



## Insignia Flex Tablet (NS-14T004) FAQ

February 2014

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## Setup

### Question 1: How do I set up my tablet for the first time?

1. Press and hold the power button to turn on your tablet. The Android *Welcome* screen opens.



2. Follow the on-screen instructions to select your language, connect to the Internet, set the date and time, and sign in to your Google account.

## Android

### Question 2: What is Android Jelly Bean?

- Android Jelly Bean is an Android platform which has faster displays, more usable notifications, and better keyboard precision than its predecessors. Android is known for easy multitasking, rich notifications, customizable home screens, and deep interactivity.

### Question 3: How are Android and Apple platforms different?

- The Android and Apple platforms are available on both tablets and smartphones. Each platform may work a little differently based on the device it is on. The table below shows a few of the many differences.

|                              | Android Jelly Bean | Apple iOS 6         |
|------------------------------|--------------------|---------------------|
| <b>Apps</b>                  | 800,000+ Apps      | 800,000+ Apps       |
| <b>Browser Sync</b>          | Google Chrome      | Safari              |
| <b>File Sharing Software</b> | Android Beam       | Shared Photo Stream |
| <b>Maps</b>                  | Google Maps        | Apple Maps          |
| <b>Video Chat</b>            | Google+ Hangout    | FaceTime            |
| <b>Voice Commands</b>        | Google Now         | Siri                |

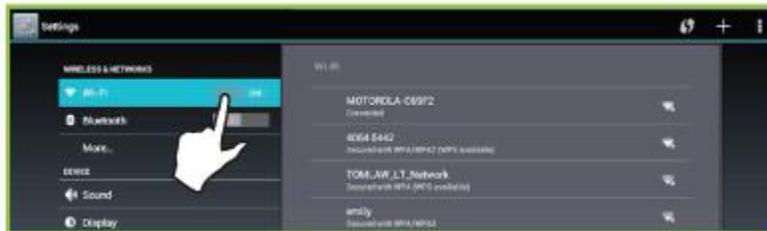
## Wi-Fi & Bluetooth

### Question 4: How do I connect to the Internet?

1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Settings** App. The *Settings* menu opens.



3. Touch **Wi-Fi** to turn it on.



4. Select the Wi-Fi network you would like to connect to. If you are prompted to enter a password, touch the keys on the on-screen keyboard to enter the password, then touch **Done**.



5. Touch **Connect**. A wireless connection icon appears in the lower right-corner of the screen when the connection is successful.

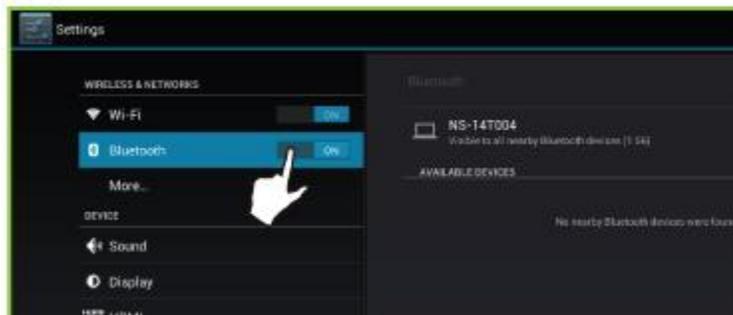


### Question 5: What should I do if cannot connect to a Wi-Fi network?

- Make sure that your tablet is in the Wi-Fi network's range.
- Make sure that you have correctly entered the Wi-Fi network password.
- Turn your tablet off, then back on.
- Move your tablet closer to your router while connecting to the Wi-Fi network to make sure that you are within range.
- Disconnect your router from power, then reconnect it.
- Make sure that your Wi-Fi router is working correctly. See the documentation that came with your router for more information.

### Question 6: How do I connect to a Bluetooth device?

1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Settings** App. The *Settings* menu opens.
3. Touch **Bluetooth** to turn it on.



4. Touch **NS-14T004** on the right to make it visible to all nearby Bluetooth devices. (To hide your tablet from other Bluetooth devices, touch it again.)



5. Put the Bluetooth device that you want to connect to in pairing mode. See the instructions that came with your Bluetooth device for more information.
6. Touch your Bluetooth device in the list to pair it to your tablet.

