

# Dell Venue 10 Pro – 5055 User's Guide

Regulatory Model: T14G  
Regulatory Type: T14G001



# Notes, cautions, and warnings

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

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

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

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# Working on Your Tablet

## Before Working Inside Your Tablet

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

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

 **WARNING:** Before working inside your tablet, read the safety information that shipped with your tablet. For additional safety best practices information, see the Regulatory Compliance Homepage at [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance)

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

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

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

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

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

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

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

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

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

6. Remove the storage SD card from the tablet.

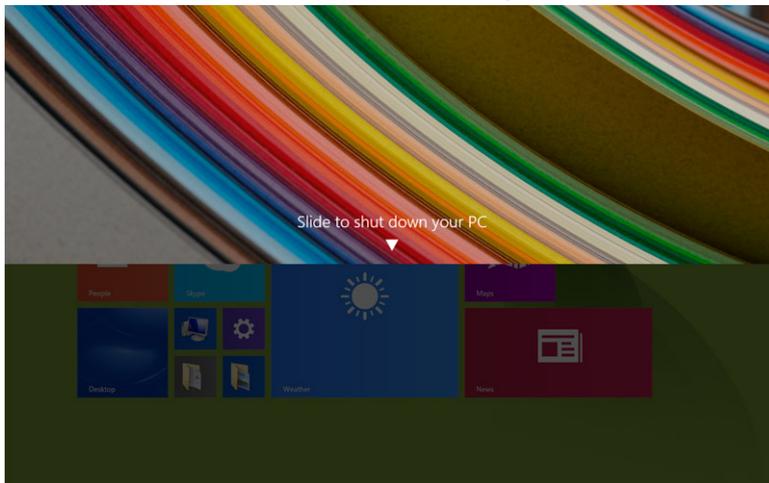
## Turning off Your Tablet

Turning off your tablet completely shuts down your tablet. You can turn off your tablet by two ways:

- Using power button
- Using charms menu

1. To turn off your tablet using power button:

- a. Press and hold the **Power** button  until you see "Slide to shut down your PC" on the screen.



**NOTE:** After you press and hold the **Power** button, by default, the "Slide to shut down your PC" screen displays in *Venue 10 Pro 5055*. To change the power button setting, go to **Control Panel > Power Options > Change Plan Setting > Change Advanced Power Settings**. To access Control Panel, swipe at the right edge of the screen, tap **Search**, enter **Control Panel** in the search box, and then click **Control Panel**.

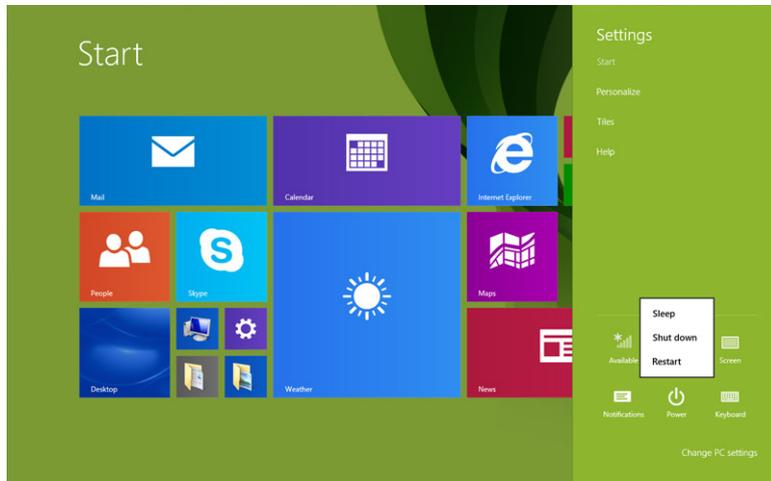
- b. Slide to shut down your tablet.

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

2. To turn off your tablet using the charms menu:

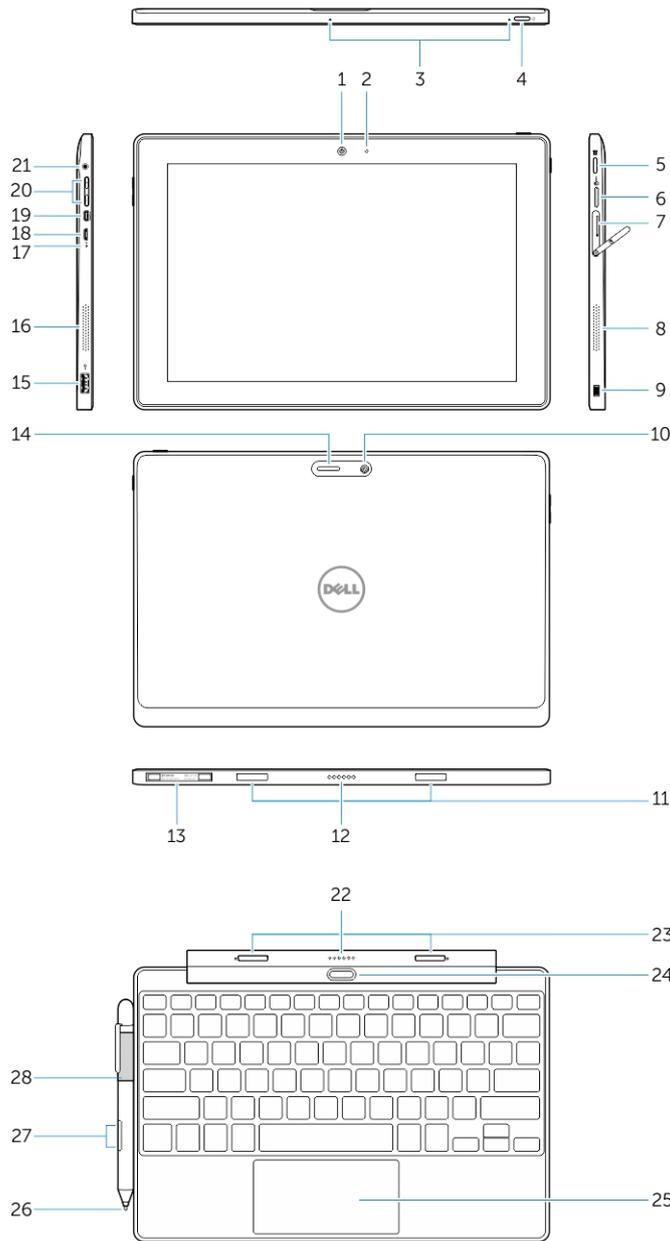
- a. Swipe from the right edge of the display to access the **Charms** menu.

