

# USER GUIDE

FLUX<sub>plus</sub>

 mymaga™

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## CONGRATULATIONS ON THE PURCHASE OF YOUR MYMAGA DEVICE.

Before you start using your device, make sure you read the supplied information that explains how to operate the equipment. This will ensure that you use your device safely and correctly.

This User Manual applies to the products FLUXplus and CLASSplus. You can download it on [www.mymaga.eu](http://www.mymaga.eu).

For online Help and support, visit [support.mymaga.eu](http://support.mymaga.eu).

**Note:** Screen displays and illustrations may differ from those you see on the actual product.

# 1 LIMITATION OF LIABILITY

Despite reasonable efforts made to ensure the accuracy of this manual, the manufacturer and distributor assume no liability resulting from errors or omissions in this manual or the use of the information contained herein.

# 2 SAFETY INFORMATION

Please read this important safety information before you use the device. It contains general safety information for devices and may include content that does not apply to your device. Follow the warning and caution information to prevent injury to yourself or others and to prevent damage to your device.

**Caution:** Failure to comply with safety warnings and regulations can cause property damage, serious injury or death.

Make sure you comply with the following safety instructions:

- Care and use your device properly;
- Never dispose of the device in a fire;
- Never place the device on or in heating devices, such as microwave ovens, stoves, or radiators. The device may explode when overheated. Follow all local regulations when disposing of used devices;
- Avoid exposing your device to very cold or very hot temperatures. Extreme temperatures can damage the device and reduce the charging capacity and life of your device;
- Do not store your device in very hot or very cold areas. It is recommended to use your device at temperatures from 5 °C to 35 °C;
- Do not use your device or applications for a while if the device is overheated;
- Do not use your device in a hospital, on an aircraft or in an automotive equipment that can be interfered with by radio frequency;
- Avoid using your device within a 15 cm range of a pacemaker, if possible, as your device can interfere with the pacemaker. To minimize possible interference with a pacemaker, use your device only on the side of your body that is opposite the pacemaker;
- Turn off the device in potentially explosive environments;

- Always comply with regulations, instructions and signs in potentially explosive environments;
- To prevent eye strain, take frequent breaks while using the device;
- Do not use the device if it is cracked or broken;
- Broken glass or acrylic could cause injury to your hands and face;
- If bent or deformed, your device may be damaged or parts may malfunction;
- Do not disassemble, modify, or repair your device. Any changes or modifications to your device can void your manufacturer's warranty. If your device needs servicing, take your device to an approved Service Center;
- Allow only qualified personnel to service your device;
- Allowing unqualified personnel to service your device may result in damage to your device and will void your manufacturer's warranty;
- When cleaning your device, mind the following; do not use chemicals or detergents. Doing so may discolor or corrode the outside the device or may result in electric shock or fire;
- Do not use the device for anything other than its intended use;
- If your device has a camera flash or light, do not use it close to the eyes of people or pets. Using a flash close to the eyes may cause temporary loss of vision or damage to the eyes. Use caution when exposed to flashing lights;
- Protect your personal data and prevent leakage or misuse of sensitive information;
- While using your device, be sure to back up important data. mymaga devices are not responsible for the loss of any data;
- When disposing of your device, back up all data and then reset your device to prevent misuse of your personal information;
- Carefully read the permissions screen when downloading applications. Be particularly cautious with applications that have access to many functions or to a significant amount of your personal information;
- Check your accounts regularly for unapproved or suspicious use. If you find any sign of misuse of your personal information, contact your service provider to delete or change your account information;
- In the event your device is lost or stolen, change the passwords on your accounts to protect your personal information;
- Avoid using applications from unknown sources and lock your device with a pattern, password, or PIN;

Do not distribute copyright-protected material without the permission of the content owners. Doing this may violate copyright laws. The manufacturer is not liable for any legal issues caused by the user's illegal use of copyrighted material.

## 2.1. AC ADAPTER REQUIREMENT

The AC adapter should match the plug and voltage requirements for your local area. Regulatory approval has been obtained using the AC adapter for the local area.

Never use a damaged charger, damaged power cords or loose electrical sockets. Unsecured connections can cause electric shock or fire.

Do not touch the power cord with wet hands or disconnect the charger by pulling the cord. Doing so may result in electrocution.

Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.

While charging, the device may heat up. This is normal and should not affect the device's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.

