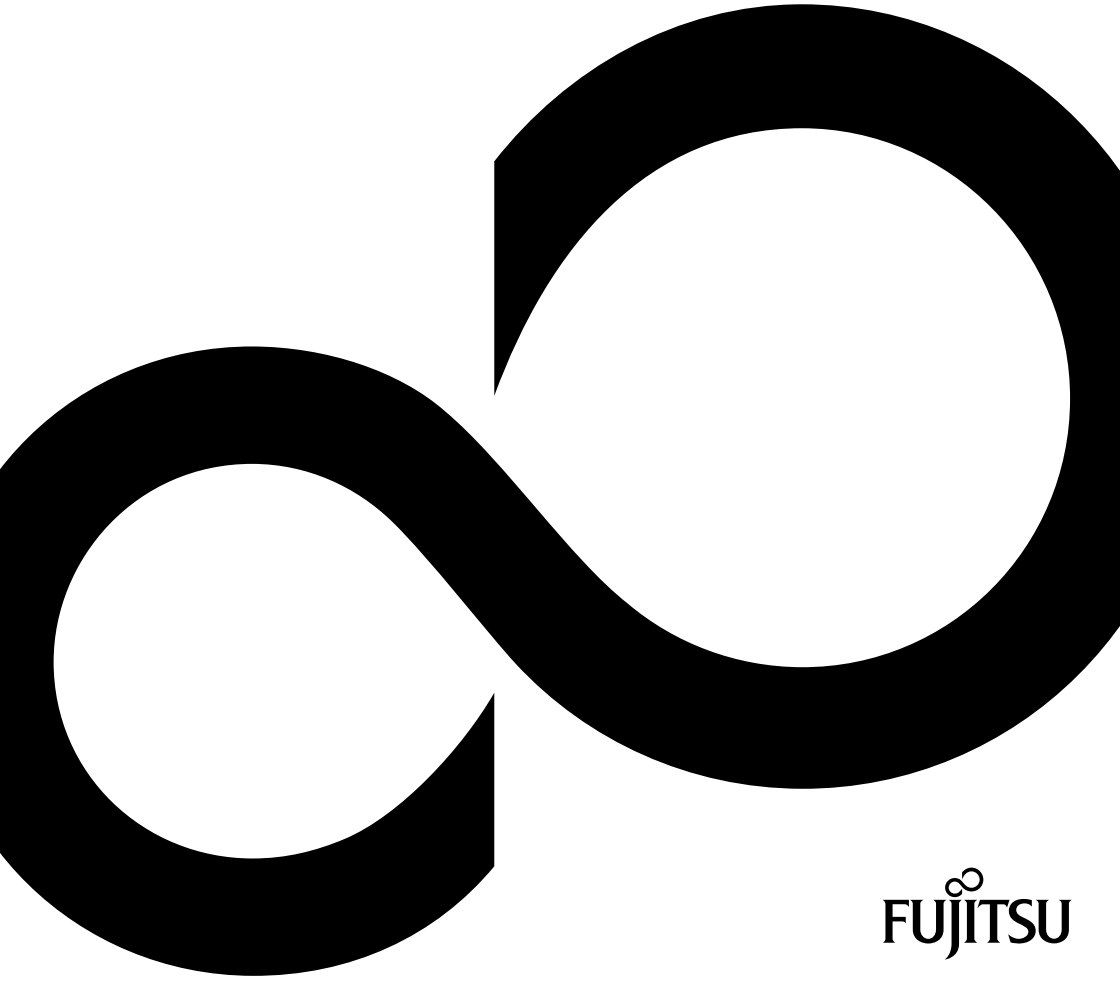
# FUJITSU Tablet STYLISTIC Q738



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FPC65-7872-01

# FUJITSU Tablet STYLISTIC Q738

## Operating Manual


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# Declarations of conformity

## DECLARATION OF CONFORMITY

according to FCC Part 15

| | |
|---|---|
| Responsible Party Name: | Fujitsu America, Inc. |
| Address: | 1250 E. Arques Avenue<br>Sunnyvale, CA 94085 |
| Telephone: | (408) 746-6000 |
| Declares that product: | Base Model Configuration: STYLISTIC Q738<br>Complies with Part 15 of the FCC Rules. |

This device complies with Part 15 of the FCC rules. Operations are subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received, including interference that may cause undesired operation.

# Fujitsu Contact Information

**Service and Support**

You can contact Fujitsu Service and Support in the following ways:

- Toll free phone: 1-800-8Fujitsu (1-800-838-5487)
- Website: "http://solutions.us.fujitsu.com/www/content/support/contact/index.php"

Before you place the call, have the following information ready so that the customer support representative can provide you with the fastest possible solution:

- Product name
- Product configuration number
- Product serial number
- Purchase date
- Conditions under which the problem occurred
- Any error messages that have occurred
- Type of device connected, if any

**Fujitsu Shopping Online**

Please go to "http://www.shopfujitsu.com/store/ ".

**Maintaining Latest Configuration**

To ensure that you always have the most current driver updates related to your system, you should occasionally access the Fujitsu Software Download Manager (FSDM) utility. The FSDM utility is available from the Fujitsu Support site. FSDM will allow you to view a list of the most current drivers, utilities and applications to determine whether you have the latest versions. If you have a Windows 10 operating system, you will need to go to the Support Site to download the FSDM Utility: "http://support.fujitsupc.com/CS/Portal/support.do?srch=DOWNLOADS".

**Limited Warranty**

Your STYLISTIC Tablet PC is backed by a Fujitsu International Limited Warranty. Check the Limited Warranty Terms and Conditions Booklet that came with your Tablet PC.

# Notational conventions

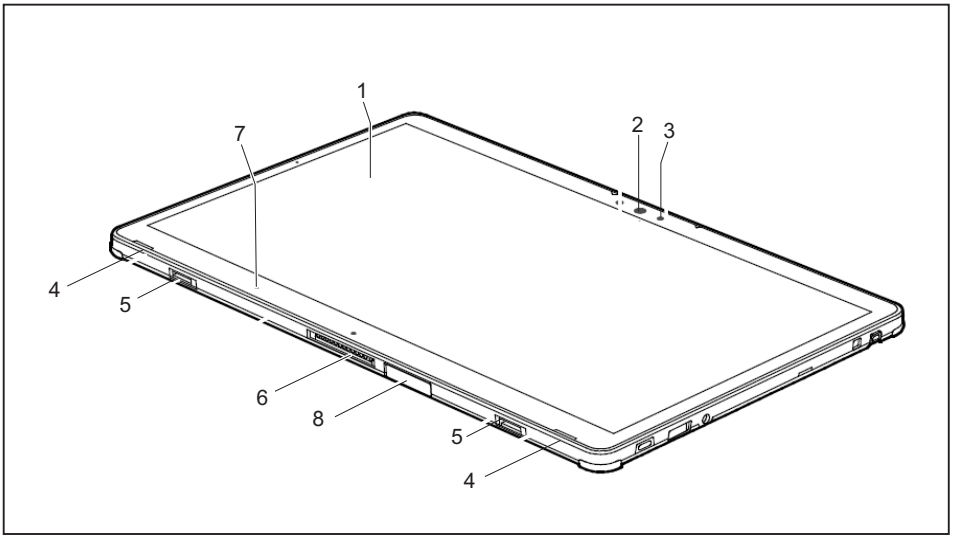
| | |
|---|---|
| | Pay particular attention to text marked with this symbol. Failure to observe this warning will endanger your life, will damage the device or lead to loss of data. The warranty will be invalidated if the device becomes defective through failure to observe these warnings. |
| | Indicates important information which is required to use the device properly. |
| ► | indicates an activity that must be performed |
| ↳ | indicates a result |
| **`This style`** | indicates data entered using the keyboard in a program dialogue or at the command line, e.g. your password (**`Name123`**) or a command used to start a program (**`start.exe`**) |
| `This style` | indicates information that is displayed on the screen by a program, e.g.: `Installation is complete.` |
| *This style* | indicates<br>• terms and texts used in a software interface, e.g.: Click on *Save*.<br>• names of programs or files, e.g. *Windows* or *setup.exe*. |
| "This style" | indicates<br>• Cross-references to another section, e.g. "Safety information"<br>• cross-references to an external source, e.g. a web address: For more information, go to "http://solutions.us.fujitsu.com/"<br>• names of CDs, DVDs and titles or designations of other materials, e.g.: "CD/DVD Drivers & Utilities" or "Safety/Regulations" manual |
| Key | indicates a key on the keyboard, e.g: F10 |
| **This style** | indicates terms and text that are emphasized or highlighted, e.g.: **Do not switch off the device** |

# Ports and controls

This chapter presents the individual hardware components of your device. It gives an overview of the indicators and connections of the device. Please familiarize yourself with these items before you start to work with the device.

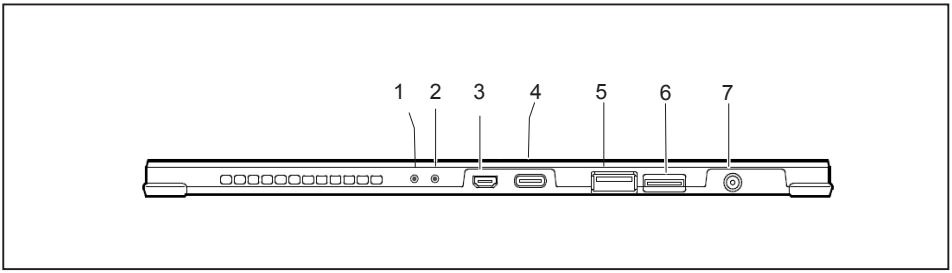
**Front (device version without palm vein sensor)**

Depending on your selected device version, your tablet PC may be equipped with a palm vein sensor on the right-hand side, see "Right side" sub-section on the following pages.



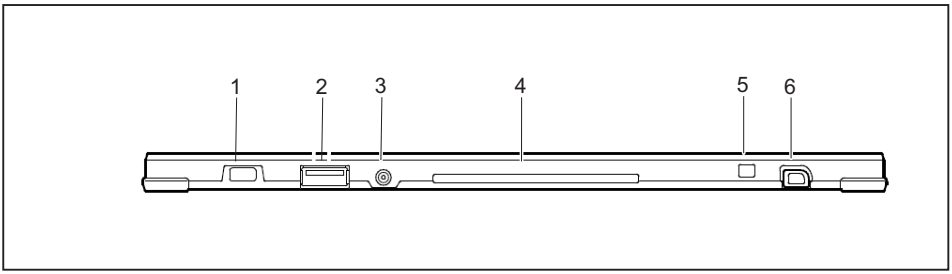

1 = Touch screen
2 = Webcam
3 = Webcam LED
4 = Speaker
5 = Mechanical mounting for keyboard docking station / cradle
6 = Docking port
7 = Ambient light sensor
8 = Sim door

**Left side**



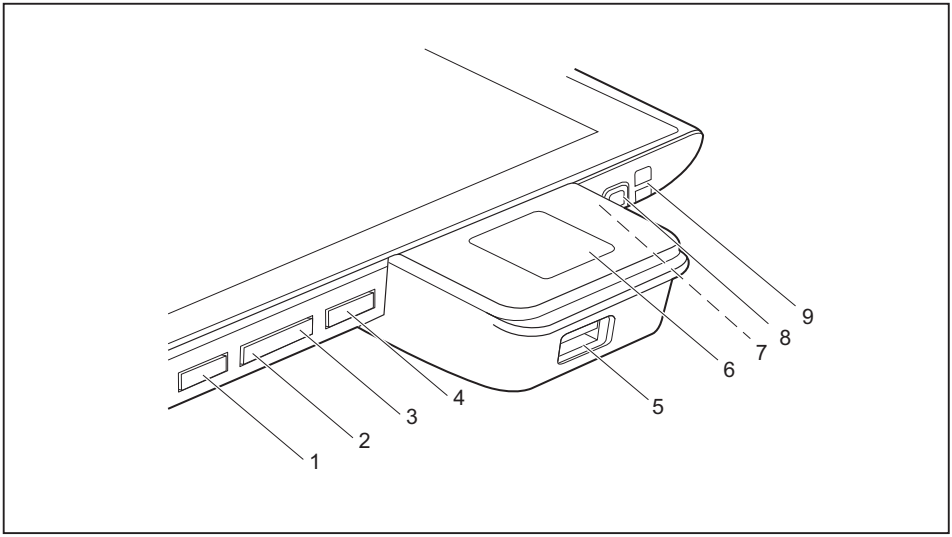

1 = Wireless indicator
2 = Battery charging indicator
3 = Micro HDMI port
4 = USB Type-C port
5 = USB 3 port
6 = Micro SD slot
7 = DC power

**Right side (device version without palm vein sensor)**



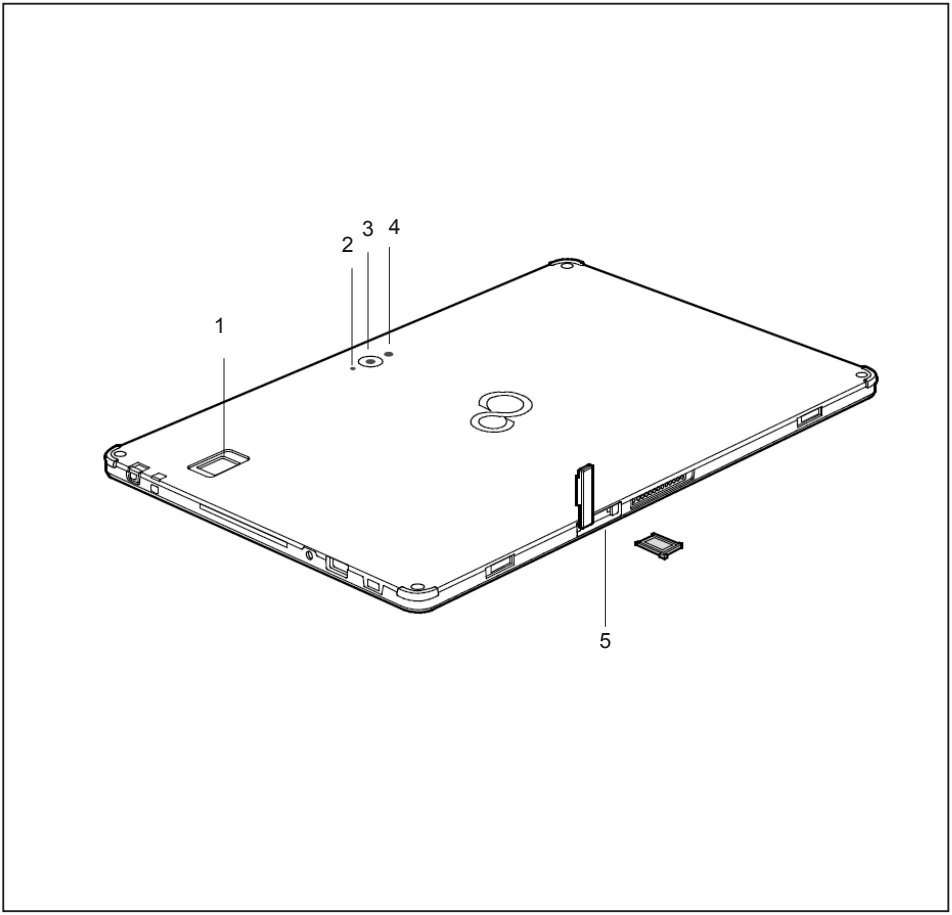

1 = Lock slot
2 = USB 2
3 = Audio jack
4 = SmartCard slot
5 = Tether slot
6 = Pen garage

**Right side (device version with palm vein sensor)**




1 = Shortcut button
2 = Volume Down button
3 = Volume Up Button
4 = ON/OFF button
5 = USB port (USB 2.0)
6 = Palm vein sensor
7 = Combined headphone and microphone port (not visible in diagram)
8 = Stylus slot
9 = Tether eyelet for stylus tether

**Back**




1 = Fingerprint sensor
2 = Webcam LED
3 = Webcam light
4 = Webcam
5 = Sim card slot

# Important notes

This chapter contains essential safety information which must be followed when working with your Tablet PC. The other notes provide useful information about your Tablet PC.

## Safety instructions

Please follow the safety notes provided in the "Safety/Regulations" manual as well as the safety notes given below.

Please pay special attention to the sections in the manual marked with the symbol on the left.

When connecting and disconnecting cables, observe the relevant notes in this operating manual.

Read the information on the ambient conditions in the "Technical data", Page 90 chapter and the information in the "First-time setup of your device", Page 18 chapter before preparing your Tablet PC for use and switching it on for the first time.

When cleaning the device, please observe the relevant notes in the section "Cleaning the Tablet PC", Page 17.

Pay attention to the additional safety notes for devices with wireless components provided in the "Safety/Regulations" manual.

When handling this device, you come into contact with lead, a chemical which in California is held to be a possible cause of birth defects and other damage to fertility.

Wash your hands after using the device.

This Tablet PC complies with the relevant safety regulations for data processing equipment. If you have questions as to whether you can set up the Tablet PC in the intended environment, please contact your sales outlet or our hotline/service desk.

# Additional safety notes for devices with wireless components

If a wireless component (Wireless LAN, Bluetooth, 4G) is integrated in your Tablet PC, you must be sure to observe the following safety precautions when using your Tablet PC:

- Switch off the wireless components when you are in an aircraft or driving in a car.
- Switch off the wireless components when you are in a hospital, an operating room or near a medical electronics system. The transmitted radio waves can impair the operation of medical devices.
- Switch off the wireless components, when you let the device get near flammable gases or into hazardous environments (e.g. gas station, paint stores), as the transmitted radio waves can cause an explosion or a fire.

For further information on how to switch the wireless components on and off, refer to section "Switching the wireless components on and off", Page 37.

# Protecting the display screen

Do not pour liquids on the system or wash it with a heavily soaked cloth. Do not place items on the top of the monitor in order to prevent it from being damaged.

During normal use of the device, small particles from the environment can become embedded in the stylus tip and scratch the screen. The warranty does not cover a scratched screen.

# Energy saving

If you will not be using your Tablet PC, switch it off. Switch off any connected external devices when they are not in use. If you use the energy-saving functions, the Tablet PC uses less power. If you do this, you will be able to work longer with the Tablet PC before having to recharge the battery.

The energy efficiency is increased and environmental pollution is reduced. You save money and help protect the environment.

## Energy saving under Windows

► Make use of the available energy-saving functions as described in chapter "Using the energy saving functions", Page 33.

# Traveling with your Tablet PC

Please follow the instructions below when traveling with your Tablet PC.

## Before you travel

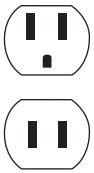
- ► Back up important data stored on your hard disk.
- ► Switch off the wireless component for data security reasons. With data traffic via a wireless connection, it is also possible for unauthorized third parties to receive data.

Information on activating data encryption is provided in the documentation for your wireless component.

- ► If you want to use your Tablet PC during a flight, ask the flight attendants to seeit is safe to use it.

### When traveling in other countries

- ► If you are traveling abroad, check that the AC adapter can be operated with the local AC voltage. If this is not the case, obtain the appropriate AC adapter for your Tablet PC. Do not use any other voltage converter!
- ► Check whether the local AC voltage and the AC cable are compatible. If this is not the case, buy an AC cable that suits the local conditions.
- ► Enquire with the appropriate government office of the country you will be traveling in as to whether you may there operate the wireless component integrated in your Tablet PC.
- ► Take the necessary travel adapters with you when traveling abroad. Check in the following table for which travel adapters you will need, or ask your travel organizer.

| Power connection | Travel destination |
|---|---|
|  | United States, Canada, Mexico, parts of Latin America, Japan, Korea, Philippines, Taiwan |
|  | Russia and the Commonwealth of Independent States (CIS), much of Europe, parts of Latin America, the Middle East, parts of Africa, Hong Kong, India, much of south-east Asia |
| | United Kingdom, Ireland, Malaya, Singapore, parts of Africa |
| | China, Australia, New Zealand |

## Transporting the Tablet PC

Protect the Tablet PC from severe shocks and extreme temperatures (e.g. direct sunlight in a car).

- Do not transport your Tablet PC while it is turned on.
- Carry your Tablet PC with you while traveling. Do not check it in as baggage.
- Never put your Tablet PC through a metal detector. Have it hand-inspected by security personnel. You can however put your Tablet PC through a properly tuned X-ray machine. To avoid problems, place it close to the entrance of the machine and remove it as soon as possible or have it hand-inspected by security personnel. Security officials may require you to turn your Tablet PC on. So make sure you have a charged battery on hand for this.

► Switch the Tablet PC off.

► Unplug the AC plug of the AC adapter and all external devices from the power outlets.

► Disconnect the AC adapter cable and the data cables for all external devices.

► To protect against damaging jolts and bumps, use a suitable Tablet PC carrying case to transport your Tablet PC.

# Cleaning the Tablet PC

Do not clean any interior parts yourself; leave this job to a service technician.

Only use detergents designed for computers. Normal household cleaners and polishes can damage the labels on the keyboard and the Tablet PC, the paintwork or the Tablet PC itself.

Ensure that no liquid enters the Tablet PC.

The touchscreen is very sensitive to scratches! Only clean the display surface with a very soft, slightly damp cloth.

► Switch the Tablet PC off.

► To prevent the device from being switched on unintentionally, remove the AC plug of the AC adapter from the power outlet.

↳ The surfaces may be cleaned with a dry cloth. If particularly dirty, use a cloth which has been moistened in mild domestic detergent and then carefully wrung out.

# First-time setup of your device

Please read the chapter "Important notes", Page 14.

If your device is equipped with a Windows operating system, the necessary hardware drivers and supplied software are already pre-installed.

Before switching it on for the first time, connect the device to the AC voltage using the AC adapter, see "Connecting the AC adapter", Page 20. The AC adapter must remain connected during the whole of the installation process.

A system test is performed when your device is first switched on. Various messages can appear. The display may remain dark for a short time or may flicker.

Please follow the instructions on the screen.

NEVER switch off your device during the first-time setup process.

The battery must be charged if you want to operate your device using the battery.

When used on the move, the built-in battery provides the device with the necessary power. You can increase the operating time by using the available energy-saving functions.

For instructions on how to connect external devices (e.g. mouse, printer) to your Tablet PC, please refer to the operating manual for your device.