b. Touch **Settings** ⚙️ → **Power** 🔌 → **Shut down** to turn off the tablet.



# Features

Table 1.



1. Camera
2. Camera-status light
3. Microphones
4. Power button
5. Windows button
6. MicroSD memory card reader
7. Micro-SIM reader (LTE/HSPA+ models only)
8. Speaker
9. Noble security-cable slot
10. Back camera
11. Dock-guide slots
12. Dock pins
13. Service-tag label
14. Wi-Fi / WWAN status light (optional)
15. USB 2.0 connector
16. Speaker
17. Battery-status light
18. Micro USB power connector
19. Micro HDMI connector
20. Volume buttons
21. Audio connector

**Keyboard dock (optional)**

22. Dock connector
23. Dock latches
24. Undock button
25. Touchpad

**Stylus (optional)**

26. Pen Tip (replaceable)
27. Buttons
28. Pen loop

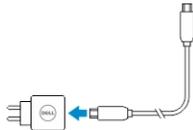


# Setting Up Your Tablet

## Charging the Tablet

-  **CAUTION:** Charge the battery in an ambient temperature of 0 °C to 40 °C.
-  **CAUTION:** Use only the power adapter and power cable that came with your tablet. Using unauthorized power adapters or power cables may cause severe damage to your tablet.
-  **NOTE:** The battery is not fully charged when you unpack your tablet.

1. Connect the power cable into the power adapter.



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

-  **NOTE:** The tablet battery requires about 4 hours to fully charge.

You can check the tablet battery charge status from:

- Battery-charge light located on the front of the tablet:

LED Behavior	Description
Solid white color on	Battery is charging.
Off	Battery is not charging. Either no AC adapter is connected or battery is fully charged.
Amber color on Momentarily	<ul style="list-style-type: none"> <li>– The LED will be solid amber for 2 seconds and then change to solid white. This is an indication that the system cannot power on with the current state of charge, but the battery is being charged.</li> <li>– Battery is charging</li> <li>– The tablet will not power on.</li> </ul>

-  **NOTE:** You can check the exact battery charge level by booting to the operating system.

- Battery icons displayed on the screen:

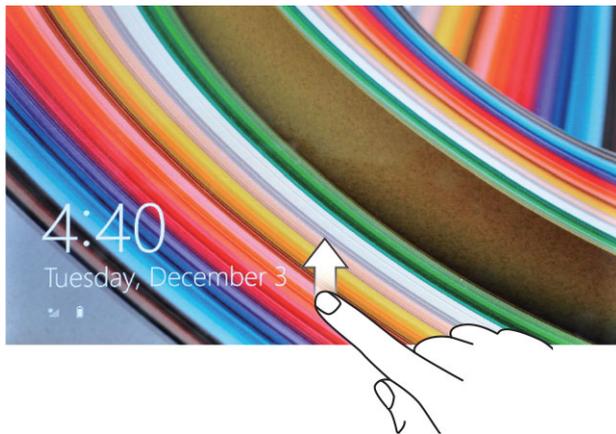
Battery icon	Description
	Battery is fully charged and AC adapter is connected.
	Battery is charging with AC adapter.
	Your tablet is running on battery power and the battery is discharging.
	Your tablet is plugged in, and either no battery is detected or the battery is not working correctly.
	Battery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

## Turning On Your Tablet

 **NOTE:** Use this tablet in an ambient temperature between 0 °C and 40 °C.

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

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



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

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

# Turning off the Screen

## Using power button

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

## Using Charms

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

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

# Using Your Tablet

## Screen Orientation

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

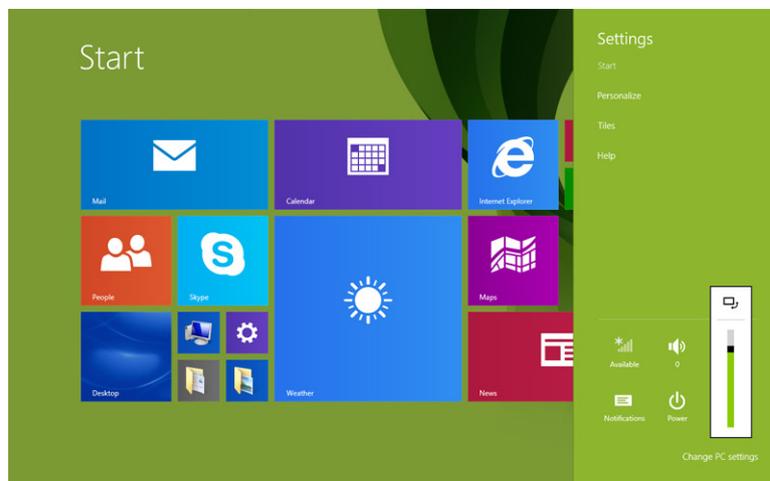
 **NOTE:** Some applications may not support automatic screen rotation to portrait or landscape format.

