

FAQ and troubleshooting

This section lists frequently asked questions that may arise during the use of your tablet, and gives easy answers and solutions to these questions.

Aspect	Question	Answer
Audio	Why is there no sound coming from the device?	If the headset is plugged into the device, the speaker is automatically shut off. Disconnect the headset. Check that the device volume setting is not muted. Check that the volume control is not at its lowest setting.
Memory	Why do I have less storage than the specifications say?	A small amount of memory is reserved for system security.
Multimedia files	Why can't I view my picture files?	You may be trying to view an image that is not supported. Refer to " Supported formats " on page 39 for more information.
	Why can't I view my video files?	You may be trying to view a video that is not supported. Refer to " Multimedia " on page 47 for more information.
	Why can't I play my music files?	You may be trying to play a file that is not supported. Refer to " Multimedia " on page 47 for more information.
System information and performance	How do I check the OS version of my device?	Tap APPS > Settings > About tablet to check the OS version (Kernel/build number) and other hardware and software information.
	Where can I find my serial number ID?	Tap APPS > Settings > About tablet > Device Information .
Power	I couldn't turn on the device.	The battery power may be depleted. Recharge the device. Test the device with another charger. The charger may be faulty.

Aspect	Question	Answer
Storage	How do I check memory status?	To check storage status, go to Settings > Storage .
	What do I do when my device's internal storage is full or almost full?	You may need to delete installed apps or move media files to the microSD card.
Unlock pattern	I forgot my unlock pattern.	<p>After five wrong entries, you can reset your unlock pattern. Tap Forgotten pattern? and enter your Google account username and password.</p> <p>Note: <i>You must have an active Google account on the tablet and an Internet connection.</i></p> <p>If this option is not available, please contact your local Acer service center.</p>
Heat	The tablet heats up when charging or operating for a long period.	<p>It is normal for the device to heat up when charging. When charging is complete, it will return to its normal temperature.</p> <p>It is also normal for the tablet to heat up during long periods of use, such as watching a video or playing a game.</p> <p>All Acer tablets are factory-tested before release.</p>

For Detailed Technical Support Contact:

<http://tinyurl.com/kuqnxmy>

<http://goo.gl/2kc1fX>