### Question 7: What should I do if I cannot connect a Bluetooth device to my tablet?

- Make sure that your Bluetooth device is turned on and in discovery mode.
- Turn your tablet's Bluetooth off, then back on to refresh the list of available Bluetooth devices.
- Your tablet or Bluetooth device battery may be low. Make sure that your tablet and Bluetooth device are fully charged.
- You may be outside the Bluetooth range. The maximum distance is 33 feet (10 meters). However, this distance may be reduced if the wireless signal has to pass through walls or other obstructions.
- Make sure that you have installed the latest firmware updates. See [Question 24](#) for more information.

### Question 8: Can the tablet pair to multiple devices at the same time?

- Yes. Your tablet can be paired to multiple Bluetooth devices at the same time.

### Question 9: What is the tablet's Bluetooth range?

- The maximum distance is 33 feet (10 meters). However, this distance may be reduced if the wireless signal has to pass through walls or other obstructions.

## Apps

### Question 10: Are Google and Apple Apps compatible?

- Google and Apple Apps are not compatible with one another because they are designed for different platforms. In most cases, you can get different versions of the same App (one made for Apple and one made for Google).

### Question 11: How do I download an App?

**Note:** If you want to install an app that costs money, follow the on screen instructions to complete the transaction.

1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Play Store** App. The *Play Store App* opens.



3. Touch the **magnifying glass** icon in the upper-right corner of the screen to search for an App or browse Apps by category.



4. After you have located the App you would like to download, touch **Install**.

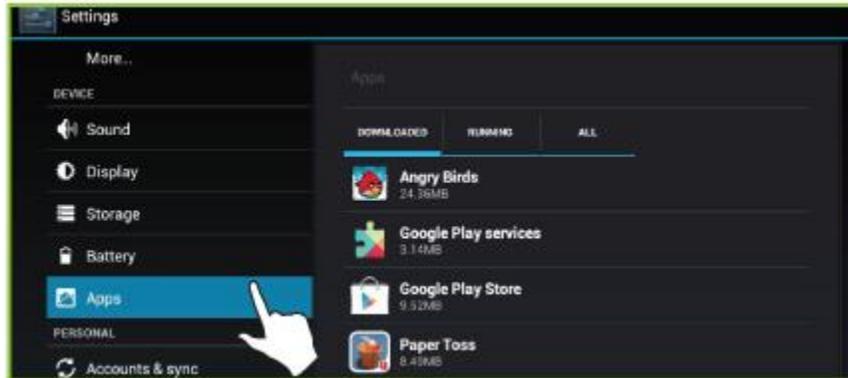


5. Touch **Accept** if you agree to the terms of the App. The App is in the Applications menu when it is done downloading.

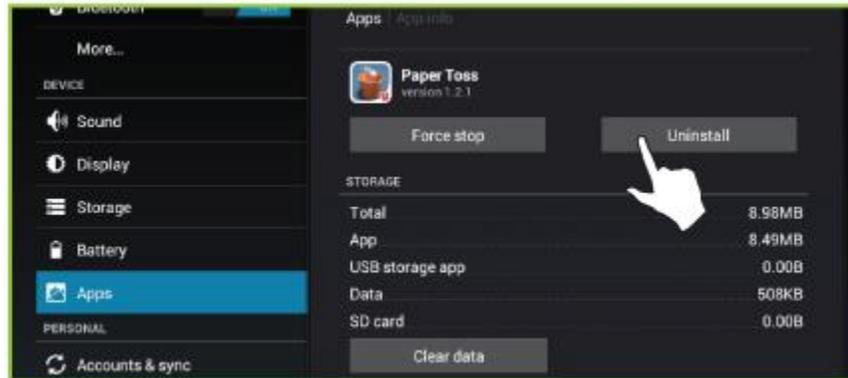


## Question 12: How do I uninstall an App?

1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Settings** App. The *Settings* menu opens.
3. Touch **Apps**. The *App Settings* menu opens.



4. Touch the App you would like to uninstall.
5. Touch **Uninstall**, then touch **OK**. The App is uninstalled from your tablet.



## Question 13: Can I open Microsoft Office files or PDFs?

- You can purchase and download third party applications to read or edit these types of files.

## Multimedia

### Question 14: Will Apple media work on the Flex Tablet?

- Some, not all, purchased iTunes music files can be transferred to the Insignia Flex tablet.

