

English**Deutsch****Francais****Welcome to
GoBook Tablet PC
Help**

Getting Started

Congratulations on your purchase of the Itronix GoBook Tablet PC! Your new GoBook Tablet PC features the most innovative advances in portable computing technology. It combines state-of-the-art ergonomics, patented RF technology, and a rugged, durable architecture to provide you with a Tablet PC that is compact, powerful, and easy to use virtually anywhere.

Designed for a wide range of business productivity applications, the GoBook Tablet PC is an ideal choice for mobile workers who are on the go throughout the day. It offers flexibility, durability and dependability along with ruggedness and portability to make it quick and easy to transport to any work location, indoors, outdoors, or in your vehicle.

This online document, *GoBook Tablet PC Help*, contains all the information you need to set up and use your new GoBook Tablet PC. It describes all the features of the GoBook Tablet PC in an easy-to-read yet thorough manner. For information on printing, navigating or using GoBook Tablet PC Help see [How to Use This Help System](#). To optimize readability we recommend you view this document in landscape orientation.

GoBook® Tablet PC Help

Unpacking Your System

After opening the package, carefully inspect the contents. Contact your dealer if any items are missing or appear damaged. The shipping carton should contain the following:

STANDARD

- 8.4" [SVGA](#) TFT Active Matrix Color [Display](#)
- Seven (7) [Hot keys](#)
- 56K V.92 Fax/Modem
- 10/100 Mbit Ethernet [LAN](#)
- [Li-Ion Battery](#)
- [Two \(2\) USB 2.0 Ports](#)
- [RJ11 Jack](#)
- [RJ45 Jack](#)
- Two [PC Card Slots](#): a [Type II PC Card Slot](#), and a [Compact Flash Slot](#)
- [External Speaker and Microphone Jacks](#)
- [Internal Speaker and Microphone](#)
- Stand Holder Connector
- Second Battery Connector
- Microsoft Windows XP Tablet PC edition
- 3-year limited warranty

OPTIONS

The following items are normally optional, but some vendors may include them in the standard package. Some items may not be available in some countries, or some vendors may choose not to carry all the items.

- [Vehicle Adapter](#)
- Carry Case
- Vehicle Dock
- [Desk Mount](#)
- [External USB Floppy Disk Drive](#)
- [External USB DVD/CD-RW Drive](#)
- Shoulder Strap
- Soft Handle

- DRAM [memory](#) modules
- [WLAN radio](#)
- [Bluetooth radio](#)
- Wireless [WAN](#) radios and antennas
- [Extra Battery](#)
- Tip and Ring Cable
- RJ-11 Cable
- [USB](#) to Serial Cable
- USB 2.0 Port Replicator

CAUTION When purchasing any of the accessories listed above, purchase only those accessories that are approved for use with your computer. The above accessories are proprietary items. Your system vendor can obtain these approved accessories. If you use items that are not approved for use with this computer, you may cause your computer to malfunction, or to emit or receive electromagnetic radiation in excess of local regulations. For non-proprietary accessories such as PC Cards or printers, ensure that the accessory functions properly in your computer before making the purchase. Your system vendor may be able to recommend reliable brands and models.

Where to Look For Information

About Your GoBook Tablet PC

This Help System describes the key elements of your computer. Be sure to read it thoroughly before you begin using your GoBook Tablet PC and refer to whenever needed. It includes a table of contents, search function, index and glossary to make finding the information you need quick and easy. See [How to Use this Help System](#) for information about navigating, printing or otherwise using this document.

About Windows

For more extensive information and help about Windows go to [Help and Support](#), found on the Start Menu. We also recommend that you go to Start, All Programs, Accessories to open *Tour Windows XP*, an online orientation of Windows XP.



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Features

High Capacity Hard Disk Drive

Your Tablet PC has a high capacity hard disk drive, enabling you to install your favorite programs and store large multimedia files.

Full Array of Ports and Connectors

Your computer includes standard ports for connecting to peripherals such as [USB](#) devices and monitors. USB ports allow you to add many types of peripherals.

SVGA Display

Your Tablet PC has an SVGA TFT active matrix display with integrated graphics capabilities.

Built-in Microphone and Speaker

The internal speaker and microphone enable you to run a variety of multimedia applications.

[Hot Keys](#)

Hot keys or function keys allow you to suspend your computer, navigate, and give you easy control of your display.



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Precautions

You can use your computer under a wide range of environmental conditions. However, to ensure long use and continued high performance, consider the following factors when setting up your computer:

- Follow all warnings and instructions noted in this documentation and in the Windows Help and Support, found on the Start Menu.
- The first time you use your computer, we recommend that you carefully read the section on

[Power Management](#) to familiarize yourself with some basic battery information and to ensure optimum performance

- There is danger of explosion if the 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 instructions.
- Unplug the computer from the power outlet before cleaning. Use a damp cloth for cleaning. Do not use aerosols, solvents, or strong detergents
- Slots and openings in the computer case are for ventilation purposes. Do not block or cover these openings or the system could overheat
- On the bottom of the GoBook Tablet PC, there is a label with information on the power requirements of this system. These requirements must be followed. If you are unsure of your local power supply, consult your dealer or local Power Company
- Do not step on or place anything on the power cord
- If you use the computer with an extension cord, ensure that the total ampere ratings of all the devices sharing the extension do not exceed the rating of the extension cord or the rating of the wall outlet
- Unless instructed, never push foreign objects into the computer through any of the slots or openings. Dangerous voltages are present, which could cause electric shock, fire, or damage sensitive components
- For best results, use a power strip with a built-in surge protector. Do not use inferior extension cords as this may result in damage to your computer
- Do not operate the GoBook Tablet PC at temperatures above 140°F (60°C) or below -4°F (-20C).
- Do not store the GoBook Tablet PC at temperatures above 167°F (75°C) or below -67°F (-55°C).



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GoBook® Tablet PC Help

The First Time...

Using your computer for the first time involves:

- [Installing the Main Battery](#)
- [Connecting the AC Adapter](#)
- [Turning on/off the GoBook Tablet PC](#)
- [Calibrating the Digitizer Touch Panel](#)

Tips for New Owners

- **Read the [Troubleshooting](#) section for common questions and answers about the GoBook Tablet PC.**
- **Take the Windows tutorials.**
Select **Get Going with Tablet PC** from the Start Menu.
- **Take responsibility for backup**
Back up files often. Users who need to manage large amounts of data may wish to use backup devices such as a ZIP drive.
- **Don't leave passwords anywhere on your notebook or carrying case**
- **Be careful when placing your notebook on an airport security conveyor belt.**
In most airports, security conveyor belts are safe for computers. If you are not sure, ask the security staff. You should keep a close eye on your computer.
- **Tape your business card to the notebook and accessories**
In the workplace, notebooks and accessories may often look exactly alike, leading to equipment mix-ups. Prevent such mix-ups by placing your name on your equipment.
- **Develop ergonomic work habits**
The science of ergonomics studies the relationship between health and a suitable work environment. For more information on ergonomics, contact your nearest computer bookstore, or local library. The Internet also has information on this and other related subjects.
- **Consider using a lock**
For added security, consider purchasing a Kensington lock to put into the Kensington lock hole on the left side of your computer (see [Top Connectors](#)). Use the Kensington lock to secure the computer to a desk or table.

NOTE Using a computer for extended periods of time with a poor workstation setup and incorrect work habits can cause health problems.

More Basics

The next section, [Getting Familiar with Your Computer](#), contains basic information you need to efficiently use your GoBook Tablet PC.



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Startup Problems

If your computer does not operate properly, try these solutions:

- Connect the [AC adapter](#) to charge the battery if it is not charged.

NOTE The [Power Status LED](#) should be solid blue and the Power LED on the AC adapter should be lit if the AC adapter is connected and functioning properly. Additionally, one of the power icons should appear in the task tray.

- If the AC adapter is connected, make sure the electrical outlet you are using works.
- Check to make sure the battery is installed and charging properly.
- If the battery doesn't begin charging, [remove the battery](#), connect the AC adapter, and turn on the computer by pressing the [power button](#). Reinstall the battery. The [Battery Status LED](#) is orange while the battery is charging.

The [Troubleshooting](#) section lists additional solutions you can try:



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Getting Familiar with Your Tablet PC

The Itronix GoBook Tablet PC is a ruggedized, weather-sealed Tablet PC system built for the demanding environment of the mobile worker. Designed for use by mobile workers, this computer is a superior work tool for collecting, managing, and communicating information in the field.

The following pages describe the external and internal features of your GoBook Tablet PC.

GoBook® Tablet PC Help

Individual Parts

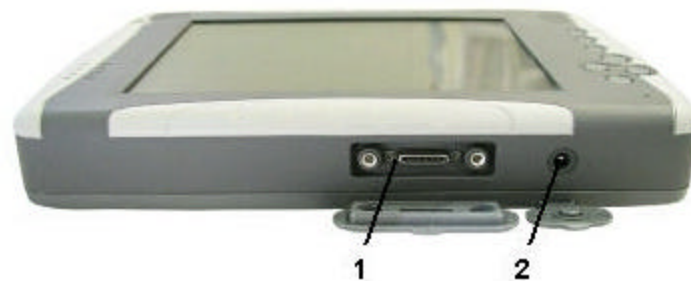
The following diagrams and descriptions provide an overview of your GoBook Tablet PC. This document uses the landscape view as the default orientation of your GoBook Tablet PC.

Hover your cursor over the pictures to see feature descriptions or link to more information.

Front View



Bottom Edge View

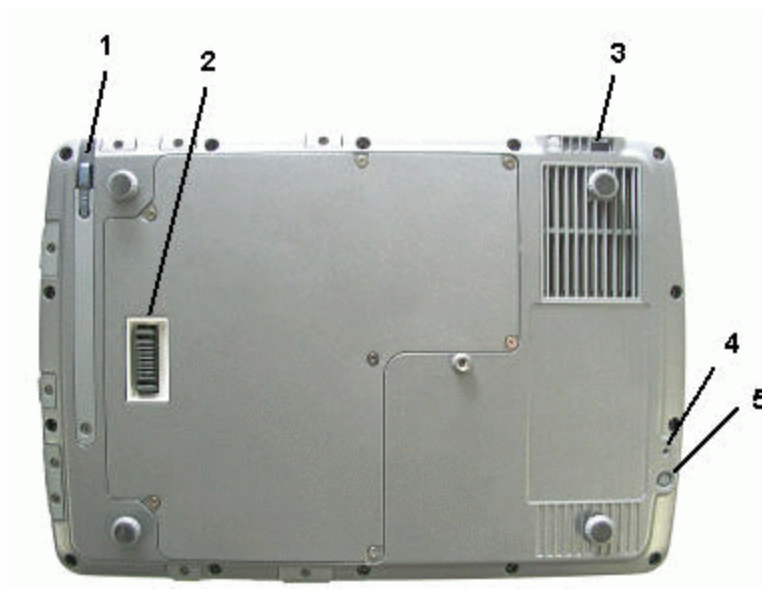


Top Edge View





Back View



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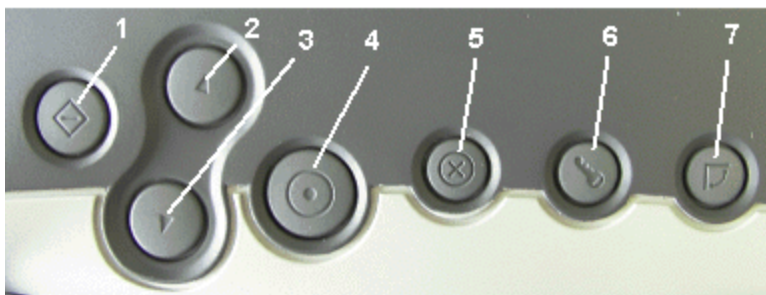


GoBook® Tablet PC Help

Hot Keys

The GoBook Tablet PC has seven function or hot keys to speed common functions.

