

Advantech AE Technical Share Document

Date	10/28/2019	Release Note	■ Internal ■ External
Category	■ FAQ □ SOP	Related OS	Windows
Abstract	AIM-35/55/65, AIM-38/58/68 Trouble Shooting Guide		
Keyword	trouble shooting guide, FAQ		
Related Product	AIM-35/55/65, AIM-38/58/68 (Windows models)		

■ **Trouble Shooting Guide:**

Tablet cannot work:

#	Symptom	Action
1	Cannot turn on the tablet	<p>AIM-35/55/65:</p> <ol style="list-style-type: none"> Please check the battery's condition first, remove the battery from the tablet, and check the battery's capacity with the indicator on the battery. (see the figure 1 below). Press the button on the battery - <ol style="list-style-type: none"> if the battery light indicator shows over 30%, put the battery back to the tablet, boot up again. If the battery indicator has no light, charge it for 30 minutes, boot up again. If the ambient temperature is under -10°C, bring the battery to somewhere warmer and then try again. If symptom still exists, contact the Support Desk. <p>AIM-38/58/68 (2 batteries inside for hot swappable):</p> <ol style="list-style-type: none"> Follow steps above, if symptom still exists, press power button for 10sec to force shutdown check if there's a beep sound, boot up again. <p>*You can check battery capacity directly without system:</p>  <p>Figure 1.</p>
2	No display or black screen	<ol style="list-style-type: none"> Touch the screen to wake up the tablet from power-saving mode. Press power button to wake up tablet from power-saving mode. Check there is a battery inside the tablet with power to power tablet on. Press power button for 10sec to force shutdown (there will be a beep

		sound), and boot up the tablet again. 5. If symptom still exists, follow actions for #1” Cannot turn on the tablet”.
3	Tablet does not resume from sleep	Same as #2.
4	The touch panel does not work	1. Restart the tablet. 2. Press power button for 10sec to force shutdown, boot up again. 3. If symptom still exists, contact the Support Desk.
5	Windows does not shut down	1. Please ensure if window update is running or not. If yes, please let it update for hours. 2. If the system is not doing the Windows update, press power button for 10sec to force shutdown, boot up again. 3. If symptom still exists, contact the Support Desk.
6	Cannot connect to the WIFI	1. Please restart the device and connect the wifi. 2. Please check other devices (AIM tablet or other tablet) can connect to the wifi and the wifi works. 3. If symptom still exists, contact the Support Desk.

Wrong information or wrong setting:

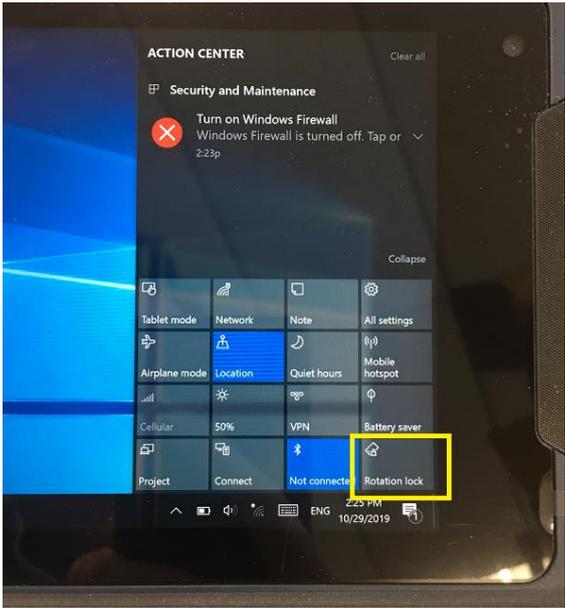
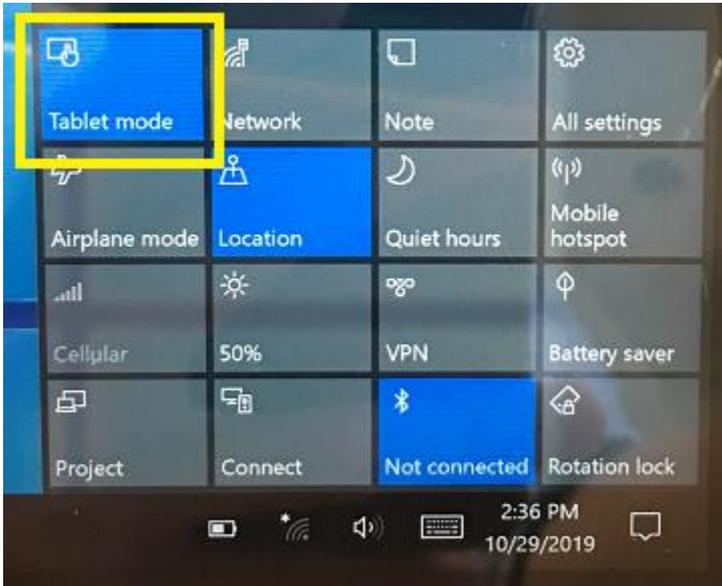
#	Symptom	Action
1	The screen is disordered	1. Restart the tablet. 2. Press power button for 10sec to force shutdown, boot up again. 3. If symptom still exists, contact the Support Desk.
2	The screen is locked in portrait mode or landscape mode	<p>You can unlock or lock the portrait/landscape mode from the Windows setting</p> <p>(1) swipe the screen in the right bottom corer, and there will popup the winsows setting options, you can lock/unlock the rotation setting with “Rotation Lock” option.</p>  <p>The image shows the Windows Action Center interface on a tablet. At the top, it says 'ACTION CENTER' with a 'Clear all' link. Below that is a 'Security and Maintenance' section with a red 'X' icon and the text 'Turn on Windows Firewall' and 'Windows Firewall is turned off. Tap or ...'. The main part of the screen shows a grid of settings tiles: 'Tablet mode', 'Network', 'Note', 'All settings', 'Airplane mode', 'Location', 'Quiet hours', 'Mobile hotspot', 'Cellular', '50%', 'VPN', 'Battery saver', 'Project', 'Connect', 'Not connecte', and 'Rotation lock'. The 'Rotation lock' tile is highlighted with a yellow box.</p>
3	No icon the Windows desktop	You are in the Windows “Tablet mode” (figure 2.3), please swipe the screen

Figure 2.1

<p>and also no response when touching the Windows desktop</p>	<p>in the right bottom corner, and there will popup the windows setting options, you can disable the “Tablet mode”.</p>  <p>Figure 2.2</p>  <p>Figure 2.3</p>
<p>4 Windows startup/operation is slow</p>	<p>1. Restart the tablet. 2. If symptom still exists, contact the Support Desk.</p>
<p>5 Forgotten Password</p>	<p>Contact the Support Desk to reset.</p>
<p>6 “ Enter Password” dialog does not appear when resuming from sleep/hibernation</p>	<p>1. Press power button to turn off the screen and press the power button again to turn on the screen. 2. If it’s still the same, press power button for 10sec to force shutdown, boot up again. 3. If symptom still exists, contact the Support Desk.</p>
<p>7 The Date and Time are not correct</p>	<p>1. Please restart the device and connect to WIFI 2. If symptom still exists, contact the Support Desk</p>

■ **FAQ:**

1. What does different color of the LED light indicator mean?

Answer:

AIM tablet is equipped with one LED indicator for battery status. The following figure 3.1 shows LED status for different power states. This power LED has three colors: Red, Green, and Blue.

- (1) The **Red LED** blinks when internal battery capacity is below 10% to warn the user to charge.
- (2) The **Blue LED** lights up when internal battery is being charged.
- (3) The **Green LED** lights up when internal battery has been fully charged.