## How to lock / unlock the screen orientation

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

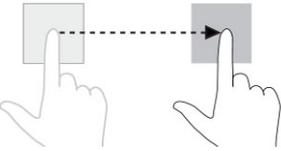
## Adjusting the screen brightness

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



# Gestures

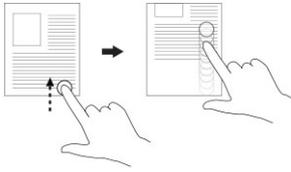
Your tablet has a multi-touch display. You can touch the screen to operate the tablet.

Gesture Actions	Functions
<p><b>Touch</b> Tap gently on the display with your fingertip.</p> 	<ul style="list-style-type: none"><li>• Select items on the screen, including options, entries, images, and icons</li><li>• Start applications</li><li>• Touch buttons on the screen</li><li>• Input text using the on-screen keyboard</li></ul>
<p><b>Touch and Hold</b> Touch and hold your finger on the display</p> 	<ul style="list-style-type: none"><li>• Display detailed information about an item</li><li>• Open the context menu of an item to perform further actions</li></ul>
<p><b>Drag and Drop</b></p> <ol style="list-style-type: none"><li>1. Touch and hold your finger on an item on the screen</li><li>2. Keeping your finger in contact with the display, move your fingertip to the desired location</li><li>3. Take your finger off the display to drop the item in the desired location</li></ol>	<p>Move item such as images and icons on the screen</p>
	
<p><b>Swipe or Slide</b> Move your finger in a vertical or horizontal direction on the display</p>	<ul style="list-style-type: none"><li>• Scroll through the Start screen, web pages, lists, entries, photos, contacts, and so on</li><li>• Close an application. (Swipe the application to the bottom of the display)</li></ul>

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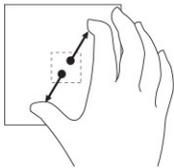
**Gesture Actions****Functions**

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**Zoom in**

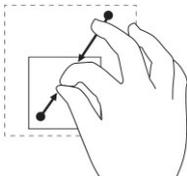
Touch the display with two fingers and then move the fingers apart

Enlarge the view of an image or web page

**Zoom out**

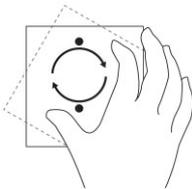
Touch the display with two fingers and then move the fingers closer

Reduce the view of an image or web page

**Rotate**

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

Rotate an object by 90 degrees

**Right-Click**

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

The options menu appears on the screen.

# The Windows Start Screen

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

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

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

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

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

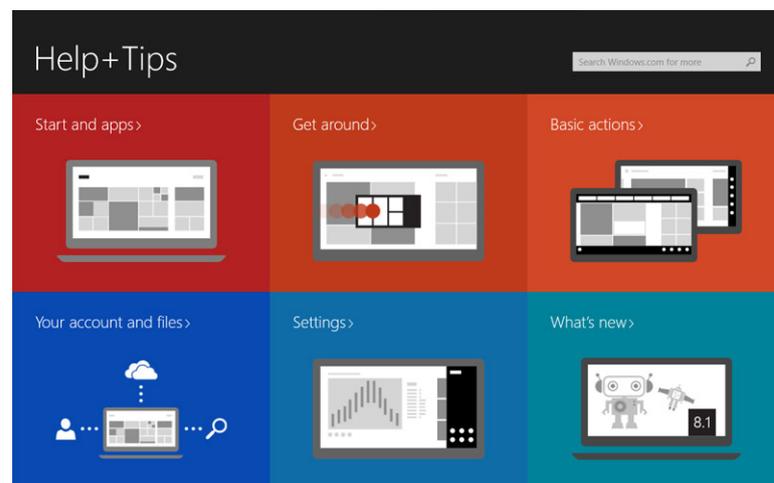
## How to access the Start screen

Follow either method to access the Start screen:

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

## Get to know Windows 8.1

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



## Swipe Right

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

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

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

## Swipe Left

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

## Swipe Up/Down

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

For more information on using Windows Start screen, visit [windows.microsoft.com/en-us/windows-8/start-screen-tutorial](http://windows.microsoft.com/en-us/windows-8/start-screen-tutorial).

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

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

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

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

## Split Screen

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

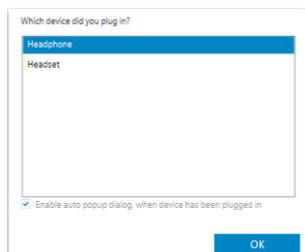
1. Open any two applications that you want to perform the split screen.
2. Swipe from the left to open the second application and hold your finger until the screen splits.
3. Release your finger to drop the second application.