Hover the cursor over each hot key on the picture to see a description.



- | | |
|------------------|-----------------|
| 1. Function Key | 5. Escape Key |
| 2. Line Up Key | 6. Security Key |
| 3. Line Down Key | 7. Rotate Key |
| 4. Enter Key | |

Hot Key	Description
Function Key (Fn)	Press this key in combination with another key to perform more functions. Press it and hold while pressing another hot key to perform the key combinations below.
Line Up Key	Press this key to move the cursor up one line.
Line Down Key	Press this key to move the cursor down one line.
Enter Key	Press this key just like you would press Enter on a desktop computer. For example, implement an action, navigate deeper or move forward through content.
Escape Key	Press this to go back or escape to the previous context or window.
Security Key	Press this key like you would press Ctrl+Alt+Del on a desktop computer.
Rotate Key	Use this key to switch between portrait and landscape orientation on the display. NOTE Some applications may not display as well in portrait orientation. For example, you may need to

	scroll right to view all the contents on the page.
--	--

Fn + Hot Key Combinations	Description
Fn + Line Up	Page up
Fn + Line Down	Page down
Fn + Enter	Speaker volume down
Fn + Escape	Speaker volume up
Fn + Security	Display brightness down
Fn + Rotate	Display brightness up

Power Button

Additionally, the GoBook Tablet PC has a power button located at the top left corner above the display. Press this button to suspend or turn the unit on or off.



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GoBook® Tablet PC Help

LED Status Indicators

The GoBook Tablet PC has four [LED](#) status indicators located left of the display when the unit is in landscape orientation. The LEDs light up when a particular function of the computer is active. LED numbers are from top to bottom when the Tablet PC is in landscape orientation.



		
3. Battery Status LED 	Green	Fully Charged
	Orange	Charging
	Blinking Red	Battery capacity is less than 10%
4. Power Status LED 	Solid Blue	Unit is turned on
	Blinking Blue	Suspend to RAM



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GoBook® Tablet PC Help

Display and Pen Basics

Your GoBook Tablet PC has an SVGA TFT active matrix color display with integrated graphics capabilities. The display is a transmissive color display that provides excellent readability indoors or outdoors. If you have trouble reading your display you can adjust the screen brightness using [hot keys](#). Press **FN+Rotate** to increase brightness and press **FN+Security** to decrease brightness.

Use the digitizer pen /stylus provided with your GoBook Tablet PC like you would use a mouse on a desktop PC. The following common mouse functions can all be performed with your pen:

Single-click: Tap once with the pen

Double-click: Tap twice with the pen.

Right-click: Tap while holding down the button on the pen.

Mouse-rollover: Hover your pen above the display. For example, when you roll your mouse over an icon you see a popup description of the icon. Hover your pen over the icon to see this description.

In addition to these mouse functions you can use the digitizer pen to draw or write in some Tablet PC applications.

CAUTION Use only the digitizer pen included with the unit. Never use sharp, hard, or abrasive implements on the digitizer touch panel such as ball point pens, pencils, or keys. They could damage the screen.

To calibrate the digitizer touch panel

1. From the Start Menu, select Control Panel.



2. If you are in Classic View continue to step 3. If you are in Category View select Printers and Other Hardware and continue to step 3.
3. Select Tablet and Pen Settings. Then tap the Settings tab.
4. Under the Calibration field choose the orientation you want to calibrate, either Landscape or Portrait.
5. Tap on the Calibrate button.
6. After you have completed calibration by touching the cross-hairs with your digitizer pen, select OK to have the new settings take effect.

See [Maintenance and Storage](#) for information on how to clean the display.



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GoBook® Tablet PC Help

Disk Drives

Your Tablet PC comes with several components for reading and writing (recording) information.

The Hard Disk Drive

The [hard disk](#) provides high-capacity storage and fast access. The [operating system](#) and most programs are stored here. Your GoBook Tablet PC identifies the hard disk drive as drive C.

Optional External Drives

The GoBook Tablet PC has [PC Card slots](#) in addition to three [USB](#) external drive options. You do not have to power down the Tablet PC to connect any of these drives because they are "hot pluggable".

USB Floppy Disk Drive (FDD)

The floppy disk drive provides a convenient way of storing and transferring small files. The disk drive uses standard 3.5-inch, 1.44 MB disks.

USB DVD / CD-RW

The DVD / CD-RW drive is a read/write drive. It can be used to write data to a recordable CD. It can also read data from DVDs and CDs, including audio or video disks. Your Tablet PC identifies the drive

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with the letter following the hard drive letter. If your hard drive is D, then the DVD/CD-RW drive will be E.

Precautions for Handling DVDs and CDs

Keep these precautions in mind when handling DVDs and CDs.

- Always hold the disk by the edges; avoid touching the surface of the disk.
- Use a clean, dry, cloth to remove dust, smudges, or fingerprints. Wipe from the center outward.
- Do not write on the surface of the disk.
- Extremes in temperature may damage disks. Store disks in a cool dry place.
- Do not use benzene, thinners, or cleaners with detergent. Only use cleaning kits designed for DVDs or CDs.
- Do not bend or drop the disks.
- Do not place objects on top of disks.



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GoBook® Tablet PC Help

Memory

Adding memory allows the computer to operate faster, handle more tasks simultaneously, and work more smoothly with large files. Users who increase memory demands - by adding additional programs, for example - may notice a slowdown in operating speed, and wish to increase memory. The Tablet PC includes a memory card slot for adding additional memory.

Calculate memory size by adding the size of the memory module to the existing built-in memory. For example: 128 MB (module) + 128 MB (built-in memory) = 256 MB Total.

If you add memory to your GoBook Tablet PC it will automatically detect the change in [RAM](#) capacity when it restarts. You can verify RAM capacity has changed in the Setup Utility or in Windows:

1. **Setup:** Double-tap the [green Setup box](#) when it appears during boot-up. Then select CMOS Setup menu. This screen shows the amount of system memory.

2. **Windows:** Right click on my computer and select properties. The bottom of the system Properties General tab lists the memory detected by Windows.

For information on adding memory to your GoBook Tablet PC, contact your supervisor or your organization's help desk.



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GoBook® Tablet PC Help

PC Card Slots

The GoBook Tablet PC has two PC card slots: a [Compact Flash Slot](#) located on the right side of the computer and a [Type II PC Card Slot](#) located on the top side of the computer. You can use these slots to interface between your GoBook Tablet PC and a variety of communications devices, such as network adapters, SCSI adapters, fax/modems. They can also provide additional data storage capacity.

Installing a PC Card

1. The top side of a PC Card is usually identified with a label. Insert the card into the slot with the top up and the edge with pinhole contacts going in first. You will feel some resistance as the card slides into the back of the slot.
2. PC Cards require drivers, or a program that allows the [operating system](#) to use a specific device. Many drivers are included with Windows, but if not, you will be prompted to install the driver included with your card.

NOTE Please read the instructions included with individual PC Cards. Some cards may be inserted with power on, while others require that the computer be turned off.

Removing a PC Card

1. If a PC Card is in use, you must shut down the PC Card before removing it.
2. Select the PC Card icon on the right side of the Windows tray taskbar, then select Stop.
3. When the Windows message appears, telling you that it is safe to remove the card, select OK.
4. Press the eject button on the PC Card slot to release the eject button (it is spring loaded and remains hidden until it is pressed).
5. Press the eject button again to release the PC Card.

Compact Flash Cards

The GoBook Tablet PC has a user accessible Compact Flash card slot. Files stored on Compact Flash cards can be created, deleted, moved and amended in exactly the same manner as files stored in memory.

Your GoBook Tablet PC can use Type 1 Compact Flash cards for secure data storage. If you store any user-installed application programs and associated data on Compact Flash, these programs and this data will not be lost after a hard reset.

Open the Compact Flash port cover on the right side of the computer. Orientate the Compact Flash card with the label side uppermost and carefully insert it into the socket. Your GoBook Tablet PC should automatically detect most Compact Flash cards.



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Making Connections

Your GoBook Tablet PC is equipped with a full array of ports and connectors, including standard input/output (I/O) ports for quickly and easily adding peripheral devices such as [USB](#) devices. Refer to documentation included with individual devices for details on connecting these devices to your computer. Along with the standard ports found on most computers, your computer also includes modem and [LAN](#) ports for advanced communications technology.



GoBook® Tablet PC Help

Right Side Connectors



1 LAN RJ-45 Jack

With an Ethernet [LAN](#) you can make LAN connections without installing PC cards. Connection speed is 10/100 Mbps.

2 USB 2.0 ports

The Universal Serial Bus (USB) is the latest standard for attaching keyboards, mice, scanners, printers and other devices to a computer. USB devices can be chained together on a single cable.

3 Audio-Out Jack

Connect external speakers or a stereo headset to this jack to listen to multimedia.

4 Audio-In Jack

Connect a microphone to this jack to record audio.

5 Compact Flash Slot

Use this slot to insert a compact flash card.



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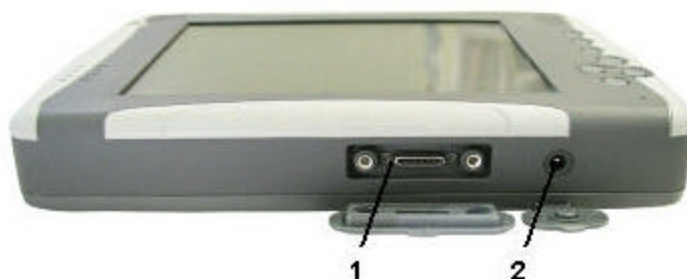
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GoBook® Tablet PC Help

Bottom Edge Connectors



1 Extension Slot

Use this Multi-IO extension slot with the [Desk Mount](#) or the Vehicle Dock.

2 DC-in Jack

Connect the DC power cable from the [AC adapter](#) to this jack or use with the [vehicle adapter](#).



