

## **Troubleshooting steps for Quantum View [FULL HD] 10.1" Tablet and keyboard**

**Keyboard not working:** If the keyboard is not working correctly, detach it from the keyboard. Power it down completely by holding the power button down for 25 to 30 seconds. Next, turn the unit on. When it gets to the welcome screen, connect the tablet to the keyboard. Use the keyboard to type characters and see if there's a response

**Tablet being closed:** The tablet has no way of knowing when it is closed or not. When enclosed in its keyboard case, if it hits a key, there will be a response. A way to circumvent that is to change what the tablet does when the power button is pressed. Go to "Control Panel." Click on "Hardware and Sound." Next, select power options. Locate "change what the power buttons do." Change "when I press the power button" to shut down. The tablet boots quickly, so the change would affect the usability of the tablet.

**Freezing:** Freezing is not typical of our Quantum View. If the user experiences freezing, they could have a virus or running too many applications at once. We suggest that they download an antivirus program such as Avast or AVG and run a virus scan. If they ever experience a freeze, we suggest they do a hard reset by holding the power button down for about 30 seconds and then turning the unit on.

**Unable to setup account:** If they are unable to set up an account, they may have had the wrong time zone. Microsoft must connect to a server with the appropriate time zone. If not, users will be unable to make accounts. They also have the option of resetting their tablets. Press the Windows Key + L to take the tablet to the lock screen. Once at the lock screen and before entering a password, click and hold on shift. Continue to hold on to shift and move the mouse toward the power button icon on the bottom-right corner. Continue to hold shift and click the power button icon. Continue to hold shift and select restart from the context menu. From there, select troubleshooting. After clicking troubleshooting, click on "reset your PC." Proceed to follow the steps to reset the PC.

**Tablet is not charging:** If the tablet is not charging past a certain percentage, we suggest that they perform a manual Windows Update. Access PC settings. From there, go update and recovery. Select "check now" and apply any updates necessary.

**Screen Going Black:** If the screen goes black, it may be doing a windows update in the background. To prevent that in the future, you can change the way the tablet updates Start by going to the charm bar by swiping on the right and accessing PC settings. From there, go to "update and recovery" at the bottom. Afterwards, you will be on the Windows update section. Next, select "choose how updates get installed." Under important updates, click the drop down box and select "download updates but let me choose whether to install them" or "check for updates but let me choose whether to download and install them."

**Crashing:** Crashing is not typical of the tablet. We would ask the customers to specify the details of the crash. We suggest they reset their tablet. Press the Windows Key + L to take the tablet to the lock screen. Once at the lock screen and before entering a password, click and hold on shift. Continue to hold

on to shift and move the mouse toward the power button icon on the bottom-right corner. Continue to hold shift and click the power button icon. Continue to hold shift and select restart from the context menu. From there, select troubleshooting. After clicking troubleshooting, click on "reset your PC." Proceed to follow the steps to reset the PC.