

INSIGNIA™

IMPORTANT INFORMATION

11.6" Flex™ Tablet for Android™ with Detachable Keyboard

NS-P11A8100

FIND YOUR USER GUIDE ONLINE!

1. Go to www.insigniaproducts.com.
2. Use the search bar to find **NS-P11A8100**.
3. Select **Support & Downloads**.
4. Next to *User Guide*, select the language you want.

Before using your new product, please read these instructions to prevent any damage.

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Important Safety Instructions

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use this product near water. Do not touch your device with wet hands.
- 6 Clean only with a dry cloth.
- 7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8 Do not place near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9 Do not expose the device to direct sunlight.
- 10 Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the product.
- 11 Only use attachments/accessories specified by the manufacturer.
- 12 Unplug this device during lightning storms or when unused for long periods of time.
- 13 To reduce the risk of fire or electric shock, do not expose this device to rain, moisture, dripping, or splashing.
- 14 Do not crush or puncture the product. Avoid exposing the device to high external pressure. Do not operate the device in a very cold or very hot temperature, such as in cold weather or in an un-air-conditioned motor vehicle during intense heat.
- 15 Do not remove the cover or back to reduce the risk of electric shock. There are no user-serviceable parts inside. Refer servicing to qualified personnel.
- 16 Do not place the device on an unstable cart, stand, tripod, bracket, or table. The unit may fall, resulting in possible damage or injury.
- 17 To prevent hearing damage, do not use the headphones at a high volume.
- 18 Never place heavy or sharp objects on the LCD panel or device.
- 19 Only use the AC adapter included with the device. Using any other adapter will void your warranty.

Troubleshooting

What should I do if I cannot charge my tablet?

- Make sure that your USB cable is not damaged.
- Make sure that your power adapter is connected to a working power outlet and that your surge protector (if used) is turned on.
- Make sure that your USB cable is connected to your tablet securely. Do not force the connector in or you may damage the port.
- If your battery was drained completely, let your tablet charge for at least an hour before trying to turn it on.

What should I do if I can't connect to the Internet?

- Look for a wireless signal indicator (▼) in the status bar at the top of the screen. If there is no icon or if the icon is not filled in, you are not connected.
- Make sure that Wi-Fi is turned on.
- Make sure that you select the right network and enter the correct password.
- Turn your tablet off, then back on.
- Reset your Wi-Fi router/modem.

What should I do if I forget my password?

- If you enabled the Smart Lock to automatically unlock your tablet, make sure that your tablet is in the place/state you designated when you set it up (for example, near a certain Wi-Fi network or Bluetooth device). See your *User Guide* for more information about the smart lock feature.

Note

If you did not enable the Smart Lock before forgetting your password, you cannot use it to access your data.

- Reset your tablet to factory defaults (see "[How do I reset my tablet to factory defaults? \(on page 6\)](#)"). Your personal apps and data will be deleted from your tablet. However, some data (such as emails or contacts) will sync to your device when you sign back in using the same Google account.

Note

Some apps may require you to have enabled "Back up & sync" to retrieve your data.

What should I do if I cannot turn on my tablet?

- Connect the charger to check the battery level on the screen. If the battery is too low, your tablet will not turn on. Fully charge the battery.

Can I open Microsoft Office and PDF files on my tablet?

- You can purchase and download third-party applications to read these files.

What should I do if my tablet won't recognize the microSD card?

- Make sure that you have inserted the memory card correctly (with the label facing the screen). The memory card should click into place.
- With the microSD card inserted, turn off your tablet, then turn it back on.
- Make sure that you are attempting to view your files in the correct location on your tablet.
- Make sure that your memory card is formatted correctly. See the card manufacturer's instructions for more information.

What should I do if there is no sound coming from my tablet?

- If listening through headphones, unplug and reconnect your headphones. Make sure that the connector is pushed in all the way.
- If listening through your tablet's speakers, unplug any devices connected to the headphone jack.
- If you are connected to a Bluetooth device, turn off Bluetooth on your tablet.
- The volume may be muted or set too low. Increase the volume setting.
- Open  **Apps** >  **Settings** >  **Sound** to check your tablet's sound settings.

What should I do if my keyboard doesn't work?

Note

These troubleshooting steps are for the Insignia tablet keyboard that came with your tablet. If you are using a different keyboard, see the documentation that came with it for help.

- Make sure that the keyboard connection contacts on your tablet align with the contacts on your keyboard.
- Clean the connection contacts on your tablet and keyboard with a soft cloth.
- If your touchpad is not working, press  to turn it back on. The touchpad LED turns off when the touchpad is active.

Can I turn my keyboard's touchpad off?

- Yes. Press  to turn the touchpad on or off. The touchpad LED turns off when the touchpad is active.

What can I connect to the USB ports?

- You can connect a mouse, flash drive, or other peripheral device. You cannot run high-power devices (such as a DVD drive).
- You cannot charge your tablet through the keyboard's USB port.

Why is the actual storage less than storage listed in the specification?

- Your tablet has the full amount of storage listed in the specification. However, some of this space is used for system applications and data files.

How do I reset my tablet to factory defaults?

Notes

- Resetting your tablet to factory defaults will delete all personal apps and data from your table.
- If you cannot access your tablet's settings, turn off your tablet, then press and hold **Power** and **Vol +** at the same time.

- 1 Tap  **Apps** >  **Settings** >  **Backup & reset**.
- 2 Tap **Factory data reset**, then tap **RESET TABLET**.

How do I set a screen lock?

- 1 Tap  **Apps** >  **Settings** >  **Security** > **Screen lock**.
- 2 Select a screen lock type, then follow the on-screen prompts to set it up.