Use only mymaga-approved chargers, batteries, and cables. Generic unapproved chargers may shorten the life of your device or cause it to malfunction. They may also result in a fire or cause the battery to explode.

mymaga devices cannot be responsible for the user's safety when using accessories or supplies that are not approved by the manufacturer.

## 2.2. WARNING VOLUME LEVEL HEADPHONES AND EARPHONES

Listening to music at high volume levels and for extended periods of time can damage hearing. To reduce the risk of hearing damage, lower the volume to a safe and comfortable level and the amount of time listening at high levels.

For your own safety, before using headsets or earphones, always reset the volume. The sound volume is louder on some headphones, although the volume control settings are the same.

Changing the default audio or equalizer settings might lead to higher volume and should be done carefully.

Exposure to loud sounds while walking may distract your attention and cause an accident.

Do not use a headset while driving or riding. Doing so may distract your attention and cause an accident or can be illegal depending on your region.

Quality and reliability are constant assumptions during the creation and the production of our products.

## 3.1. WARRANTY CONDITIONS

1. Products produced by J. P. Sá Couto, SA (hereafter known as JP-IK), under mymaga brand, benefit of a product compliance warranty against defects for a legal period of 24 months from the date of the first purchase (by the consumer), within the geographical area of warranty.

2. The warranty will only be given upon presentation and validation of the invoice.

The warranty may be refused and the service declined if the aforementioned document is not presented, incomplete and/or illegible.

The warranty will not take any effect if the product and/or the serial number have been modified, deleted, removed and/or made illegible.

3. Any technical intervention shall only be carried out by JP-IK authorised technical services and in accordance with the terms set in the support conditions. The technical intervention by non-authorized technical services determines forfeiture of the correspondent warranty.

4. This warranty only covers the product's hardware components.

This warranty covers the repair or replacement of the faulty product or parts, as well as the labour force required for the repair, at no cost to the consumer.

In case of replacement, JP-IK reserves its right to replace with new products and new and/or refurbished parts.

5. Are excluded from this warranty:

Periodic checks, maintenance and repair of parts subject to natural wear and tear;

Damage or malfunctions caused by incorrect installation or misuse, including the use of the equipment under conditions for which it was not created or produced;

Damage or malfunctions caused by incorrect transportation;

Damage or malfunctions caused by unforeseeable circumstances or force majeure events (fire, floods, nature phenomena, war, civil disturbances, or any other outside the control of JP-IK);

Damage or malfunctions caused to the power supply or converter by a power surge (abnormal increase in electric current intensity for a short period of time) originating in the power grid;

Damage or malfunctions caused by improper ventilation;

Damage or malfunctions caused by technical interventions carried out by persons or entities not authorised by JP-IK;

Damage or malfunctions caused by virus or any software not originally supplied with the equipment;

The modifications and/or adjustments to the product required for its use in countries or places for which it was not originally conceived;

The software installed in the product, whatever it is.

6. JP-IK shall not be held liable:

For any damages or lost profits resulting from the use of the product, or losses resulting from defects of any nature or justifiable delays in repairs or replacement of parts;

For “damage in” or “loss of” any programs or data, being expressly excluded any liability or unceasing or error-free operation guarantee of the software integrated, pre-installed or supplied with the equipment;

For “damage in” or “loss of” any installed programs and/or data created by the user, after the purchase of the equipment;

For any incidental or for any situation that results in the forfeiture of the equipment’s warranty.

7. Where the legislation in force outlaw or limit the previous exclusions and/or limitations to this warranty, this (the warranty) shall be limited to the extent permitted by the according legislation in force and due date set in it.

JP-IK’s liability under this warranty shall not exceed, in any case, the price paid for the product.

8. The consumers have legal rights enshrined in national legislations in force in respect of consumer goods.

This warranty does not affect legal rights consumers may have, according to the applicable national legislation, nor those rights that cannot be excluded or limited, nor the consumer’s rights in relation to the agent from whom the product was purchased.

9. In the absence of applicable national legislation, this warranty will be the sole and exclusive consumer protection.

## 3.2. SUPPORT CONDITIONS (REPAIR SERVICE)

The execution of the compliance warranty of the products produced by JP-IK, under mymaga brand, shall be carried out by Service Centers authorized by JP-IK, which are distributed over the countries to where the products are provided and must be requested at [www.mymaga.eu](http://www.mymaga.eu) selecting for this purpose the “support” option or directly through the retailer from which the product was purchased.

To prepare the equipment for transportation:

1. Make a backup of the information contained in it.

When repairing of your equipment it may be necessary to reformat or replace the disk. We also recommend the removal of confidential or personal information before sending any equipment for repair.