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GoBook® Tablet PC Help

Top Connectors



1 Fax/modem RJ-11 Jack

The fax/modem can transmit data using the 56 Kbps V.90 or V.92 protocol, and send and receive faxes at 14.4 Kbps. In some countries, local regulations may not permit the use of the fax/modem designed for this system. In this case, you may use a PCMCIA modem.

CAUTION Plug your modem into an analog telephone jack only. Most homes use analog lines. Do not use digital lines, such as PBX and ISDN systems found in many offices. Digital lines may damage your modem. If you are unsure as to the type of [port](#) you have to plug into, simple detection and protection devices are available at your local computer store.

2 Type II PC Card Slot

Supports 32 bit Card Bus 2.1 interface as well as Zoom Video when in landscape orientation. You can use this slot with [PC Card Radios](#).

3 Security Slot

Your computer has a Security Slot that can be used with a standard laptop locking device, such as a Kensington Lock. You can connect the GoBook Tablet PC to a large object with the lock to prevent theft of your Tablet PC. See the documentation that comes with your lock for more information.

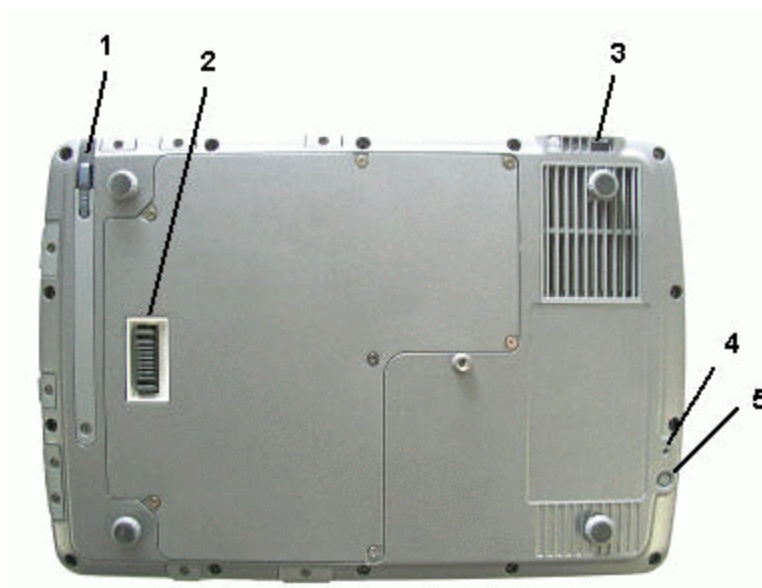


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Back Connectors



1 Digitizer Pen

Use this digitizer pen to navigate and input on the digitizer touch panel.

2 Second Battery Connector

Attach a second, external battery to this connector to extend battery life.

3 Security Slot

Your computer has a Security Slot that can be used with a standard laptop locking device, such as a Kensington Lock. You can connect the GoBook Tablet PC to a large object with the lock to prevent theft of your Tablet PC. See the documentation that comes with your lock for more information.

4 Master Reset Key

Use the end of a paper clip in this hole to perform a reset of your GoBook Tablet PC. You will then need to press the power button to restart the computer.

5 RF Power On/Off Button

This button turns on/off the integrated [WLAN](#) and [Bluetooth](#) radios.



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Wireless Communication

The Itronix GoBook Tablet PC has superior wireless capabilities that simultaneously support Bluetooth , Wireless LAN (WLAN) and Wireless WAN .

It includes three antennas for wireless communication; two internal antennas and one PC-Card Radio antenna .

Use only the supplied or an approved antenna(s). Unauthorized antennas, modifications, or attachments could impair call quality, damage the phone, or result in violation of FCC regulations.

Your GoBook Tablet PC has an On/Off button on the back for the integrated WLAN and Bluetooth radios.



GoBook® Tablet PC Help

Bluetooth Radio (optional)

The GoBook Tablet PC includes an integrated Bluetooth option. Its typical range is 10 meters.

NOTE It is not recommended you use the Bluetooth radio and [WLAN](#) radio at the same time since this will degrade the WLAN radio's performance.

[Read About Bluetooth](#)



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GoBook® Tablet PC Help

WLAN Radio (optional)

The GoBook Tablet PC has an integrated 802.11b WLAN radio option. Its typical range is 100 to 300 meters in open spaces and 30 to 100 meters indoors. An internal antenna is provided for the WLAN radio

[Read About WLAN](#)

[Read About In-Building WLANs](#)

[Read About Building-to-Building WLANs](#)

[Read About Combination WLANs](#)



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GoBook® Tablet PC
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PC Card Radios

Your GoBook Tablet PC supports the following PC Card radios:

- CDMA2000/1xRTT: Sierra [CDMA](#) 55X PC-Cards, and Cisco [WLAN](#) PC Card.
 - [GSM](#) / [GPRS](#) : Sierra GPRS 750. The GoBook Tablet PC supports wakeup when using this card.

See the PC Card Radio manufacturer for more information on using each radio.

[Read About CDMA](#)

[Read About GSM / GPRS](#)

[Read About WLAN](#)



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Improving Radio Coverage

Wireless connectivity between radio-equipped portable terminals and host computers is unique and maintaining this wireless connectivity over a wide area is fundamental to the usefulness of the network. As such, the scope and reliability of radio coverage is a primary concern. Therefore, one of the most important features of the wireless network is the degree of radio coverage provided. Coverage is influenced by terrain, buildings or a crowded room. There are many things that can be done to improve coverage depending on location.

In any location

1. Performance can vary significantly at different times of the day.
2. Weather can affect performance.

On the street

1. Try all sides of a building to see which side provides the strongest radio signal.
2. Move from under trees. Pine needles absorb radio signals more than leaves.
3. Move away from overhead electrical wires.
4. Radio signals reflect off other buildings. Even in the signal shadow, the signal could be reflected back by another building.
5. Try not to hold the unit. If possible, place it in vehicle, on a cabinet or desk.
6. If holding the unit, turn the unit in 90-degree increments to avoid shielding it with your body.
7. The signal is 1 - 2 feet across; therefore, moving several feet in any direction may give different results.

Inside a Building

- 1. Move toward windows.**
- 2. Signals do not penetrate ground, therefore, there will probably be no signal in basements.**
- 3. Reflective coatings on windows reflect radio signals. Try the side of the building that is least likely to have coated windows.**
- 4. Closed metal blinds can reflect radio signals.**
- 5. Dropped ceilings sometimes hide an accumulation of electrical cable.**

Electromagnetic Interference (EMI)

- 1. Electromagnetic Interference (EMI) is generated by switching circuitry closets or Un-interruptable Power Source (UPS) systems found near computer rooms and can block the radio signal.**
- 2. Look for significant sources of electromagnetic radiation. The problem may emanate from a source between location and the radio base station.**

When to use landline communication

If these tips do not improve radio signal strength, switch to landline communication. Switching to landline communication is faster than searching for and trying to improve the radio signal.



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Power Management

The Itronix GoBook Tablet PC uses dynamic power management (DPM) so you can reduce the amount of energy used, especially during periods of inactivity. Effective use of power management options can greatly conserve and extend your battery life.

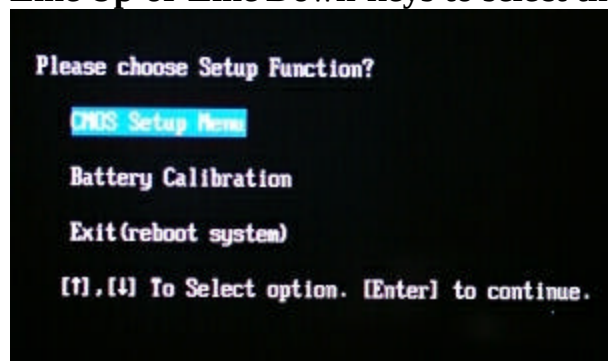
Your GoBook Tablet PC includes a smart Li-ION battery pack and a Real Time Clock coin battery. There is also an optional second external battery pack that effectively doubles your unplugged runtime.



Battery Calibration

The first time you use a battery, you should calibrate it. The calibration process empties and charges the battery one time. This allows the Windows battery gauge to accurately monitor battery status. To calibrate the main battery or second external battery, follow these steps:

1. Plug in the [AC adapter](#) .
2. Restart the computer and when the startup screen appears, use your digitizer pen to tap on the [green Setup box](#) in the corner of the screen. This starts the Setup Utility .
3. Then select the Setup function "Battery Calibration". Please press the Line Up or Line Down keys to select the option, and Enter to continue.



4. You will be prompted to make sure the AC adapter and Battery are present. Do this and then Select Yes to begin "battery auto-learning".

Battery Calibration will take from 10 to 16 hours, depending on how much power the battery may already contain.

NOTE For optimum performance, we recommend calibrating the battery and optional secondary battery every three months.



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Battery Charging

When you use the [AC adapter](#) to connect your GoBook Tablet PC to a power outlet, the internal battery automatically begins to recharge. While the battery is charging, the [Battery Status LED](#) turns orange after 6-12 seconds and stays solid orange until the battery is fully charged. Then it turns green.

If your computer is turned off, a fully discharged battery takes about 3 hours to recharge. If your computer is turned on and is not in [suspend mode](#), it takes about 3-5 hours to recharge the battery. Refer to the following table:

	Charging	Discharging
System On	3-5 hours	3 hours
System Off (Suspend to RAM and Suspend to Disk)	3 hours	—

NOTE A fully charged Li-Ion battery can run the Tablet PC for approximately 3 hours of normal use. (According to Battery Mark benchmark tests). Use of external devices, the media bay and wireless radio causes increased battery consumption.

If a second external battery is attached to your GoBook Tablet PC, this battery will begin charging once the main battery is fully charged.



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Using the Battery

About the Battery

The battery is a Lithium-Ion "smart" battery. It contains a temperature sensor and a memory device that stores information about the battery, such as how much charge is left and how many times it has been recharged. The parameters for the "management" of the battery are also kept in the battery's memory. The life expectancy will depend strongly on the care of the battery, the individual usage pattern and the GoBook Tablet PC specific configuration.

CAUTION Shutdown the computer and remove from external power before removing the battery to prevent potential loss of data.

The battery pack is most efficient at room temperature. However, its efficiency fails as the temperature varies from that range. The chart below shows approximate capacity values with respect to temperatures.

Temperature	Capacity
-10°C	50%
0°C	80%
20°C	100%
45°C	100%
55°C	80%

To prevent damage, the charge circuitry is turned off for temperatures that are too high (above approximately 115°F or 46°C) or too low (below approximately 32°F or 0°C). Your GoBook Tablet PC is equipped with a Thermal Grate to remove heat from the processor.

CAUTION The Thermal Grate gets warm during use of the GoBook Tablet PC. Do not block the flow of air to the Thermal Grate.

NOTE A "cold-soaked" battery of 0°C only has about 10% capacity and may not power a unit.