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

## Using Headphones

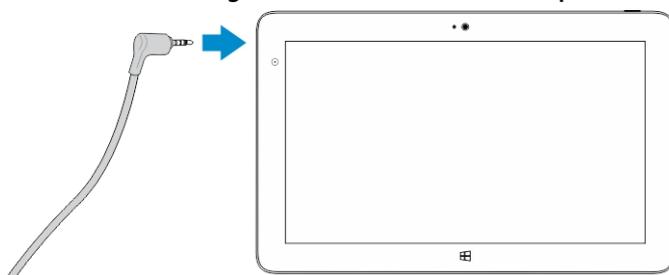
You can use headphones to listen to music and sounds, record audio, or make calls.

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



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

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



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

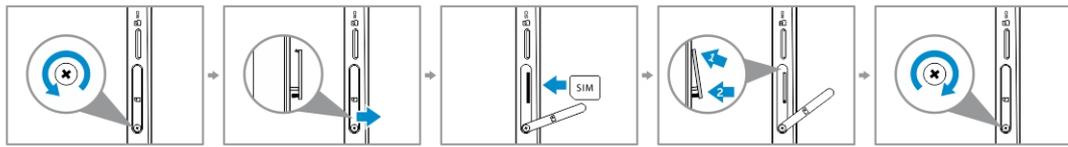
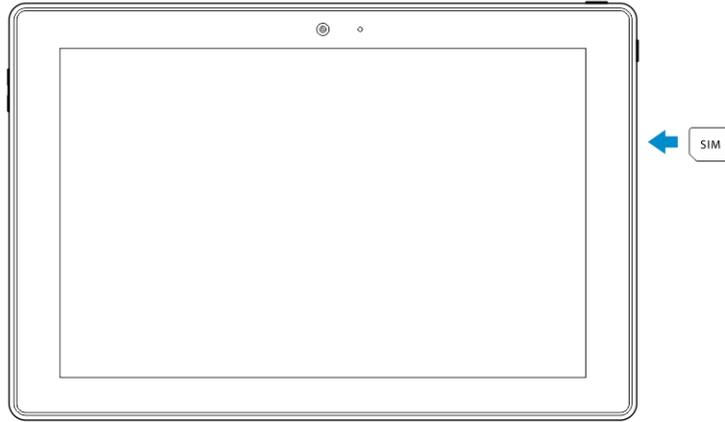
 **NOTE:** When you connect a headphone or an external audio device to the audio connector, the integrated speakers on your tablet are muted automatically.

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

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

## Inserting the Micro-SIM Card (Optional)

1. Loosen the screw that secures the card-slot door.
2. Open the card-slot door.
3. Insert the micro-SIM card into the respective slot and push the card in until it clicks in place.
4. Close the card-slot door.
5. Tighten the screw to secure the card-slot door.



**⚠ CAUTION:** Opening the card-slot door without loosening the screw may damage the door.

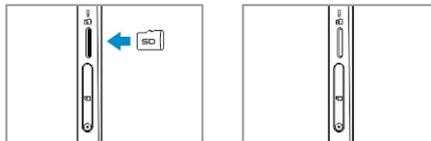
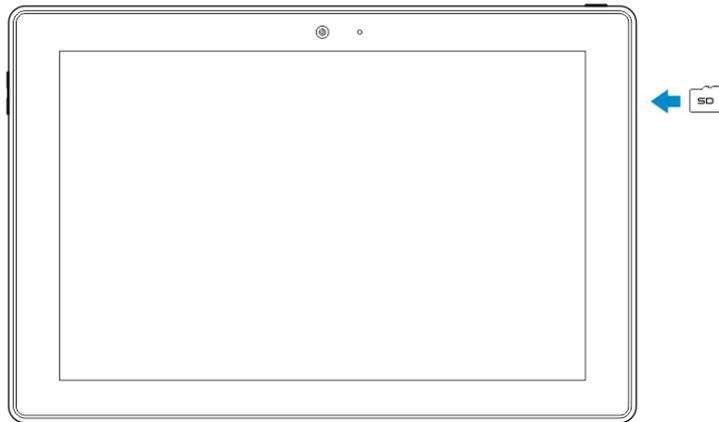
**🔧 NOTE:** The type of screw may vary depending on the tablet configuration.