IMPORTANT: JP-IK does not held itself responsible for the loss of information during the repair service.

2. JP-IK cannot ensure the return of removable components.  
Remove the memory cards from the equipment before sending it for repair.
3. When sending your equipment, use the original product packaging or other suitable packaging to prevent damage during transportation. Make sure the equipment is well packed and protected.

Any information must be requested to:

J. P. Sá Couto, S.A.  
Rua da Guarda, 675  
4455-466 Perafita - Portugal  
e-mail: [support@mymaga.eu](mailto:support@mymaga.eu)

## 3.3. PIXEL DEFECT POLICY

All mymaga products pass thru a strict quality and reliability control process. Despite all the effort in these processes, a small percentage of LCD panels may have minor cosmetic manufacturing anomalies or irregularities such as bright or dark dots in the viewable area. These cosmetic imperfections are common to all LCD panel types and are not specific to any mymaga model or product line.

mymaga products use Class 1 LCD Panels with the following set of criteria when damaged LCDs are submitted for warranty coverage.

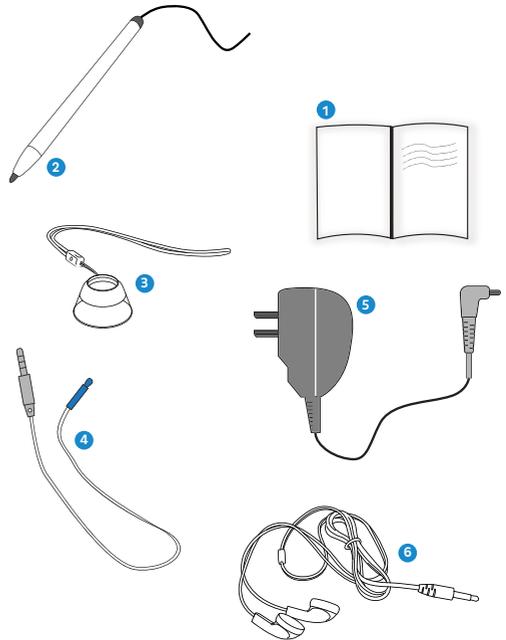
Class 1 panels permit any or all of the following:

- 1 full bright (“stuck on white”) pixel;
- 1 full dark (“stuck off”) pixel;
- 2 single or double bright or dark sub-pixels;
- 3 to 5 “stuck on” or “stuck off” sub-pixels (depending on the number of each).

Classification based on ISO-9241-302, 303, 305, 307:2008 pixel defects.