Monitoring Battery Power

There are two ways to monitor how much power the battery has left:

1. Hovering your digitizer pen over the battery icon in the [taskbar](#) , without selecting anything, is the simplest way to check on battery power status. The status will show as a pop-up.
2. Alternately, tap Start, Control Panel. If you are in Category View select Performance and Maintenance, then Power Options. In Classic View simply select Power Options. Then tap the Power Meter tab to see how much battery power remains.

NOTE If you do not see the battery icon, enable it in Start, Control Panel, Power Options. Choose the Advanced tab and select "Always show icon on

the taskbar."

Low Battery Alarms

How your computer responds to a low battery condition can be set by going to Start, Control Panel, Power Options, and selecting the Alarms tab.

Two different power alarms can be enabled or disabled: the Low Battery Alarm, and the Critical Battery Alarm. Use the sidebar to set the power level at which the alarms are activated. Click on the Alarm Action button to choose whether the alarm sounds, displays a message, or both.

CAUTION When battery power is low, the [Battery Status LED](#) will blink red and the alarm will beep or display a warning on your screen. Take immediate action, such as saving files or connecting to the [AC adapter](#), or data may be lost.

When the computer alerts you that the battery is low, immediately do one of the following:

- Connect the AC power adapter
- Save your work and suspend to disk (Hibernate) by pressing the [Power Button](#)
- Save your work and then select Turn Off Computer, Turn Off from the Start menu
- Turn off the computer (or suspend to disk) and replace the discharged battery with a charged battery (See [Battery Replacement](#))

NOTE Do not restart the computer until you have connected to an AC adapter, or replaced the discharged battery with a charged battery.



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GoBook® Tablet PC Help

Power Saving Modes

Adjust the default power management settings by going to Control Panel, Power Options.

Power Button

On the Advanced tab of Power Options the Power buttons dialog box allows you to set different actions to take when the power button is pressed. You may have the Tablet PC standby, hibernate, or you can shut down the computer altogether. You can also have the power button do nothing (not recommended) or give you a choice between standby, restart and turn off.

However, holding the Power Button down for more than ten seconds will force a power off while operating under any situation, resulting in the loss of any unsaved information.

Standby

Most devices are powered down in a low power state. Resume the unit by pressing the power button once to resume to point at which the unit was suspended.

Hibernate

Suspend to Disk is similar to turning off the computer, except that the current state of the computer is copied to the [hard disk](#) as a special file. When the computer returns from [suspend mode](#) , the desktop appears with the same files and programs open as when the computer was suspended. Suspend to Disk is very useful when you don't want to take the time to shut down all open programs one by one to shut off the computer, only to have to open the same programs and files the next time you use the computer. This mode is also called hibernation mode.

Suspend-to-disk File

Suspend to Disk file will be saved by Windows to the hard disk. The size of the file will correspond to the amount of system memory. Please make sure there is enough space on the hard disk.

Shut Down

System is shutdown.

Initiating Suspend Mode

There are three ways to initiate suspend mode. The settings can be adjusted in the Power Schemes tab in Power Options:

- **The computer will automatically enter suspend mode when not used**

for a set period of time

- **Selecting Start, Turn Off Computer, Stand By**
- **Pressing the Power Button (if enabled in Power Options)**

Power Saving Tips

Avoid operating the fax/modem, or audio and video applications when using battery power. Operating a fax modem, video, or audio equipment or turning on the Wireless LAN increases the computer's power requirements.

Decreasing display brightness can also save power. Decrease brightness by pushing FN+Security. Increase it by pushing FN+Rotate.



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GoBook® Tablet PC Help

Battery Replacement

Replacing the Main Battery

Over time, the battery's capacity gradually decreases. We recommend that you replace your battery when you notice that it begins to store significantly less charge. Change the main battery pack as follows (you may want to print this topic for reference):

1. Turn off the computer.
2. Unplug power supply if connected.
3. Turn the computer upside down.
4. Remove the secondary battery if installed.
5. Using a Phillips screwdriver, remove the seven screws from the battery cover and remove the battery cover.



6. Using the tab on the battery, lift the battery pack up and out of the battery bay.
7. Orient the replacement battery correctly and insert it into the battery compartment, making sure it is fully seated.
8. Replace the battery cover over the battery bay and install the seven screws.
9. Install the secondary battery if equipped.



CAUTION The GoBook Tablet PC should always be shut down prior to removal of the battery, as there is a possibility that data may be lost when the unit shuts down by removing the battery.

CAUTION The GoBook Tablet PC battery and unit are only weatherized when the Battery door is closed. Keep the door closed when the unit is use to prevent damage to the unit.

Replacing the Real Time Clock Battery

The Real Time Clock has a coin battery that can be replaced by following the steps 1-6 above. Then:

1. Lift the coin battery out of the holder.
2. Install a new coin battery with the positive terminal up.
3. Continue with steps 7-9 above.



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Optional Equipment and Accessories

The Itronix GoBook Tablet PC has several equipment and accessory options to further enhance your mobile computing experience.

A complete list of Itronix optional peripherals and accessories are listed in [Unpacking Your System](#).

CAUTION When purchasing any additional accessories, purchase only those accessories that are approved for use with your computer. Some

accessories are proprietary items and can be obtained through your system vendor. If you use items that are not approved for use with this computer, you may cause your computer to malfunction, or to emit or receive electromagnetic radiation in excess of local regulations. For non-proprietary accessories such as PC Cards or printers, ensure that the accessory functions properly in your computer before making the purchase. Your system vendor may be able to recommend reliable brands and models.



Desk Mount

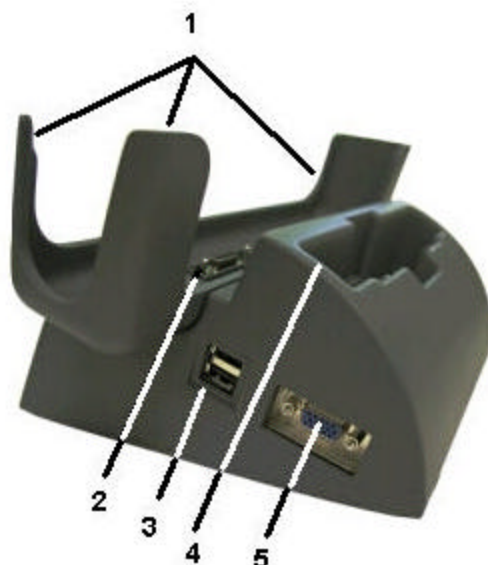
The GoBook Tablet PC's desk mount enables you to experience desktop functionality with your GoBook Tablet PC. The desk mount includes the following ports:

- Stand holder connector (this is the unit interface)
- DC in
- 2 [USB 1.1](#) ports
- 15-pin CRT port for an external monitor
- Extra battery charger



1. Extra Battery Charging Slot
2. Stand Holder Connector (unit interf
3. [LED](#)

1. Guides
2. Stand Holder Connector (unit interf



3. 2 USB 1.1 ports
4. Extra Battery Charging Slot
5. 15-pin CRT port for External Moni

To use the desk mount:

1. Ensure the port cover on the extension slot is open and the port cover for the AC power is closed.
2. Line up the bottom of the unit with the guides and press down while feeding the rubberized IO port cover through the opening provided.



3. Apply external power to the desk mount. The LED in the front of the desk mount will light along with the [Power Status LED](#) on the GoBook Tablet PC.

The desk mount includes a slot so you can simultaneously charge the main battery and an additional battery.



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Vehicle Adapter

The Vehicle Adapter is an optional device that supplies power from the vehicle battery to operate the computer and charge the battery installed in the unit. It typically connects to the vehicle battery using the cigarette lighter socket.

To prevent possible damage to the battery, the system will not allow the battery to charge at extreme temperatures. Be aware of the following charging characteristics, especially if the computer is left unattended in a closed vehicle.

- If the temperature is $<20^{\circ}\text{C}$ the battery will take longer to charge.
- If the temperature is $<5^{\circ}\text{C}$ ($<41^{\circ}\text{F}$) the battery will not charge
- If the temperature is $>50^{\circ}\text{C}$ ($>122^{\circ}\text{F}$) the battery will not charge

NOTE The Vehicle adapter is not designed for long-term fixed use.

To connect the vehicle adapter

Insert the vehicle adapter's power cord into the power port ([DC-in jack](#)) on the bottom side of the computer.

Insert the cigarette lighter adapter into the vehicle's cigarette lighter socket, turning it slightly to make a good connection.

The [Power Status LED](#) illuminates to indicate that current is reaching the unit. When you connect the vehicle adapter, it automatically begins charging the computer's battery. At moderate temperatures, around 21°C (70°F), the battery will be fully charged in approximately 3-5 hours. However, under extremely cold or hot temperatures, or if the system is on, it will take longer to charge the battery (up to 16 hours).



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GoBook® Tablet PC Help

Surge Protection

A large number of computer and high technology equipment damage is directly related to AC power and telephone line problems. These problems can include surges, spikes, noise, interference, and weather-related problems, which in turn can cause glitches, hang-ups, crashes, performance slow downs, and down time with computer equipment. The market is flooded with hundreds of AC power line surge suppressors advertising high performance surge protection; only a few of them actually provide adequate protection.

This section provides guidelines for selecting a quality surge suppressor to be used with your GoBook Tablet PC, and it helps identify a few sources for products with acceptable performance.

Selecting the Right Surge Protection

Consider the level of quality you need when selecting a surge suppressor. This depends on factors such as surge environment, the type of equipment to be protected, and the quality of the electrical wiring and service.

Surge Environment

Surge environment refers to the damage potential from electrical surges in a particular geographical area. A high quality suppressor should be used if there is frequent lightning activity in the area and the location service is fed by overhead utility poles.

Type of Equipment to be Protected

If the computer is equipped with a modem, the modem should also be surge protected. Protecting the power line without protecting the modem line provides only partial protection.

Quality of Electrical Wiring and Service

Wiring should be up to current NEC standards and have verified good AC grounds. It is important that your computer system be plugged into a grounded AC outlet when charging and that all peripherals connected to your system reference the same AC ground.

Selecting the Right Equipment

There are a number of companies that sell quality surge suppressors such as Sutton Designs, APC, and Panamax. When you are looking for a surge suppressor, consider these things.

- Expect to pay at least \$50 for a good quality surge suppressor.
- The surge suppressor should be a UL 1449, 497, and 1283 listed for surge suppression, modem surge protection, and RFI/EMI noise filtering respectively.
- The surge suppressor should have diagnostic LEDs that verify good AC ground, proper wiring, and proper surge operation. On/off switches that light are not recommended since they can produce electrical noise.
- The Joule ratings should be a minimum of 480 Joules for the AC surge circuit.
- The Joule ratings should be a minimum of 240 Joules for the modem.
- The modem surge circuit should present low capacitance to the modem line or it will slow the transmission rate. Capacitance should be specified at less than 50 picofarads.
- Quality surge suppressor manufacturers generally offer a lifetime warranty.
- Consider obtaining a protected equipment coverage policy which insures the equipment in the event of surge damage.
- The devices that will be attached to the computer also need to be surge protected.