**🔧 NOTE:** Make sure that the card is correctly aligned and is inserted all the way.

**🔧 NOTE:** Turn off your device before inserting the micro-SIM card.

## Inserting the MicroSD Card

1. Insert the card into the respective slot and push the card in until it clicks in place.



 **NOTE:** Make sure that the card is correctly aligned and is inserted all the way.

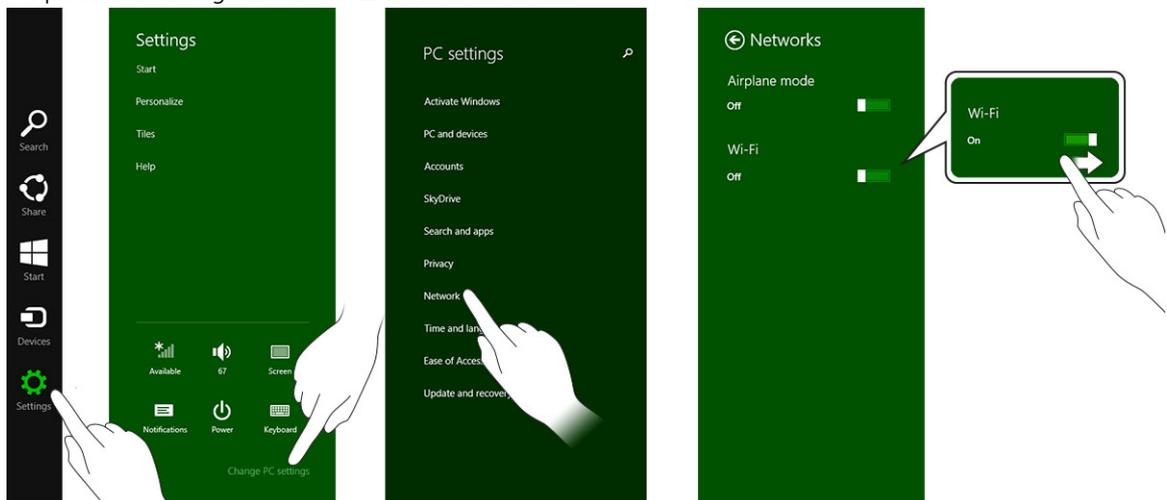
 **NOTE:** Turn off your device before inserting the microSD card.

# Managing your tablet settings

## Wi-Fi setting

### Turning On/Off Wi-Fi

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



### Connecting to a network

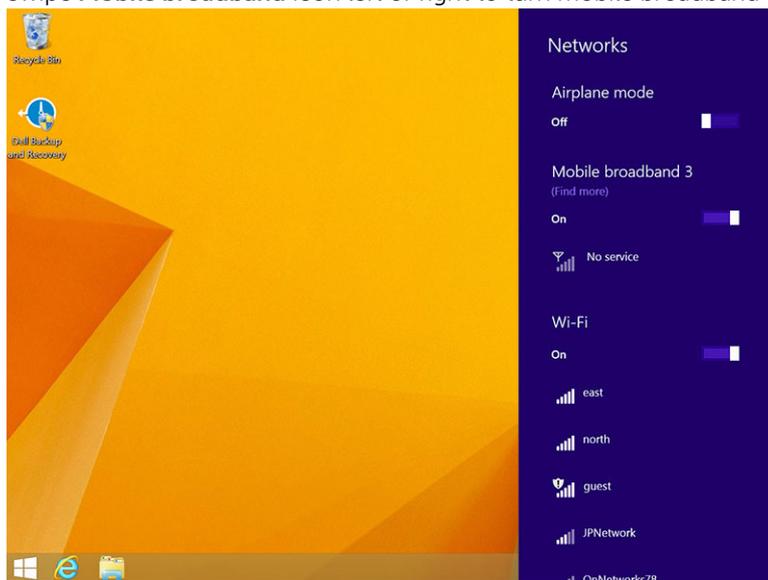
1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Available**  → **Select an available network** → **Connect**



## Mobile broadband setting

### Turning On/Off mobile broadband

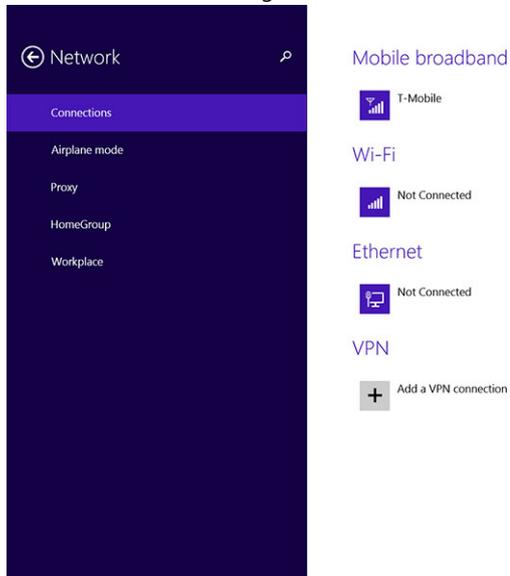
1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Change PC settings** → **Networks** → **Airplane mode**.
3. Swipe **Mobile broadband** icon left or right to turn mobile broadband on or off.



### Connecting to a mobile broadband network

1. Ensure that an active SIM card is inserted into the tablet.
2. Swipe from the right edge of the display to access the Charms bar.

3. Touch **Settings**  → **Networks**  → **Your Service Provider** → **Connect**.
4. The estimated data usage will be shown after the mobile broadband network is enabled.



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

## Disconnecting from mobile broadband network

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

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

## Mobile broadband options

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

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

## Service Provider hardware information

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

## Enabling PIN lock

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

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

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

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

## Refreshing / Recovering / Re-setting your tablet

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

1. Swipe from the right edge of the display to access the Charms bar.
2. Touch **Settings**  → **Change PC Settings** → **Update and recovery** → **Recovery**.
  - **Refresh your PC without affecting your files**
  - **Remove everything and reinstall Windows**
  - **Advanced startup**
3. Select any recovery option to complete the task.

### Refresh your PC without affecting your files

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

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

Click **Cancel** to cancel this action.

## Remove everything and re-install Windows

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

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

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

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



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

Click **Cancel** to cancel this action.