## Unpacking and checking the device

If you find that damage has occurred during transport, please notify your local sales outlet immediately!

- ► Unpack all the individual parts.
- ► Check your device for any visible damage which may have occurred during transportation.

You may need to reuse the packaging in the future, for example if you need to ship your device.

# Choose a location

Choose a suitable location for the device before setting it up. In doing so, please follow these instructions:

- Never place the device or the AC adapter on a heat-sensitive surface. The surface could be damaged as a result.
- Never place the device on a soft surface (e.g. carpeting, upholstered furniture, bed). This can result in damage caused by overheating.
- The back of the device heats up during normal operation. Prolonged contact with skin can become unpleasant or even result in burns.
- Place the device on a stable, flat, non-slippery surface. Please note that the rubber feet of the device may mark certain types of delicate surfaces.
- Keep other objects at least 100 mm / 4 inches away from the device and its AC adapter to ensure adequate ventilation.
- Do not expose the device to extreme environmental conditions. Protect the device against dust, humidity and heat.

# Mounting the feet (only device versions with palm vein sensor)

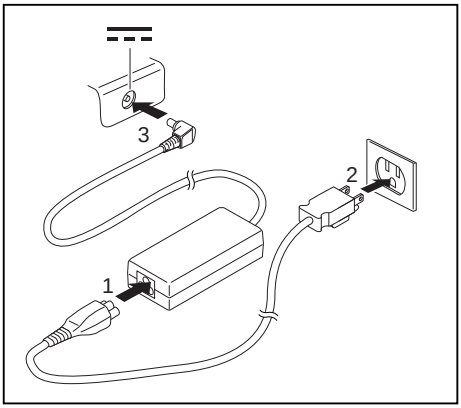
Before initial startup of the above-mentioned device versions, Fujitsu recommends that you mount the supplied feet.

► For how to install the feet, see section "Using the palm vein sensor (device-dependent)", Page 66.

# Connecting the AC adapter

Observe the safety notes in the enclosed "Safety/Regulations" manual.

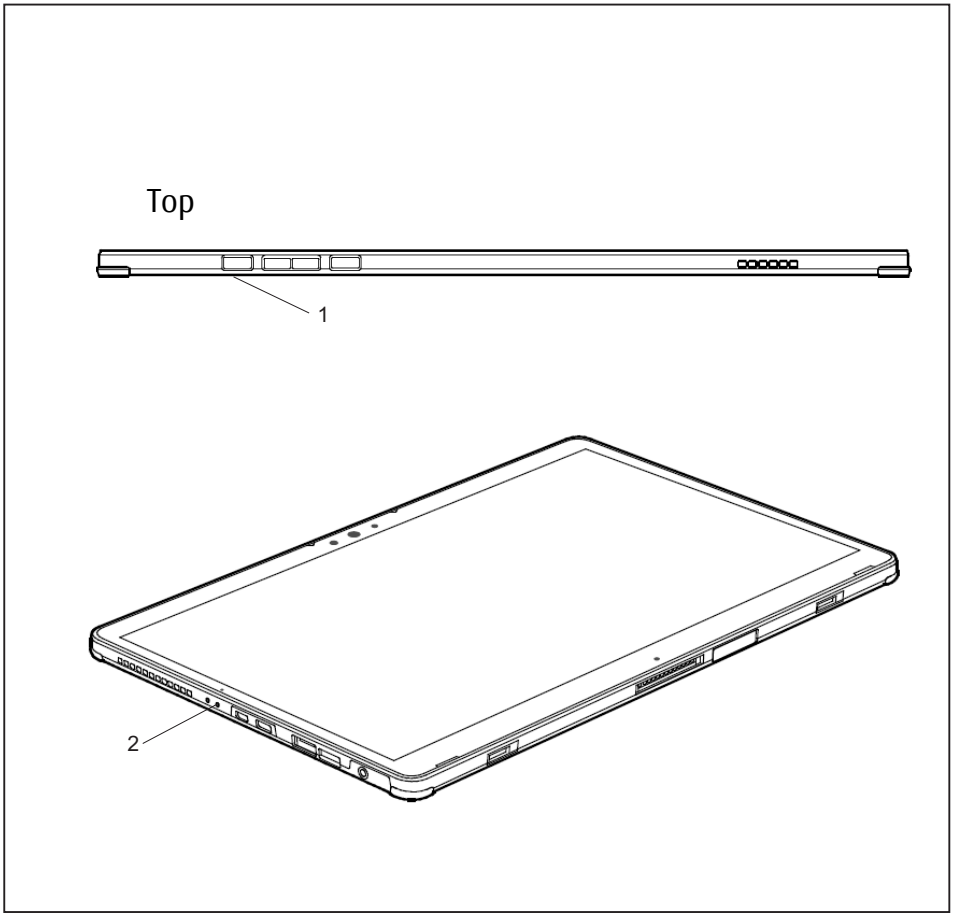
The supplied AC cable conforms to the requirements of the country in which you purchased your device. Make sure that the AC cable is approved for use in the country in which you intend to use it.




- ► Connect the AC cable (1) to the AC adapter.
- ► Plug the AC cable (2) into a power outlet.
- ► Connect the AC adapter cable (3) to the DC jack (DC IN) of the device.

# Switching on the device for the first time

To make it easier to use your device for the first time, the operating system is pre-installed on the hard disk.




► Press the ON/OFF button (1) for about one second to switch the device on.
↳ The power-on indicators (2) light up whenever the system is switched on.
► During the installation process, follow the on-screen instructions.

i

You can find information and help on the Windows operating system functions online at "http://windows.microsoft.com".

## Installing Bonus Apps

The *Bonus Apps* can be found in the *Start menu*

► In the *Start* menu, click on *Bonus Apps* to view the additional apps that are available to you.

↳ Applications that are already installed appear in grey, those that are available for installation appear in blue.

► Select the applications you wish to install by selecting the checkbox adjacent to your selection.

**or**

► Click *Select All* if you would like to install all available applications.

► To confirm your selection, click *Install*.

Note that in some cases (depending upon which application was selected for installation) after installation completes, the system will prompt you to reboot.

There are also cases in which if multiple applications are selected to install but one of them needs a reboot, the system will reboot and continue installing the rest of the selected applications.

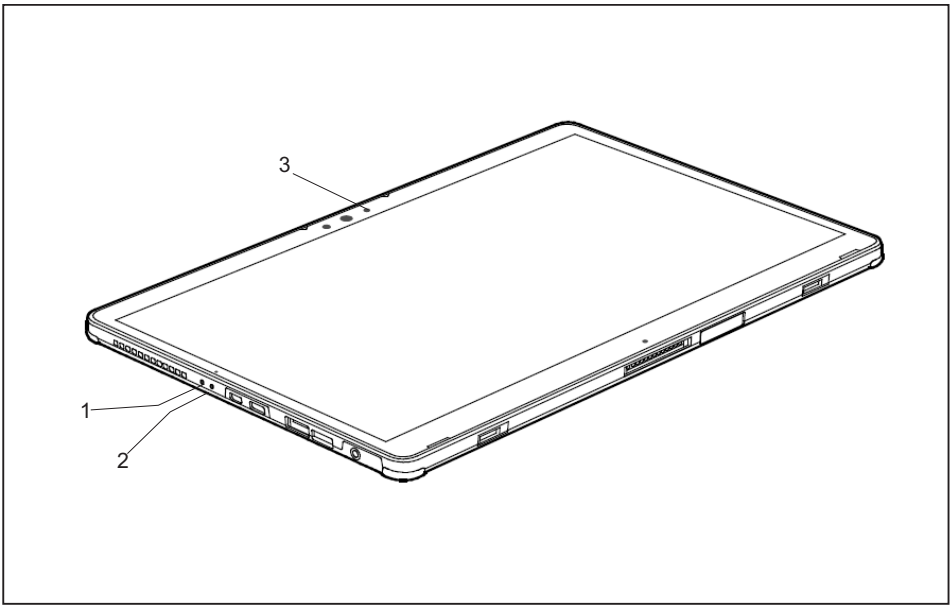
# Working with the Tablet PC

This chapter describes the basics for operating your Tablet PC. You can find instructions on how to connect external devices (e.g. mouse, flash storage) to the Tablet PC in the chapter "Connecting external devices", Page 74.

Please refer to the notes in the chapter "Important notes", Page 14.

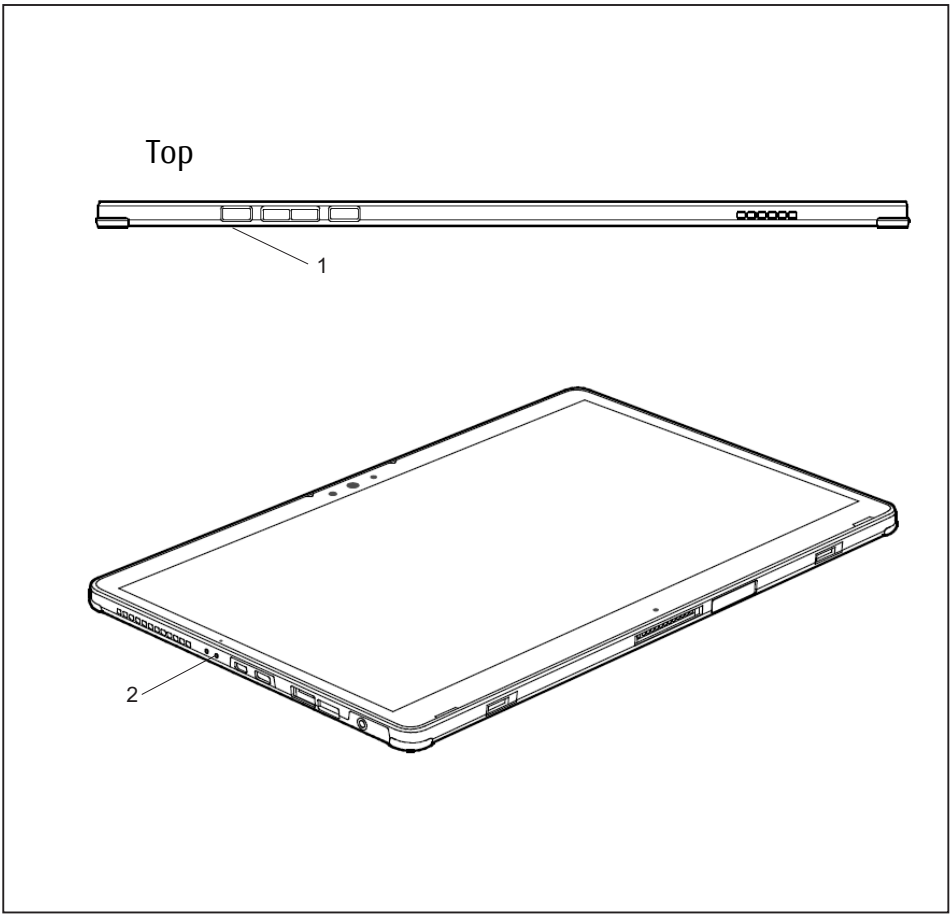
## Status indicators

The status indicators (1, 2, 3) provide information about the statuses of the power supply, the rechargeable batteries and the wireless components.



| No. | Status indicator | Description |
|---|---|---|
| 1 | | **Power-on indicator**<br>• The indicator lights up white: The Tablet PC is switched on.<br>• The indicator flashes: The Tablet PC is in sleep mode (Save-to-RAM).<br>• The indicator is not lit up: The Tablet PC is switched off or in Save-to-Disk mode. |
| 2 | | **Battery charging indicator**<br>Please note: If the AC adapter is connected when the state of charge of the battery is more than 90%, charging will not be started. When the state of charge of the battery is less than 90%, the battery will be charged to 100% as soon as the AC adapter is connected.<br>• The indicator lights up orange: The rechargeable battery is charging.<br>• The indicator is not lit up: The battery is not charging (the battery is already fully charged or the AC adapter is not connected). |
| 3 |  | **Wireless indicator**<br>• The indicator lights up white: The wireless components are switched on while the Tablet PC is switched on.<br>• The indicator flashes: The wireless components are switched on while the Tablet PC is in Sleep mode or Save-to-Disk mode, or while the Tablet PC is switched off.<br>• The indicator is not lit up: The wireless components are switched off. |

# Switching the Tablet PC on




► Press the ON/OFF button (1) for about one second to switch the device on.
↳ The power-on indicators (2) light up whenever the system is switched on.

## Programming the ON/OFF button

You can program the ON/OFF button:

| Operating system | Menu |
|---|---|
| Windows 10 | *Windows 10 Start - Control Panel - (Browse Control Panel - ) Power Options - Choose what the power buttons do* |

If you have assigned a password, you must enter this when requested to do so, in order to start the operating system. Detailed information can be found in the chapter "Security functions", Page 64.

# Switching the Tablet PC off

Back up your data and close all applications before you switch off your device. Otherwise data might be lost.

- ► Shut down the operating system correctly.
- ► If the Tablet PC does not switch itself off automatically, press the ON/OFF button for approx. five seconds.

# Handwriting recognition

For detailed information on handwriting recognition, see the documentation for your operating system.

At present, handwriting recognition on Windows supports the following languages:

English, German, French, Italian, Japanese, Korean, Chinese (traditional and simplified), Dutch, Portuguese, Spanish, Brazilian, Norwegian (Bokmål and Nynorsk), Swedish, Finnish, Danish, Polish, Rumanian, Serbian (Cyrillic and Latin script), Catalan, Russian, Czech and Croatian.

On Windows you can set the required language under *Control Panel – Time, Language and Region – Language*.

# Touchscreen

Information on screen resolution can be found in the section "Screen resolutions for integrated screen and external screens", Page 93.

High-quality LCD screens (TFT) are installed in Fujitsu Tablet PCs. For technical reasons, these screens are manufactured for a specific resolution. An optimal, clear picture can only be ensured in the resolution intended for the particular screen. A screen resolution which differs from the specification can result in an unclear picture.

The screen resolution of your Tablet PC's touchscreen is optimally set at the factory.

Current production technology cannot guarantee an absolutely fault-free screen display. A few isolated constantly lit or unlit pixels may be present. The maximum permitted number of such faulty pixels is specified in the international standard ISO 9241-307 (Class II).

**Example:**

A monitor with HD resolution 1280 x 1024 has 1,310,720 pixels. Each pixel consists of three subpixels (red, green, and blue), which means that there are almost 3.9 million subpixels in total. According to ISO 9241-307 (class II), a maximum of 3 light and 3 dark pixels and, in addition, 7 light or 13 dark subpixels or an equivalent mix (1 light subpixel counts as 2 dark subpixels) are allowed to be defective.

| | |
|---|---|
| Pixel | A pixel consists of 3 subpixels, normally red, green and blue. A pixel is the smallest element that can be generated by complete functionality of the display. |
| Subpixel | A subpixel is a separately addressable internal structure within a pixel that enhances the pixel function. |
| Cluster | A cluster contains two or more defective pixels or subpixels in a 5 x 5 pixel block. |

### Background lighting

LCD screens are operated with background lighting. The luminosity of the background lighting can decrease over the period of use of the Tablet PC. However, you can set the brightness of your screen yourself.

### Ambient light sensor

If your Tablet PC was shipped with the *Windows* operating system, the screen brightness is regulated by means of the ambient light sensor and depending on the respective light conditions. This results in optimum readability and longer battery life at the same time.

If your Tablet PC was shipped with Windows 10, the adaptive brightness setting is activated. To change the ambient light sensor settings, select *Control Panel - System and Security - Power Options - Change plan settings - Change advanced power settings - Display - Enable adaptive brightness.*.

### Synchronizing the display on the touchscreen and an external monitor

In Windows 10 you can proceed as follows to set the output type:

- ► Wipe your finger over the screen starting from the right-hand edge.
- ► Select *All settings*.
- ► Look for the keyword "project".
- ► Select the required function.

# Select display orientation (portrait or landscape format)

You can choose to use either portrait or landscape for the display, or whether the screen orientation should automatically adjust to the orientation of the tablet PC.

If you have a device with an installed Wireless WAN module, do not operate WWAN with the antenna folded out when holding the device horizontally with the camera pointing downwards (in the tablet position *Rotated Landscape format* (secondary landscape)). Operating the device in that position can result in damage to the antenna.

You can change these settings under *Control Panel - Hardware and Sound - Windows Mobility Center / Rotate screen*.

In the settings there are profiles saved for operation with different screen orientations. These profiles have preset standard configurations that can be modified as desired.

These settings do not just affect the screen settings on the Tablet PC, but also on external monitors that are connected.

# Using fingers

You can execute certain commands by using your finger tip on the touchscreen of your device.

Alternatively, everything which you can select or activate using your finger tip can also be selected or activated using the stylus.

## Calibrate the Dual Digitizer for finger-based operation of the device.

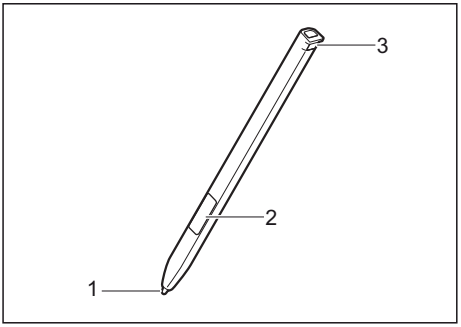
Before the first finger-based operation, you must calibrate your Tablet PC via the operating system, so that it recognizes your fingertips as accurately as possible.

As soon as you notice that the accuracy is becoming worse, you must recalibrate the device.

Please note: There are separate calibration programs available for calibrating the stylus and for calibrating finger-based operation. Do not use the calibration tool for the stylus to calibrate finger-based operation.

| Operating system | Menu |
|---|---|
| Windows 10 | To calibrate, run the *Hardware and Sound / Tablet PC Settings* function in the Control Panel. You need to calibrate both portrait and landscape formats. |

# Using the stylus




1 = stylus tip

2 = stylus button (right mouse button)

3 = eyelet for optional stylus tether

You can use the stylus on your Tablet PC as an electronic writing tool, to select menu items and to navigate through the programs. Programs that support handwriting recognition also allow you to write directly on the screen with the stylus. You can also use the stylus as a drawing tool.

A stylus tether is available as an optional extra and you can use this to tie the eyelet on the stylus to the eyelet on the Tablet PC.

Use only the stylus that was provided with your Tablet PC. Do not use any other pointed object as a substitute, that was not specially designed for your Tablet PC. Replace the stylus tip if it is worn. The warranty does not cover a scratched screen.

While writing, take care that you do not scratch the surface of the display (e.g. with a wristwatch or bracelet).

The stylus of the Tablet PC is an electronic instrument that can be damaged if used improperly. Handle the stylus with care.

Our recommendations for proper handling of the stylus are as follows:

- Do not gesture with the stylus.
- Do not use the stylus as a pointer.
- Do not use the stylus on surfaces other than the screen of the Tablet PC.
- Do not try to turn the grip of the stylus. The grip is used to put the stylus into its slot or to take it out of its slot.
- Never store the stylus with its weight on the tip (e.g. with the tip down in a stylus container). If the stylus is stored with the tip pointing down, this may have an adverse effect on the stylus mechanism (particularly in high temperatures). In this case, the stylus tip may react as though it is constantly being pressed down. To avoid damage, the stylus should be stored in the slot when not in use.

The stylus can be influenced by electromagnetic fields (cursor quivers or jumps). There may be a few areas on the screen where the cursor quivers slightly in spite of pressing the stylus down firmly.

The screen responds to entries made with the tip of the finger or the stylus when the tip of the finger or the stylus directly touches the screen.

You can use the stylus to perform almost all functions for which you would otherwise use a mouse.

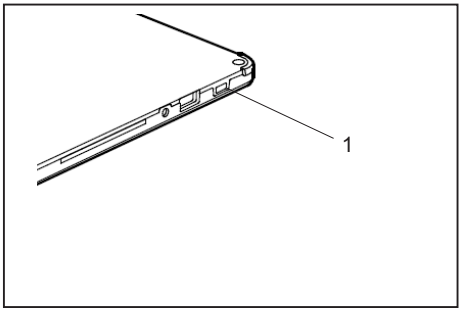
Delete functions are not supported by the stylus.

| Action | Mouse | Stylus |
|---|---|---|
| Selecting menu items | Click with the left mouse button. | Tap on the menu entry with the tip of the stylus. |
| Starting programs | Double-click with the left mouse button. | Tap on the program symbol twice in rapid succession using the stylus tip. |
| Moving an object or window | Drag with the left mouse button pressed. | Place the stylus tip directly on the object or window. Keep the stylus tip held against the screen. Drag the desired object or window. |
| Opening a context menu | Click with the right mouse button. | Tap on the desired element with the stylus and keep the stylus pressed against the screen. |
| Moving the cursor | Move the mouse | Place the tip of the stylus directly on the screen. |

## Stylus location

To prevent the stylus from jamming in its slot, always make sure that you insert the stylus correctly into its slot (flat part of the stylus points towards the bottom of the Tablet PC).

On delivery, the stylus (1) is located in the stylus slot:




## Adjusting the stylus

| Operating system | Menu |
|---|---|
| Windows 10 | Under *System Control - Hardware and Sound - Pen and Touch* you can make various settings for the stylus. |

## Calibrating the stylus

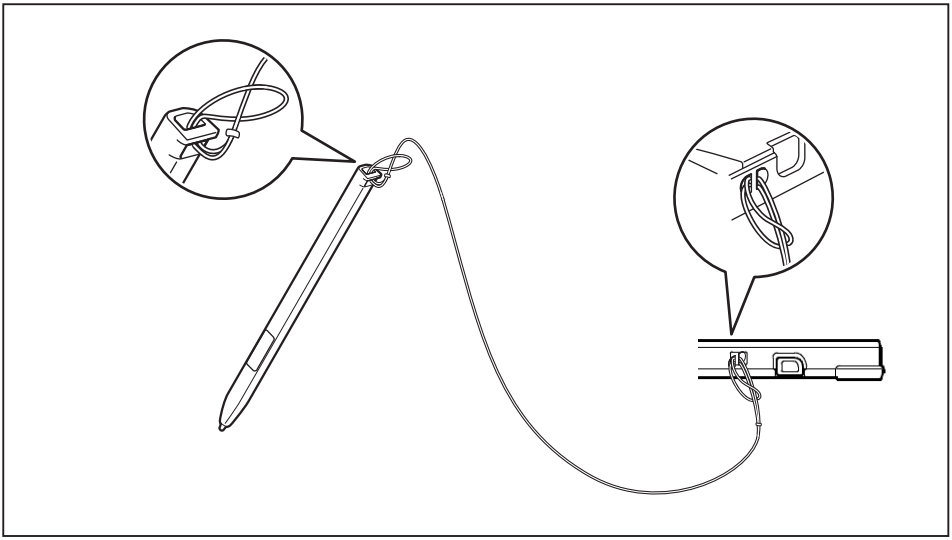
Before first use with the stylus, you must calibrate your Tablet PC via the operating system, so that it recognizes the stylus as accurately as possible.

