

FAQ - Frequently Asked Questions

10.1" Industry Tablet PC

adjusting the virtual keyboard

- Installation of the new Adjustment

Relevant for:

- Agile X IS
- Agile S NI
- Agile S

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Reservation: Technical data subject to change without notice. Changes, errors and misprints may not be used as a basis for any claim for damages.

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1. General Information of this FAQ



Read carefully before commissioning the device.

The FAQ is an additional description to the available user manual and part of the device. The FAQ is directed at all persons who are entrusted with handling the device. Knowledge of the safety instructions and warnings in this FAQ and strict compliance with them is essential for safe handling.

- Carefully read the FAQ and especially the safety instructions before using the device.
- Make the FAQ accessible to all people who are entrusted with handling the device.

Warnings are used in this User Manual to warn of the risks of damage to property and personal injuries.

Symbol	Explanation
	Important advice and information for the effective, efficient and environmentally sound use of the product.
✓	Condition that must be met before the subsequent actions can be performed.
▶	Individual steps you must take.
1., 2., ...	Various steps to be performed in the order specified.
↪	Indication of the results of a step or of several steps for monitoring success.

1.1 Reference documents



All documents are available online from the following websites:

- BARTEC: www.bartec.com or <http://automation.bartec.de>

Document BARTEC	Explanation
Quick Start Guide of: <ul style="list-style-type: none"> • Agile X IS • Agile S NI • Agile S 	<u>It contains:</u> <ul style="list-style-type: none"> • Guidelines on commissioning and the safe use of hand-held scanners (including installation, safety information related to explosion protection and information regarding programming)
User Manual of: <ul style="list-style-type: none"> • Agile X IS • Agile S NI • Agile S 	<u>It contains:</u> <ul style="list-style-type: none"> • All essential information for the user to make full use of the device. This manual includes a description of the system functions and capabilities, contingencies and modes of operation, and step-by-step procedures for system access and use. • Guidelines on commissioning and the safe use of hand-held scanners (including installation, safety information related to explosion protection and information regarding programming)

2. Background information about virtual keyboard



The virtual keyboard is part of the Microsoft operating system.

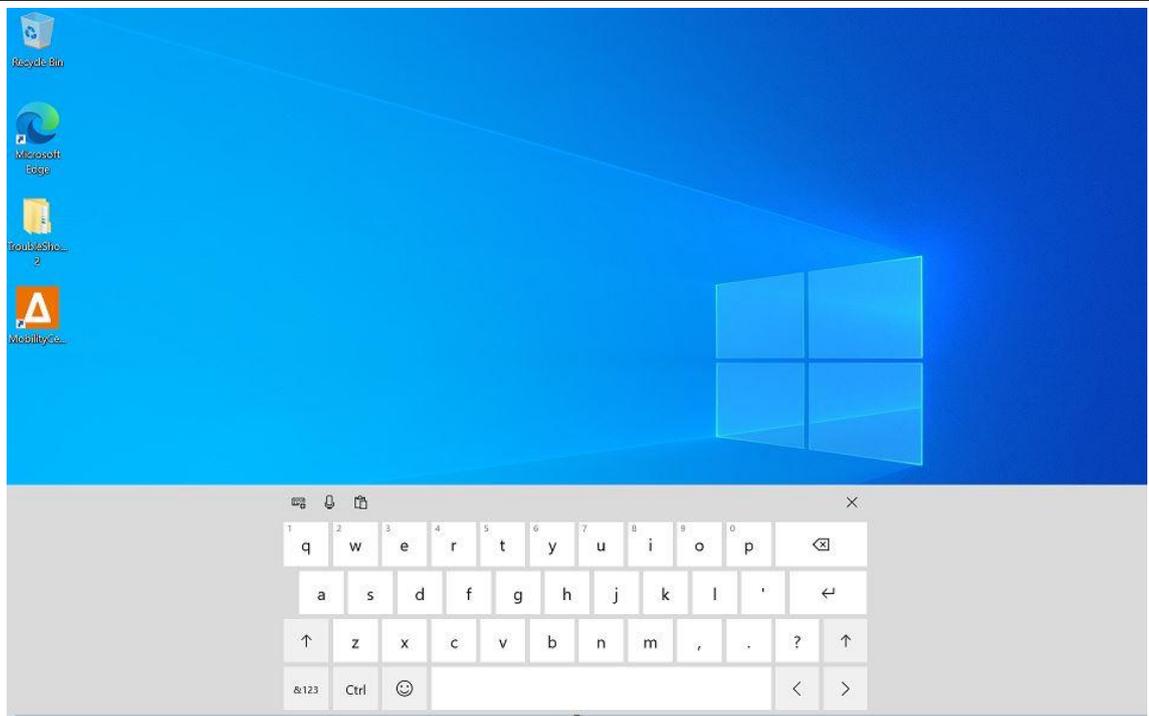
We have noticed that after a reinstallation or feature update, the keyboard is shown on the screen in a reduced size.