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Maintenance and Storage

The Itronix GoBook Tablet PC is [ruggedized](#) and weather resistant. Handle it with the normal care required by any sophisticated electronic equipment, and the computer will provide reliable service even under harsh field conditions.

Follow the guidelines in this section to care for your unit.



GoBook® Tablet PC Help

Battery Maintenance and Storage

Maintaining Batteries

Follow these guidelines to maintain performance of Lithium-Ion (Li-on) batteries.

- **Avoid exposing batteries to extremely hot or cold temperatures for long periods. To prevent possible damage to the battery, the GoBook Tablet PC does not allow the battery to charge if the internal temperature of the battery gets too low (< 5°C or < 41°F) or too high (> 50°C or > 122°F).**
- **Charge the battery nightly where the temperature will remain around 20°C (68°F).**
- **Re-calibrate your battery when your battery performance degrades.**

Storing Batteries

- **Store the battery within the recommended temperature range: 10°C to 30°C (50°F to 86°F).**
- **Unused or stored batteries can lose power over time. When you install a battery that has not been used for awhile, connect [external power](#) to the computer and charge the battery.**
- **After storage, battery calibration may increase its capacity.**



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GoBook® Tablet PC Help

Tablet PC Maintenance and Storage

Maintaining Your Tablet PC

Follow these guidelines to help maintain the condition and performance of your computer.

- Turn off the computer when you are not using it.
- Charge the batteries daily or whenever their capacity is low.
- Operate the computer within the recommended temperature ranges of -20°C to +60°C (-4°F to +140°F).

Care and Cleaning

Physical Inspection Periodically inspect the computer and accessories for wear, damage, loose or missing parts. Identifying and correcting potential problems early can help reduce the need to return the unit for service.

Outside Case Like all tools, the outside of the computer will get dirty with use. The case is made of painted Magnesium and polycarbonate blend (plastic) doors and covers. These areas can be cleaned with a solution of one part Formula 409™ and one part water. Follow the procedure below.

To clean the outside case

1. Disconnect [external power](#) and turn off the computer.
2. Using a soft, dry cloth (do not use paper products because they can scratch the surface, add a small amount of cleaning solution to the cloth and clean the computer case.
3. Wipe off any excess liquid with a soft cloth.
4. Reinstall the battery.

Display Periodically inspect the display to make sure the brightness function is operating properly and that all pixels are operational.

To clean your display

To clean the display assembly, use the same cleaning solution and procedure described earlier for the outside case. In some cases, you can use a small amount of isopropyl alcohol to remove streaks or smears. Use a soft, clean cloth to clean the display. Do not use paper products because they can scratch the screen.

External Power Connector The external power connector may sometimes be exposed to moisture and/or contamination causing an unreliable connection to the external power source.

Clean the connector using a cotton swab dipped in isopropyl alcohol.

RJ-11/ RJ-45 / [USB](#) Connectors Make sure these connectors are operating properly. During normal use, the connector pins can get dirty or become broken, bent, or pushed out of place. Clean the connector with a cotton swab dipped in isopropyl alcohol.

I/O Ports Make sure the [audio](#) and [Multi-IO](#) ports are operating properly. Periodically inspect the ports for damage or contamination, and make sure their covers are attached and closed when not in use. The I/O covers can be replaced without returning the unit for service. Contact your local support person for more information.

[PC Card](#) Door and Connector Whenever possible, make sure this door is closed and latched properly. When the PC Card door is closed, it provides a watertight seal for the PC Card socket. Shield the area from all contaminants such as liquids, rain, snow, and dust when the door is open.

Make sure the PC Card connector is operating properly by reading from or writing to a PC Card.

Storing Your Computer

If you plan to store the computer, follow these storage guidelines.

To store the computer

- Files and data should be saved before storing the computer.
- Contact your organization's help desk about the procedure for backing up files or data.
- Exit all applications and use the appropriate procedure to exit from your operating system.
- Turn off the computer by going to the Start menu and selecting Shutdown.
- Remove the battery from the unit and store it in a dry place.
- Store the computer within the recommended temperature ranges of -55°C to +75°C (-67°F to +167°F).
- If you use PC cards, refer to the manufacturer's instructions you

received with the card for storage and care information.



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Customizing Your BIOS Settings

This chapter explains how to use the Setup Utility to modify the BIOS settings. The Setup Utility displays and allows modification of the GoBook Tablet PC components and the configuration of devices that are connected to it. This information is used to test and initialize components at start-up time and to make sure everything runs properly when the system is operating.

The BIOS is installed with a set of default values. You may be able to increase system performance by changing some of the timing values in the Setup Utility, but this can be limited by the kind of [hardware](#) you are using. In certain circumstances, the system may generate an error message that asks you to make changes to the CMOS settings using the Setup Utility. This happens when the system finds an error during the POST (Power On Self Test) that it carries out at startup.

CAUTION It is not recommended that you change any settings since this may cause the unit to not function properly.

If you are not sure how to configure the BIOS settings we suggest that you load optimal defaults by selecting that option on the Exit Menu or by selecting F9 on the [popup input panel](#).



GoBook® Tablet PC Help

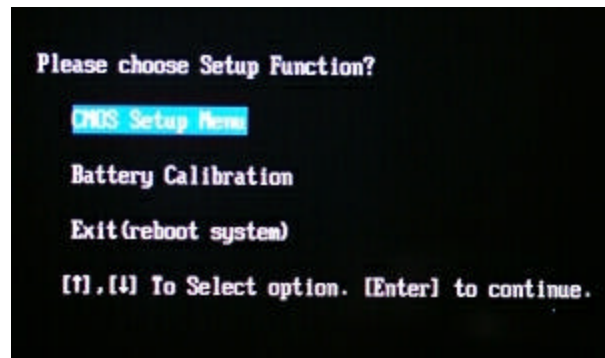
Using the BIOS Setup Utility

The BIOS Setup Utility allows you to configure your computer's basic settings. When you turn your computer on, the system reads this information to initialize the [hardware](#). The electronic components, boards, peripherals, and equipment that make up your computer system, so that it can operate correctly. You can use the BIOS Setup Utility to change your computer's start-up configuration. For example, you can change your system's security routine.

Starting the BIOS Setup Utility

You can only start the Setup Utility shortly after the computer has been turned on. A [green Setup box](#) appears on the lower right corner of the computer display. When you see this double tap the box.

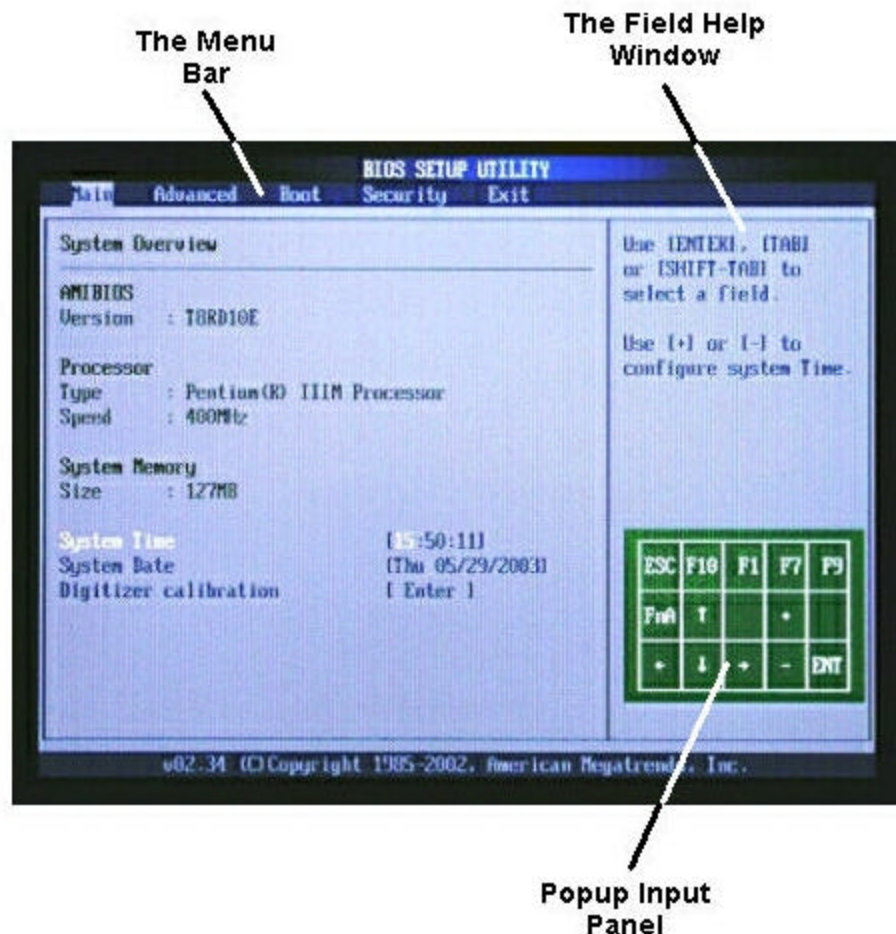
You will then see the following screen:



Use your Line Up or Line Down [hot keys](#) to highlight "CMOS Setup Menu" and press the Enter key. The system will start the Setup Utility and display the main menu of the utility.

CAUTION Incorrect settings can cause your system to malfunction. To correct mistakes, return to Setup and restore the Setup Defaults by going to the Exit Menu and selecting Load Optimal Defaults.

Navigation and Help



The Menu Bar

The Setup Utility has these five menu options in the Menu Bar at the top of the window. To navigate between these screens you must tap the left or right arrows on the [popup input panel](#):

Main	Use for basic system configuration
Advanced	Use to set the advanced features
Boot	Use to select the sequence of boot devices that are searched to operating system.
Security	Use to set user and supervisor passwords and to set backup and check reminders
Exit	Use to exit the current Setup session

The Field and General Help Windows

The Field Help Window is on the right side of each menu. It displays the help text for the currently selected field. This text updates as you move the cursor from field to field.

NOTE The field help window refers to keys that are only available via an external [USB](#) keyboard. If you do not have an external keyboard attached to your GoBook Tablet PC use the Setup utility's popup input panel

described below:

The General Help Window describes the popup input panel keys and their functions. You can access it by selecting F1 on the popup input panel. However, the following keys are not available during Setup unless you have an external USB keyboard attached to the GoBook Tablet PC:

HOME

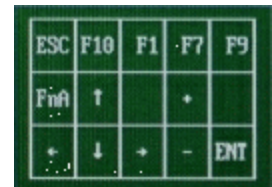
F2/F3

F8

END

Popup Input Panel

The Setup Utility has a unique popup input panel that appears when you hover or tap your [pen](#) anywhere on the screen. Use the popup input panel to navigate between setup screens, between fields on each screen and to make any field changes. To avoid making unintentional field changes, we recommend you do not open the panel from the bottom right side of your screen. Instead tap anywhere on the left side of the display.



To navigate between the five menu screens tap the left or right arrows on the input panel. To toggle through the fields tap the up and down arrows.