Figure 3.1

2. If your switches are not at right side position, you may see [system can not boot up] or [no screen / black]

Answer: See Figure 3.2

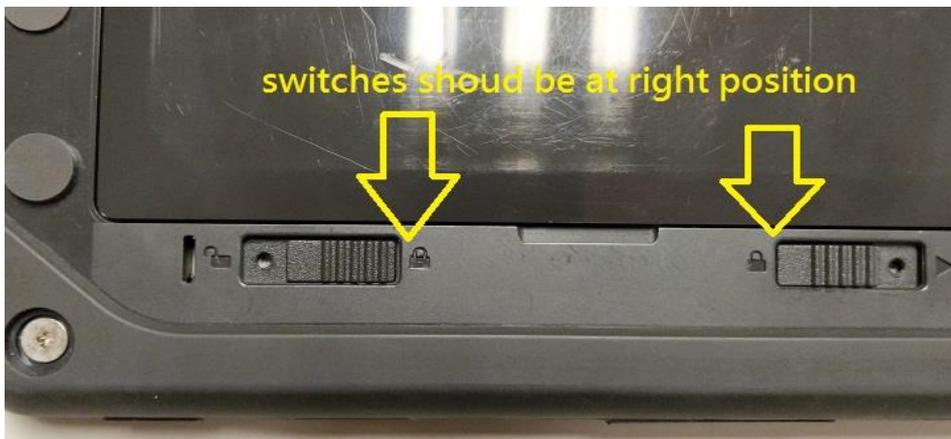


Figure 3.2

3. How to turn on wifi?

Answer: See Figure 3.3

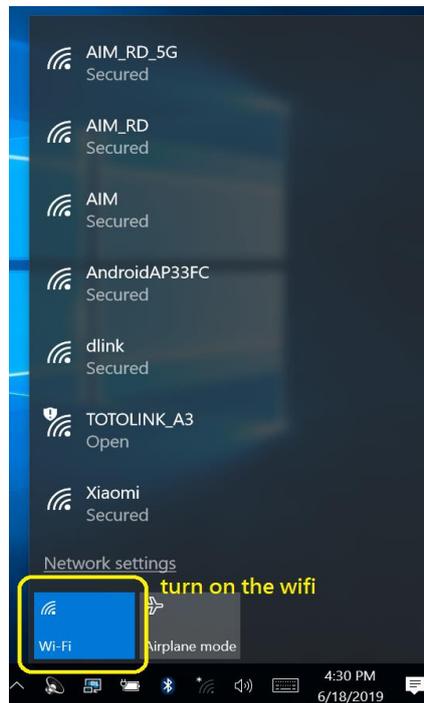


Figure 3.3

4. Is the WIFI signal strength good? You can check the icon in system tray

Answer: See Figure 3.4

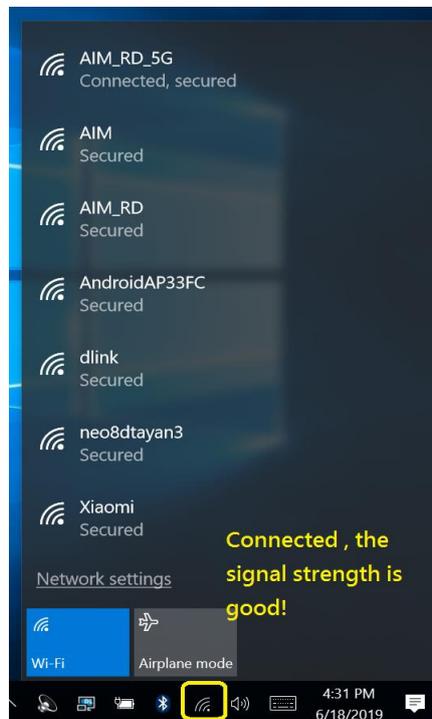


Figure 3.4

5. If your WIFI signal is not good.

Answer: See Figure 3.5

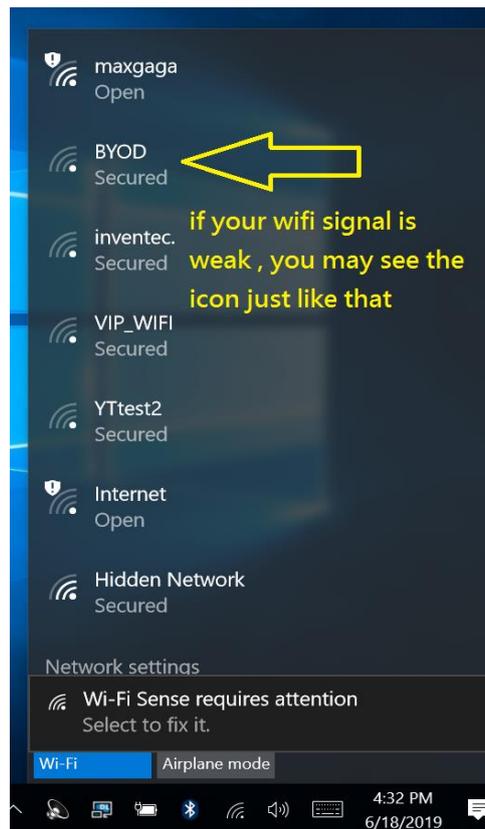


Figure 3.5

6. Can we turn on the AIM 8" tablet (AIM-35/55/65) without battery but with AC power adaptor?

Answer: No.