The problem is known with the following versions of the operating system.

- Windows 10 LTSC Build 1809
- Windows 10 SAC Build 20H2

The problem is related to changes and updates from Microsoft.

The following file describes how to solve the reduced virtual keyboard size.

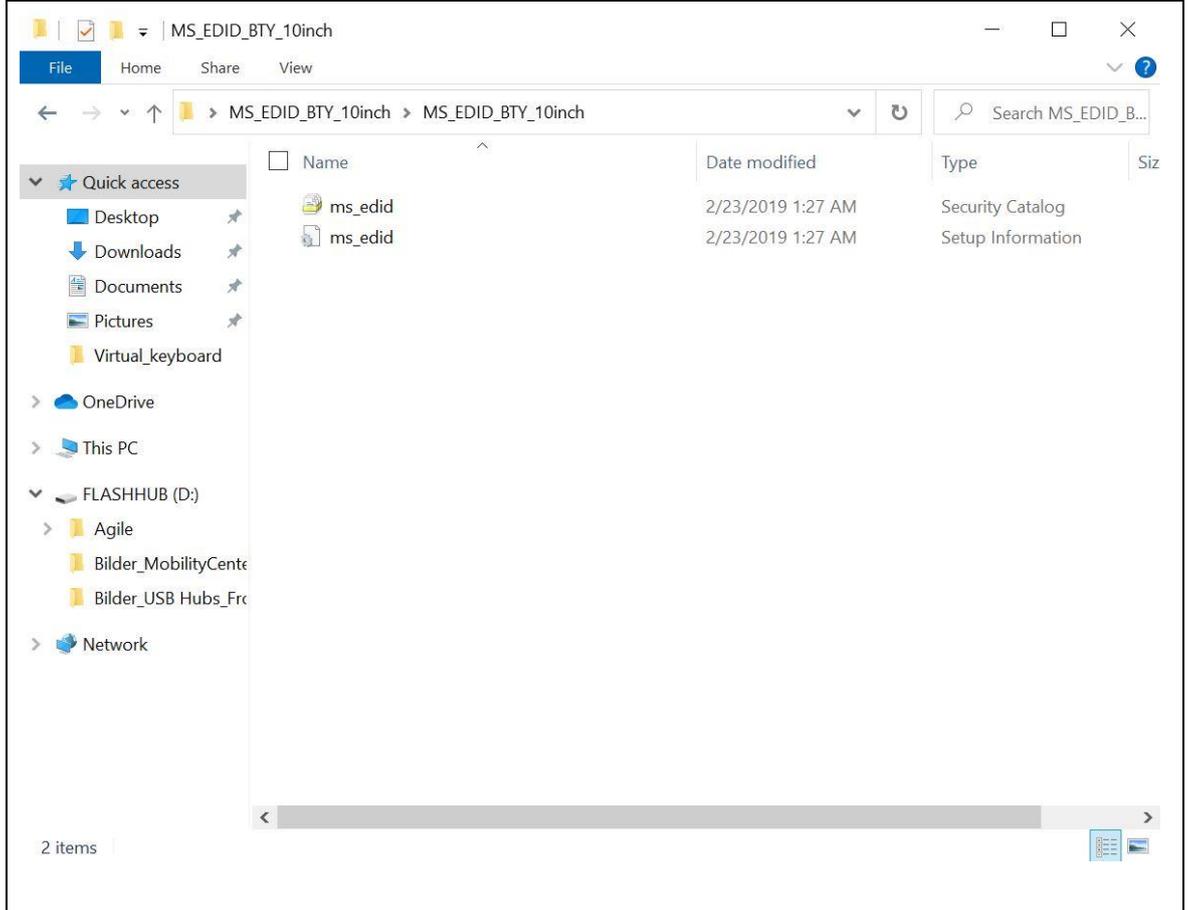


3. Installation of the new Adjustment

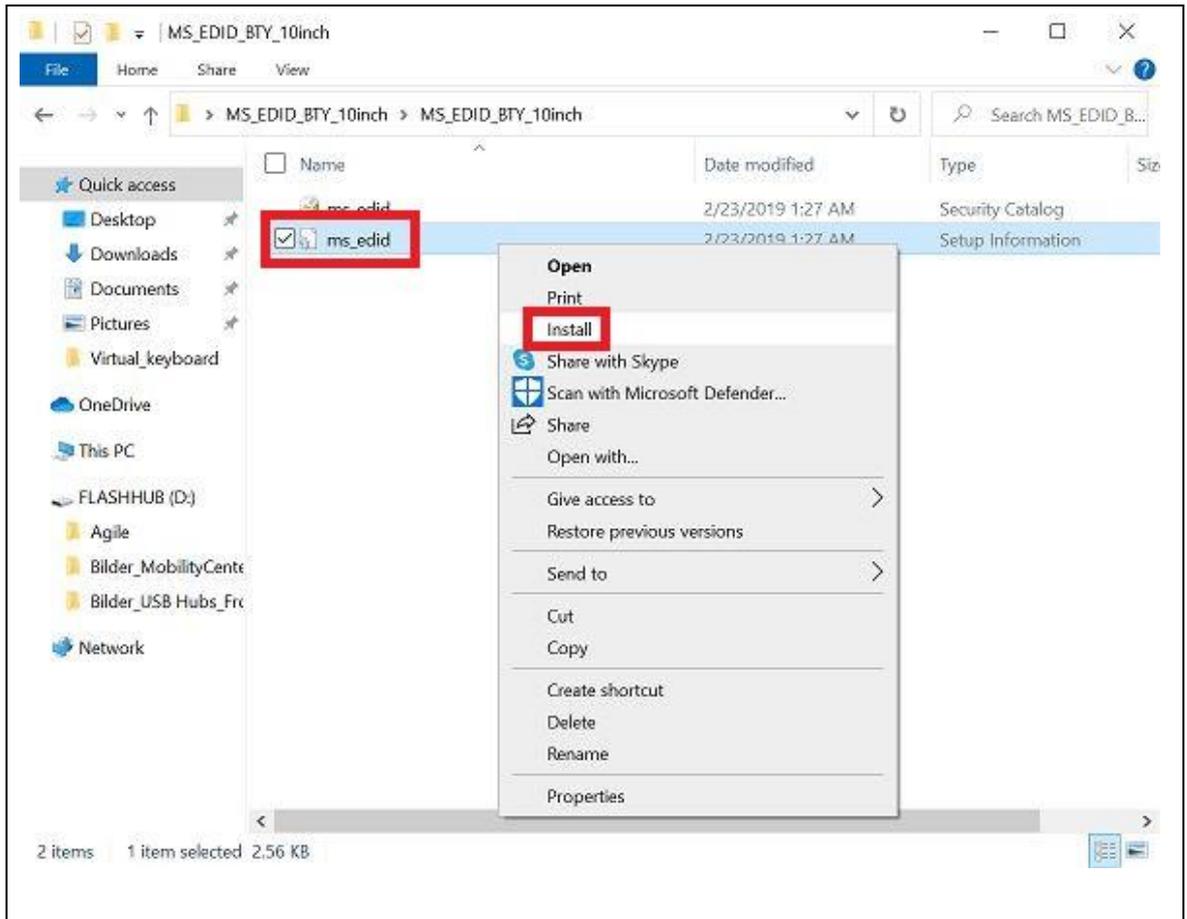
1. Download and Unzip the “MS_EDID_BTY_10inch.zip” folder at the tablet by using the following link:

https://automation.bartec.de/DataRoot/tabletpc/AgileX-IS/faq/MS_EDID_BTY_10inch.zip