You should also always repeat the calibration if the co-ordination between the stylus and the cursor movement deteriorates.

| Operating system | Menu |
|---|---|
| Windows 10 | To calibrate, run the *Hardware and Sound / Tablet PC Settings* function in the Control Panel. You need to calibrate both portrait and landscape formats. |

## Securing the stylus tether (optional)

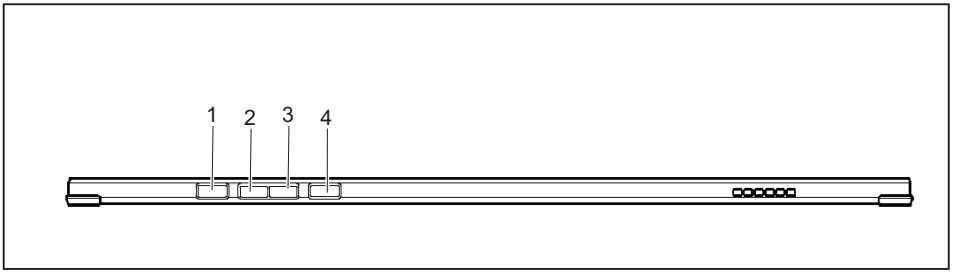
To prevent accidentally dropping or losing the stylus, you should secure it with the optional stylus tether.



► Attach one end of the stylus cord to the stylus and the other end of the stylus cord to the Tablet PC.

# Tablet buttons

In addition to the ON/OFF button (4), your Tablet PC is fitted with three tablet buttons.




| No. | Description | Functions |
|---|---|---|
| 1 | Power | Start function manager or screen shot function |
| 2 | Volume Up button | Increase volume |
| 3 | Volume Down button | Decrease volume |
| 4 | Quick Start button | Quickly launch an app |

If the Volume Down button on the Tablet PC is pressed in combination with the ON/OFF button (4), this is equivalent to pressing the Ctrl + Alt + Del key combination on a keyboard.

# Webcam

Your device has two webcams: one on the front of the device and one on the rear.

The webcam has its own status indicator. The indicator lights up when the webcam is active.

Depending on the software used, you can use your webcam to take pictures, record video clips or take part in web chats.

- The picture quality depends on the lighting conditions and the software being used.
- You can only operate the webcam with a particular application (e.g. an Internet telephony program or a video conferencing program which supports a webcam).
- When using the webcam the support of the Tablet PC must not wobble.
- The webcam automatically adjusts itself to the current light level. For this reason, the touchscreen may flicker while the light level is adjusted.

Further information on use of the webcam and additional settings for your webcam can be found in the help function of the program using the webcam.

# Rechargeable battery

The built-in battery provides the Tablet PC with the necessary power for use on the move. You can increase the service life of the battery by caring for the battery properly. The average battery service life is around 500 charge/discharge cycles.

You can extend the battery service life by taking advantage of the available energy-saving functions.

## Charging and maintaining the battery

The Tablet PC battery can only be charged when the ambient temperature is between 5°C / 41 °F and max. 35°C / 95°F.

You can charge the battery by connecting the Tablet PC to the AC adapter (see "Connecting the AC adapter", Page 20).

If the AC adapter is connected, charging will not begin if the battery is at least 90% charged. Once the battery charge drops below 90%, and the AC adapter is connected, charging will begin.

If the battery is running low you will hear a warning alarm. If you do not connect the AC adapter within five minutes of hearing the warning alarm, your Tablet PC will switch off automatically.

**Monitoring the battery state of charge**

A battery symbol for monitoring the battery capacity is displayed in the system bar / status indicator. The battery symbol shows you the battery charge.

# Using the energy saving functions

The Tablet PC uses less power when the energy saving features are enabled. You will then be able to work longer when using the battery before having to recharge it.

The energy efficiency is increased and environmental pollution is reduced. By choosing the best power options, you can make significant savings and at the same time help protect the environment.

► Set the energy saving functions in your Control Panel.

**When the Tablet PC is in a power-saving mode, you must remember the following:**

During power-saving mode, open data is held in main memory or in a swap file on the hard disk.

Never switch off the Tablet PC while it is in a power-saving mode. If the built-in battery is nearly flat, close all open files and do not go into power-saving mode.

**If you do not intend to use your Tablet PC for a long period of time:**

► Exit the power-saving mode if necessary by touching the screen or by switching the Tablet PC on.

► Close all opened programs and completely shut down the Tablet PC.

# Memory cards

Your Tablet PC is equipped with an integrated storage card reader. Use storage cards to enlarge the storage of your Tablet PC.

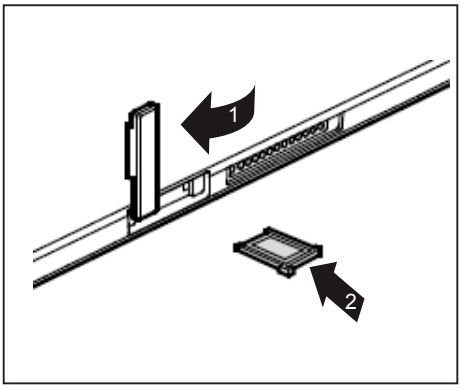
Follow the manufacturer's instructions when handling the memory cards.

## Supported formats

The following formats are supported:

- Micro Secure Digital (microSD™ Card)
- microSDHC
- microSDXC

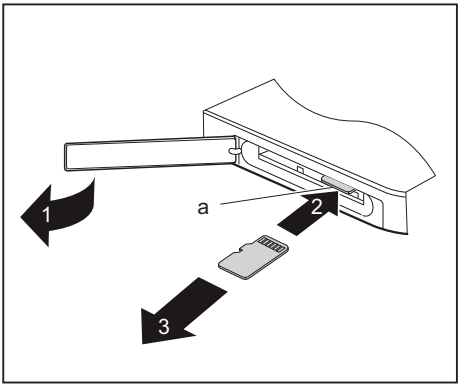
## Inserting the memory card




- ► Open the slot cover (1).
- ► Carefully slide the memory card into the slot (2). The label area must be facing downward. Do not apply any force, otherwise the delicate contact surfaces could be damaged.
- ► Close the slot cover.

# Removing the memory card

To avoid any loss of data, always follow the correct procedure for removing the card (see the documentation for your operating system).




- ► Open the slot cover (1).
- ► Press the edge of the memory card so that the memory card jumps (2) slightly out of the slot (a).
- ► Pull the memory card out of the slot (a) in the direction of the arrow (3).
- ► Close the slot cover.

# SIM card

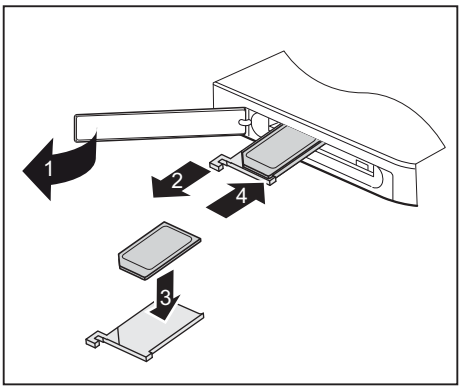
A SIM Card (Subscriber Identity Module) is a chip card which is inserted in a cellular phone or Tablet PC and, together with an integrated 4G module, enables access to a cellular radio network.

Follow the instructions supplied by the provider of the SIM card. If you do not feel the the SIM card engage as you insert it, use a pointed object to insert the SIM card.

Please note that the SIM card format must be micro-SIM (3FF). Other SIM card formats, such as full-size (1FF), mini-SIM (2FF) or nano-SIM (4FF) do not fit in the SIM card slot of your Tablet PC.

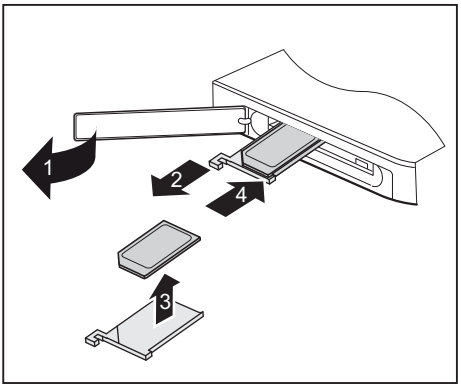
Please do not insert any other format of SIM card as they may become twisted, they could even damage the system.

## Inserting a SIM card




- ► Open the slot cover (1).
- ► Remove the SIM card carrier from its location (2).
- ► Insert the SIM card (3) as shown on the SIM card carrier.
- ► Push the SIM card carrier back into its location (4).
- ► Close the slot cover.

## Removing a SIM card




- ► Open the slot cover (1).
- ► Remove the SIM card carrier from its location (2).
- ► Remove the SIM card from the SIM card carrier (3).
- ► Push the SIM card carrier back into its location (4).
- ► Close the slot cover.

# Wireless LAN/Bluetooth/4G/LTE/NFC wireless components

The installation of wireless components not approved by Fujitsu will invalidate the certifications issued for this device.

## Switching the wireless components on and off

The wireless components are switched on and off using the appropriate functions of the operating system.

► To switch wireless components on and off individually, select *Settings – Network & Internet – Flight Mode*.

## Configuring WLAN access

- Requirement: A WLAN is available and you have the necessary access data to hand.

Information on configuring WLAN access can be found in the documentation for your operating system.

## Further information on WLAN and Bluetooth

For further information about WLAN or Bluetooth, please refer to the appendix of this Operating Manual.

For WLAN specifications, see chapter "WLAN specifications", Page 91.

## Access via UMTS

If you ordered an integrated UMTS module with your system, you can enjoy optimum reception and maximum energy efficiency without awkward cables or antennas. The optional UMTS module is ready for use immediately.

You will find information on establishing the connection with the UMTS network in the documentation for the hardware used.

Your device can connect to the Internet via UMTS. To do this, use one of the following types of connection:

- Integrated UMTS module (availability dependent on your configuration)
- USB dongle (a USB stick containing a SIM card from your cellular phone network provider)
- A mobile end-device (e.g. cellular phone with Bluetooth or cable connection)

## Access via Wireless WAN

You can purchase the accessories for Wireless WAN reception from your Fujitsu dealer.

If you have ordered a Wireless WAN module, your device will already be prepared when you receive it.

You will find information on establishing the connection with the Wireless WAN network in the documentation for the hardware you plan to use.

## Access via 4G

You can order the accessories for 4G reception from your Fujitsu dealer.

If you have ordered an integrated 4G module with your system, the 4G module is ready for use straight away.

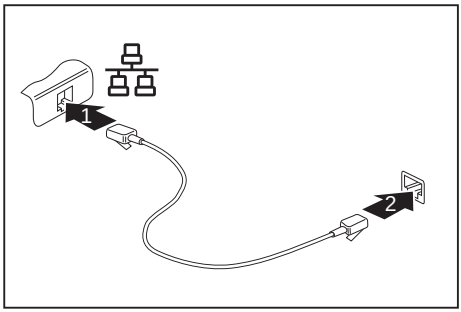
You can find information on establishing the connection with the 4G network in the documentation for the hardware used.

## NFC (Near Field Communication, optional)

Your Tablet PC can be equipped with an optional built-in NFC chip. Near Field Communication is used for contactless exchange of data via radio over short distances (a few centimeters).

# Ethernet and LAN (only cradle, keyboard docking station

The internal network module of your Tablet PC supports Ethernet LAN. You can use it to establish a connection to a local network (LAN = Local Area Network).




► Connect the network cable to the LAN port of the cradle (1).

**or**

► Connect the network cable to the LAN port of the keyboard docking station (1).

► Connect the network cable to your network connection (2).

Your network administrator can help you to configure and use the LAN connections.

The network cable is not included in the delivery scope. This type of cable can be obtained from a specialist dealer.

# GPS

Whether or not your device has this function depends on the chosen equipment level.

# Accessories for your Tablet PC (optional)

The following accessories are available for your Tablet PC:

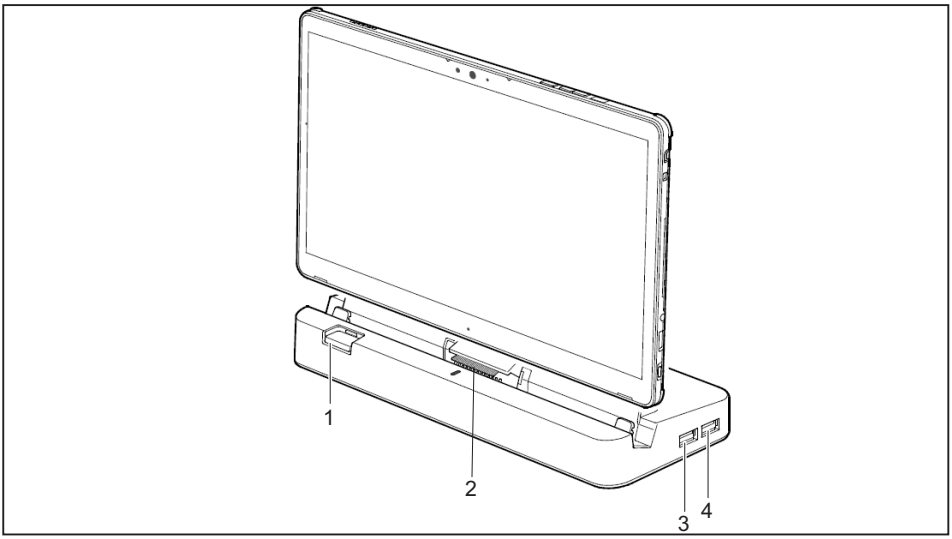
- Docking cradle for charging the Tablet PC and with additional ports
- Keyboard docking station with additional ports (without removable battery)
- Intermediary VESA Mount Plate
- Hand strap
- Shoulder strap
- Folio case
- Protective TPU cover with hand strap
- Folio Cover Kit

The following sections provide more information on handling the accessories.

## Your docking cradle (optional)

Your docking cradle is a device that not only enables fast charging, but also allows you to quickly connect your Tablet PC to your peripherals, such as a monitor, keyboard, mouse, etc. You only need to dock the Tablet PC to be able to work with your peripheral devices.

## Cradle components




1 = Dock release button
2 = Docking port
3 = USB port 3.0
4 = USB port 3.0

## Setting up the cradle

Select a suitable location for the cradle before setting it up. In doing so, please follow these instructions:

- Place the cradle on a flat, stable, non-slippery surface.
- Never place the cradle or the AC adapter on a heat-sensitive surface.
- Do not expose the cradle to extreme environmental conditions.
- Protect the cradle from dust, moisture and heat.

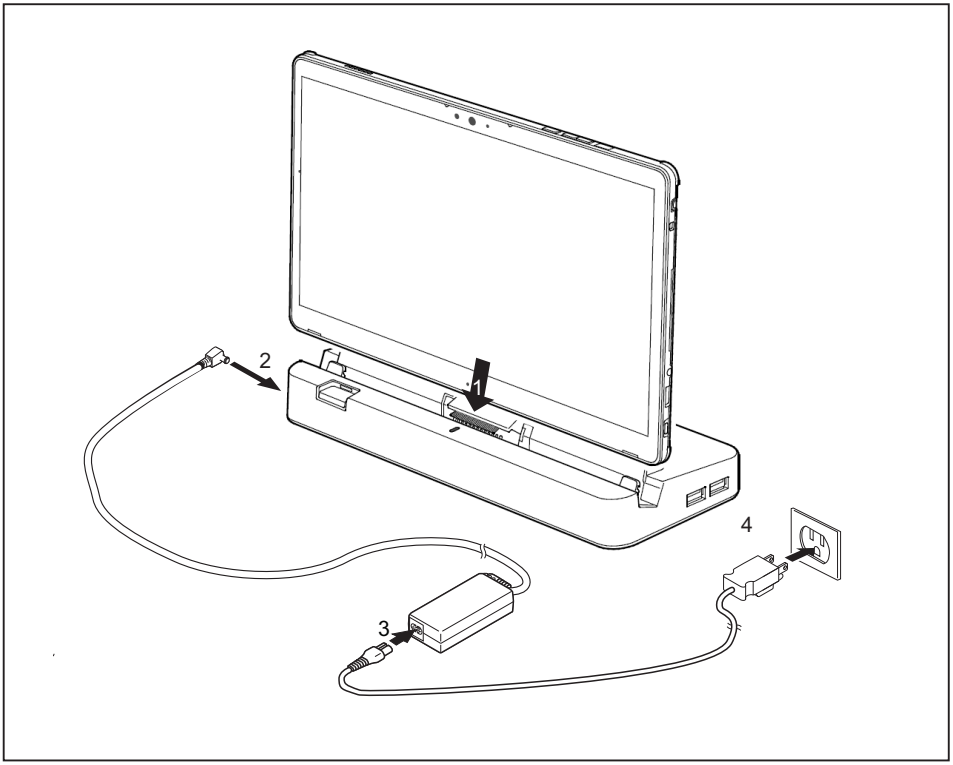
## Connecting the Tablet PC to the cradle

It is possible to connect the Tablet PC to the cradle while it is running.

Disconnect the AC adapter from the Tablet PC before connecting the Tablet PC to the cradle.

When the Tablet PC is connected to the cradle, you must connect the AC adapter to the cradle, to be able to use all the cradle's functions.

- ► Remove the AC plug of the AC adapter from the power outlet.
- ► Remove the AC adapter cable from the DC jack (DC IN) of the Tablet PC.



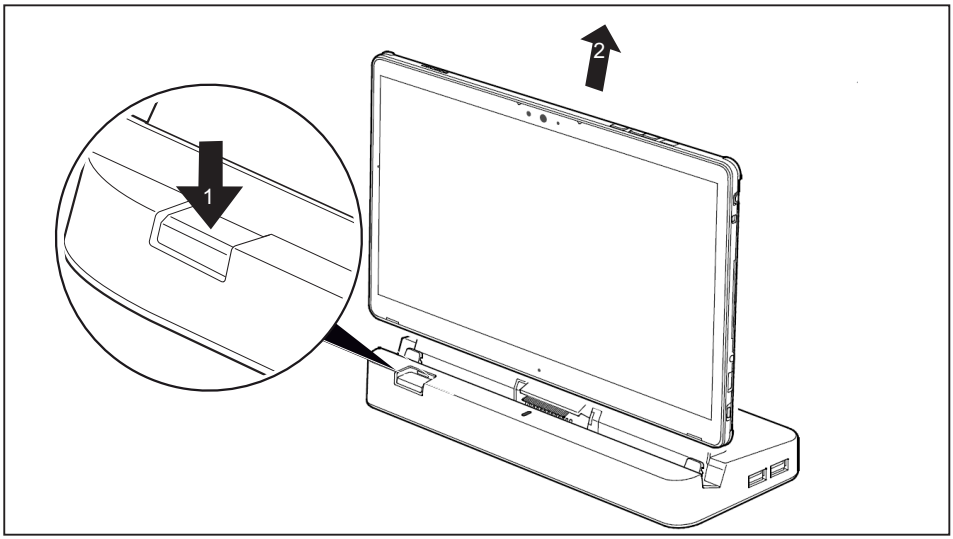

Your cradle is supplied with a separate AC adapter (19 V, 3.42 A). Make sure that you only use this AC adapter for the cradle.

- ► Position the Tablet PC so that it lies against the storage surface of the cradle.

- ► Push the Tablet PC onto the cradle in the direction of the arrow (1) until you feel it engage on the connector and until the slide-out position returns to its original position.
- ► Plug the AC adapter cable into the DC jack (DC IN) on the cradle (2).
- ► Connect the AC cable to the AC adapter (3).
- ► Plug the AC cable into the power outlet (4).

## Disconnecting the Tablet PC from the cradle

It is possible to separate the Tablet PC from the cradle while it is running.

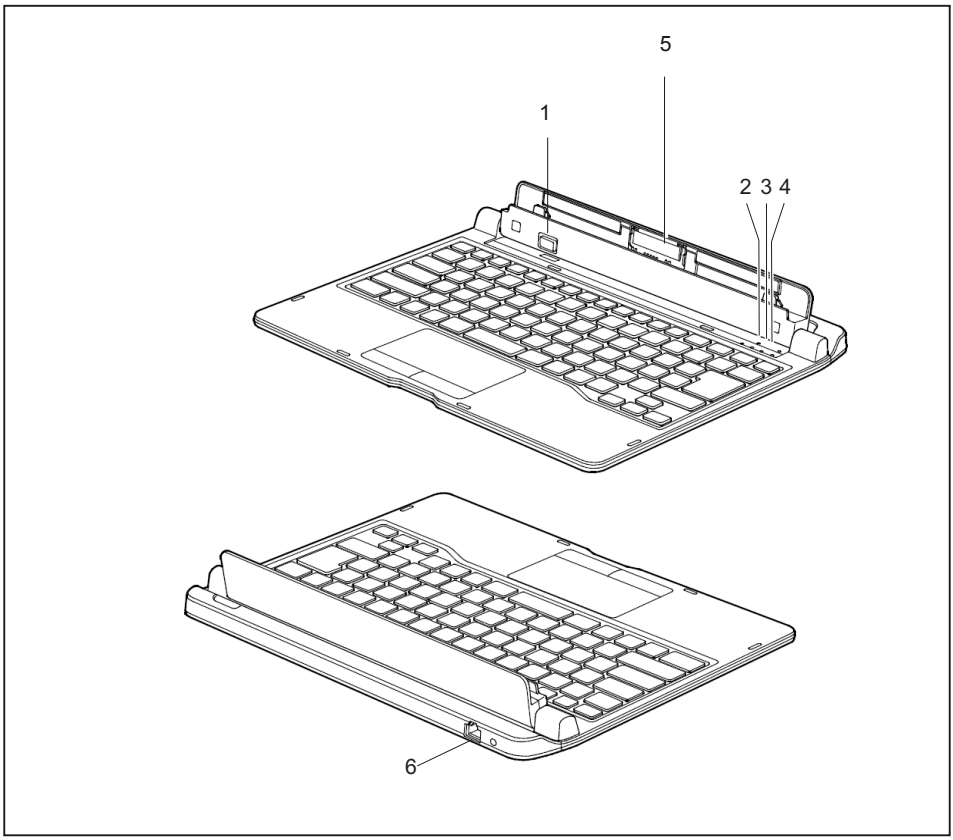



- ► Press the slide-out button in the direction of the arrow (1) until it firmly remains in pressed position (red marking visible).
- ► While holding down the lower part of the cradle, lift the Tablet PC off the cradle in the direction of the arrow (2).