#### To find out if a song is transferable:

1. In your iTunes library, select a song.
2. Right-click the track and select **Get Info**, then look in the *Kind* field.
  - If the description says "Purchased AAC audio file," the audio file (with the extension .M4A) will work with your tablet.
  - If the description says "Protected AAC audio file," the audio file (with the extension .M4P) is locked and will not work with your tablet.

**Question 15: How do I use the camera or camcorder?**

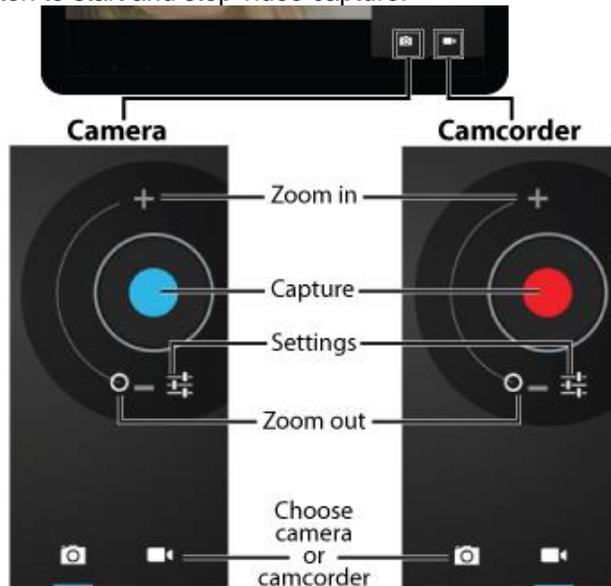
1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Camera App**. The *Camera App* opens.
3. Touch the blue capture button to take a picture.



4. To switch to the camcorder, touch the camcorder icon in the lower-right corner of the screen.



5. Touch the red button to start and stop video capture.



6. To return to the previous screen, touch the gray dot in the lower-left corner of the screen.

### **Question 16: How do I exit the Camera or Camcorder App?**

- The standard buttons (return, home, multi-task) turn to small gray dots in the lower-left corner while the Camera and Camcorder Apps are open. Press the far-left dot to return to the previous screen or the middle dot to return to the home screen.

### **Question 17: How do I view the photos I have taken?**

1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Gallery** App. The *Gallery* App opens.
3. Touch **Camera**. Thumbnails of the photos you have taken appear on the screen.
4. Slide your finger upward or downward on the screen to view the photos.
5. Touch the thumbnail for the photo you would like to view. The photo fills the screen.

### **Question 18: How do I watch the videos I have taken?**

1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Gallery** App. The *Gallery* App opens.
3. Touch **Camera**. Thumbnails of the videos you have taken appear on the screen.
4. Slide your finger upward or downward on the screen to view the videos.
5. Touch the thumbnail for the video you want to watch to start playback.
6. Touch the screen to open a playback control bar.

### **Question 19: How do I take pictures of other people?**

- The tablet has a front-facing camera only, which is best used for video conferencing.

### **Question 20: What is Miracast?**

- Miracast is a streaming technology which allows you to wirelessly stream content (Such as movies, photos, and music) from an Android tablet or smartphone to your TV.
- To use this feature, your tablet must be running Jelly Bean 4.1 and you will need a Miracast receiver such as the Rocketfish Miracast Video Receiver (RF-WFD301).

### **Question 21: What should I do if I cannot get Miracast to work?**

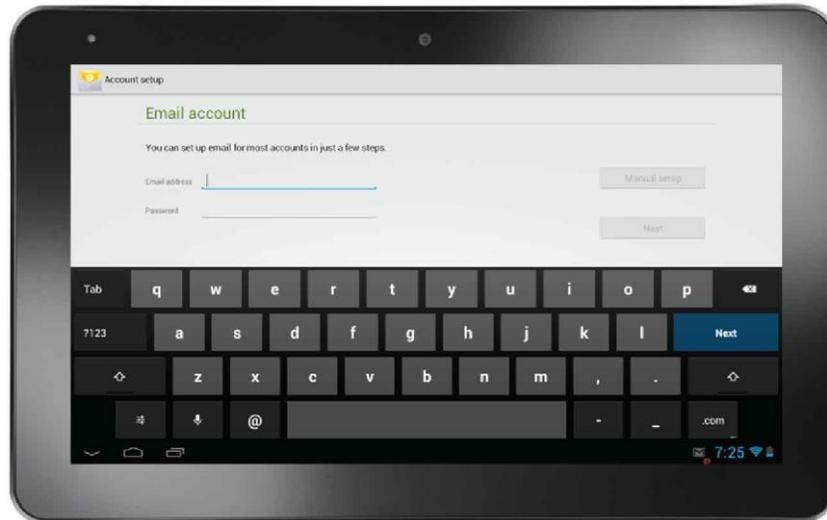
- Make sure that your tablet is running Jelly Bean 4.1 (earlier or later versions are not compatible with Miracast).
- Make sure that the Miracast receiver (not included) is firmly connected to the TV and that it is connected to power.
- Check the settings on the tablet to be sure that a proper connection is established.
- Move your tablet closer to the Miracast receiver.
- Your Wi-Fi signal may be interfering with the Miracast receiver's wireless signal. Change the frequency band of your Wi-Fi connection. See the documentation that came with your wireless router and Miracast receiver for more information.
- Make sure that your tablet is fully charged.