Alternately, you can use the Line Up and Line Down [hot keys](#) to toggle through the fields. Press the Enter Key to view a list of options for each field.

If you need to input characters, tap FnA on the popup input panel to expand it to a [larger input panel](#) that includes characters. Press FnA again to return to the small input panel.

NOTE The popup input panel disappears after a few seconds of inactivity and when you change screens.



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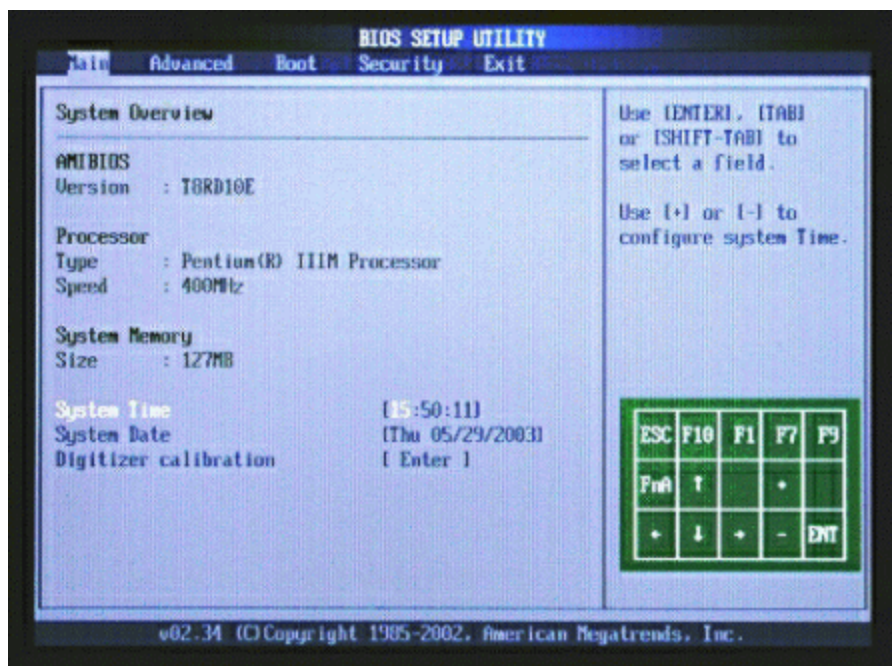
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GoBook® Tablet PC Help

The Main Menu



Field	Setting	Function
AMBIOS	for information only	Version
Processor	for information only	Type and Speed
System Memory	for information only	Size
System Time	HH:MM:SS	Configure system time
System Date	MM/DD/YYYY	Configure system date
Digitizer Calibration	Opens Display Calibration	Begins the digitizer calibration process. Once you have calibrated the display the computer will restart.



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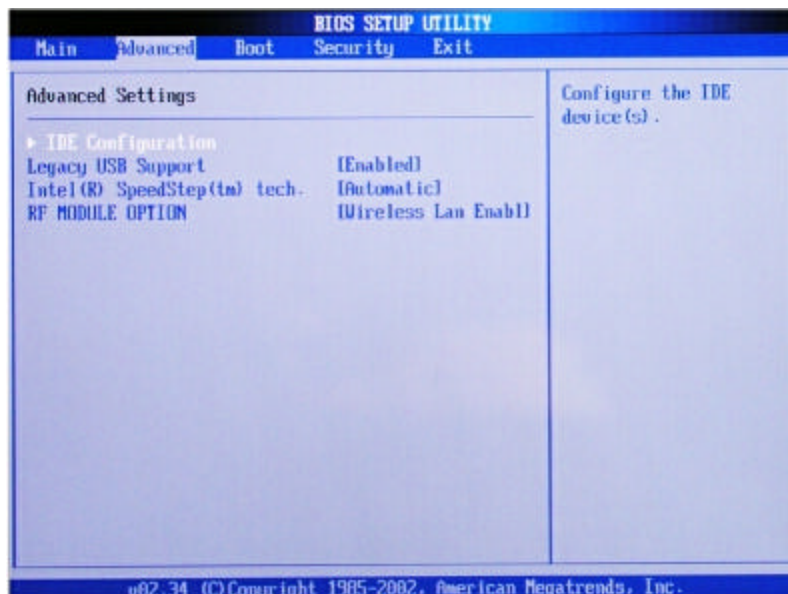
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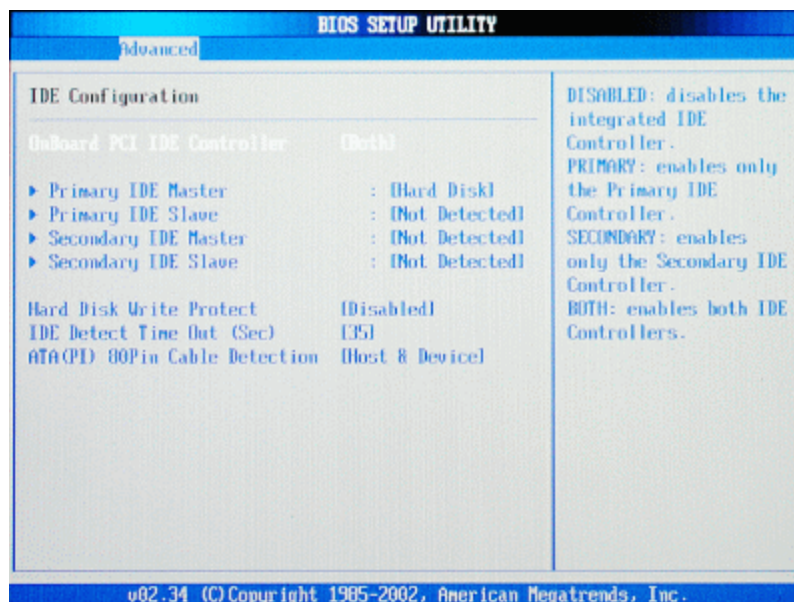
GoBook® Tablet PC Help

The Advanced Menu



Field	Setting	Function
IDE Configuration	sub-menu	Configure the IDE de
Legacy USB Support	Disabled Enabled Auto	Enables support for l USB. Auto option dis legacy support if no l devices are connecte
Intel (R) SpeedStep (tm) tech	Maximum Performance Battery Optimised Reversed Automatic Disabled	Depending on AC or Battery power speed will change ba selections
RF Module Option	Wireless LAN Enable Bluetooth Enable Disabled Both RF Enable	Select which RF moc Support

IDE Configuration

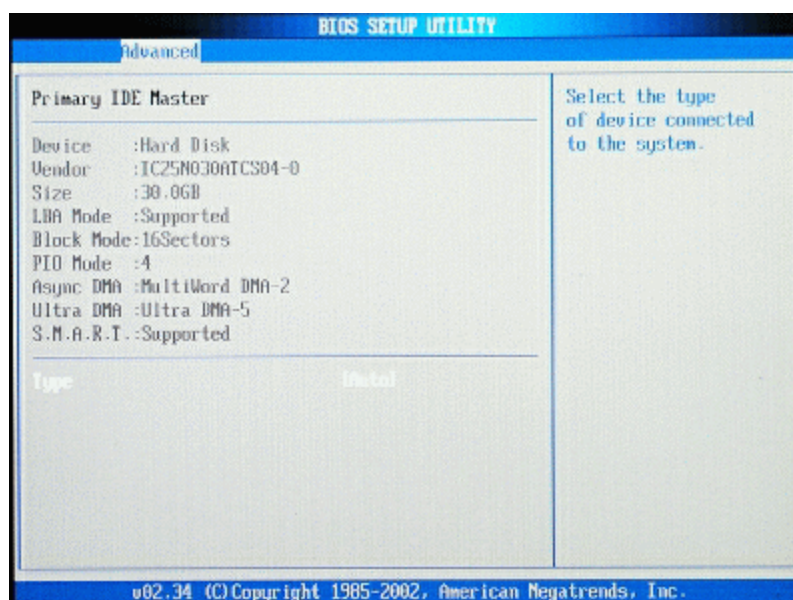


Field	Setting	Function
OnBoard PCI IDE Controller	Disabled Primary Secondary Both	Disabled: disables the integrated IDE Controller. Primary: enables only the Primary IDE Controller. Secondary: enables only the Secondary IDE Controller. Both: enables both IDE Controllers.
Primary IDE Master	sub-menu	While entering setup, auto detects the presence of IDE devices. This displays the status of auto detected devices
Primary IDE Slave	sub-menu	While entering setup, auto detects the presence of IDE devices. This displays the status of auto detected devices
Secondary IDE Master	sub-menu (same as Primary IDE Master)	While entering setup, auto detects the presence of IDE devices. This displays the status of auto detected devices
Secondary IDE Slave	sub-menu (same as Primary IDE Slave)	While entering setup, auto detects the presence of IDE devices. This displays the status of auto detected devices
Hard Disk Write Protect	Disabled Enabled	Disable/enable device protection. This will be effective only if device is present.

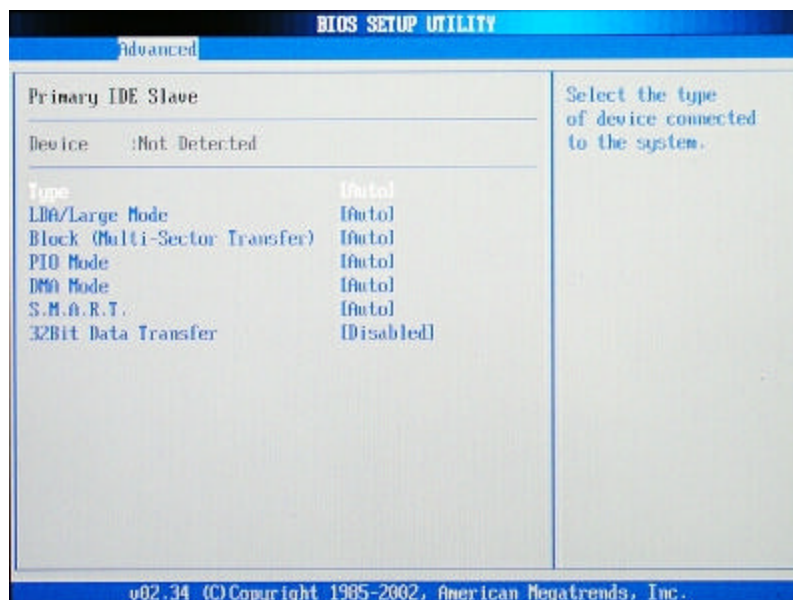
		accessed through BIOS
IDE Detect Time Out (Sec)	0 5 10 15 20 25 30 35	Select the time out value for detecting ATA/ATAPI devices (s)
ATA(P) 80Pin Cable Detection	Host & Device Host Device	Select the mechanism for detecting 80Pin ATA/ATAPI Cable.

Primary IDE Master

IDE Devices are automatically detected by the BIOS. It can be set to Not Installed, Auto, CDROM or ARMD. The default is Auto.