## Advanced startup

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



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

# Synchronizing your tablet

## Using Microsoft account

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

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

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

## Copying music, photos, and videos

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

## Getting Your Stylus Ready for Use

1. Twist the barrel in a counter clockwise direction.

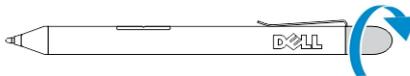


2. Insert an AAAA battery with the positive side facing the tip of the pen.



 **NOTE:** Follow your local and regional statutes and regulations on disposal of battery waste.

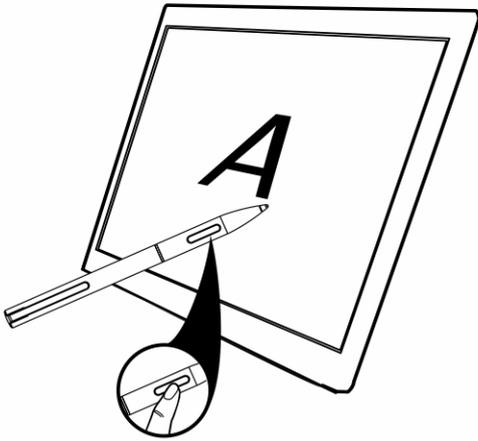
3. Re-assemble the barrel securely.



## Using the Optional Stylus with Your Tablet

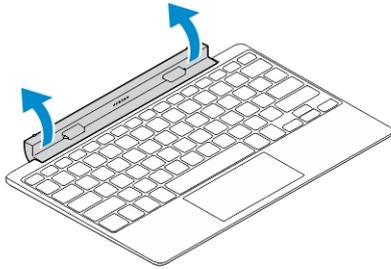
The Stylus is ergonomically designed to work with your tablet for long time periods. The user can seamlessly switch between pen and finger entry without any manual mode switching. The stylus supports features such as palm rejection, hovering, and pressure sensing, which allow for industry leading accuracy and ease of use with no calibration necessary. The two buttons are used for performing mouse clicks(left-click and right-click). You can use the tip of the stylus to draw shapes, select text, turn a page and write or sign the documents on your tablet.

You can also press the button on the side of the stylus to perform the left-click and right-click functions on your tablet.



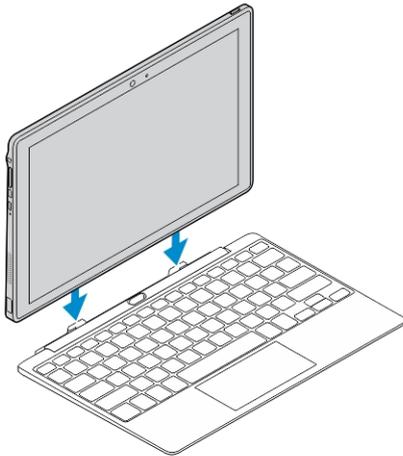
## Docking Your Tablet to the Keyboard Dock

1. Rotate the keyboard dock to a 90-degree angle.



 **NOTE:** The hinge position will be open, when you dock your tablet to the keyboard dock.

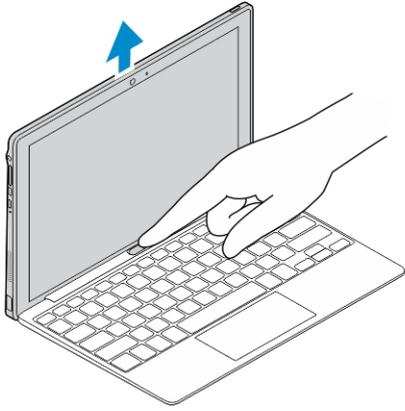
2. Dock the tablet to the keyboard dock.



 **NOTE:** When the connection is made, you need to manually turn the on-screen keyboard off if it is displayed on the screen.

## Undocking Your Tablet from the Keyboard Dock

1. Push and hold the button on the Mobile Keyboard dock.
2. Lift the tablet from the Mobile Keyboard dock.



# Cleaning Your Tablet

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

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

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

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

# Troubleshooting

## Battery problem

### Problems

Battery does not charge

### Possible causes

The tablet's temperature is below 0 °C or higher than 40 °C.

The battery or power adapter is damaged.

If the tablet is not in the range of a network it can connect to, the tablet continues to send out signals to locate a base station and drains the battery.

### Possible solutions

- Unplug the Dell AC power adapter from the wall and verify that the outlet is functioning.
- Check all cable connections and plug back into the wall, then back into the tablet.
- Check all connectors to ensure proper connectivity.



**NOTE:** The tablet battery requires about 4 hours to fully charge.

Charge the battery in an ambient temperature between 0 °C to 40 °C.

Contact a Dell authorized reseller to replace the battery or power adapter.

- Temporarily turn off the tablet.
- Move the tablet in range of a network it can connect to, or temporarily turn off the wireless connection on your tablet.
- Use your tablet in airplane mode.

Battery drains quickly even when the tablet is in Standby mode

## System problem

### Problems

Tablet does not turn on

### Possible causes

The battery is completely discharged.

### Possible solutions

1. Charge the tablet for at least 4 hours.

Tablet does not turn off

2. Press and hold the **Power** button for 4 seconds.

Tablet locks up

Press and hold the **Power** button for 11 seconds to perform a hard shut down.

1. Press and hold the power button for 11 seconds to perform a hard shut down.
2. Remove the power supply and unplug / plug the battery.

Tablet is not responding or behaving unexpectedly

- Driver failure
- Operating system failure
- Virus/Malware

1. Shut down and restart your tablet.
2. Refresh the tablet.
3. Contact Dell's support service. Go to [dell.com/support](http://dell.com/support) or [dell.com/contactdell](http://dell.com/contactdell).