## Additional Usage

### Question 22: How do I set up my e-mail?

**Note:** Only POP3, IMAP, and Exchange formats are supported.

1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Email App**. The *Email App* opens and a keyboard appears.
3. Enter your email address and password, then touch **Next**.



4. You can manually enter your email information (for example, account type and email server) by touching **Manual setup**. Touch **Done** when you are finished.
5. Enter account options such as whether you want to sync from the account and sync frequency, then touch **Next**.
6. Give your account an account name (optional) and enter a display name, then touch **Next**.
7. Your account syncs and inbox opens.

### Question 23: What e-mail formats are supported?

- POP3, IMAP, and Exchange formats are supported, which are the most common formats.

## Question 24: How do I check for software updates?

Your tablet will receive a new firmware notification when a firmware update is available. Follow the on-screen instructions to complete an update. A Wi-Fi connection is required.

### To manually check for updates:

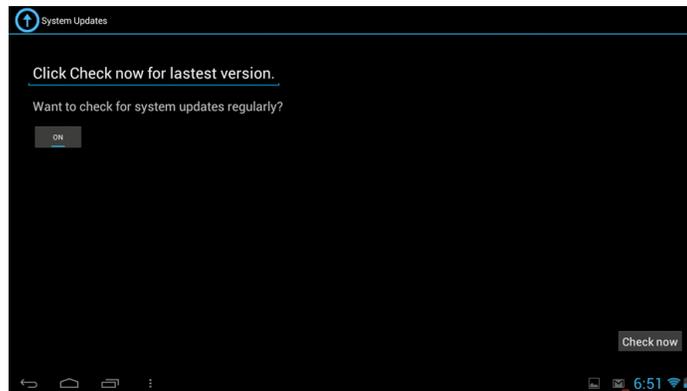
1. Touch the **Applications** icon. The *Applications* menu opens.
2. Touch the **Settings** App. The *Settings* menu opens.
3. Drag the screen up to touch **About Tablet**, then touch **System Updates**.



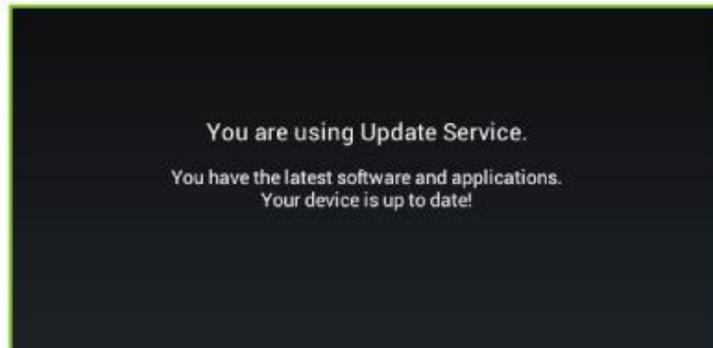
4. To immediately check for updates, touch **Check now**.

**OR**

To set your tablet to check for updates regularly, touch **ON**.



5. If an update is available, follow the on-screen instructions. If you have the latest software, you will see the following screen.



### Question 25: Why do I need to update firmware?

- Firmware updates may improve performance, provide new features, and fix software problems. You should update your tablet whenever firmware updates are available.

### Question 26: What should I do if my tablet will not turn on?

- Connect your tablet to a computer. If the battery level is above 10%, it should turn on. If the battery level is below 10%, the charge indicator should appear on the screen and your tablet will not turn on until it is charged above 10%.
- Your tablet's battery may have been over-discharged. Connect your tablet to your computer and allow it to charge for several hours. Then, press and hold the power button until your tablet turns on (this may take up to 30 seconds).