Primary IDE Slave



Field	Setting	Function
Type	Not Installed Auto CDROM ARMD	Select the type of device connected to the system.
LBA/Large Mode	Disabled Auto	Disabled: Disables LBA Mode. Auto: Enables LBA Mode if the device supports it. If the device is not already with LBA Mode disabled.
Block (Multi-Sector Transfer)	Disabled Auto	Disabled: the Data transfer from and to the device occurs one sector at a time. Auto: Data transfer from and to the device occurs multiple sectors at a time if the device supports it.
PIO Mode	Auto 0 1 2 3 4	Select PIO Mode
DMA Mode	Auto SWDMA0 SWDMA1 SWDMA2 MWDMA0 MWDMA1 MWDMA2 UDMA0 UDMA1 UDMA2	Select DMA Mode. If not detected: SWDMA: single Word DMA MWDMA: Multi Word DMA UDMA: Ultra DMA

	UDMA3 UDMA4	
S.M.A.R.T.	Auto Disabled Enabled	S.M.A.R.T. stands for Monitoring, Analysis, Reporting Technology
32Bit Data Transfer	Disabled Enabled	Enable/Disable 32-bit Transfer



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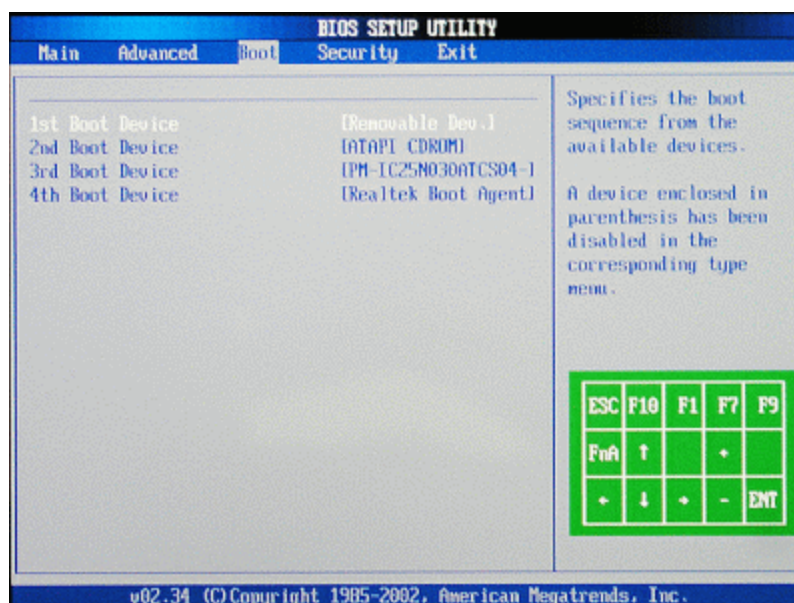
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GoBook® Tablet PC Help

The Boot Menu



Field	Setting	Function
1st Boot Device	Removable Dev. ATAPI CDROM PM-IC25N030ATCS04- Realtek Boot Agent	Specifies the boot sequence from the available devices. A device enclosed in parenthesis has been disabled in the corresponding type menu. Removable Devices :

	Disabled	CDROM = CDROM PM-IC25N030ATCS HDD Realtek Boot Agent : boot
2nd Boot Device	Removable Dev. ATAPI CDROM PM-IC25N030ATCS04- Realtek Boot Agent Disabled	same as above
3rd Boot Device	Removable Dev. ATAPI CDROM PM-IC25N030ATCS04- Realtek Boot Agent Disabled	same as above
4th Boot Device	Removable Dev. ATAPI CDROM PM-IC25N030ATCS04- Realtek Boot Agent Disabled	same as above



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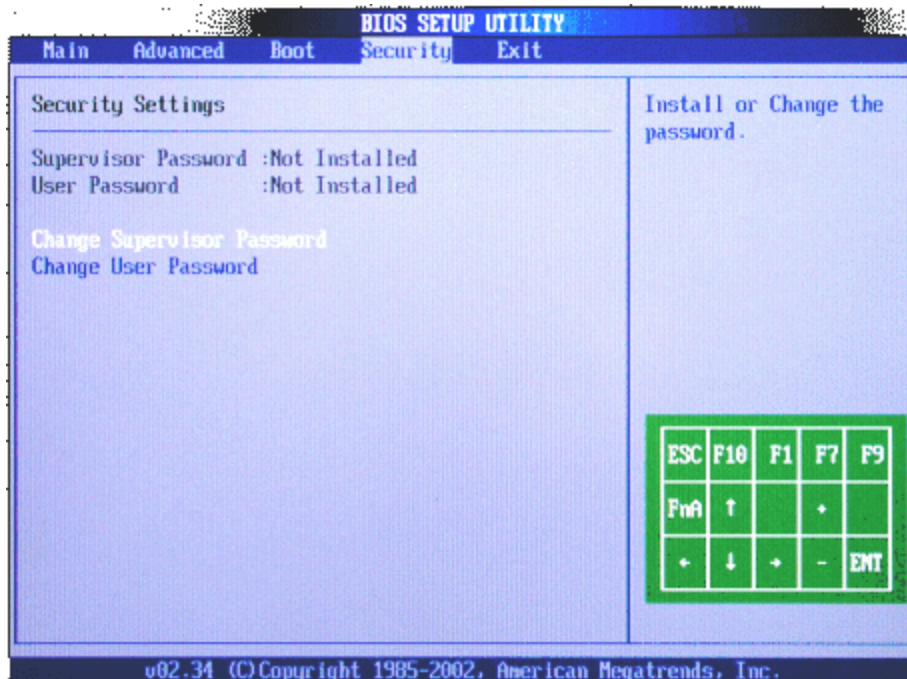
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GoBook® Tablet PC Help

The Security Menu



Field	Function
Change Supervisor Password	Install or Change the password
Change User Password	Install or Change the password

NOTE After inserting a password you have the option to set the password to Always or SCU.



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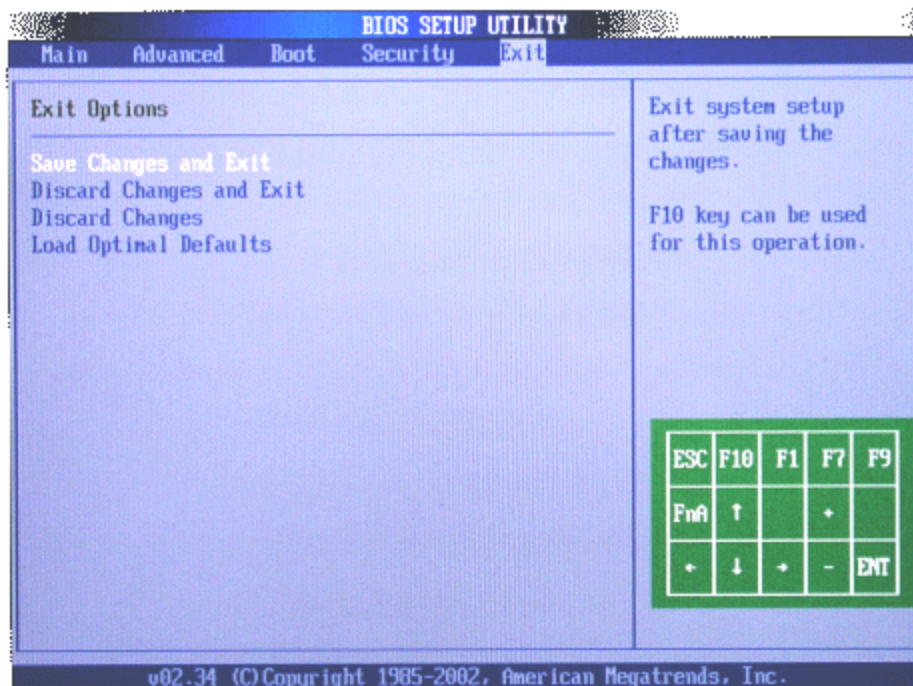
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GoBook® Tablet PC Help

The Exit Menu



Field	Function
Save Changes and Exit	Exit system setup after saving the changes. F10 be used for this operation
Discard Changes and Exit	Exit system setup without saving any changes. F1 can be used for this operation.
Discard Changes	Discards changes done so far to any of the setup questions. F7 key can be used for this operation
Load Optimal Defaults	Load Optimal Default values for all the setup questions. F9 key can be used for this operation.



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Troubleshooting

This section is designed to help you determine and fix problems you might encounter while operating the GoBook Tablet PC. Try the following things in order:

- First look through the categories in this section for a solution.
- If you don't find a solution for your situation here, try one of the resources listed below.
- If you are having a problem with a computer [application](#) , use the

online help that comes with the application to find a solution.

- If you still cannot resolve your problem, contact the help desk at your organization.

For More Help

- Windows Help is already installed on your system. To access this information, go to [Help and Support](#), on the Start Menu.
- Take the Windows Tutorials. Select Get Going with Tablet PC from the Start Menu.
- Third-party Windows manuals are available from your local bookstore.



GoBook® Tablet PC Help

Applications

My application locks up, acts strangely, or produces a General Protection Fault (GPF) error

- If you've tried to resolve the problem and your application still doesn't respond, you may need to restart your computer as described below.

To reboot your computer, select Start, Turn Off Computer, Restart. If that does not work, try pressing the Security [hot key](#) once to bring up the Windows Task Manager. Then select Shut Down, Restart.

- The data on the hard disk could be corrupted. Run SCANDISK.
- Windows is out of memory/resources. Exit Windows and restart Windows.

Communications programs don't seem to work or they lock Windows

- When you first try to use your communications application, the system responds with a message asking if you want to install the modem. Answer "Yes" to this question and follow the instructions on the screen to install it.

When I rotate the display to portrait orientation my application does not work or does not display correctly.

- Some applications do not display or work properly in portrait orientation due to the rugged nature of your GoBook Tablet PC's display screen. Use these applications in landscape orientation.



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GoBook® Tablet PC Help

Batteries

The battery does not charge

- To prevent possible damage to the battery, the system will not allow a charge if the battery temperature is extremely hot or cold (such as in a closed, unattended vehicle). If possible, charge the battery in a location with a moderate temperature of around 20°C (68°F).
- If possible, turn off the computer while the battery is charging.
- If the battery is new or has been stored for a week or more, follow this procedure:
 1. Make sure the computer is turned off.
 2. Unscrew and open the battery cover, then remove the battery.
 3. Connect the [AC adapter](#) to the computer and an AC wall outlet, and then turn on the computer by pressing the [Power Button](#) . The [Power Status LED](#) will be solid blue when connected to [external power](#) .
 4. Let the computer complete the boot process. Then reinstall the battery and replace the battery door.
 5. Allow the system to remain idle for one hour with the AC adapter connected to the computer.

The [Battery Status LED](#) is orange when the battery starts charging.

6. If the battery still fails to charge after an hour, remove the battery,

wait several seconds, and then install it again.