What should I do if the display freezes or does not respond?

- Press and hold the  (power) button for 10 seconds to turn off your tablet, then turn your tablet back on.

Need additional help?

- Visit www.support.google.com/android for tips and tutorials on using Android.
- Check the online FAQs for answers to common questions. Go to www.insigniaproducts.com, then search for your model number. Next to *Features*, select **Support & Downloads**, then select **FAQs**.
- Check out our online community forum for helpful information from other Insignia tablet owners. Go to www.insigniaproducts.com, search for your model number, then select **FAQs & community discussions** from the *Need help?* box.
- Find your *User Guide* online. Go to www.insigniaproducts.com and search for your model number. Next to *Features*, select **Support & Downloads**, then next to *User Guide*, select the language you want.

Specifications

Specifications are subject to change without notice.

Operating system	Android 7.0 (Nougat)
CPU	Quad-Core
Display	11.6" diagonal panel (29.5 cm) 1366 × 768 IPS Capacitive 5-Point touch panel
Wireless/Connectivity	802.11 a/b/g/n Bluetooth 4.1 GPS
Memory	32GB internal memory
Micro SD slot	Up to 32GB
Camera	2MP front-facing (fixed focus) 5MP rear-facing (auto focus)
Sensors	G-Sensor
Audio	Internal stereo speakers MP3 AAC
Battery and power	9000mAh lithium ion Lasts up to 8 hours
Power supply	5V/3A
Video	H.264, MPEG4
Input and output	Micro SD slot: up to 32GB 3.5 mm stereo headphone jack Micro USB
Dimensions	Tablet: 7.8 × 7.2 × 0.5 in. (29.9 × 18.2 × 1.2 cm) Keyboard: 11.8 × 7.5 × 0.8 in. (30.0 × 19.1 × 2.1 cm)
Weight	Tablet: 1.65 lbs. (0.75 kg) Keyboard: 1.78 lbs. (0.76 kg)

Legal notices

Android, Google, Google Play, and other marks are trademarks of Google Inc. All other products and brand names are trademarks of their respective owners.

FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning:

Changes or modifications not expressly approved by the party responsible for compliance with the FCC Rules could void the user's authority to operate this equipment.

Note:

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

IC RSS Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

RSS-102 Statement

This equipment complies with Industry Canada radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme à l'exposition aux rayonnements Industry Canada limites établies pour un environnement non contrôlé.

Specific Absorption Rate (SAR) Certification Information

Your wireless mobile device is a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) energy set by the Federal Communications Commission (FCC) of the U. S. Government. These FCC RF exposure limits are derived from the recommendations of two expert organizations: The National Council on Radiation Protection and Measurement (NCRP) and the Institute of Electrical and Electronics Engineers (IEEE). In both cases, the recommendations were developed by scientific and engineering experts drawn from industry, government, and academia after extensive reviews of the scientific literature related to the biological effects of RF energy.

The RF exposure limit set by the FCC for wireless mobile devices employs a unit of measurement known as the Specific Absorption Rate (SAR). The SAR is a measure of the rate of absorption of RF energy by the human body expressed in units of watts per kilogram (W/kg). The FCC requires wireless devices to comply with a safety limit of 1.6 watts per kilogram (1.6 W/kg).

The FCC SAR limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements.

SAR tests are conducted using standard operating positions accepted by the FCC with the mobile device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile device while operating can be well below the maximum reported value. This is because the mobile device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the mobile device.

Before a new model mobile device is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the SAR limit established by the FCC. Tests for each model mobile device are performed in positions and locations (e.g. near the body) as required by the FCC.

By typical operations, this mobile device has been tested and meets FCC SAR guidelines.

Use of other accessories may not ensure compliance with FCC RF exposure guidelines. The FCC has granted an Equipment Authorization for this mobile device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines.

SAR information on this and other model mobile devices can be accessed online on the FCC's website through <http://transition.fcc.gov/oet/rfsafety/sar.html>. To find information that pertains to a particular model mobile device, this site uses the mobile device FCC ID number, which is usually printed somewhere on the case of the mobile device.

Once you have the FCC ID number for a particular mobile device, follow the instructions on the website and it should provide values for typical or maximum SAR for a particular mobile device. Additional SAR information can also be obtained at <http://www.fcc.gov/encyclopedia/specific-absorption-rate-sar-cellular-telephones>.

IFETEL Statement

La operación de este equipo está sujeta a las siguientes dos condiciones:

- 1) es posible que este equipo o dispositivo no cause interferencia perjudicial y
- 2) este equipo debe aceptar cualquier interferencia, incluyendo la que pueda causar su propia operación no deseada.

ONE-YEAR LIMITED WARRANTY - INSIGNIA

Definitions:

The Distributor* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at www.bestbuy.com or www.bestbuy.ca and is packaged with this warranty statement.

How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair

the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

How to obtain warranty service?

If you purchased the Product at a Best Buy retail store location, please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging. If you purchased the Product from a Best Buy online web site (www.bestbuy.com or www.bestbuy.ca), mail your original receipt and the Product to the address listed on the web site. Make sure that you put the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States call 1-888-BESTBUY or in Canada call 1-866-BESTBUY. Call agents may diagnose and correct the issue over the phone.

Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the county where the original purchase was made.

What does the warranty not cover?

This warranty does not cover:

- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna

- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold “as is” or “with all faults”
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

REPAIR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. INSIGNIA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO, LOST DATA, LOSS OF USE OF YOUR PRODUCT, LOST BUSINESS OR LOST PROFITS. INSIGNIA PRODUCTS MAKES NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE PRODUCT, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

Contact Insignia:

For customer service please call 1-877-467-4289

www.insigniaproducts.com

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