# Keyboard docking station

The keyboard docking station is available without a removable battery

# Ports on the keyboard docking station




1 = Release button

2 = Num Lock indicator (to switch virtual numeric keypad on and off)

3 = Caps Lock indicator (to switch capitalization function on and off)

4 = Scroll Lock indicator (function dependent on the application program)

5 = Docking port for the Tablet PC

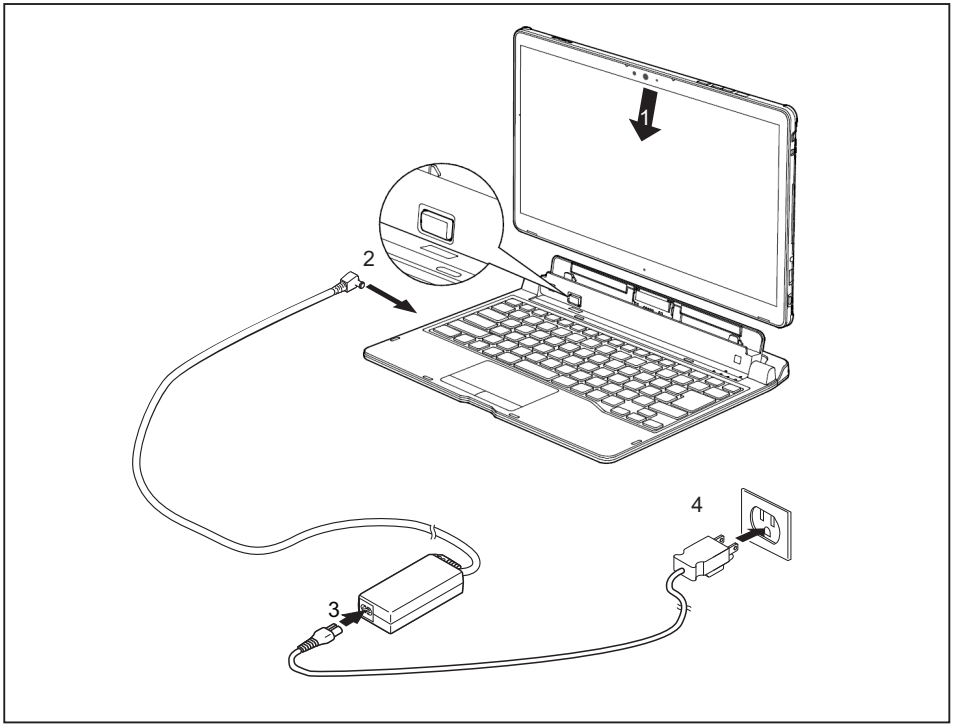
6 = LAN port

# Notes

# Connecting the tablet PC to the keyboard docking station

If the tablet PC is connected to the keyboard docking station, you can connect the AC adapter either to the keyboard docking station or to the tablet PC.

► Position the keyboard docking station as shown.




► Push the Tablet PC onto the keyboard docking station in the direction of the arrow (1) until you feel it engage with the plug.

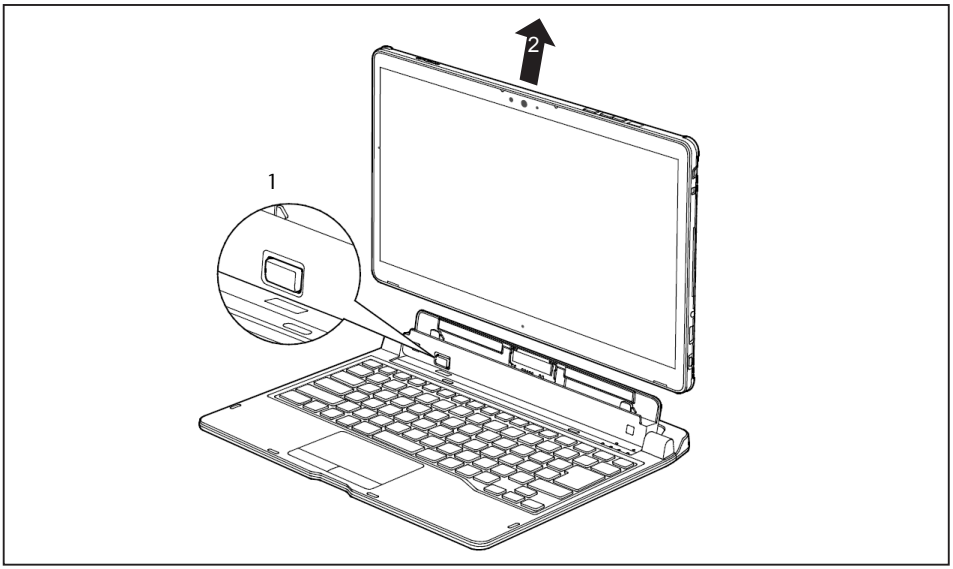
► Connect the AC adapter cable to the DC input connector (DC IN) of the keyboard docking station (2).

► Connect the AC cable to the AC adapter (3).

► Plug the AC cable into the power outlet (4).

# Disconnecting the tablet PC from the keyboard docking station

It is possible to separate the tablet PC from the keyboard docking station while it is running. However, to prevent any problems, we recommend that you execute the appropriate undocking function provided by the operating system.




► Press the slide-out button down (1) until it remains in the pressed position (red marking visible).
► Lift the Tablet PC away from the keyboard docking station in the direction of the arrow (2).

## Notes:

## Notes:

## Notes:

# Intermediary VESA Mount Plate (optional)

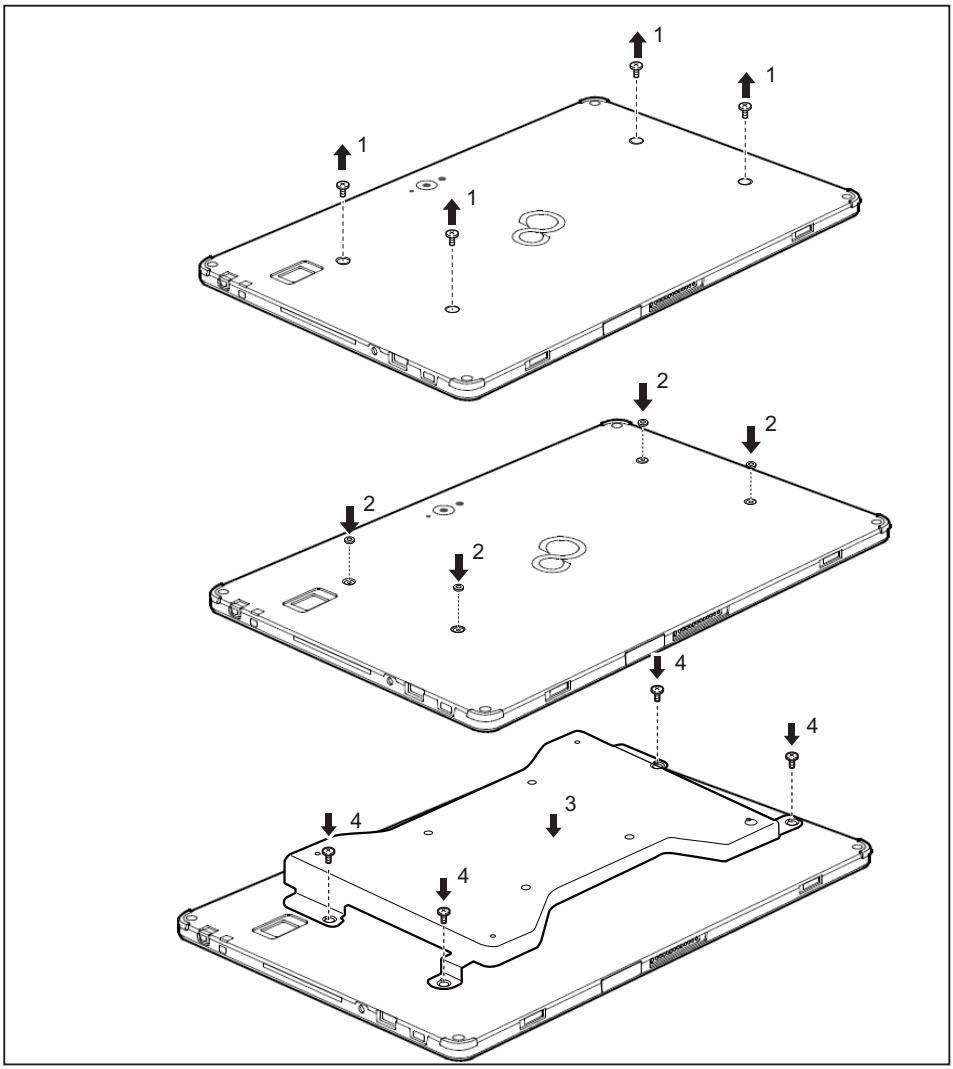
For models with screw holes, Smart Card readers or palm vein scanners, an optional VESA mounting attachment, the Intermediary VESA Mount Plate, can be attached to the rear.

Use the Intermediary VESA Mount Plate to secure the Tablet PC to a cart, counter or stand with the corresponding screw holes, for example.

The Intermediary VESA Mount Plate cannot be used in combination with hand or shoulder straps.

The Intermediary VESA Mount Plate kit contains the following components: Intermediary VESA Mount Plate, two M2x8 screws and two spacers.

- Use the appropriate tool of the correct size when securing the screws.
- Keep the screws out of the reach of children.




► Remove the covers from the screw holes on the rear of the Tablet PC (1).
► Position the spacers between the Tablet PC and Intermediary VESA Mount Plate (2).

► Position the Intermediary VESA Mount Plate on the Tablet PC (3). Make sure that the screw holes of the Intermediary VESA Mount Plate and of the Tablet PC lie exactly on top of each other.

► Secure the Intermediary VESA Mount Plate using the screws (4).

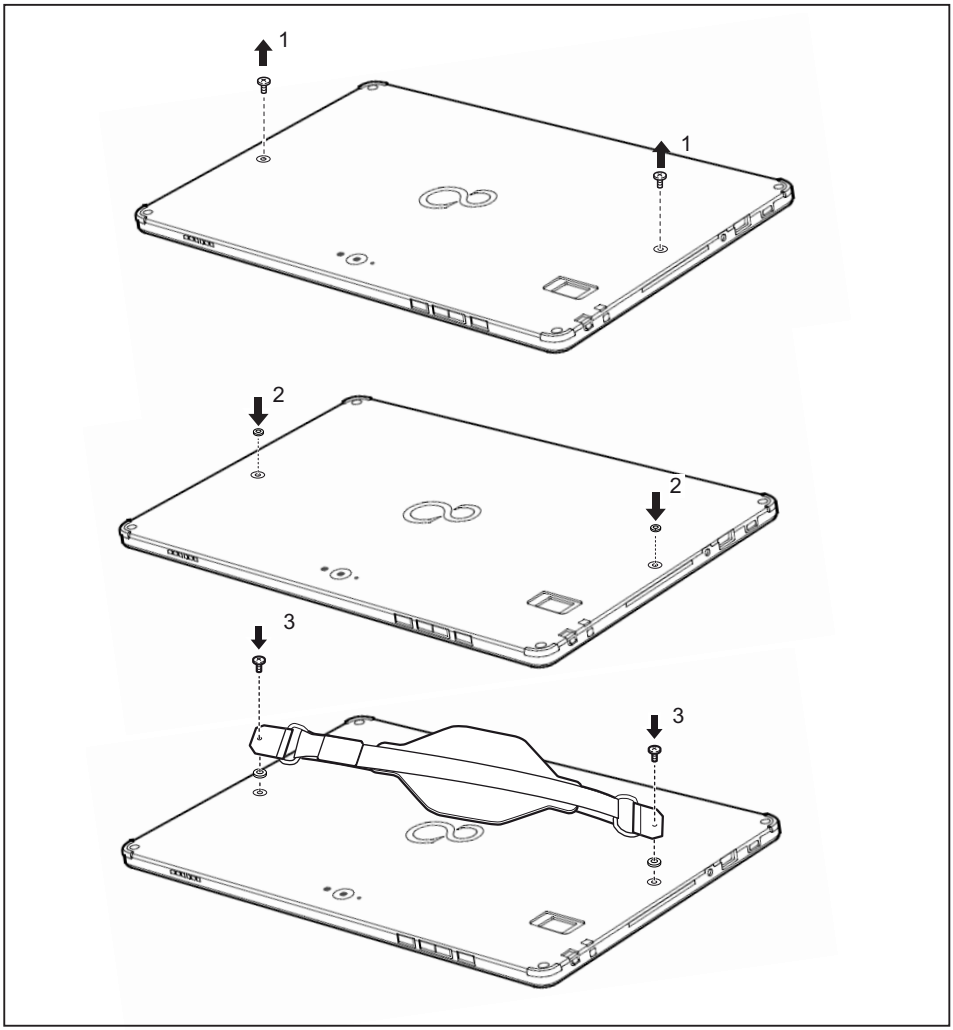
# Hand strap (optional)

For models with screw holes, Smart Card readers or palm vein sensors, an optional hand strap can be attached to the rear.

The hand strap cannot be used in combination with the Intermediary VESA Mount Plate or shoulder strap.

The hand strap accessory contains the following components: Hand straps, two M2x6 screws, two M2x8 screws and two spacers.

- Use the appropriate tool of the correct size when securing the screws.
- Keep the screws out of the reach of children.
- Do not shake the device too much when you are holding it on the hand strap.




► Remove the caps from the screw holes on the rear of the Tablet PC (1).

► Position the spacers between the Tablet PC and the hand strap (2).

► Position the hand strap on the Tablet PC (3). Make sure that the screw holes of the hand strap and of the Tablet PC lie exactly on top of each other.

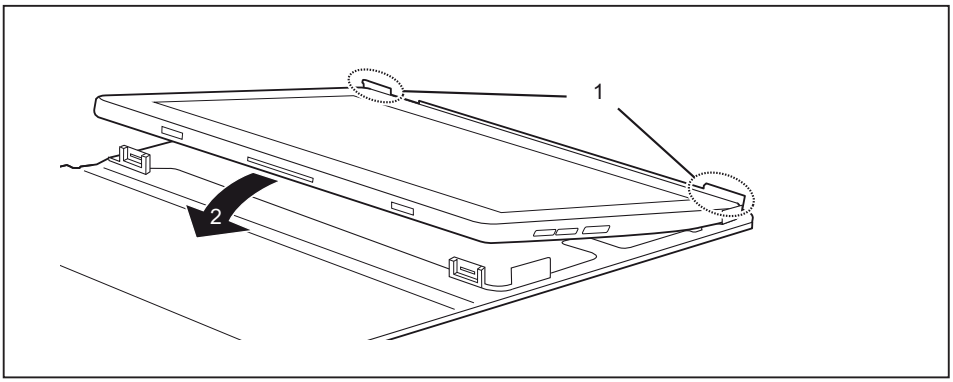
Only use M2x8 screws to secure the hand strap.

► Secure the hand strap with the screws (4).

# Folio case (optional)

When using the cover, we do not recommend connecting the tablet PC to the keyboard docking station. Please note that the device cannot be placed into the docking station in clamshell mode if the tablet still has its cover on.

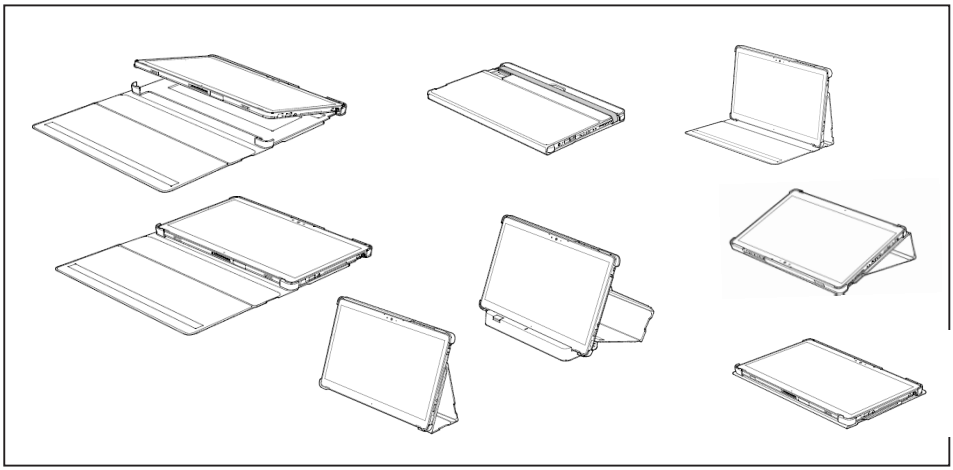
- This folio case contains magnets. Keep it away from objects that may be easily affected by the influence of magnetism, e.g. pacemakers and magnetic cards.
- Make sure the device is firmly fitted into the folio case fasteners in order to prevent it from falling out.
- The folio case is only designed to safely store and transport the device. Do not use the folio case for any other purpose.
- Keep the folio case away from fire or heaters.
- Neither put the folio case in direct sunlight nor expose it to high temperature or humidity.




► Position the Tablet PC on the cover as shown (1).

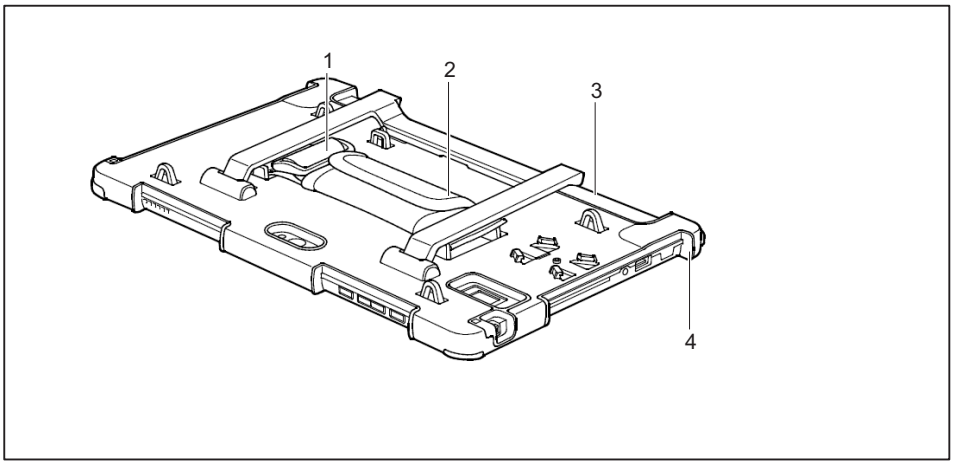
► Insert the Tablet PC into the cover (2).

The following illustration shows you the many ways in which the folio case can be used:



# Protective TPU cover with hand strap (optional)

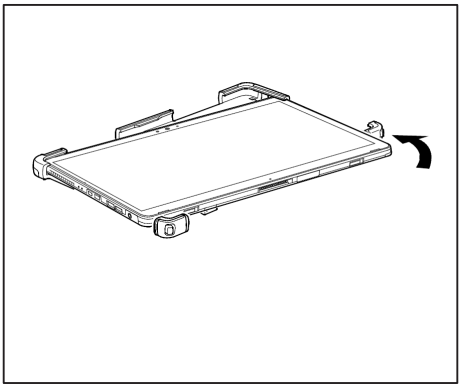
## Prepare installation



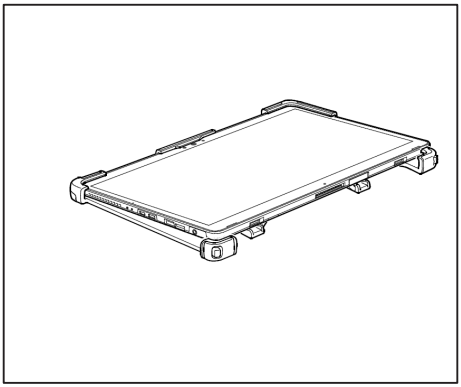

- ► Remove the soft pad from the hand strap belt (2).
- ► Loosen and remove the hand strap belt (1).
- ► Separate the rigid cover (3) from the soft cover (4).

## Insert the Tablet PC in the protective TPU cover

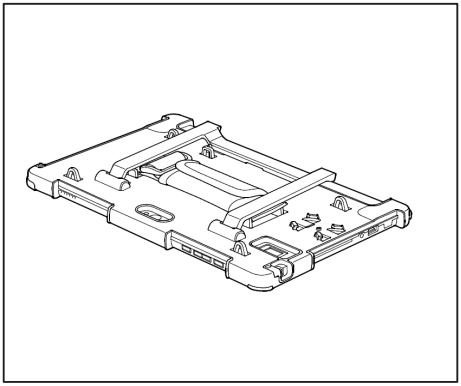
► Lay the soft cover on the table.



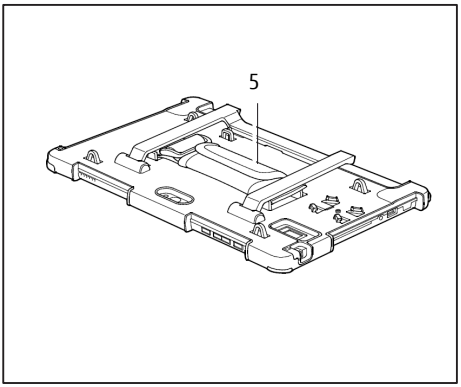
► Place the Tablet PC with the connection side forwards into the corners of the soft cover.
► Allow the Tablet PC to click into place in the soft cover.