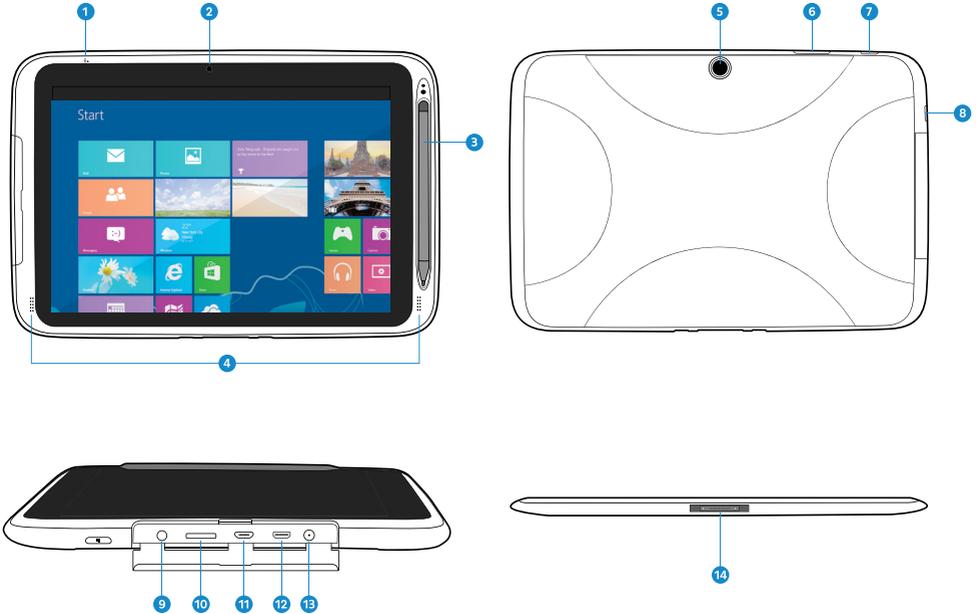
## 4

# PACKAGE CONTENTS

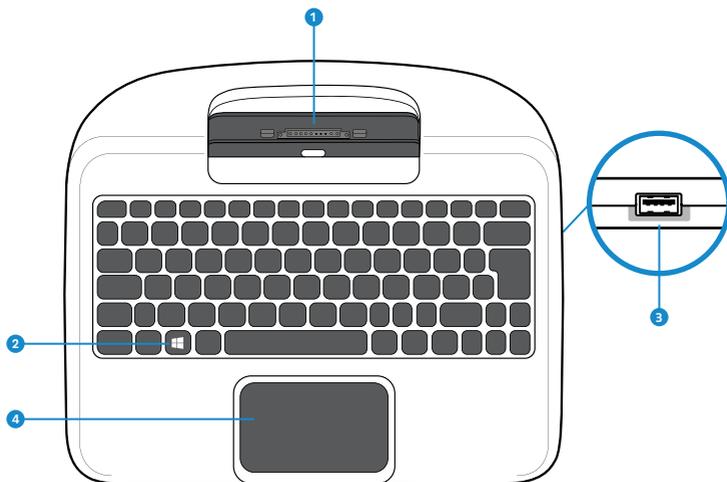


- 1 Quick guide
- 2 Stylus Pen
- 3 Microlens (when applicable)
- 4 Thermal Probe (when applicable)
- 5 Adapter
- 6 Earphones (when applicable)

# DEVICE OVERVIEW



<b>1</b>	<b>Microphone</b>	Sound and speech recording
<b>2</b>	<b>Front Camera</b>	Self- portraits and video conference
<b>3</b>	<b>Digital Pen Slot</b>	Place safely the digital Pen
<b>4</b>	<b>Speakers</b>	Play music and other audio data
<b>5</b>	<b>Rear Camera</b>	Take photos or record videos
<b>6</b>	<b>Volume Control</b>	Press to increase or decrease sound volume
<b>7</b>	<b>Power / Sleep Button</b>	Push to power on/off your tablet. Pushing while tablet is in sleep mode will resume to normal operation
<b>8</b>	<b>Windows Button</b>	Switches between the Start screen and the previously opened app/program
<b>9</b>	<b>Combo Jack</b>	Plug a headphone set or the Thermal Probe (when applicable)
<b>10</b>	<b>Micro SD Card Slot</b>	Insert a Micro SD memory card
<b>11</b>	<b>Micro USB Port</b>	Plug in a USB device
<b>12</b>	<b>Micro HDMI Port</b>	Connect your HDMI external screen
<b>13</b>	<b>DC-in Jack</b>	Plug the adapter to charge your tablet
<b>14</b>	<b>Docking Port</b>	Connect your tablet to the dock



<b>1</b>	<b>Dock Connector</b>	Where you dock your tablet
<b>2</b>	<b>Windows Key</b>	Switches between the Start screen and the previously opened app/program
<b>3</b>	<b>USB 2.0 Port</b>	Plug in a USB device
<b>4</b>	<b>Touchpad</b>	Use it as a traditional mouse

## 6

# DETACHING YOUR DEVICE

To separate your tablet / laptop:

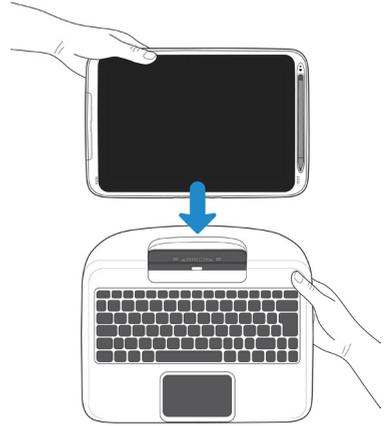
- Set your tablet laptop on a stable surface and turn it off;
- Hold the screen and push down the latch;
- Detach the tablet by pulling it upward.



**Note:** Make sure you have safely disconnected your USB devices from the USB ports on the dock and tablet. It is recommended to undock your tablet after turning it off and then waiting at least 10 seconds.

### To dock your tablet:

- Hold your tablet with the button side facing the dock;
- Gently press and insert the tablet into the docking connector on the dock;
- When you hear a click sound, it means the tablet is successfully docked.



**Note:** The tablet connector on the dock will be locked at the position where you undock your tablet. Do not try to turn the connector, or you might break it. It can be unlocked only by docking your tablet.

