

MobileDemand Technical Support Bulletin

Bulletin #: 20060504

Subject: Power Settings

This is an update regarding the recommended power settings to use for the xTablet hand held from MobileDemand. The recommended changes in the settings will allow for longer battery life and will generate less heat inside the unit – especially useful in the hot summer months.



Problem description:

The power scheme accidentally gets changed to a setting that isn't good for heat or battery capacity. The power management icon in the system tray is tapped accidentally. A list of power schemes is presented and an accidental tap on one of those schemes will change the setting and close the list.

Diagnosis:

We suggest deleting all power schemes except Portable/Laptop. This will allow only one option if the power management icon is accidentally tapped.

Correction Directions:

- 1) To get to the power management settings, you will need to right click on the **Battery or AC plug (with lightning)** icon in the system tray. This is located in the lower right corner. Right click by pressing the button on the stylus while tapping the screen. Choose **Adjust Power Properties**. Choose the **Power Schemes tab**.
- 2) One at a time select a **Power scheme** in the drop down list and click the delete button. When it asks if you are sure, select **Yes**. Do **not** delete **Portable/Laptop**. This should then be the only remaining option left in the list.

The recommended settings for Power Option Properties are as follows:

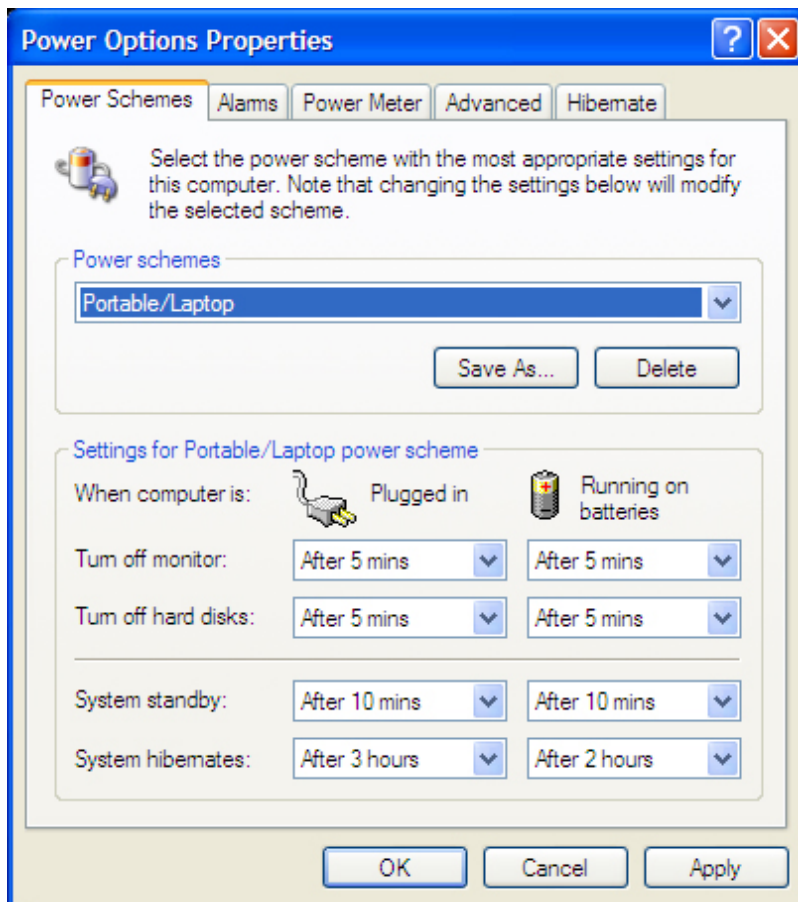
Power Scheme: Portable/Laptop

When plugged in:

- Turn off monitor: After 5 minutes
- Turn off hard disk: After 5 minutes
(If your sync time generally takes longer than 5 minutes adjust accordingly.)
- System Stand by: After 10 minutes

When running on batteries:

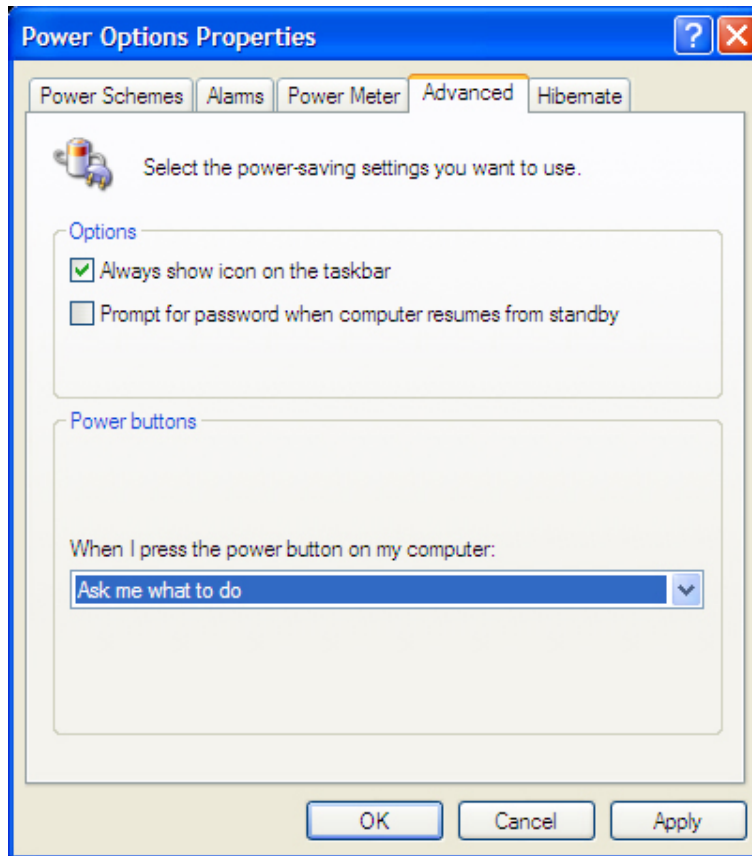
- Turn off monitor: After 5 minutes
- Turn off hard disk: After 5 minutes
(If your sync time generally takes longer than 5 minutes adjust accordingly.)
- System Stand by: After 10 minutes



At this point the monitor will go blank after 5 minutes. Users should be trained that this is normal. Any button or tap on the screen will wake the unit up. After 10 minutes the unit will go into standby. The wireless light will stop flickering and the power button will have to be pushed to wake the unit back up. The users may notice a slight slowdown (1-3 seconds) in initial responsiveness to the software after the hard drive is “parked” and needs to turn back on.

Stand By: MobileDemand also recommends that the tablets be set into “stand by” intentionally between stops while the unit is plugged in. This can be accomplished by the user initiating it by pressing ‘**Start**’ – ‘**Turn Off Computer**’ – ‘**Stand by**’. It will go into stand by in just a few seconds, and then will come back up within 3-5 seconds after pressing the **On/Off button**.

Stand by mode can also be initiated by changing the configuration of the On/Off button. The On/Off button can be set to initiate a stand by rather than an actual shut down. **Advanced tab** in the **Power Options Properties** menu can allow you to change the Power Button action to “**Ask me what to do**” without having to use the stylus (only keys on the unit). It may also be easier for the users if the “Prompt for password...” option is not checked. This way, the user can press the On/off button, press the up / down arrow buttons to choose ‘Standby’ and press enter on the unit and it will immediately go to stand by.



The hibernation function should also be turned off. Under the **Hibernation** tab, uncheck the **Enable Hibernation** box.

Summary:

While the unit is in stand by, we accomplish two things:

- 1) The battery is charging faster than if it was not in stand by.
- 2) Less internal heat is being generated by the processor, hard drive, and display. This means the units should not reach their limits and automatically shut down.
- 3) The external, backside of the tablet case should not get so hot to the touch.

Battery charging also creates heat internally to the unit, so if the user is confident of enough battery life, it may also be advisable to not plug the units in during the intense afternoon heat during the summer. Otherwise, it is always recommended to plug the units in between stops.

It is important to ensure that the units get a complete shut down overnight, not just a stand by. Like any desktop computer, this helps to refresh the system memory, networking, and the software.

If there are any further questions, please do not hesitate to call MobileDemand at 319-363-4121, or e-mail us at support@mobiledemand.com.