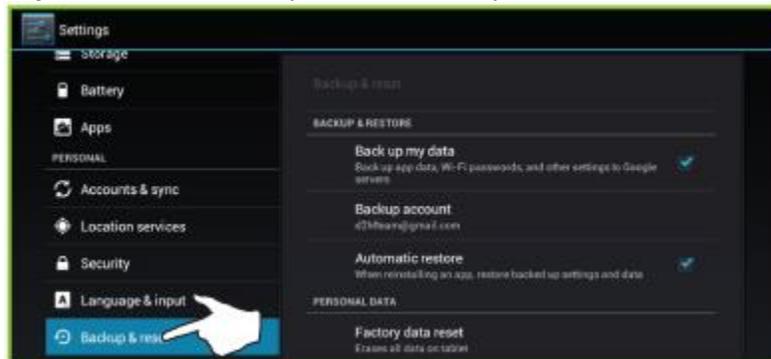
### Question 27: What should I do if the screen froze on my tablet?

- Press and hold the power button for ten seconds to turn off your tablet, then turn your tablet back on.
- Connect the charger and check the battery level on the screen. Make sure that the battery is fully charged.

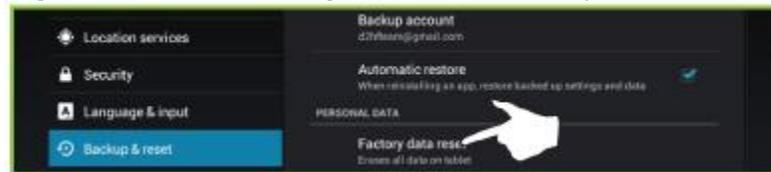
### Question 28: How do I reset my tablet to factory default?

**CAUTION:** Resetting the tablet deletes all data, downloaded Applications, and e-mail accounts.

1. Connect your tablet to a power outlet.
2. Touch the **Applications** icon. The *Applications* menu opens.
3. Touch the **Settings** App. The *Settings* menu opens.
4. Touch **Backup & reset**. The *Backup & reset* menu opens.



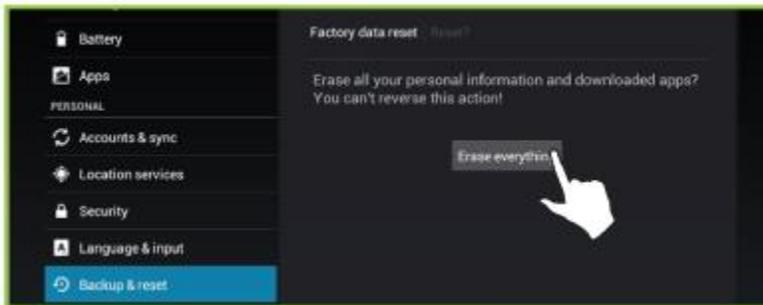
5. Touch **Factory data reset**. The *Factory data reset* window opens.



6. Touch **Reset tablet**. The *Reset tablet* window opens.



7. Touch **Erase everything**. The tablet is reset to factory defaults.



## General

### Question 29: Where can I get more information about my tablet?

- You can access your *User Guide* on your tablet by touching the **Applications** icon, then touch the **Help** App. Your HTML *User Guide* launches.
- You can access your PDF *User Guide* on the Insignia website ([www.insigniaproducts.com](http://www.insigniaproducts.com)). To go to the product page, type "NS-14T004" into the search bar located in the top-right corner, then press **ENTER**.

### Question 30: Where can I find more information about my warranty?

- You can find more information about your warranty in your *User Guide* or on the Insignia website ([www.insigniaproducts.com](http://www.insigniaproducts.com)). To go to the product page, type "NS-14T004" into the search bar located in the top-right corner, then press **ENTER**.

### Question 31: Why is my tablet not displaying the correct memory size?

<http://community.insigniaproducts.com/t5/Computer-Accessories-FAQs/10-1-quot-Insignia-Flex-Tablet-NS-14T004-FAQ-13-0922/m-p/70187/highlight/true#M166>

- All NS-14T004 10.1" tablets contain 16 GB of memory. However, due to the way the current operating system is reporting memory, your tablet may not list the full 16 GB. This issue will be fixed in a future software release.
- Your tablet will function normally and all 16 GB of your tablet's memory is usable (except what is taken up by software loaded on it).