If the battery does not begin charging within several minutes, return the unit for service.

The batteries take much longer than seven hours to charge

- **Under moderate temperatures, about 21°C (70°F), the computer's battery takes approximately 3 hours to completely charge while suspended and 3-5 hours to charge while powered on. Under extremely cold or hot temperatures, however, the battery can take up to 16 hours to fully charge.**

The batteries don't last very long

- **As your battery ages, the maximum capacity that it can hold naturally decreases, and even the best maintained batteries eventually need to be retired. Consider replacing the battery if you are not getting the usage you need from it.**

The gas gauge isn't full after charging the battery

- **This may indicate that the charging process terminated prematurely.**
- **[Calibrate the battery](#) to align the gas gauge with the battery capacity.**

The gas gauge reads "full," but the charging indicator light is still lit

- **If you charge your battery daily, rely on the gas gauge reading to determine battery capacity. The charging process may continue even if the gas gauge reads full. External power can be removed because the battery is virtually full.**

My battery seems to have less and less capacity

- **If your battery is new, or if you are using it for the first time, you will need to calibrate it prior to using it.**
- **As your battery ages, the maximum capacity that it can hold naturally decreases, and even the best maintained batteries eventually need to be retired. Consider [replacing the battery](#) if you are not getting the usage you need from it.**



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GoBook® Tablet PC Help

Display

The display performance is slow

- The temperature may be too cold. Move the computer to a warmer operating environment.

I can't read the display

- Adjust the brightness level up by pressing [FN+Rotate](#) and adjust it down by pressing [FN+Security](#).
- Your display may be off. Tap your [pen](#) on it once.
- If that doesn't work the automatic power-saving mode may have shut off (suspended) the computer. Press the power button to resume.

The underlined, inverse, and hypertext characters are difficult to read on the screen

- Change the color scheme. From the Start Menu select the Control Panel. Choose Display and then tap the Appearance tab to make changes to the color scheme.

I can't see the cursor while using the DOS editor

- Press INSERT on the input panel to change from insert mode to overwrite mode and to enable a block cursor. When it defaults to insert mode, the DOS editor uses an underline cursor which is less visible than the block cursor for overwrite mode.

The display appears to have random pixels darkened after scrolling

- Contact your supervisor or your organization's help desk for information about correcting this problem.

I changed my display resolution, but I see no difference on the screen

- Try restarting your computer for the changes to take effect.

The display cuts off the right side of the application or page in portrait mode

- Some applications do not display properly in portrait mode. For example, you may need to scroll to the right to view all the contents on the page. For best visibility, use these applications in landscape orientation.



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GoBook® Tablet PC Help

Hard Disk

The hard disk will not spin up so the computer can't boot up

- This occurs if the unit is exposed to extreme low temperatures. This is not a [hardware](#) failure associated with the [hard disk](#). Allow the computer to warm to room temperature. The minimum cold or soft boot temperature is 5°C (41°F)

I can't save files because the disk is full

- Report this situation to your supervisor or your organization's help desk.

Diskette Read Error

- Any card in the [PC card](#) socket except for a properly formatted memory card will cause this error since it is trying to read the PC card.



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Landline Modems

The modem doesn't work

- When you first try to use HyperTerminal or similar application, the system responds with a message asking if you want to install the modem. Answer "Yes" to this question and follow the instructions on the screen to install it.
- Make sure the communication settings are correct in your application. Refer to the [online Help](#) for your application.

The modem doesn't dial a number

Check these things:

- If you are using an external modem, make sure the cables are attached correctly.
- Make sure your communications parameters are correct in your application. Refer to the online Help for your application.

The modem dials and receives an answer but does not establish a connection

- You may have incorrect parameters selected for your application to talk with the remote modem. Refer to the online Help for your application.
- You may need to adjust your modem's baud rate or protocol selection.

Communications programs such as HyperTerminal don't seem to work or they lock Windows

- If you are using the internal modem, be sure to specify the proper communications [port](#).
- When you first try to use HyperTerminal or similar application, the system responds with a message asking if you want to install the modem. Answer "Yes" to this question and follow the instructions on the screen to install it.

The modem dials and the answering modem generates tone, but our modem does not begin the training sequence to establish a connection

Although the problem may appear to originate from the computer, the source of the problem is the answering modem.

- Try setting up the answering modem to generate the correct V.22 tone, which can usually be done by sending an AT command to the modem.



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GoBook® Tablet PC Help

Miscellaneous

The computer shuts off unexpectedly

- The computer has entered [suspend mode](#) . Press the power button to resume.
- The battery capacity may be low. Connect [external power](#) to charge the battery, or replace the battery with a fully charged one.
- The battery contacts may be dirty. Turn off the computer, remove the battery, and clean the contacts.

The speaker volume is too high or too low

- Increase the volume by pressing FN+Escape; decrease the volume by pressing FN+Enter.

The computer won't turn on

- The battery may not be installed properly, or it may not be fully charged. Make sure a fully charged battery is properly installed.
- Connect external power to charge the battery if it is not charged.
- If you are using the [AC adapter](#) , check the electrical outlet you are using to make sure it is working properly.
- If the GoBook Tablet PC does not turn on, restart the computer by

holding down the [Power Button](#) for at least 10 seconds and then release it.

- If the Power Button does not work to reset the unit, press the [Master Reset Key](#) on the back side of your GoBook Tablet PC.

The computer won't turn off

- Press and hold the [Power Button](#) for at least 10 seconds.

The computer enters suspend mode too quickly

- When there is no activity for a period of time, the computer turns off or enters suspend mode. To extend this time, use the Power Management program and increase the non-activity time to enter suspend.

The computer doesn't automatically suspend

- Check to make sure the COM ports are off. For example, exit any application that uses COM ports.
- Make sure external power is not connected. Depending on power settings, some systems will not suspend automatically when they are connected to external power.
- Make sure the standby time is set properly in the Power Management program.

The system date and time are incorrect

- Reset the correct date and time by choosing the Date/Time icon from Control Panel and making the appropriate changes.

I receive an "out of memory" error message

- Too many applications may be running at the same time. Close applications you don't need.
- If you're using desktop wallpaper, set wallpaper to None. To do this, choose Display from Control Panel and make the appropriate change.
- Make sure you have enough space on your [hard disk](#) . Contact your supervisor or your organization's help desk for assistance.
- Set up a permanent swap file. Contact your supervisor or your organization's help desk for assistance.

Holding down the Power button to reset the computer doesn't always work

- Try resetting the computer again. If this doesn't work, press the Security key.
- Alternately, press the [Master Reset Key](#) on the back of the unit.
- If none of these solutions work, remove all power, including the battery pack, and allow the unit to remain idle for ten minutes. After ten minutes, connect external power and retry.



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GoBook® Tablet PC Help

PC Cards

I can't remove the [PC card](#)

- Press the ejector button located inside the PC card door on the side of the computer. The button will pop out. Press the ejector button again to eject the PC card. Slide the card out.
- If the ejector button malfunctions when you press it, release the button and then press it again.

Diskette Read Error

- Any card in the PC Card socket except for a properly formatted memory card will cause this error since it is trying to read the PC Card.

The system does not recognize the PC Card CD-ROM when it is inserted into the PC Card socket

- There is a delay of 10 to 15 seconds before the CD-ROM drive is recognized.
- Drivers may not be installed. Contact your organization's help desk for assistance.

The computer locks up when I remove the PC card

- Before you remove the card, select the PC card icon on the taskbar (in the tray area near the clock in the lower right corner), and choose “Stop [card name] card.”



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GoBook® Tablet PC Help

Pen/Digitizer Touch Panel

When I try to use the [pen](#) on my display, nothing happens

- If you cannot select objects accurately with the pen, you may need to recalibrate the digitizer touch panel.

To calibrate the digitizer touch panel

1. From the Start Menu, select Control Panel.
2. If you are in Classic View continue to step 3. If you are in Category View select Printers and Other [Hardware](#) and continue to step 3.
3. Select Tablet and Pen Settings. Then tap the Settings tab.
4. Under the Calibration field choose the orientation you want to calibrate, either Landscape or Portrait.
5. Tap on the Calibrate button.
6. After you have completed calibration by touching the crosshairs with your digitizer pen, select OK to have the new settings take effect.

NOTE You need to recalibrate the screen for each orientation.

The display warps or pillows in high humidity

- The computer remains functional; however, moving the computer to a

more suitable environment will allow the display to recover.

The digitizer touch panel doesn't respond after a suspend

- **The digitizer touch panel needs a few seconds to work after a suspend. Wait a moment and try again.**

I cannot change the orientation

- **Your screen resolution may be set to low. To increase screen resolution select the Control Panel from the Start Menu. Then select the Settings page in Display Properties.**



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GoBook® Tablet PC Help

FAQs

How do I calibrate the pen?

1. **From the Start Menu, select Control Panel.**
2. **If you are in Classic View continue to step 3. If you are in Category View select Printers and Other Hardware and continue to step 3.**
3. **Select Tablet and Pen Settings. Then tap the Settings tab.**
4. **Under the Calibration field choose the orientation you want to calibrate, either Landscape or Portrait.**
5. **Tap on the Calibrate button.**
6. **After you have completed calibration by touching the cross-hairs with your digitizer pen, select OK to have the new settings take effect.**

How do I change the main battery?

1. **Turn off the Tablet PC and remove [external power](#) .**

2. Turn the unit over and remove the cover screw with a Phillips screwdriver.
3. Lift out the battery and replace it with a new battery.
4. Screw the cover on and press the [power button](#) .

How do I adjust the speaker volume?

You can change speaker volume with [hot keys](#) or via the volume icon in the tray area of the Windows [taskbar](#) . FN+Escape increases volume and FN+Enter decreases volume.

How do I clean the display screen?

To clean the display assembly, use the same cleaning solution and procedure described earlier for the outside case. In some cases, you can use a small amount of isopropyl alcohol to remove streaks or smears. Use a soft, clean cloth to clean the display. Do not use paper products because they can scratch the screen.

How do I change the display screen's brightness?

You can increase the display brightness by pressing FN+Rotate [hot keys](#). You can decrease the display brightness by pressing FN+Security.

How do I change the display orientation?

You can change between landscape and portrait orientation by pressing the rotate [hot key](#). You will need to calibrate the screen for each orientation. You can also change the orientation via the input panel by tapping **CTRL+ALT** and then selecting one of the **arrow keys**.

NOTE Some applications may not display properly in portrait orientation.

How long will the battery last?

The main Li-Ion battery lasts approximately 3 hours with normal use. You can increase your runtime on battery power by using a second external battery.

How do I optimize the GoBook Tablet PC for left handed use?

You can change the screen orientation 90°, 180°, or even 270°. See the answer to "How do I change the display orientation?" above. You can also change the hand strap on the back of the Tablet PC for the use that best suits you. Additionally, you can select a left-handed preference by going to the Control Panel and selecting Tablet and Pen Settings. Then check Left-

handed under the Handedness option and under the Menu location.



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