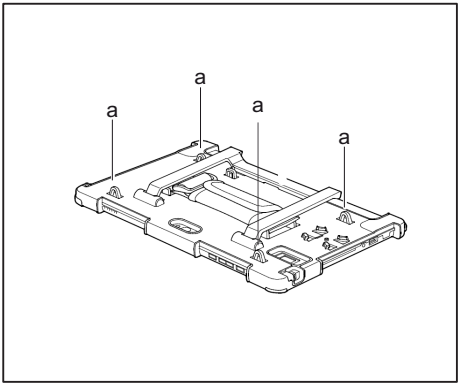
► Turn over the Tablet PC and soft cover.
► Allow the rigid cover to click into place on the soft cover.



► Fit the hand strap belt on the rigid cover, align it and pull it tight.

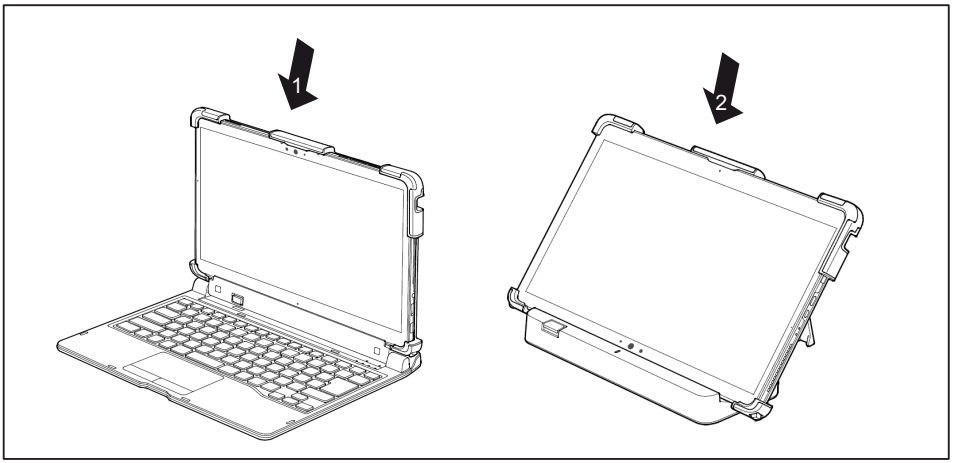



► Install the soft pad on the hand strap belt (5).




► If required, secure the shoulder strap at the four holders (a).

# Connecting the Tablet PC to the keyboard docking station or cradle



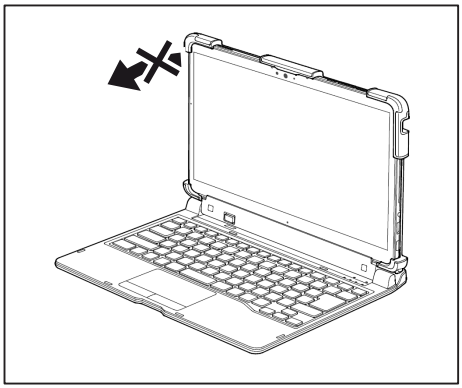

► Push the Tablet PC onto the keyboard docking station in the direction of the arrow (1) until you feel it engage with the plug.

**or**

► Press the Tablet PC onto the cradle in the direction of the arrow (2).

To prevent damage to the system, never fold the Tablet PC on the keyboard docking station if the Tablet PC is in the TPU cover.

Do not connect the Tablet PC to the keyboard dock and carry both if you are using the TPU cover.



# Folio Cover Kit (optional)

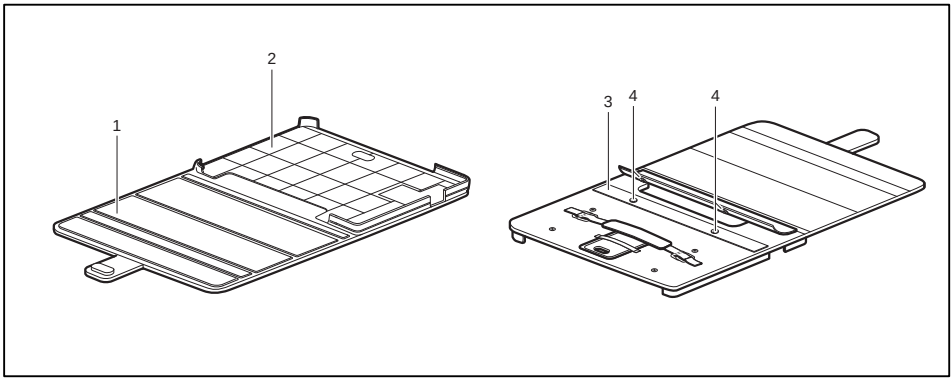
This protective folio cover is a rugged, lightweight cover for protecting your Tablet. The folio cover can also be used in two different standing positions to make it easier to view and use your Tablet when it is on a flat surface.

**Kit contents**

The kit includes the following items:

- Folio cover with handstrap attached
- Cover attachments screws, 4 ea.

The folio cover consists of two parts, cover (1) and holder (2), connected by Velcro® (3) and snap buttons (4). The left image shows the inside of the folio cover, the right image the outside of the folio cover.




Inside of folio cover

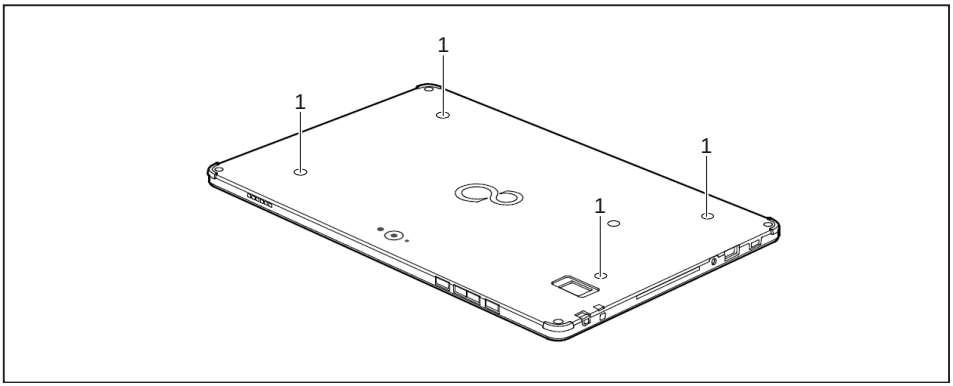
Outside of folio cover

## Inserting the system into the folio cover

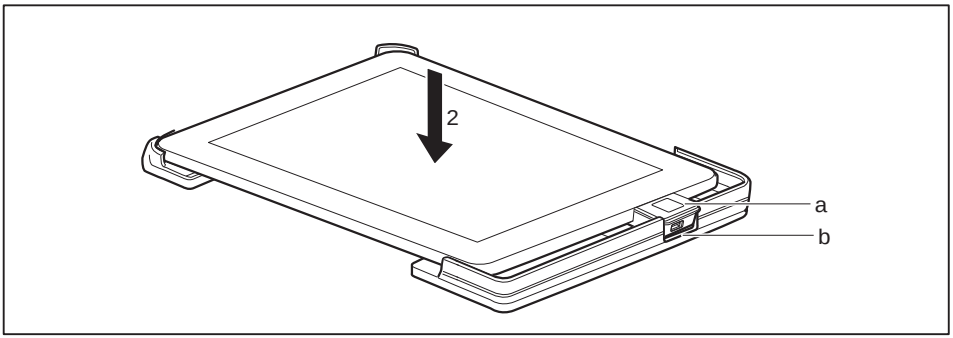
The folio cover is designed to provide a secure fit for the system. In order to ensure your system is installed correctly, please perform the following steps.

► Turn the device over and place it on a stable, flat and clean surface. If necessary, lay an anti-slip cloth on this surface to prevent the device from being scratched.

► Locate the four inserts on the bottom of the system (1):



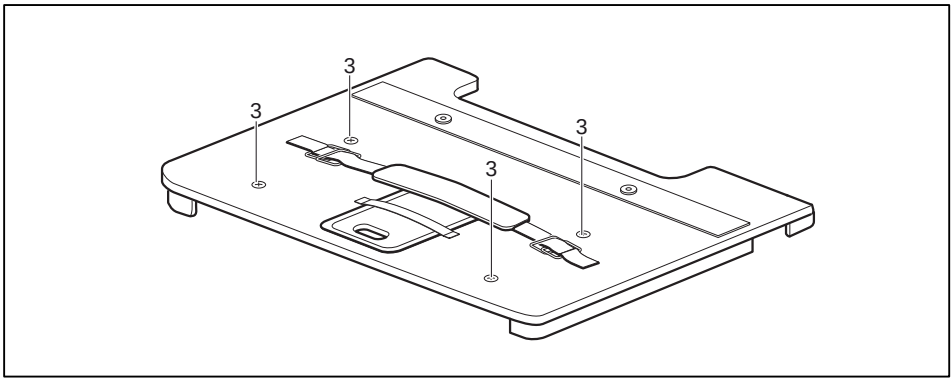

- ► Note that there may be round adhesive covers over the inserts; if they are present, remove them.
- ► Position the folio cover on a stable, flat and clean surface, with the inside of the folio cover pointing down.
- ► Disengage the Velcro and snap buttons.
- ► Detach the cover part from the holder part.
- ► Turn over the system and align the palm vein sensor (a) with the corresponding indent on the right side (b) of the holder:




- ► Carefully press the system into the holder (2).

Be sure that you do not over-tighten the screws. Overtightening the screws could damage the unit.

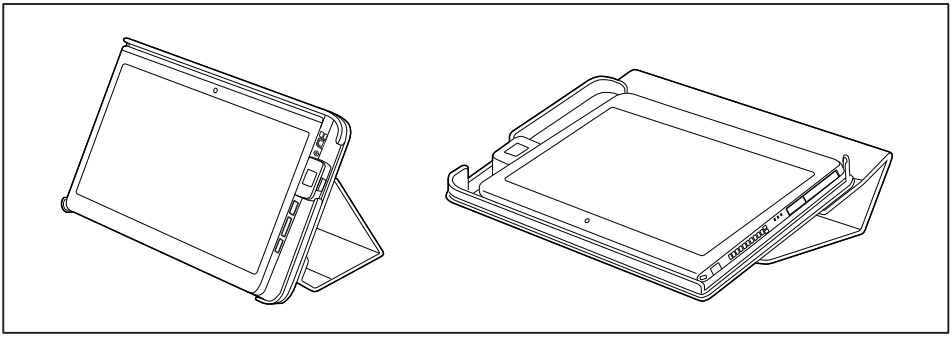
- ► Turn over the folio cover and attach the system to the folio cover using the four screws (3) provided in the kit. Use Phillips screwdriver with bit #0:




► Reattach the cover part to the holder part using the Velcro® and the snap buttons.

► If required, adjust the handstrap on the back and use steel D-rings for the shoulder strap attachment.

The cover can be used in two different orientations as a stand for your Tablet:



## Care tips for the folio cover

The folio cover is made of top-quality materials and is designed to withstand daily use.

- Treat the folio cover as you would a briefcover or purse.
- Occasionally, the folio cover may become soiled. To clean it, use a commercially available cleaner and follow the instructions contained with the cleaner.
- Never submerge the folio cover in water.

# Security functions

Your Tablet PC has several security features that you can use to secure your system and your personal data from unauthorized access.

This chapter explains how to use these functions, and what the benefits are.

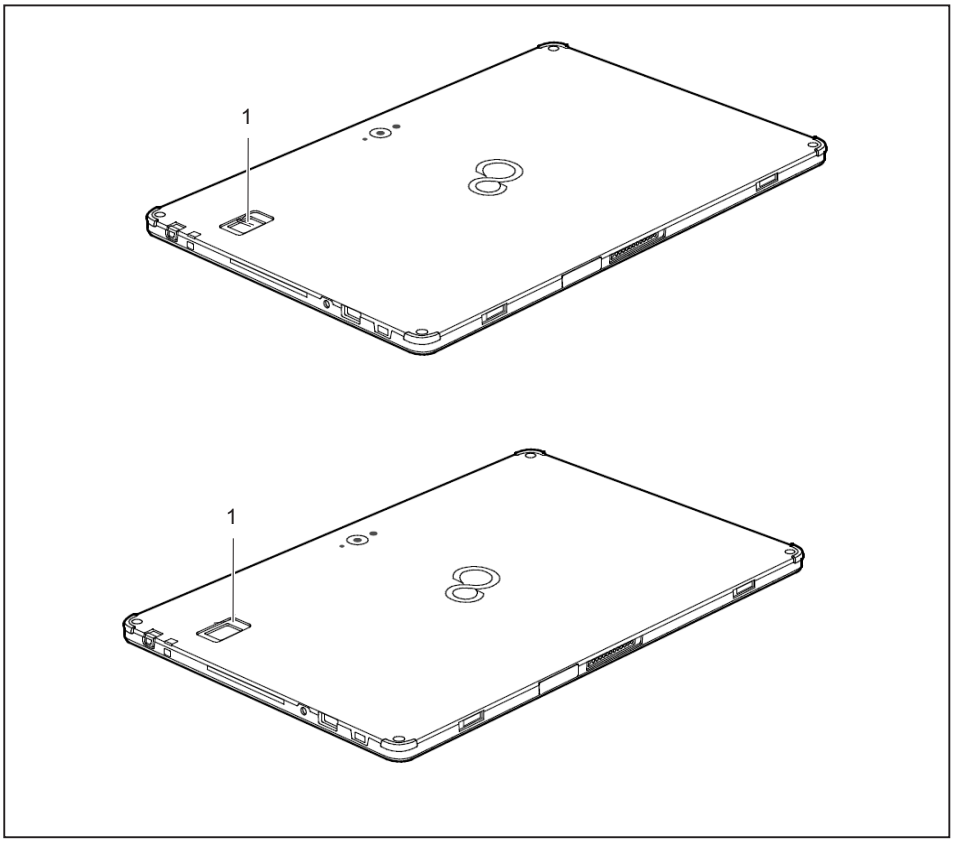
Please remember that in some cases, for example, forgetting your password, you may be locked out of the system and unable to access your data. Therefore, please note the following information:

- Back up your data on external data carriers at regular intervals.
- Some security functions need you to choose passwords. Make a note of the passwords and keep them in a safe place.

If you forget your passwords you will need to contact our Service Desk. Deletion or resetting of passwords are not covered by your warranty and a charge will be made for assistance.

# Configuring the fingerprint sensor

The fingerprint sensor can record the image of a fingerprint. With additional fingerprint software, this image can be processed and used instead of a password.

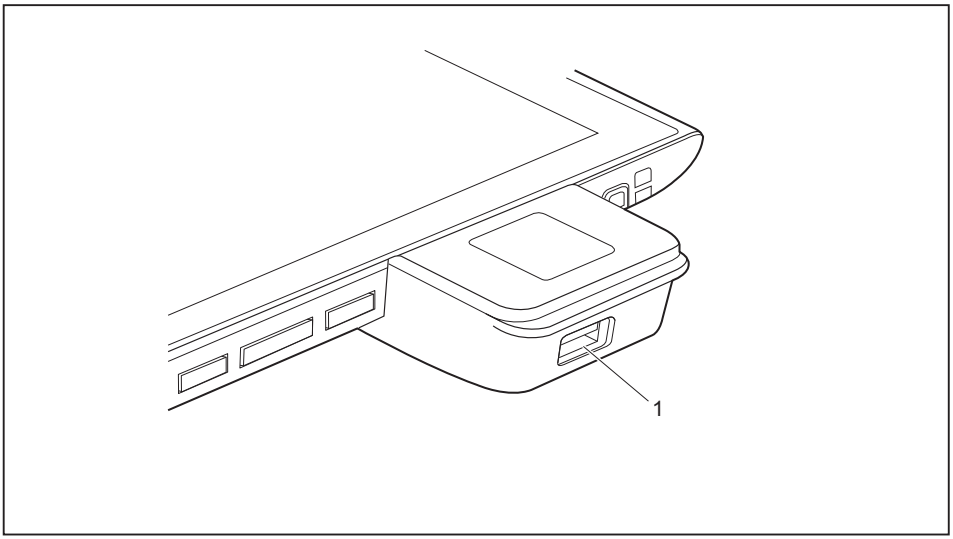



► Install the fingerprint software to be able to use the fingerprint sensor (1).

# Using the palm vein sensor (device-dependent)

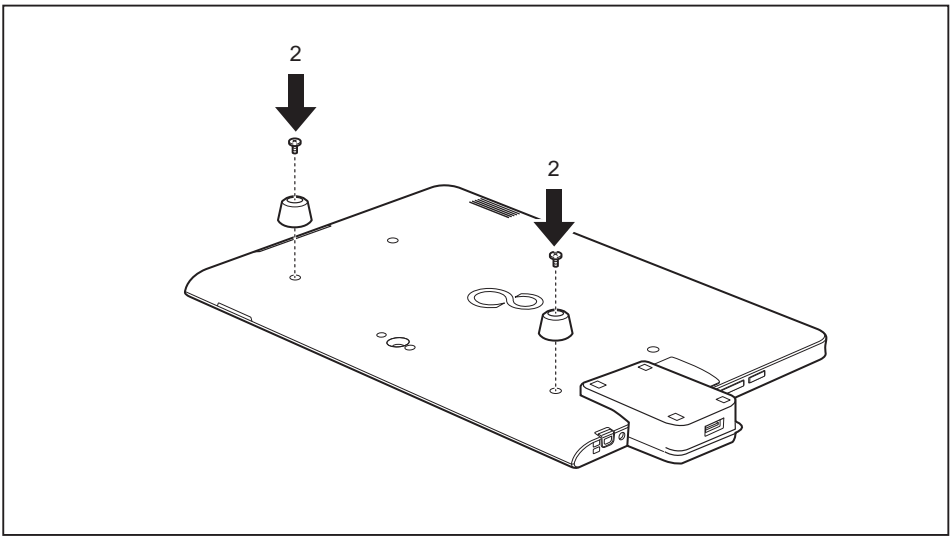
Whether your device has a palm vein sensor or not depends on the device configuration which you ordered,

The palm vein sensor (1) can record the image of the veins on the palm of your hand. This image is evaluated with additional software and can be used in place of a password.




Before initial startup, Fujitsu recommends that you mount the supplied feet:

► Turn the device over and place it on a stable, flat and clean surface. If necessary, lay an anti-slip cloth on this surface to prevent the device from being scratched.



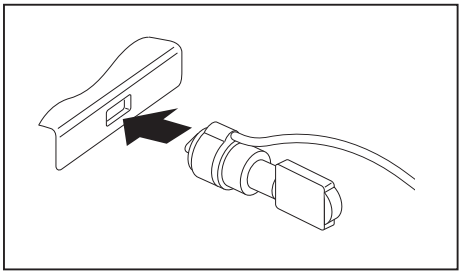

► Secure the feet with the screws (2).
► Install the software to use the palm vein sensor.

You can obtain further information on the palm vein sensor in the "appendix: Miscellaneous Information".

You can find the current software and drivers for the palm vein sensor online on the Fujitsu Service Desk website.

# Using the Security Lock

Your device comes with a Security Lock device for the Kensington Lock Cable. With the Kensington Lock Cable, a sturdy steel cable, you can protect your device and the port replicator against theft. The Kensington Lock Cable is available as an accessory.



► Fit the Kensington Lock Cable to the corresponding mechanism on your device.

Attach another Kensington Lock Cable to your cradle, keyboard docking station to protect your port replicator from theft as well.

# Configuring password protection in BIOS Setup Utility

Before using the various options for password protection in the *BIOS Setup Utility*, please proceed as follows to increase data security:

Make a note of the passwords and keep them in a safe place. If you forget your supervisor password you will not be able to access your Tablet PC. Passwords are not covered by your warranty and a charge will be made for assistance.

Your password can be up to 32 characters long and can contain letters, numbers and special characters. A distinction is made between upper and lower case.

When using special characters, please note that these are dependent on the country-specific variant of the keyboard used.

# Protecting BIOS Setup Utility (supervisor password and user password)

If you have opened these operating instructions on the screen, we recommend that you print them out. You cannot call up the instructions on the screen while you are setting up the password.

The supervisor password and the user password both prevent unauthorized use of the *BIOS Setup Utility*. The supervisor password allows you to access all of the functions of the *BIOS Setup Utility*, while the user password will only give you access to some of the functions. You can only set up a user password if a supervisor password has already been assigned.

Calling and using the *BIOS Setup Utility* is described in the chapter "Settings in BIOS Setup Utility", Page 78.

## Assigning the supervisor and user passwords

- ► Start the *BIOS Setup Utility* and go to the *Security* menu.
- ► Select the *Set Supervisor Password* field and press the Enter key.
- ↳ With *Enter new Password*: you are asked to enter a password.
- ► Enter the password and press the Enter key.
- ↳ *Confirm new Password* requires you to confirm the password.
- ► Enter the password again and press the Enter key.
- ↳ *Changes have been saved* is displayed as a confirmation that the new password has been saved.
- ► To set the user password, select *Set User Password* and proceed exactly as when configuring the supervisor password.
- ↳ If you do not want to change any other settings, you can exit *BIOS Setup Utility*.
- ► In the *Exit* menu, select the option *Save Changes & Exit*.
- ► Select *Yes* and press the Enter key.
- ↳ The Tablet PC is rebooted and the new password is effective. It will now be necessary to first enter your supervisor or user password in order to open the *BIOS Setup Utility*. Please note that the user password only provides access to a few of the BIOS settings.

## Changing the supervisor password or user password

You can only change the supervisor password when you have logged into the *BIOS Setup Utility* with the supervisor password.

- ► Start the *BIOS Setup Utility* and go to the *Security* menu.
- ► When changing the password, proceed exactly as when assigning a password.

### Removing passwords

To remove a password (without setting a new password) perform the following steps:

► Start the *BIOS Setup Utility* and go to the *Security* menu.
► Highlight the *Set Supervisor Password* or *Set User Password* field and press the Enter key.
↳ You will be requested to enter the current password by the *Enter Current Password* prompt. *Enter New Password* will appear and you will be requested to enter a new password.
► Press the Enter key twice at this request.
► In the *Exit* menu, select the option *Save Changes & Exit*.
► Select *Yes* and press the Enter key.
↳ The Tablet PC is rebooted and the password is removed.
Removing the supervisor password simultaneously deactivates the user password.