2. Open the “MS_EDID_BTY_10inch” folder.



3. Click right on the „ms_edid” Setup information file and click on “Install”.

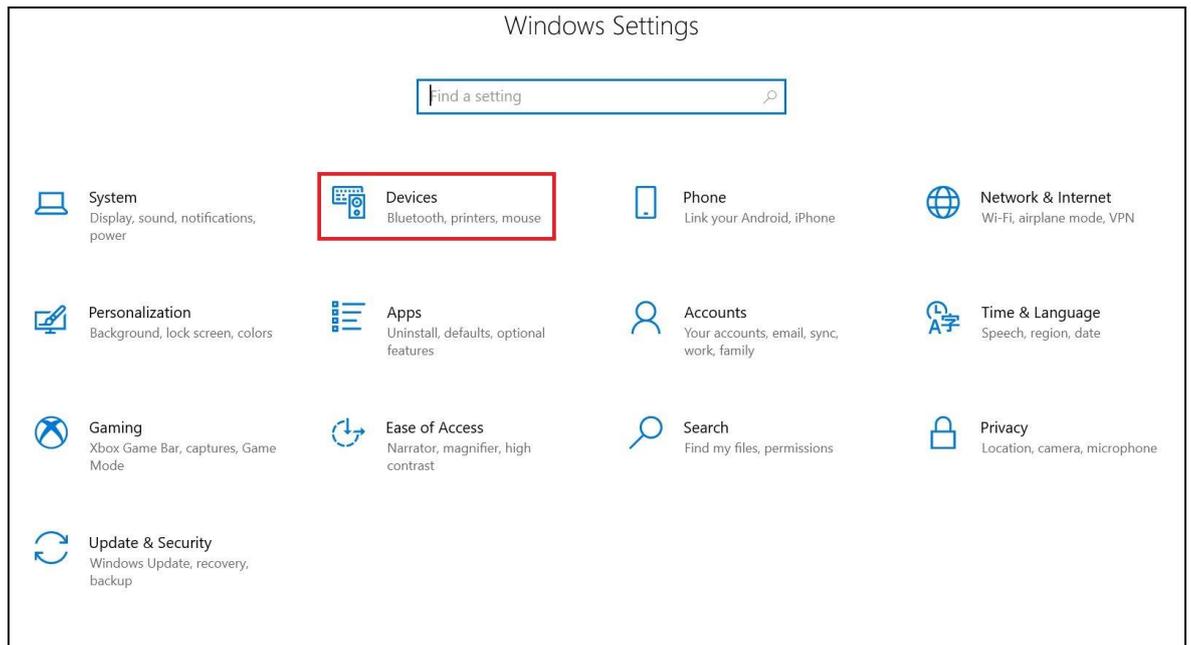


4. Click on “Install” on the appearing message.

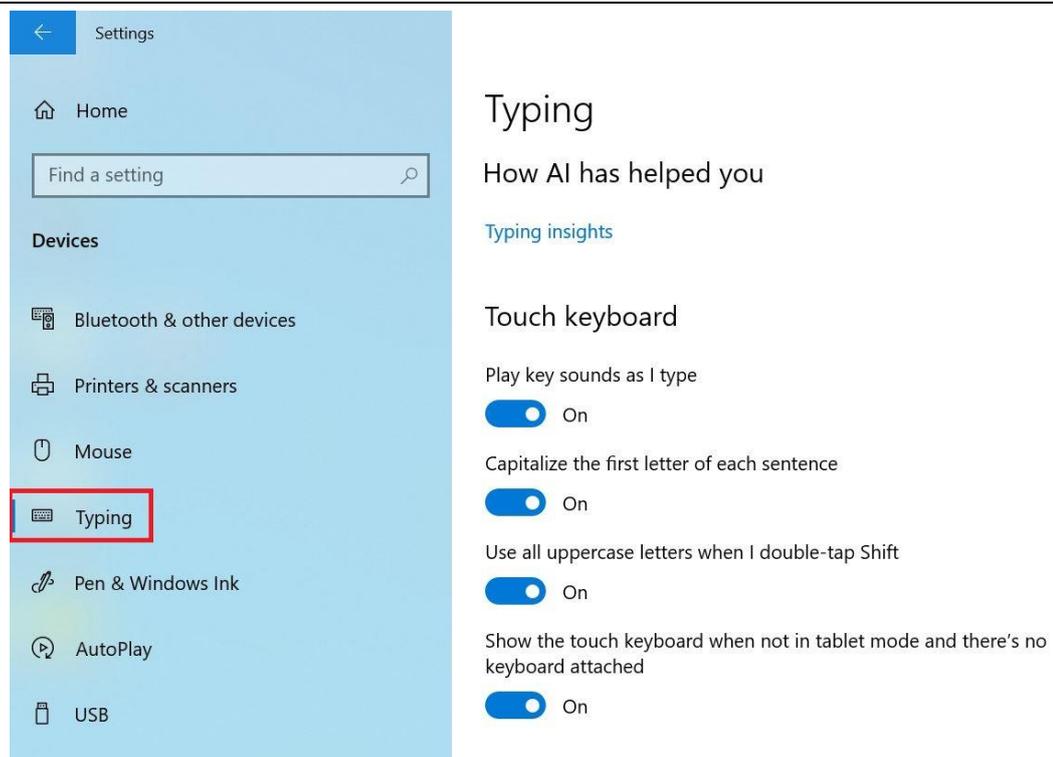


5. Reboot the tablet.

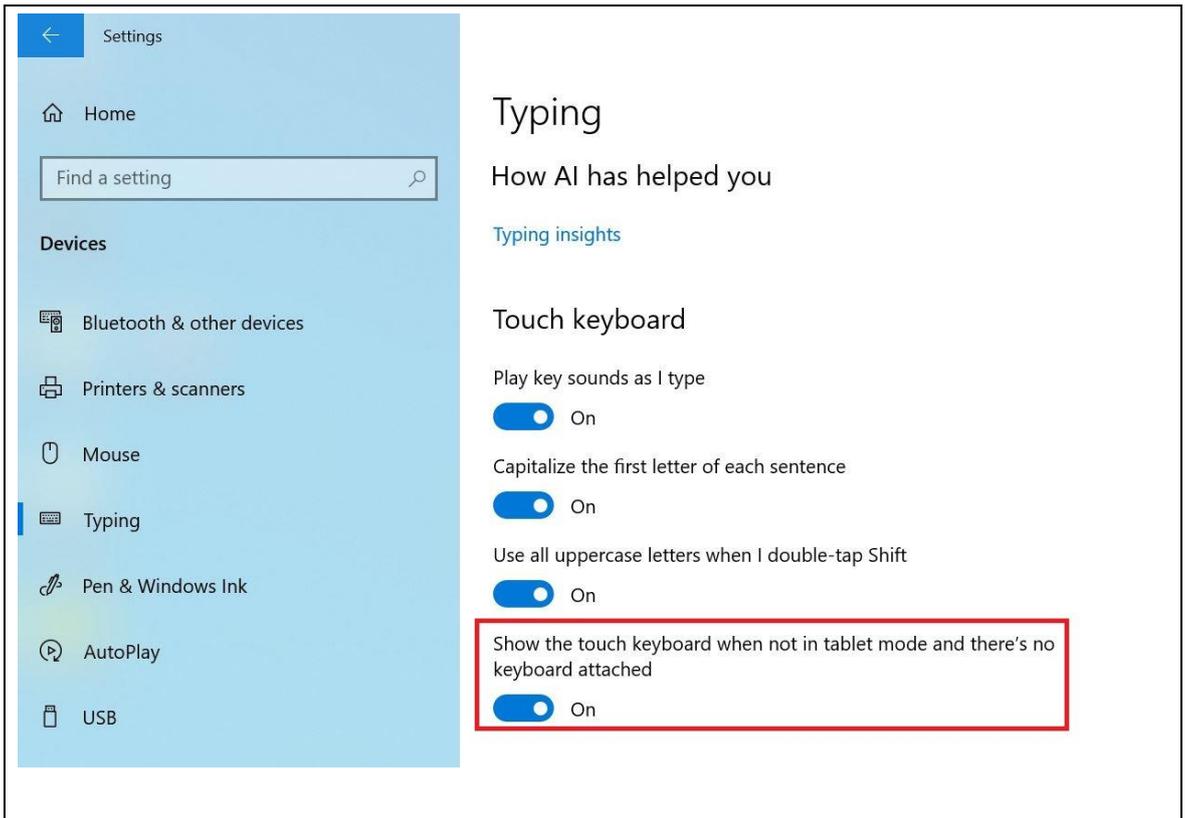
6. After the tablet is rebooted, open the settings and select “Devices”.



6. Select „Typing“.



7. Activate the „Show the touch keyboard when not in tablet mode and there's no keyboard attached” option.



8. The virtual keyboard is now adjust correctly and opens automatically when you click on any search bar of the tablet.