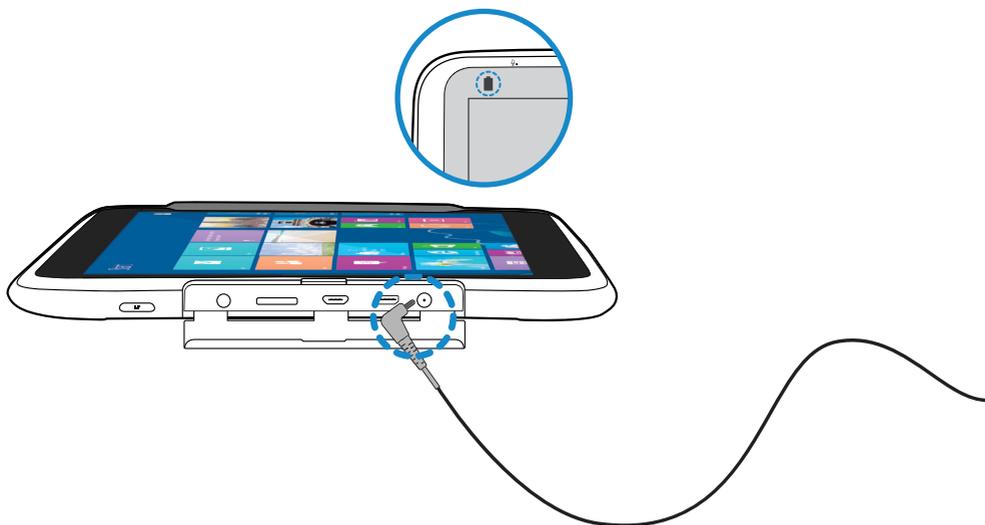
## 7

## CHARGING YOUR MYMAGA

When charging your mymaga device, connect the power adaptor into any outlet. You may charge your device directly by connecting the adapter to the DC jack on your tablet and to any outlet.



When you are charging your device, in the left corner of the screen, a battery indicator will light up in blue. Once your device is fully charged, the indicator will be off.



When your device is off, the charging will take at least five hours until the battery gets fully charged.

Connecting the charger improperly may cause damage to the device. Damages caused by misuse are not covered by the warranty.

The device can be used while it is charging, but the charging process may take longer.

It is normal for the tablet surface to become warm during charging for long periods of use. If the device is not charging properly, visit mymaga online support available in <http://mymaga.eu/en/mymaga/support> or contact the retail center where you acquired your device.

Do not leave your device connected to the power supply once it is fully charged.

Once it is fully charged, unplug the charger from the device, and then unplug it from the electric supply.

Use only products produced by JP-IK, like chargers, batteries, and cables. Unapproved chargers or cables can damage the device or the battery.



**Warning:** Only use the bundled power adapter. Unplug your device from the power supply once it is fully charged. mymaga devices are not designed to be left connected to the power supply for long periods of time.

## 7.1. BATTERY CHARGE STATUS

The following icons represent the battery status of mymaga devices:



The battery is fully charged



The battery is starting to drain



The battery is being charged.



The battery is about to completely drain.  
You must charge your device.

## 7.2. SAVING BATTERY POWER

mymaga devices provide options that help you save battery power.

A battery is an expendable supply. Thus, when used over a long period, its capacity is shorter. If the battery of your device is reduced to under a half of its initial time, we recommend the purchase of a new battery.

When you don't use the battery for a long time, you must store it after charging (we recommend you to charge it at least until 30% or 40% of its capacity). This will extend the battery life time of your device.

By customizing some options, you can use the device during longer periods of time between charges:

- Close unnecessary applications;
- Deactivate the Bluetooth if not needed;
- Deactivate the Wi-Fi option if you are not using internet;
- Deactivate auto-syncing of applications;
- Decrease the backlight time;
- Decrease the brightness of your display.

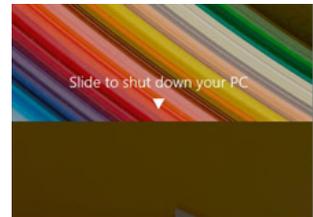
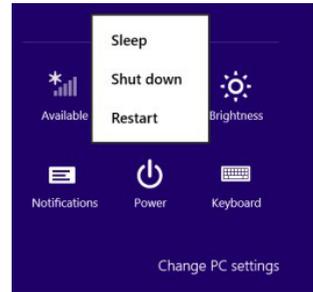
# TURN ON YOUR DEVICE

If this is the first time you turn on your device, connect the AC adapter and fully charge the battery. To turn on your equipment, press the top left corner button (in landscape mode) until you see the splash screen, then release it.