## Password protection for booting the operating system

With the supervisor password you have set in the *BIOS Setup Utility* (see section "Assigning the supervisor and user passwords", Page 69), you can also prevent booting of the operating system.

### Activating system protection

► Start the *BIOS Setup Utility* and go to the *Security* menu.
► Select the *Password on Boot* option and press the Enter key.
► Select the option you require (*First Boot* or *Every Boot*) and press the enter key
► Select the *Save Changes & Exit* option under *Exit*.
↳ The Tablet PC reboots. You will be prompted to enter your password (the supervisor password).

### Deactivating system protection

► Start the *BIOS Setup Utility* and go to the *Security* menu.
► Select the *Password on Boot* option and press the Enter key.
► Select the *Disabled* option and press the Enter key.
↳ If you do not want to change any other settings, you can exit *BIOS Setup Utility*.
► Select the *Save Changes & Exit* option under *Exit*.
↳ The Tablet PC reboots. The system is no longer password-protected.

## Password protection for the hard disk

The hard disk password prevents unauthorized access to the hard disk drives and is checked internally each time the system is booted. The condition for this is that you have assigned at least the supervisor password.

## Activating hard disk protection

► Call up the *BIOS Setup* and select the *Security* menu.

↳ If you have not assigned BIOS passwords yet, define the supervisor and the user password now, if desired (see "Security functions", Page 64).

► Mark the *Hard Disk Security* field and press the Enter key.

► In the area *Drive0*, mark the field *Set Master Password* and press the Enter key.

↳ *Enter new Password* then appears and you are asked to enter a password.

► Enter the password and press the Enter key.

↳ *Confirm new Password* requires you to confirm the password.

► Enter the password again and press the Enter key.

↳ With *Setup Notice: Changes have been saved* you receive confirmation that the new password has been saved.

► If you wish to enter a password for a second hard disk (*Drive1*), in the area *Drive1* mark the field *Set Master Password* and proceed in exactly the same way as for the set up of the first hard disk (*Drive0*).

↳ The field *Password Entry on Boot* is set to *Enabled* by default. You can exit the *BIOS Setup* once you have finished changing the settings.

► From the *Exit* menu, choose the option *Exit Saving Changes*.

► Press the Enter key and select *Yes*.

↳ The Tablet PC reboots and your hard disk is now protected with a password. The password prompt is enabled as soon as the Tablet PC has rebooted.

## Deactivating hard disk protection

To cancel a password (without setting a new password) proceed as follows:

► Call up the *BIOS Setup* and select the *Security* menu.

► Mark the *Hard Disk Security* field and press the Enter key.

► In the area *Drive0*, mark the field *Set Master Password* and press the Enter key.

↳ With the prompt *Enter current Password* you are first asked to enter the old password again. With *Enter new Password* you are then prompted to enter a new password.

► After the request, press the Enter key three times.

► From the *Exit* menu, choose the option *Exit Saving Changes*.

► Press the Enter key and select *Yes*.

↳ The Tablet PC reboots and there is no longer any password protection for this hard disk.

► If you wish to remove a password for a second hard disk (*Drive1*), in the area *Drive1* mark the field *Set Master Password* and proceed in exactly the same way as for the removal of the first hard disk (*Drive0*).

# SmartCard reader (optional)

Your device may be fitted with a SmartCard reader depending on your chosen model (only available in models with screw holes and SmartCard reader).

SmartCards are not supplied as standard equipment. You can use all SmartCards that comply with the ISO standard 7816-1, -2 or -3. These SmartCards are available from various manufacturers.

With the appropriate software you can use your SmartCard as an alternative to password protection, but also as a digital signature, for encrypting your e-mails or for home banking.

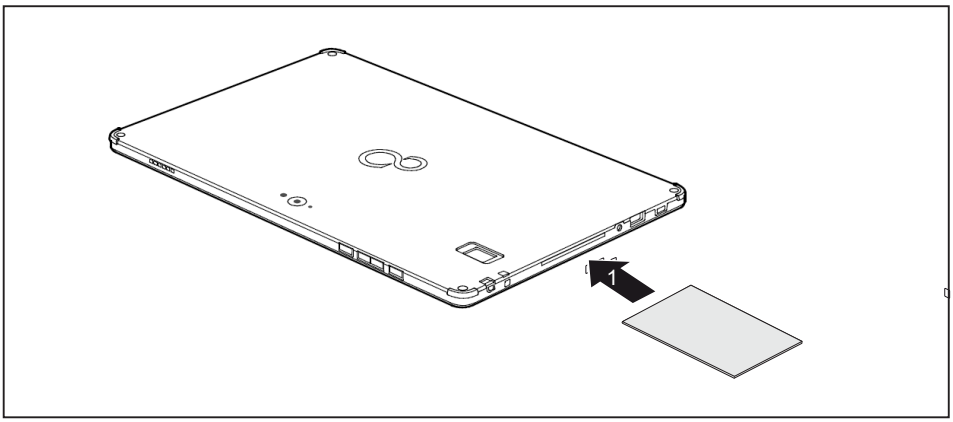
We recommend that you always use two SmartCards. Always keep one of the SmartCards in a safe place if you are carrying the other SmartCard with you.

## Inserting the SmartCard

Your device may be fitted with a SmartCard reader depending on your chosen model (only available in models with screw holes and SmartCard reader).

Do not use force when inserting and removing the SmartCard.

Make sure that foreign objects do not fall into the SmartCard reader.




► Push the SmartCard into the SmartCard reader with the chip facing the rear of the Tablet PC.

# Trusted Platform Module - TPM (device dependent)

To use the TPM, you **must** enable the TPM in the *BIOS Setup* before the software is installed. The requirement for this is that you have assigned at least the supervisor HDD password (see "Security functions", Page 64).

## Enabling TPM

- Requirement: You have assigned a supervisor password (see "Security functions", Page 64).

► Call BIOS Setup and select the *Security* menu.

► Mark the *TPM Security Chip Setting* field and press the Enter key.

► Select the entry *Enabled* to enable the TPM

↳ Once you have enabled the TPM the *Clear Security Chip* menu item appears.

You can clear the holder in the TPM using *Clear Security Chip*. With *Enabled*, all secret keys (e.g. SRK - Storage Root Keys, AIK - Attestation Identity Keys etc.) generated by applications are deleted.

Take note that you can then no longer access the data you have encrypted on the holder-based keys!

► Select the *Exit Saving Changes* option in the Exit menu.

► Press the Enter key and select *Yes*.

↳ The Tablet PC restarts and the TPM is enabled after the reboot.

## Disabling TPM

- Requirement: You have assigned a supervisor password (see "Security functions", Page 64).

► Call BIOS Setup and select the *Security* menu.

► Mark the *TPM Security Chip Setting* field and press the Enter key.

► Select the entry *Disabled* to disable the TPM.

► From the *Exit* menu, choose the option *Exit Saving Changes*.

► Press the Enter key and select *Yes*.

↳ The Tablet PC is rebooted and the TPM is disabled.

# Connecting external devices

Under all circumstances, please observe the safety notes provided in the "Important notes", Page 14 chapter before connecting or disconnecting any devices to or from your Tablet PC.

Always read the documentation supplied with the device you wish to connect.

Never connect or disconnect cables during a thunderstorm.

Never pull at a cable when disconnecting it. Always grasp the plug.

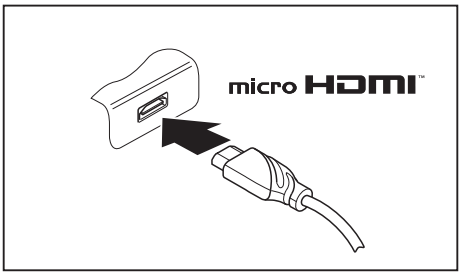
With some devices, such as USB devices, it is not necessary to switch off the Tablet PC and the device before connecting/disconnecting. For more information about whether or not devices need to be switched off, please refer to the documentation supplied with your external device.

Some of the external devices require special drivers (see the operating system and external device documentation).

## Connecting an external monitor

### Micro HDMI port

The micro HDMI port on your device can be used to connect an external amplifier, LCD TV or a plasma TV with an HDMI connection.



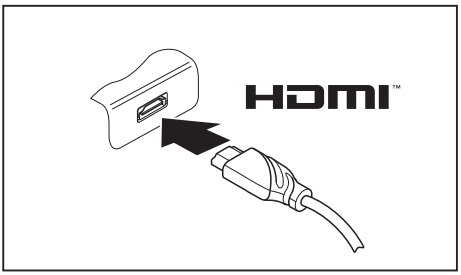

- ► Connect the data cable to the external device.
- ► Connect the data cable to the micro HDMI port.

Some LCD televisions have only two speakers/speaker ports and therefore cannot reproduce Dolby Digital or DTS. To play back HDMI sound, you must change the HDMI sound settings accordingly.

You can find the settings under *Control Panel - Hardware and Sound*. Deactivate the settings for DTS Audio and Dolby Digital to enable playback of HDMI sound.

## HDMI port (only with docking cradle, keyboard docking station

The HDMI port can be used to connect an external amplifier, LCD TV or a plasma TV with an HDMI connection.



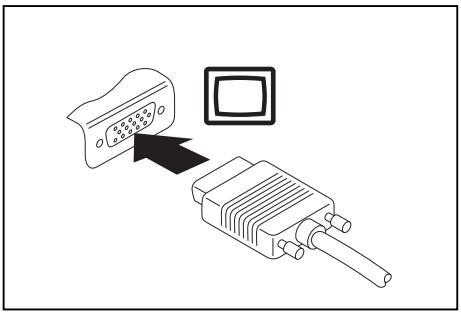

- ► Connect the data cable to the external device.
- ► Connect the data cable to the HDMI port.

Some LCD televisions have only two speakers/speaker ports and therefore cannot reproduce Dolby Digital or DTS. To play back HDMI sound, you must change the HDMI sound settings accordingly.

You can find the settings under *Control Panel - Hardware and Sound*. Deactivate the settings for DTS Audio and Dolby Digital to enable playback of HDMI sound.

## External monitor port (VGA) (only docking cradle, keyboard docking station

An analog monitor is connected to the analog VGA monitor port. Screen output is limited to a maximum of two screens at the same time.



- ► Switch off the Tablet PC and the external monitor.
- ► Plug the data cable of the external monitor into the monitor port.
- ► First switch on the external monitor and then switch on the Tablet PC.

You can also switch back and forth between the external monitor and the LCD screen of the Tablet PC, see "Touchscreen", Page 26.

You can display the same image on the external monitor and on the LCD screen of the Tablet PC at the same time.

# Connecting USB devices

On the USB ports you can connect external devices that also have a USB port (e.g. a DVD drive, a printer, a scanner or a modem).

USB devices are hot-pluggable. This means you can connect and disconnect the cables of USB devices while the operating system is running.

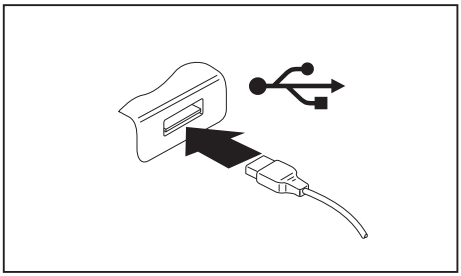
USB 1.x has a maximum data transfer rate of 12 Mbps.

USB 2.0 has a data transfer rate of up to 480 Mbps.

USB 3.0 has a data transfer rate of up to 5 Gbps.

USB 3.1 has a data transfer rate of up to 10 Gbps.

Additional information can be found in the documentation for the USB devices.



- ► Connect the data cable to the external device.
- ► Connect the data cable to the USB port on the Tablet PC.

**or**

- ► Connect the data cable to a USB port of the Cradle.

**or**

- ► Connect the data cable to a USB port of the keyboard docking station.

**or**

- ► Connect the data cable to a USB port of the docking station.

**Device drivers**

USB devices will be automatically recognized and installed by your operating system.

## How to remove USB devices correctly

Always correctly remove the device according to the rules described below, to ensure that none of your data is lost.

- ► Tap the symbol for safe removal of the hardware.
- ► Select the device you wish to shut down and remove.
- ► Tap *OK*.

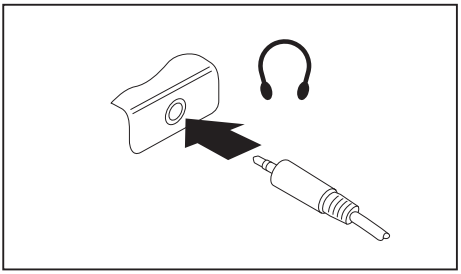
↳ Wait for the dialog box which tells you that it is now safe to remove the device.

# Connecting external audio devices

Your Tablet PC has a combined headphone and microphone port, your (optional) docking cradle has separate ports for headphones and a microphone.

## Connecting headphones or other audio output devices

The combined headphones and microphone port of the Tablet PC or the headphone port of the docking cradle (optional) allows you to connect output devices, such as headphones, external speakers, etc., to your Tablet PC.



- ► Connect the audio cable to the external device.
- ► Connect the audio cable to the combined headphone and microphone port of the Tablet PC or to the headphone port of the docking cradle (optional).
- ↳ The internal speakers are disabled.

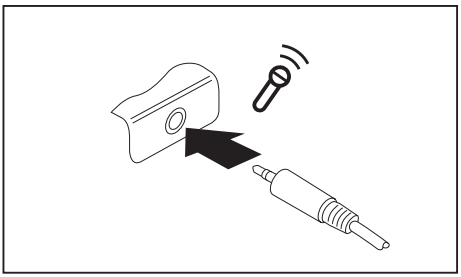
If you buy a cable from a retailer, please note the following:

The combined headphone and microphone port on your Tablet PC is a "3.5 mm jack socket".

If you want to connect headphones or speakers you will need a "3.5 mm jack plug".

## Connecting a microphone or other audio input devices

The combined headphones and microphone port of the Tablet PC or the microphone port of the docking cradle (optional) allows you to connect an external microphone, a MiniDisc player, MP3 player, CD player or a tape deck to your Tablet PC.



- ► Connect the audio cable to the external device.
- ► Connect the audio cable to the combined headphones and microphone port of the Tablet PC or to the microphone port of the docking cradle (optional).

# Settings in BIOS Setup Utility

To navigate more easily in the *BIOS Setup Utility*, you can use an external USB keyboard.

The *BIOS Setup Utility* allows you to set the system functions and the hardware configuration for the Tablet PC.

When the Tablet PC is delivered, the default settings are effective. You can change these settings in the menus of the *BIOS Setup Utility*. Any changes you make take effect as soon as you save and exit the *BIOS Setup Utility*.

The *BIOS Setup Utility* program contains the following menus:

| | |
|---|---|
| *Info* | Displays information relating to the BIOS, processor and Tablet PC |
| *System* | Advanced system settings |
| *Advanced* | Configuration of various hardware components, such as mouse, keyboard, processor |
| *Security* | Password settings and security functions |
| *Boot* | Configuration of the start-up sequence |
| *Exit* | Exits the *BIOS Setup Utility* |

## Starting the BIOS Setup Utility

- ► Keep the Volume Down button pressed and switch on the Tablet PC.
- ► If a password has been assigned, enter the password and press the Enter key.

If you have forgotten the password, contact your system administrator or contact our customer service centre.

The *BIOS Setup Utility* starts.

# BIOS Setup Utility operation

Press the F1 key to display help about operation of the *BIOS Setup Utility*. The description of the individual settings is shown in the right-hand window of the *BIOS Setup Utility*.

With the F9 key you can load the default settings of the *BIOS Setup Utility*.

- ► Use the cursor keys ← or → to select the menu you wish to access to make changes.
- ↳ The menu is displayed on the screen.
- ► Select the option you want to change with the cursor keys ↑ or ↓.
- ► Press the "Enter" key.
- ► Press the ESC key to exit the selected menu.
- ► For future reference, make a note of the changes you have made (for example, in this manual).

# Exiting BIOS Setup Utility

You need to select the desired option in the *Exit* menu and activate it by pressing the Enter key:

## Exit Saving Changes - save changes and exit BIOS Setup Utility

► To save the current menu settings and exit the *BIOS Setup Utility*, select *Exit Saving Changes* and *Yes*.

↳ The Tablet PC is rebooted and the new settings come into effect.

## Exit Discarding Changes - Reject changes and exit BIOS Setup Utility

► To discard the changes, select *Exit Discarding Changes* and *Yes*.

↳ The settings which were valid when *BIOS Setup Utility* was called remain effective. The *BIOS Setup Utility* ends and the Tablet PC is rebooted.

## Load Setup Defaults – load default values

► To copy the standard entries for all menus of the *BIOS Setup Utility*, choose *Load Setup Defaults* and *Yes*.

## Discard Changes - Discard Changes without exiting BIOS Setup Utility

► To discard the changes you have made, select *Discard Changes* and *Yes*.

↳ The settings in place when *BIOS Setup Utility* was called remain effective. You can now make additional settings in the *BIOS Setup Utility*.

► If you want to exit the *BIOS Setup Utility* with these settings, select *Exit Saving Changes* and *Yes*.

## Save Changes - save changes without exiting the BIOS Setup Utility

► To save the changes, select *Save Changes* and *Yes*.

↳ The changes are saved. You can now make additional settings in the BIOS Setup Utility.

► If you want to exit BIOS Setup Utility with these settings, choose *Exit Saving Changes* and *Yes*.

## Save changes and power off

► To save the changes and switch off your device, select *Save Changes and Power Off* and *Yes*.

↳ The changes are saved. Your device is shut down.

# Troubleshooting and tips

If a fault occurs, try to correct it as described. If you fail to correct the problem, proceed as follows:

- ► Make a note of the steps and the circumstances that led to the fault. Also make a note of any error messages displayed.
- ► Switch the Tablet PC off.
- ► Please contact the Hotline/Service Desk.

You can contact Fujitsu Service and Support in the following ways:

- Toll free phone: 1-800-8Fujitsu (1-800-838-5487)
- Website: "http://solutions.us.fujitsu.com/www/content/support/contact/index.php"

Before you place the call, have the following information ready so that the customer support representative can provide you with the fastest possible solution:

- The model name and serial number of the Tablet PC. The serial number is located on a sticker on the underside of the Tablet PC.
- Notes with the messages that appeared on the screen and information on acoustic signals.
- All changes you have made to the hardware or software after receiving the Tablet PC.
- All changes you have made to the *BIOS Setup* settings after receiving the Tablet PC.
- Your system configuration and all peripheral devices connected to your system.
- Your sales contract.

Our Tablet PCs have been designed primarily with mobile applications in mind. This means that considerable effort has been made to optimize components and equipment in terms of weight, space and energy requirements. Depending on the particular configuration you have purchased, it is possible that functionality may be slightly reduced compared to a desktop PC if you are running processor-intensive gaming software, e.g. games with intensive 3D graphics. Updating your hardware with drivers which have not been approved by Fujitsu may result in performance losses, data losses or malfunction of the equipment. A list of approved drivers and current BIOS versions can be downloaded from: "http://solutions.us.fujitsu.com"

# Executing a reset

If the device no longer responds to your inputs, choose one of the following options:

## Forced shutdown

► Press and hold the ON/OFF button for at least 4 seconds.
↳ The device will be shut down. You can then restart it.

## Resetting the rechargeable battery

► Shut down the device.

If the device does not respond, you may have to force the shutdown, as described above.

► Disconnect the AC adapter from the device.
► Press the Volume Up button and the Shortcut button at the same time.
↳ The device resets in a similar way to the removal of the rechargeable battery. You can then restart it.

# Help if problems occur

Should you encounter a problem with your computer that you cannot resolve yourself:

► Note the ID number of your device. The ID number is found on the type rating plate on the back or underside of the casing.
► For further clarification of the problem, contact the Fujitsu Service Desk. When you do this, please have ready the ID number and serial number of your system.

# If you need to restore your system

In the event you need to restore your original Factory Image, please refer to the appendix of this Operating Manual.