Software or feature is not working as expected

Restart your tablet. Software updates may have been downloaded in the background. Swipe from the right edge of the display to access the Charms bar and touch **Settings** → **Power** → **Restart** to restart the tablet.

Docking station not working as expected

Un-dock / Re-dock your tablet. If the issue still continues, power cycle your tablet on the dock.

## Touchscreen problem

### Problems

Touchscreen responds slowly or improperly

### Possible causes

Protective cover prevents the tablet from recognizing your inputs.

### Possible solutions

- Shutdown and restart your tablet.
- Gently wipe the display with a clean dry cloth.
- Remove any protective covers from the touchscreen.
- If the operating system is re-installed, make sure all the drivers are installed.

# Network problem

## Problems

No wireless connection

## Possible causes

## Possible solutions

1. Check if the wireless radio is on. See [Wi-Fi setting](#).
2. Try to get closer to the wireless access point.
3. Try to connect to another known wireless access point.
4. Reset the wireless router if using a private network; open the browser to view the landing page if using a public network.
5. Contact your internet service provider for help.

No mobile broadband connection

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

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

Contact your service provider to change your broadband plan.

## System Setup

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

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

To access the system setup options (BIOS):

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

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

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

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

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

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

## System Setup (BIOS) Options

Table 2. System Information

Option	Function
<b>System Time</b>	Displays the system time.
<b>System Date</b>	Displays the system date.

<b>Option</b>	<b>Function</b>
<b>BIOS Version</b>	Displays the BIOS revision.
<b>EC Version</b>	Displays the EC Version.
<b>Product Name</b>	Displays the product name of your tablet.
<b>Service Tag</b>	Displays the service tag of your tablet.
<b>Asset Tag</b>	Displays the asset tag of your tablet. Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default.
<b>CPU Type</b>	Displays the CPU type of your tablet.
<b>CPU Speed</b>	Displays the CPU speed of your tablet.
<b>CPU Cache</b>	Displays the CPU Cache memory installed on the tablet.
<b>Internal eMMC</b>	Displays the embedded multimedia card of the tablet.
<b>System Memory</b>	Displays the memory installed on the tablet.
<b>Memory Speed</b>	Displays the memory speed.

**Table 3. Advanced**

<b>Option</b>	<b>Function</b>
<b>Intel(R)SpeedStep</b>	This option is enabled by default.
<b>Virtualization</b>	This option is enabled by default.
<b>External USB Ports</b>	This option is enabled by default.
<b>XHCI Controller</b>	This option is enabled by default.
<b>Camera</b>	This option is enabled by default.
<b>Internal Bluetooth</b>	This option is enabled by default.
<b>Internal WLAN</b>	This option is enabled by default.
<b>Media Card Reader</b>	This option is enabled by default.
<b>Lid Switch</b>	This option is enabled by default.
<b>COMMs operating LED status</b>	This option is enabled by default.

Option	Function
	 <b>NOTE:</b> The default settings may vary depending on the tablet configuration.

**Table 4. Security**

Option	Function
<b>Admin Password</b>	<p>The administrative password is a user-configurable password that will prohibit modification of most of the BIOS setup fields until the correct administrative password is typed in the 'Unlock Setup' prompt through the BIOS setup. It can also be used in place of the system password at boot time. Allows you to set, change, or delete the administrator (admin) password (also known as the setup password). The admin password enables several security features. The drive does not have a password set by default.</p> <p>To add a new password:</p> <ul style="list-style-type: none"> <li>• Enter the old password</li> <li>• Enter the new password</li> <li>• Confirm the new password</li> </ul>
<b>System Password</b>	<p>The system password is a user-configurable password that will prohibit from booting until the correct system, administrative if it exists or master password is typed in. The password can be enabled, disabled, and modified through system setup. The drive does not have a password set by default. To add a new password:</p> <ul style="list-style-type: none"> <li>• Enter the old password</li> <li>• Enter the new password</li> <li>• Confirm the new password</li> </ul>
<b>Password Change</b>	<p>Allows you to determine whether changes to the system and hard disk passwords are permitted when an administrator password is set.</p> <ul style="list-style-type: none"> <li>• Allow Non-Admin Password Changes (Default)</li> </ul>

Table 5. Boot

Option	Function
<b>Network Stack</b>	This option is enabled by default.
<b>File Browser Add Boot Option</b>	This option is enabled by default.
<b>File Browser Del Boot Option</b>	This option is enabled by default.
<b>Secure Boot</b>	This option is disabled by default.
<b>Boot Option Priorities</b>	<ul style="list-style-type: none"> <li>• Boot Option 1: Windows Boot Manager</li> <li>• Boot Option 2: Windows Boot Manager ( HDD1–UEFI OS (Hard Drive)</li> </ul>

Table 6. Exit

Option	Function
<b>Save Changes and Reset</b>	Allows you to save the changes and reset.
<b>Discard Changes and Reset</b>	Allows you to discard the changes and reset.
<b>Restore Defaults</b>	Allows you to restore the default values.
<b>Discard Change</b>	Allows you to discard the changes.
<b>Save Changes</b>	Allows you to save the changes.

## Updating the BIOS

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

1. Restart the tablet.
2. Go to **dell.com/support**.
3. Enter the **Service Tag** or **Express Service Code** and click **Submit**.
  -  **NOTE:** To locate the Service Tag, click **Where is my Service Tag?**
  -  **NOTE:** If you cannot find your Service Tag, click **Detect My Product**. Proceed with the instructions on screen.
4. If you are unable to locate or find the Service Tag, you can select your product from the products list under the **General Support**.
5. Choose the **Product Type** from the list.
6. Select your product model and the **Product Support** page of your product appears.
7. Click **Get Drivers** and click **View All Drivers**.

