.dell.com**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.