# The Tablet PC's date or time is incorrect

| Cause | Troubleshooting |
|---|---|
| Time and date are incorrect. | ► With the *BIOS-Setup-Utility*, you can set the date and time in the *Main* menu. |
| Date and time are still set incorrectly after switching on the Tablet PC. | ► Please contact your sales outlet or our hotline/service desk. |

## Battery charging indicator not lit

| Cause | Troubleshooting |
|---|---|
| The battery is not being charged. | ► Connect the Tablet PC to a power outlet using the AC adapter.<br>**Note:** The battery will only be charged again when the battery capacity is less than 90%. |

## The Tablet PC's touchscreen remains dark

| Cause | Troubleshooting |
|---|---|
| Touchscreen is switched off. | ► Press a key (external keyboard) or tap on the touchscreen. |
| External monitor or television set connected. | ► Check whether the graphics driver settings are correct or whether an external monitor has been detected in "Intel Graphics Media Accelerator Driver for mobile". |

## The display on the Tablet PC's touchscreen is difficult to read.

| Cause | Troubleshooting |
|---|---|
| Reflected glare | ► Move the Tablet PC into a different position.<br>► Increase the brightness of the screen. |

# The external monitor remains blank

| Cause | Troubleshooting |
|---|---|
| Monitor is switched off. | ► Switch the external monitor on. |
| Power saving has been activated (monitor is blank). | ► Press a key (external keyboard) or tap on the touchscreen. |
| Brightness is set to dark. | ► Adjust the brightness of the monitor. |
| Screen output is set to the Tablet PC touchscreen. | ► Check whether the graphics driver settings are correct or whether an external monitor has been detected in "Intel Graphics Media Accelerator Driver for mobile". |
| The external monitor's AC cable or data cable is not connected properly. | ► Switch off the Tablet PC and the external monitor.<br>► Check whether the AC cable is plugged properly into the external monitor and into the power outlet.<br>► Check that the data cable is properly connected to the Tablet PC and the external monitor (if it is plugged in with a connector).<br>► Switch on the external monitor and the Tablet PC. |

# The external monitor is blank or the image is unstable

| Cause | Troubleshooting |
|---|---|
| The wrong external monitor has been selected or the wrong screen resolution has been set for the application program. | ► Shut down the application program in Windows. If the error persists after shutting down the program, use the key combination for switching the screen output in order to switch to the touchscreen of the Tablet PC. Change the following setting:<br>► Set the screen resolution: Set the screen resolution as described in the documentation for your operating system.<br>► Select monitor: Select monitor 1 or 2 as described in the documentation for your operating system. |

# The cursor does not correctly follow the stylus movements

| Cause | Troubleshooting |
|---|---|
| Stylus incorrectly calibrated. | ► Calibrate the stylus as described in chapters "Adjusting the stylus", Page 30 and "Calibrating the stylus", Page 31. |

# Stylus input not working

| Cause | Troubleshooting |
|---|---|
| Incorrect driver installed. | ► If your device is one which can only be operated using the stylus, install the driver for the standard model.<br>**or**<br>► If your device is one which can be operated using the stylus and by finger, install the driver for the "Dual Digitizer" model. |

# The Tablet PC does not start after switch on

| Cause | Troubleshooting |
|---|---|
| The battery is dead. | ► Charge the battery.<br>**or**<br>► Connect the AC adapter to the Tablet PC. |
| The AC adapter is not connected properly. | ► Check whether the AC adapter is properly connected to the Tablet PC.<br>► Switch the Tablet PC on. |

# The Tablet PC stops working

| Cause | Troubleshooting |
|---|---|
| The Tablet PC is in energy saving mode. | ► End energy saving mode. |
| An application program has caused the malfunction. | ► Close the application program or restart the Tablet PC (by restarting the operating system or switching the device off and back on again). |
| The battery is dead. | ► Charge the battery.<br>**or**<br>► Connect the AC adapter to the Tablet PC. |

# The printer does not print

| Cause | Troubleshooting |
|---|---|
| The printer is not switched on. | ► Make sure that the printer is switched on and ready for operation (refer to the documentation supplied with the printer). |
| The printer is not connected correctly. | ► Check that the data cable between the Tablet PC and the printer is properly connected. |
| The printer driver is faulty or not correctly installed, or it is the wrong printer driver. | ► Check that the data cable between the Tablet PC and the printer is properly connected.<br>► Check whether the correct printer driver is loaded (refer to the printer documentation). |

# The wireless connection to a network does not work

| Cause | Troubleshooting |
|---|---|
| The wireless component is switched off. | ► Switch the wireless component on (see "Switching the wireless components on and off", Page 37). |
| The wireless component is switched on. Despite this, the wireless connection to a network does not work. | ► Check whether the wireless connection is enabled by the software.<br>► Further information on using the wireless component can be found in the help files. |

# The battery discharges too quickly

| Cause | Troubleshooting |
|---|---|
| The battery is either too hot or too cold. In this case the battery indicator flashes. | ► Bring the Tablet PC up/down to a normal operating temperature again.<br>► If the operating time of the battery life is extremely short, the battery is probably too old. Replace the battery if necessary. |
| You may have an application running that consumes a great deal of power due to frequent accessing of the hard disk or optical drive. | ► Use the AC adapter whenever possible. |
| The maximum brightness may have been set for the screen. | ► Reduce the brightness of the screen to lower energy consumption: You will find the setting under *Control Panel – Hardware and Sounds – Windows Mobility Center*. |

## Smart Card reader is not recognized

| Cause | Troubleshooting |
|---|---|
| Smart Card inserted incorrectly. | ► Make sure you have inserted your Smart Card into the Smart Card reader with the chip facing upwards / downwards (device-dependent).<br>► Check whether the Smart Card you are using is supported. Your Smart Card must comply with the ISO standard 7816-1, -2, -3 and -4. |

## Smart Card PIN forgotten

| Cause | Troubleshooting |
|---|---|
| PIN forgotten | ► If you work in a network, contact your system administrator, who can unlock your Tablet PC using a supervisor PIN. |

## User and/or supervisor Smart Card lost

| Cause | Troubleshooting |
|---|---|
| User and/or Supervisor Smart Card lost. | ► If you have lost your user Smart Card, you can continue working with the Supervisor Smart Card and initialize a new user Smart Card.<br>► If you have lost the Supervisor Smart Card, you can also continue working, but you no longer have all rights and cannot initialize another Supervisor Smart Card.<br>► If you have lost both Smart Cards, you cannot boot your system. Please contact our customer service center. You must provide proof of ownership for the device. The customer service center will then refer you to our service partner, who will unlock your device (for a charge). |

## Smart Card lost

| Cause | Troubleshooting |
|---|---|
| Smart Card lost. | ► If you work in a network, contact your system administrator, who can boot your Tablet PC with a supervisor Smart Card. |

# Acoustic warning

| Cause | Troubleshooting |
|---|---|
| A beep sounds every few seconds.<br>The battery is almost dead. | ► Charge the battery. |

# Error messages on the screen

This section describes the error messages generated by the BIOS Setup. Error messages displayed by the operating system or programs are described in the documentation for these programs.

If the error message appears repeatedly despite troubleshooting measures, contact the place of purchase or our customer service center.

| Error message/cause | Troubleshooting |
|---|---|
| *CMOS battery bad*<br>If the error message occurs repeatedly, the buffer battery in the Tablet PC is flat. | ► Contact your sales outlet or our customer service center. |
| *System CMOS checksum bad - Default configuration used*<br>The system configuration information is incorrect. | ► Switch the Tablet PC off.<br>► Switch the Tablet PC on.<br>► In the *BIOS Setup*, select the *Exit* menu.<br>► Select the entry *Load Setup Defaults*.<br>► Select *OK* and press the Enter key. |
| *Extended memory failed at offset: xxxx Failing Bits: zzzz zzzz*<br>When testing the extended memory. an error has resulted at the address xxxx. | ► Contact your sales outlet or our customer service center. |
| *Failure Fixed Disk n*<br>The settings of the hard disk drive are incorrect. | ► Start the *BIOS Setup* (*Primary Master* submenu) and select the correct settings. |
| *Keyboard controller error* | ► Switch your Tablet PC off with the ON/OFF button.<br>► Wait 3 - 5 seconds and switch the Tablet PC on again. |
| *Keyboard error* | If you use an external keyboard:<br>► Check the connection and reboot the Tablet PC. |
| *nn Stuck key* | ► Make sure that no key is pressed. |
| *Operating system not found* | ► Check in the *BIOS Setup* whether your hard disk has been set correctly.<br>► Make sure that the operating system is installed on the corresponding drive. |
| *Press <F1> to resume, <F2> to SETUP*<br>This error message appears if an error occurs during the self-test before starting the operating system. | ► Press the Volume Up button to start the BIOS setup.<br>**or**<br>► If you are working with an external keyboard, press the F1 or F2 key on the keyboard. |
| *Real time clock error* | ► Contact your sales outlet or our customer service center. |
| *nnnnK Shadow RAM failed at offset: xxxx Failing Bits: zzzz* | ► Contact your sales outlet or our customer service center. |
| *System battery is dead - Replace and run SETUP* | ► Contact your sales outlet or our customer service center. |
| *System cache error - Cache disabled* | ► Contact your sales outlet or our customer service center. |
| *System timer error* | ► Contact your sales outlet or our customer service center. |

# Technical data

## Tablet PC

| | |
|---|---|
| **General** | |
| Processor | 7th Generation Intel® Core™ with vPro™ technology (vPro, depending on configuration) |
| Main memory (SO DIMM) | 8 GB / 16 GB DIMM onboard |
| **Electrical data** | |
| Safety regulations complied with | CE, cULus |
| Protection class | III |
| Maximum power consumption (when the tablet PC is switched on, connected to the keyboard docking station and the battery is being charged): | 65 W |
| **Touch screen** | |
| Size | 13.3" Full HD Wide View |
| Screen resolution | 1920 x 1080 / 16 million colors |
| Pixel class | II |
| Brightness control | 11 levels |
| Technology | Wide-View Bright or Anti-Glare Display with LED backlight |
| Digitizer and glass panel | Dual Digitizer touch screen |
| Cameras | • Front: HD camera<br>• Back: 5 megapixels, autofocus, mobile light |
| **Graphics card** | |
| Chip | Intel (c) HD Graphics 620 |
| Maximum resolution of external display: | 4096 x 2160 |
| **Dimensions** | |
| Width x Depth x Height | • Standard housing only: 12.56 x 8.19 x 0.5 inches (319 x 208 x 12.7 mm)<br>• Standard housing with keyboard docking station without battery: 12.56 x 9.76 x 1.17 inches (319 x 248 x 29.6 mm) |

| | |
|---|---|
| Weight depending on configuration | • Standard housing only: 2.15 lbs / 0.98 kg<br>• Standard housing with keyboard docking station without battery: 4.13 lbs / 1.87 kg<br><br>Depending on the respective configuration (including battery), the weight may differ from the above-mentioned values. |
| **Input devices** | |
| Tablet buttons | 3 keys |
| Stylus | Stylus with a pressure button |
| **Slots** | |
| Memory card slot | 1 x microSD |
| SIM card slot | 1 x Micro-SIM |
| Smart Card slot (optional housing) | 1 x |
| **Ports** | |
| Combined headphones and microphone port | 3.5 mm stereo mini jack |
| Docking port | 1 x |
| Micro HDMI port | 1 x |
| USB (Universal Serial Bus) | 1 x USB 2.0, 1 x USB 3.0 |
| Security Lock device | 1 x |
| **Ambient conditions** | |
| Environment class DIN IEC 721 | 7K1 |
| Mechanism class DIN IEC 721 | 7M2 |
| Operating temperature | 41 °F .... 95 °F / 5 °C .... 35 °C |
| Transport temperature (2K2) | 5 °F .... 140 °F / -15 °C .... 60 °C |

# WLAN specifications

| | |
|---|---|
| Type of network | Intel® Dual Band Wireless 8265NGW (11ac/abgn), WLAN and Bluetooth* |
| Transfer rate | (Automatic switching) IEEE802.11 a and g: 54 Mbps max. data rate; IEEE802.11n: 300 Mbps max. data rate, IEEE802.11ac: 867 Mbps max. data rate |
| Active frequency | • 802.11n: 2.4 GHz or 5 GHz<br>• 802.11b/g: 2400~2473 MHz<br>• 802.11a: 4900~5850 MHz<br>• 802.11ac: 2.4 GHz / 5 GHz |

| | |
|---|---|
| Typical operating distances** | • 802.11a: 40 ft. (12 m) @ 54 Mbps; 300 ft. (91 m) @ 6 Mbps<br>• 802.11ac: 40 ft. (12 m) @ 54 Mbps; 300 ft.(91 m) @ 6 Mbps<br>• 802.11b: 100 ft. (30 m) @ 11 Mbps; 300 ft. (91 m) @ 1 Mbps<br>• 802.11g: 100 ft. (30 m) @ 54 Mbps; 300 ft. (91 m) @ 1 Mbps<br>• 802.11n: Estimated double the operating distance of 802.11g and 802.11a in their respective frequencies |
| Number of channels | • 802.11a: 8 independent channels<br>• 802.11b/g: 11 channels, 3 non-overlapping channels<br>• 802.11n: Channel bonding takes two of the non-overlapping 20MHz channels and combines it into one 40MHz channel. It is actually 12 non-overlapping channels with channel bonding and 24 without. Also it is 1 non-overlapping channel in 2.4GHz when channel bonding is used.<br>• 802.11ac: 5 independent channels |
| Security | Encryption types: compatible with WEP, TKIP, AES***, WPA 1.0 and WPA 2.0<br>Encryption key, lengths supported: 64 bits and 128 bits |
| Maximum recommended number of computers to be connected over wireless LAN (during ad hoc connection) | 10 units or less **** |

* “Wi-Fi based” indicates that the interconnectivity test of the organization which guarantees the interconnectivity of wireless LANs (Wi-Fi Alliance) was passed.

** The operating distances given above increase or decrease depending on factors such as the number of walls, reflecting material or interference by external RF sources.

*** Network key encryption (WEP) occurs with the number of bits given above, after deduction of the fixed length of 24 bits the user may however also set 40 or 104 bits.

**** Depending on the particular practical application, the number of computers which can be networked is reduced if necessary.

# Screen resolutions for integrated screen and external screens

| | Max. number of screens | Number of external screens | Inte-grated screen | System interface micro HDMI port |
|---|---|---|---|---|
| **Only Tablet PC** | 2 | 1 | 1920x1080 @60Hz | 4096x2160 @24Hz<br>3840x2160 @30Hz<br>1920x1080 @60Hz |
| **with cradle/keyboard docking** | 2 | 1 | | - |
| | | | | - |
| | | | | - |
| | 3 | 2 | | 4096x2160 @24Hz<br>3840x2160 @30Hz<br>1920x1080 @60Hz |
| | | | | - |
| | | | | - |

# Rechargeable battery

For information on the batteries used in your device, please see "http://solutions.us.fujitsu.com/www/content/support/contact/index.php".

| | |
|---|---|
| | 3-cell lithium polymer battery 4,250 mAh |
| Rated voltage | 19 V |
| Rated capacity | 46 Wh |

# AC adapter 65 W for the Tablet PC

| | |
|---|---|
| Rated voltage | 19 V |
| Max. rated current | 4.74 A |

An additional AC adapter or AC cable can be ordered at any time.

# Docking cradle (optional)

| | |
|---|---|
| **Electrical data** | |
| Safety regulations complied with | CE |
| Protection class | III |
| **Ports** | |
| | |
| Docking port | 40-pin |
| HDMI port | 1 x |
| VGA monitor port | 1 x |
| USB (Universal Serial Bus) | 3 x USB 3.0 |
| LAN port | 1 x |
| Security Lock device | 1 x |
| **Ambient conditions** | |
| Environment class DIN IEC 721 | 7K1 |
| Mechanism class DIN IEC 721 | 7M2 |
| Operating temperature | 41 °F .... 95 °F / 5 °C .... 35 °C |
| Temperature in transit | 5 °F .... 140 °F / -15 °C .... 60 °C |

## AC adapter 65 W for the cradle (optional)

| | |
|---|---|
| Rated voltage | 19 V |
| Max. rated current | 3.42 A |

An additional AC adapter or AC cable can be ordered at any time.

# Keyboard docking station

| | |
|---|---|
| **Electrical data** | |
| Safety regulations complied with | CE |
| Protection class | III |
| **Ports** | |
| Docking port | 16-pin |
| LAN port | 1 x |
| **Ambient conditions** | 1 x |
| Environment class DIN IEC 721 | 7K1 |
| Mechanism class DIN IEC 721 | 7M2 |
| Operating temperature | 41 °F .... 95 °F / 5 °C .... 35 °C |
| Temperature in transit | 5 °F .... 140 °F / -15 °C .... 60 °C |

## Intermediary VESA Mount Plate (optional)

| Dimensions | |
|---|---|
| Width x Depth x Height | 222 mm x 91 mm x 12.2 mm / 8.74 in x 3.58 in x 0.48 in |
| Weight | 130 g / 0.29 lbs |

## Hand strap (optional)

| Dimensions | |
|---|---|
| Width x Depth x Height | 478 mm x 77 mm x 13 mm / 18.8 in x 3.03 in x 0.51 in |
| Weight | approx. 24 g / 0.053 lbs. |

## Shoulder strap (optional)

| Dimensions | |
|---|---|
| Width x Depth x Height | 1265 mm x 25 mm x 4.8 mm / 49.80 in x 0.98 in x 0.189 in |
| Weight | approx. 33.4 g / 0.074 lbs. |

## Folio case (optional)

| Dimensions | |
|---|---|
| Width x Depth x Height | 332 mm x 231 mm x 27 mm / 13.1 in x 9.1 in x 1.1 in |
| Weight | Approx. 480 g / 1.1 lbs. |

## Protective TPU cover with hand strap (optional)

| Dimensions | |
|---|---|
| Width x Depth x Height | 332 mm x 220 mm x 29 mm / 13.1 in x 8.7 in x 1.2 in |
| Weight | Approx. 365 g / 0.8 lbs. |

# Folio cover kit for hand vein sensor (optional)

| **Dimensions** | |
|---|---|
| Width x Depth x Height | 365 mm x 228 mm x 38 mm /<br>14.4 in x 9 in x 1.5 in |
| Weight | Approx. 860 g / 1.9 lbs. |

# Manufacturer’s notes

## Disposal and recycling

You can find information on this subject on your Tablet PC or on our website ("http://solutions.us.fujitsu.com/www/content/products/trade-in_program/").

### Recycling your battery

Over time, the batteries that run your mobile computer will begin to hold a charge for a shorter amount of time; this is a natural occurrence for all batteries. When this occurs, you may want to replace the battery with a brand new one*. If you replace it, it is important that you dispose of the old battery properly because batteries contain materials that could cause environmental damage if disposed of improperly.

Fujitsu is very concerned with environmental protection, and has enlisted the services of the Rechargeable Battery Recycling Corporation (RBRC)**, a nonprofit public service organization dedicated to protecting our environment by recycling old batteries at no cost to you.

RBRC has drop-off points at many convenient locations throughout the United States and Canada. To find the location nearest you, go to "www.RBRC.org" or call 1-800-822-8837.

If there are no convenient RBRC locations near you, you can also go to the EIA Consumer Education Initiative website "http://EIAE.org/ " and search for a convenient disposal location.

Remember – protecting the environment is a cooperative effort, and you should make every effort to protect it for current and future generations.

* To order a new battery for your Fujitsu mobile computer, go to the Fujitsu shopping site at "www.shopfujitsu.com" in the US or "www.fujitsu.ca/products/notebooks" in Canada.

** RBRC is an independent third party to which Fujitsu provides funding for battery recycling; RBRC is in no way affiliated with Fujitsu.

## DOC (Industry CANADA) Notices

**Radios and Television**

This Class B digital apparatus meets all requirements of Canadian Interference-Causing Equipment Regulations.

CET appareil numérique de la class B respecte toutes les exigence du Réglement sur le matérial brouilleur du Canada.

# UL Notice

**IMPORTANT SAFETY INSTRUCTIONS**

This unit requires an AC adapter to operate. Only use UL Listed I.T.E. adapters with an output rating of 19 VDC, with a minimum current of 3.42 A (65 W). The correct output rating is indicated on the AC adapter label. Refer to the illustration below for the correct AC Adapter output polarity:

When using your tablet PC equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

**SAVE THESE INSTRUCTIONS**

**For Authorized Repair Technicians Only**

**CAUTION:**

For continued protection against risk of fire, replace only with the same type and rating fuse.

**WARNING:**

Danger of explosion if Lithium (CMOS) battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer.

Dispose of used batteries according to the manufacturer's instruction.

# ENERGY STAR Compliance

Your Fujitsu system is an ENERGY STAR qualified mobile PC. By choosing a computer with the latest energy-saving technology, you're helping to preserve our environment for future generations. ENERGY STAR is a joint program of the U.S. Environmental Protection Agency, U.S. Department of Energy, Natural Resources Canada, and other governments around the world helping us save money while protecting the environment through energy efficient products and practices. With energy costs and global warming top-of-mind for consumers, Fujitsu is committed to offering solutions that help consumers conserve energy and improve the quality of our environment.

**Sleep mode:**

You will notice that your computer is initially set so that the display turns off after 5 minutes and sleeps after 15 minutes. When plugged in: the display turns off after 10 minutes and sleeps after 30 minutes (as OS default value). When going into Sleep mode, the computer also reduces the speed of any active Ethernet network links. To "wake" the computer from Sleep mode, press the Suspend/Resume Button.

**Energy saving benefits:**

Fujitsu ENERGY STAR qualified mobile PCs use about half as much electricity as standard equipment – saving half in utility costs. But more than that, ENERGY STAR also makes a difference for the environment. Did you know that the average house can be responsible for twice the greenhouse gas emissions as the average car? That's because every time you flip on a light switch, run your dishwasher, or turn on your PC, you use energy, which means more greenhouse gas emissions from power plants. So the more energy we can save through energy efficiency, the more we help to reduce greenhouse gases and the risks of global warming.

To learn more about the important ENERGY STAR program, visit:"www.energystar.gov".

To read about how Fujitsu is supporting Sustainable Management along with several other environmental activities, visit the Fujitsu Corporate Citizenship page at: "http://www.computers.us.fujitsu.com/www/content/aboutus/environmental/environment.php".

# Declarations of conformity

This device complies with Part 15 of the FCC Rules. Operations are subject to the following two conditions: (1) This device may not cause harmful interference, (2) this device must accept any interference received, including interference that may cause undesired operation.

# FCC and IC Regulatory Information

Please note the following regulatory information related to the wireless LAN device.

## Regulatory Notes and Statements

### Wireless LAN, Health and Authorization for use

Radio frequency electromagnetic energy is emitted from Wireless LAN devices. The energy levels of these emissions, however, are far much less than the electromagnetic energy emissions from wireless devices such as mobile phones. Wireless LAN devices are safe for use by consumers because they operate within the guidelines found in radio frequency safety standards and recommendations. The use of Wireless LAN devices may be restricted in some situations or environments, such as:

- On board an airplane, or
- In an explosive environment, or
- In situations where the interference risk to other devices or services is perceived or identified as harmful.

In cases in which the policy regarding use of Wireless LAN devices in specific environments is not clear (e.g., airports, hospitals, chemical/oil/gas industrial plants, private buildings), obtain authorization to use these devices prior to operating the equipment.

**WARNING:** The Fujitsu Tablet when used in dock mode in the cradle will communicate via RF. The device radiates radio frequency energy at a level below the United States FCC and Canada's ISED radio frequency exposure limits. However, the Tablet in docked mode shall not be used in body worn positions. Human contact during normal operation should be minimized and a body to Tablet distance of >20cms shall be maintained. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. Details of the authorized configurations can be found on FCC website by entering the FCC ID number that is shown on this device.

## Regulatory Information/Disclaimers

Installation and use of this Wireless LAN device must be in strict accordance with the instructions included in the user documentation provided with the product. Any changes or modifications made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment. The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of this device, or the substitution or attachment of connecting cables and equipment other than those specified by the manufacturer. It is the responsibility of the user to correct any interference caused by such unauthorized modification, substitution or attachment. The manufacturer and its authorized resellers or distributors will assume no liability for any damage or violation of government regulations arising from failure to comply with these guidelines.

This device must not be co-located or operated in conjunction with any other antenna or transmitter.