The Drivers and Downloads page opens.

8. On the Drivers and Downloads screen, under the **Operating System** drop-down list, select **BIOS**.
9. Identify the latest BIOS file and click **Download File**.

You can also analyze which drivers need an update. To do this for your product, click **Analyze System for Updates** and follow the instructions on the screen.

10. Select your preferred download method in the **Please select your download method below window**; click **Download File**.

The **File Download** window appears.

11. Click **Save** to save the file on your tablet.
12. Click **Run** to install the updated BIOS settings on your tablet.  
Follow the instructions on the screen.

# Technical Specifications

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

<b>System Information</b>	
System Chipset	Intel Bay Trail-T CR Z3735F
DRAM bus width	1CH, DDR3L-RS on board
Flash EPROM	8 MB SPI
<b>Processor</b>	
Processor type	Intel Bay Trail-T CR Z3735F
External bus frequency	1333 MHz (DDR3L-RS)
<b>Memory</b>	
Memory capacity	2 GB
Memory type	DDR3L-RS for 2 GB
Memory speed	1333 MHz
Minimum memory	2 GB
Maximum memory	2 GB
<b>Video</b>	
Video type	Gen7 embedded in the Bay Trail-T CR SoC
Data bus	
Video controller	Gen7 Media decode Supports DX*11, OpenGL 3.0 ( OGL 3.0), OpenCL 1.1 ( OCL 1.1), OpenGLES 2.0 (OGLES 2.0). Full HW acceleration for decode of 1080p60/P30 ( H.264, VP8, WMV9, VC1)
<b>Communications</b>	
Network adapter	LTE, HSPA+, EGPRS, GPRS
Wireless	WLAN 11a/b/g/n , Bluetooth 4.0

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**Ports and Connectors**

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Audio	one 3.5 mm jack
Video	one micro HDMI connector
USB	one USB 2.0 connector
Micro USB	one micro USB connector
Memory card reader	one microSD card reader
Docking port	one Dell 6-pin dock connector
Subscriber Identity Module (SIM) port	one Micro SIM slot

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**Display**

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Type	LED-LCD with MIPI interface, HD (1280x800), and Full-HD (1920x1200)
Size	10.1 inches diagonal
Dimensions:	
Height	227.72 mm (8.97 inches)
Width	147.8 mm (5.82 inches)
Depth	2.45 mm (0.10 inches)
Active area (X/Y)	216.81 mm x 135.50 mm
Maximum resolution	1920 x 1200 pixels
Maximum brightness	400 nits
Refresh rate	60 Hz
Minimum viewing angles:	
Horizontal	80/80
Vertical	80/80
Pixel pitch	0.11292 mm X 0.11292 mm

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**Camera (Front)**

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Type	1.2 MP Lite-On Module 13P2SF130B with Aptina 1040 SOC Sensor
Resolution	1280 x 720 pixels

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**Camera (Back)**

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Type	5 MP LiteOn module 13P2BA520A with OV5693 Sensor
Resolution	3264 x 2448 pixels

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<b>Storage</b>	
Storage	eMMC 4.5.1 32/64 GB (HS200)

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<b>Battery</b>	
Type	Rechargeable Li-ion Battery (32Whr)
Dimensions	
Depth	224.2 mm (8.83 inches)
Height	4.45 mm (0.18 inches)
Width	78.5 mm (3.09 inches)
Weight	170.00 g (0.38 lbs)
Voltage	3.7 VDC (nominal) and 4.35 VDC (maximum)
Temperature range	
Operating	Charge: 0 °C to 50 °C; 32 °F to 122 °F  Discharge: 0 °C to 70 °C; 32 °F to 158 °F
Non-Operating	-20 °C to 60 °C; 4 °F to 140 °F
Coin-cell battery	3 V CR1220 lithium ion Voltage: 3V  Capacity: 35mAh (23+/- 3 degree)  Weight: 0.8g  Temperature: -20 ~ +60 degree.

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<b>AC Adapter</b>	
Type	
Input voltage	100 VAC to 240 VAC
Input current (maximum)	0.3 A
Input frequency	50 Hz to 60 Hz
Output power	10 W
Output current	5 Vdc / 2 A
Rated output voltage	5 Vdc
Temperature range:	
Operating	0 °C to 40 °C (32 °F to 104 °F)

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**AC Adapter**

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Non-operating	-40 °C to 70 °C (-40 °F to 158 °F)
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**Physical**

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Height	9.9 mm (0.39 inches)
Width	262.6 mm (10.34 inches)
Depth	175.8 mm (6.92 inches)
Weight (minimum)	656.9 grams (1.45 lbs)

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**Environmental**

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Temperature:

Operating	0 °C to 40 °C
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Storage	-40 °C to 65 °C
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Relative humidity (maximum):

Operating	Operating 10% to 90% (noncondensing)
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Storage	Storage 5% to 95% (noncondensing)
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Altitude (maximum):

Operating	-16 m to 3048 m (-50 to 10,000 ft)
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Non-operating	-15.2 m to 10,668 m (-50 ft to 35,000 ft)
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Airborne contaminant level

	G1 as defined by ISA-71.04-1985
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## Contacting Dell

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

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

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