**For IEEE 802.11a Wireless LAN:** For operation within 5.15~5.25 GHz frequency range, it is restricted to indoor environments, and the antenna of this device must be integral.

## Federal Communications Commission and Industry Canada statement:

This device complies with Part 15 of FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Déclaration d'Industrie Canada

Cet appareil est conforme à la Section 15 des Règles de la FC C et à la ( aux) norme(s) RSS concernant les appareils exempt s de licence par Industrie Canada. Son fonctionnement est soumis aux deux condition s suivantes : (1) cet appareil ne doit pas causer d'interférence nuisib le; (2) cet appareil doit accepter toutes les interférences reçues, y compris celles pouvan t causer un mauvais fonctionnement de l'appareil.

## FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the distance between the equipment and the receiver.
3. Connect the equipment to an outlet on a circuit different from the one the receiver is connected to.
4. Consult the dealer or an experienced radio/TV technician for help.

## FCC Radio Frequency Exposure statement

The available scientific evidence does not show that any health problems are associated with using low power wireless devices. There is no proof, however, that these low power wireless devices are absolutely safe. Low power wireless devices emit low levels of radio frequency energy (RF) in the microwave range while being used. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low-level RF that does not produce heating effects causes no known adverse health effects. Many studies of low-level RF exposure have not found any biological effects. Some studies have suggested that some biological effects might occur, but such findings have not been confirmed by additional research.

The wireless LAN radio device has been tested and found to comply with FCC radiation exposure limits set forth for an uncontrolled equipment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg, and 1.6W/kg by Industry Canada.

This device is compliant with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and Canada RSS 102, and had been tested in accordance with the measurement methods and procedures specified in OET Bulletin 65 Supplement C, and Canada RSS 102. This device has been tested, and meets the FCC, IC RF exposure guidelines when tested with the device operating conditions.

## Déclaration de la FCC/d'Industrie Canada sur l'exposition aux radiofréquences

La norme régissant l'exposition des appareils sans fil aux radiofréquences emploie une unité de mesure dénommée Taux d'absorption spécifique, ou TAS. La FCC et Industrie Canada ont défini la même limite de TAS : 1,6 W/kg. Cet appareil est conforme au TAS pour les limites d'exposition générales de la population/non contrôlées définies par les règles C95.1-1992 de l'ANSI/IEEE et RSS 102 d'Industrie Canada ; il a été testé en conformité avec les méthodes et procédures de mesure spécifiées dans le supplément C du bulletin 65 de l'OET (Office d'ingénierie et de technologie) et la règle RSS 102 d'Industrie Canada. Cet appareil a été testé selon les directives de la FCC et d'IC concernant l'exposition aux radiofréquences et s'est révélé conforme à ces dernières lorsqu'il a été testé en contact direct avec le corps.

## Export restrictions

This product or software contains encryption code which may not be exported or transferred from the US or Canada without an approved US Department of Commerce export license. This device complies with Part 15 of FCC Rules., as well as ICES 003 B / NMB 003 B. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesirable operation. Modifications not expressly authorized by Fujitsu America, Inc. may invalidate the user's right to operate this equipment.

## Restrictions concernant l'exportation

Ce produit ou logiciel contient du code de chiffrement qui ne peut être exporté ou transféré du Canada ou des États-Unis sans un permis d'exportation du département du commerce des États-Unis. Ce matériel est conforme à la Partie 15 des règlements de la FCC, ainsi qu'à la norme ICES 003 B/NMB 003 B. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférence nuisible; (2) cet appareil doit accepter toutes les interférences reçues, y compris celles pouvant causer un mauvais fonctionnement de l'appareil. Toute modification n'ayant pas été expressément approuvée par la société Fujitsu America Incorporated peut annuler le droit de l'utilisateur de se servir du matériel.

## Canadian Notice

The device for the 5150 - 5250 MHz band is only for indoor usage to reduce the potential for harmful interference to co-channel mobile satellite systems.

The device could automatically discontinue transmission in case of absence of information to transmit, or operational failure. Note that this is not intended to prohibit transmission of control or signaling information or the use of repetitive codes where required by the technology.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

High-power radars are allocated as primary users (i.e. priority users) of the bands 5250–5350 MHz and 5650–5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

## Avis pour le Canada

-Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont reserves uniquement pour une utilisation a l'interieur afin de reduire les risques de brouillage prejudiciable aux systemes de satellites mobiles utilisant les memes canaux.

-De plus, les utilisateurs devraient aussi etre avises que les utilisateurs de radars de haute puissance sont designes utilisateurs principaux (c.-ad., qu'ils ont la priorite) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL)

**AVERTISSEMENT** – La tablette Fujitsu communiquera par radiofréquences (RF) lorsqu'elle est utilisée en mode station d'accueil dans le socle. L'appareil émet de l'énergie radiofréquence d'une intensité inférieure aux limites d'exposition humaine aux radiofréquences établies par la FCC aux États-Unis et par ISDE au Canada. Toutefois, en mode station d'accueil, la tablette ne doit pas toucher le corps. Les contacts avec le corps pendant le fonctionnement normal de l'appareil doivent être minimisés et une distance de plus de 20 cm doit être maintenue entre le corps et la tablette. L'utilisation d'autres accessoires peut conduire à un usage non conforme aux limites d'exposition aux radiofréquences de la FCC. Des détails au sujet des configurations autorisées sont fournis sur le site Web de la FCC. Entrez alors le numéro d'identification FCC qui apparaît sur cet appareil.

# Appendix

## Before Using the Optional Wireless LAN

This manual describes the procedures required to properly set up and configure the optional integrated Wireless LAN Mini-PCI device (referred to as "WLAN device" in the rest of the manual). Before using the WLAN device, read this manual carefully to ensure its correct operation. Keep this manual in a safe place for future reference.

### Wireless LAN Devices Covered by this Document

This document is applicable to systems containing the following device:

- Intel® Dual Band Wireless-AC 8265 (11ac/abgn) WLAN and Bluetooth

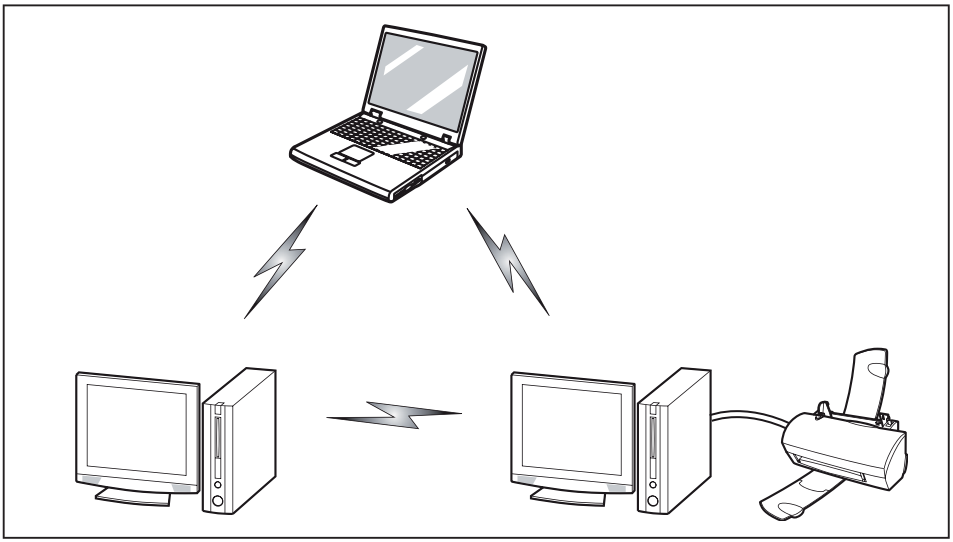
### Characteristics of the WLAN Device

- The WLAN devices are PCI Express Mini cards attached to the main board of the mobile computer.
- The WLAN devices operate in license-free RF bands, eliminating the need to procure an FCC operating license. The WLAN operates in the 2.4GHz Industrial, Scientific, and Medical (ISM) RF band and the lower, middle, and upper bands of the 5GHz Unlicensed National Information Infrastructure (UNII) bands.
- The WLAN devices are capable of five operating modes, IEEE802.11a, IEEE802.11ac, IEEE802.11b, IEEE802.11g, and IEEE802.11n.
- The WLAN device is Wi-Fi certified and operates (as applicable) at a the maximum data rate of 450 Mbps in IEEE802.11n mode (300 Mbps in this configuration); 54 Mbps in IEEE802.11g mode; and 11 Mbps in IEEE802.11b mode.
- The WLAN devices support the following encryption methods - WEP, TKIP, CKIP, and AES encryption.
- The Wireless LAN devices are compliant with the following standards: WPA, WPA2, CCX1.0, CCX2.0, CCX3.0, and CCX4.0.

# Wireless LAN Modes Using this Device

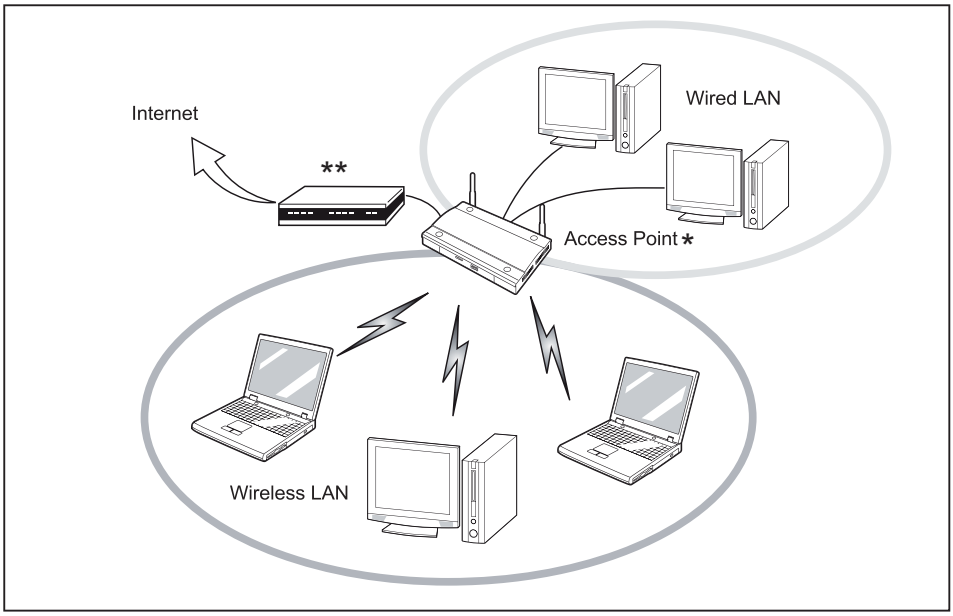
### Ad Hoc Mode

"Ad Hoc Mode" refers to a wireless network architecture where wireless network connectivity between multiple computers is established without a central wireless network device, typically known as Access Point(s). Connectivity is accomplished using only client devices in a peer-to-peer fashion. That is why Ad Hoc networks are also known as peer-to-peer networks. Ad Hoc networks are an easy and inexpensive method for establishing network connectivity between multiple computers. Ad Hoc mode requires that the SSID, network authentication, and encryption key settings are identically configured on all computers in the Ad Hoc network.



### Access Point (Infrastructure) Mode

Infrastructure mode refers to a wireless network architecture in which devices communicate with wireless or wired network devices by communicating through an Access Point. In infrastructure mode, wireless devices can communicate with each other or with a wired network. Corporate wireless networks operate in infrastructure mode because they require access to the WLAN in order to access services, devices, and computers (e.g., file servers, printers, databases).




* = An optional hub for a wired LAN may be required depending upon the type of access point used.

** = ADSL modem, cable modem, or similar

**How to Handle This Device**

The WLAN device is an optional device that may come pre-installed in your mobile computer. Under normal circumstances, it should not be necessary for you to remove or re-install it. The Operating System that your mobile computer comes with has been pre-configured to support the WLAN device.

- Integrated Intel Centrino wireless LAN devices support IEEE802.11a, IEEE802.11b, IEEE802.11g, and IEEE802.11n.
- The WLAN device operates in the 2.4 GHz ISM band and the 5 GHz lower, middle, and upper UNII bands.
- Microwave ovens may interfere with the operation of WLAN devices since they operate in the same 2.4 GHz frequency range as IEEE802.11b/g/n devices. Interference by microwaves does not occur with IEEE802.11a radio which operates in the 5 GHz RF band.
- Wireless devices that transmit in the 2.4 GHz range may interfere with operation of WLAN devices in IEEE802.11b/g/n modes. Symptoms of interference include reduced throughput, intermittent disconnects, and many frame errors. It is HIGHLY recommended that these interfering devices be powered off to ensure proper operation of the WLAN device.

## Deactivating/Disconnecting the WLAN Device

Disconnecting the WLAN device may be desired in certain circumstances (to extend battery life) or where certain environments require it (i.e. hospitals, clinics, airplanes, etc.). The WLAN device can be disconnected in Windows using the WLAN icon in the system tray (Note that disconnecting via the icon in the system tray does not turn off the radio; it continues to transmit and receive even though it's not connected.)

The radio components are switched on and off using the appropriate functions of the operating system.

► To switch radio components on and off individually, select *Network & Internet - WiFi - On / Off*.

# Configuring the Wireless LAN

The optional WLAN device can be configured to establish wireless network connectivity using the software that is built into Windows. Support for most industry standard security solutions is contained in this software.

Pre-defined parameters will be required for this procedure. Please consult with your network administrator for these parameters:

## Connection to the network

After you have configured your computer, you can connect to an active network by performing the following steps:

1. Click on the *WLAN* icon in the system tray.
2. Select *Connect to a network*.
3. Select a network from the list that appears, and click the *Connect* button.

# Troubleshooting the WLAN

Causes and countermeasures for troubles you may encounter while using your wireless LAN are described in the following table.

| Problem | Possible Cause | Possible Solution |
|---|---|---|
| Unavailable network connection | Incorrect network name (SSID) or network key | **Ad hoc connection:** verify that the network names (SSID's) and network keys (WEP) of all computers to be connected have been configured correctly. SSID's and WEP key values must be identical on each machine.<br><br>**Access Point (Infrastructure) connection:** set the network name (SSID) and network key to the same values as those of the access point.<br><br>Set the Network Authentication value identically to that of the Access Point. Please consult your network administrator for this value, if necessary. |
| | Weak received signal strength and/or link quality | **Ad hoc connection:** Retry connection after shortening the distance to the destination computer or removing any obstacles for better sight.<br><br>**Access Point (Infrastructure) connection:** Retry connection after shortening the distance to the access point or removing any obstacles for better sight. |

| Problem | Possible Cause | Possible Solution |
|---|---|---|
| Unavailable network connection (continued) | The WLAN device was deactivated or is disabled | Check if the wireless switch is turned On. Open *Control Panel - Hardware and Sound - Windows Mobility Center*. If the wireless network is off, click the *Turn wireless on* button. |
| | The computer to be connected is turned off | Check if the computer to be connected is turned ON. |
| | Incorrectly configured network settings | Recheck the configuration of your network settings. |
| | RF interference from Access Points or other wireless networks | The use of identical or overlapping RF channels can cause interference with the operation of the WLAN device. Change the channel of your Access Point to a channel that does not overlap with the interfering device. |
| | Wireless network authentication has failed | Re-check your Network Authentication, Encryption, and Security settings. Incorrectly configured security settings such as an incorrectly typed WEP key, a mis-configured LEAP username, or an incorrectly chosen authentication method will cause the LAN device to associate but not authenticate to the wireless network. |
| | Incorrect IP address configuration | This only applies to networks using static IP addresses. Please contact your network administrator for the correct settings. |

# Image Backup and Recovery Procedures

## Windows 10 Procedures

**It is very important that you create your Recovery Drive before beginning to use your system.**

**It is also important that you create a backup of the content of the *C:\Drivers* folder on your system to writable media or an external drive. System-specific software drivers are also available for download through the Fujitsu support site.**

**Note: Most of the information below comes from the Microsoft® page "http://windows.microsoft.com/en-us/windows-10/windows-10-recovery-options". Please refer to it for more details.**

## Creating a recovery drive

A recovery drive can help you troubleshoot and fix problems with your PC, even if it won't start. To create one, all you need is a USB flash drive. Windows will inform you of the size the USB flash drive needed to hold the required data.

1. From the taskbar, search for *Create a recovery drive* and then select it. You may be asked to enter an administrator password or confirm your selection.
2. When the tool opens, make sure *Backup system files to the recovery drive* is selected and then select Next.
3. Connect a USB drive to your PC, select it, and then select *Next - Create*. A large number of files need to be copied to the recovery drive, so this could take some time.
4. When it's done, select *Finish*.

Note:

If you chose not to back up the system files when you created your recovery drive on Windows 10, you won't be able to use it to reinstall Windows.

## Recovery options in Windows 10

If your PC isn't running as quickly or reliably as it used to, try one of these recovery options. The following table can help you decide which one to use.

| Problem | Try this |
|---|---|
| Your PC isn't working well and you recently installed an app, driver, or update. | Restore from a system restore point |
| Your PC isn't working well and it's been a while since you installed anything new. | Reset your PC |
| Your PC won't start and you've created a recovery drive. | Use a recovery drive to reinstall Windows |
| Your PC won't start and you haven't created a recovery drive. | Use installation media to reinstall Windows |

#### Restore from a system restore point

This option takes your PC back to an earlier point in time, called a system restore point. Restore points are generated when you install a new app, driver, or Windows update, and when you create a restore point manually. Restoring won't affect your personal files, but it will remove apps, drivers, and updates installed after the restore point was made.

1. Right-click (or press and hold) the Start button, and then select *Control Panel*.
2. Search *Control Panel* for *Recovery*.
3. Select *Recovery - Open System Restore - Next*.
4. Choose the restore point related to the problematic app, driver, or update, and then select *Next - Finish*.

Note: If you don't see any restore points, it could be because the system protection isn't turned on. To check, go to the *Control Panel*, search for *Recovery*, and then select *Recovery - Configure System Restore - Configure* and make sure that Turn On System Protection is selected.

**Reset your PC**

| Option | What it does |
|---|---|
| Keep my files | This reinstalls Windows 10, but keeps your personal files and any apps that came with your PC. It removes:<br>• Changes you made to settings<br>• Apps and drivers you installed |
| Reset your PC | Select *Settings - Update & security - Recovery - Reset this PC - Get started*. |
| Remove everything | This reinstalls Windows 10 and any apps that came with your PC. It removes:<br>• Personal files<br>• Changes you made to settings<br>• Apps and drivers you installed<br>If you're planning to donate, recycle, or sell your PC, use this option and choose to fully clean the drive. This might take an hour or two, but it makes it harder for other people to recover files you've removed. |

**Use a recovery drive to reinstall Windows**

Note: This process utilizes the USB Recovery Drive that you created in the previous section "Create a Recovery Drive".

1. To reset your PC, select *Settings - Update & security - Recovery - Advanced startup - Restart now*.

If that doesn't fix the problem, try *Troubleshoot - Recover* from a drive. This will remove your personal files, apps and drivers you installed, and changes you made to settings. If you repartitioned the drive Windows is installed on, note that this will restore the drive's default partitions.

**Use installation media to reinstall Windows**

If you have installation media, like a Recovery DVD that you purchased from Fujitsu, you can use it to reinstall Windows. You will need to install additional drivers and applications after reinstalling Windows.

To reinstall Windows, follow the steps below:

1. Power on your system. When the Fujitsu logo appears on the screen, press the F12 key.
2. Insert the bootable disc in your DVD drive.
3. Highlight the CD/DVD option from the Boot Menu and press Enter.
4. Follow the on-screen instructions to restore the image.
   - Select the language.
   - At the Windows Setup dialog window, enter your OS, language and other preferences and click *Next* to continue.
   - Click *Install now* to proceed with reinstalling Windows.
   - At License terms, check on *I accept the license terms* and click *Next*.
   - At *Which type of installation do you want*, click on *Custom: Install Windows only (advanced)*.
   - Delete all partitions on the drive and click *Next*. Installation of Windows will start. This will take some time so please wait until the installation is finished and the system restarts.
5. When the system restarts, perform all set-up steps to arrive at the Desktop.

6. Connect to the Internet.
7. Use the *Backup of the contents of the C:\Drivers* folder to install needed drivers and applications to your system. If it is not available, download the software from the Fujitsu Support Site, as described below in the "Auto Installation support for the software downloaded from support website" section below.

**Installation of essential access software**

1. Insert the Recovery Disc in your DVD drive.
2. You can now connect to the internet and download FSDM (Fujitsu Software Download Manager) from the support site and download all the software applicable to the model and OS using FSDM if they are not downloaded yet.

**Auto Installation support for the software downloaded from support website**

1. Download FSDM (Fujitsu Software Download Manager) from the support site and download all the drivers applicable to the model and OS using FSDM if they are not downloaded yet.
2. When the software packages are downloaded from the web, it is important to download the Auto Installer Software package and the model/language-specific Readme file if you prefer to auto install the software.
3. It is important to have the extracted Auto Installer software package folder and Readme file in the same location as the other software folders. Otherwise auto-installation of the software will not be supported.
4. Inside the Auto Installer software package, launch *FjAutoinstall.exe* as administrator.
5. Click *Yes* on the *User Account Control* dialog box. This will take some time to process the software packages. A message will be displayed during this time stating *Please wait while the content is being processed.*
6. If the EULA is displayed for Fujitsu Software Auto Installer, accept the EULA, otherwise continue.
7. The Fujitsu Software Auto Installer user interface will be launched providing the ability to auto install the software downloaded from the support site.
8. It is recommended that you install all the software in the listed order. You can *Select All*, to install the software in the order listed.
9. Click the *Install* button to start the installation.
10. After installing all the selected drivers, the Installation Results window is displayed. Click *OK*.
11. *You must restart the system for the settings to take effect. Do you wish to reboot now?* message appears. Select *Yes*.
12. The system will now reboot.

# Downloading driver updates

To ensure that you always have the most current driver updates related to your system, you should occasionally access the Fujitsu Software Download Manager (FSDM) utility. The FSDM utility is available from the Fujitsu Support site. FSDM will allow you to view and download the most current drivers, utilities and applications to determine whether you have the latest versions. To download the FSDM Utility, go to the Support Site: "http://support.fujitsupc.com/CS/Portal/support.do?srch=DOWNLOADS".

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