## 8.1. TURN OFF YOUR DEVICE

Save all your data before powering your computer off. To power off your system, you should:

- Slightly swipe from the right edge of the screen. The charms menu will be opened. Then click/tap “settings”, and you will see a menu as shown below. Then tap Power and select Shut down;
- In the Start screen and Desktop, you can move your cursor to the low left corner. The Start button will show itself. Right click or tap the button, and the start menu will pop out. Then, select Shut down or sign out and then Shut down.



## 8.2. SLEEP MODE

When you are away from your laptop for a short time, you may put your device in the sleep mode.

You have the following options:

- When the keyboard is attached, close the display panel or press Fn + F2;
- You may also press the power button;
- You can open the Charms and then select Settings, then Power and Sleep;
- Finally, right click or tap the start button and then select Shut down or sign out and Sleep.

To return to desktop you have the following options:

- Press the power button.
- Press the Windows button on your keyboard or tablet.



**Warning:** It is recommended to put your computer in sleep mode when you want to move it.

# 9

## WINDOWS INTERFACE

### 9.1. START SCREEN

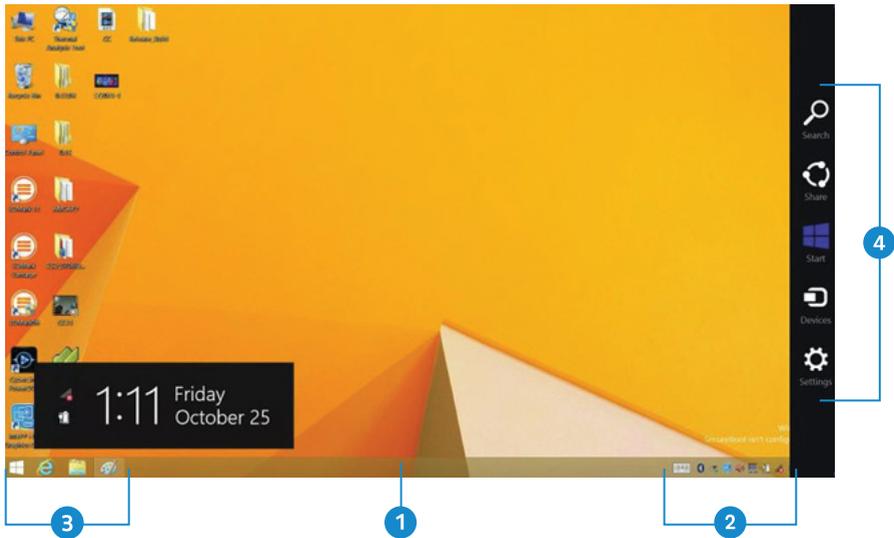
When you turn on the computer, the Start screen is displayed, which allows you to access many features and installed applications (also referred to as apps) at one glance.



1	<b>Apps</b>	These are shortcuts for the respective applications
2	<b>User account</b>	The currently used user account
3	<b>Charms</b>	Allow for quick access to various tasks

## 9.2. DESKTOP

In Windows 8.1, the Desktop is treated as an app. You can find and activate it from your Start screen and All Apps screen.



1	<b>Taskbar</b>	Allows you to add toolbars that hold extra buttons and menus
2	<b>Notification area</b>	Shows the current system status and notifications
3	<b>Program area</b>	Where you can place a shortcut icon for your desired destination
4	<b>Charms</b>	Allow for quick access to various tasks

## 9.3. CUSTOMIZING YOUR TASKBAR

Right-click (or press and hold using your finger) on a blank part of the taskbar, a pop-up menu leaps out. In the menu, select Toolbars and you can see the following five toolbar options:

- **Address** - By choosing this, part of your taskbar becomes a place for typing website addresses where you want to visit;
- **Links** - This adds quick access to your favorite websites listed in your Internet Explorer's Favorites menu;
- **Touch Keyboard** - This is for tablet owners and can add a button that brings a keyboard to the forefront for touch-typing on the screen;

- **Desktop** - This adds quick access to all your PC's resources, allowing you to browse through files, folders, libraries, network locations, and Control Panel menus without opening any menus;
- **New Toolbar** - This lets you create a toolbar from any folder's contents.

## 9.4. THE CHARMS MENU

This menu consists of five options that are called charms and provide quick access to various aspects of Windows 8.1.

To display the Charms, you must:

- Move the pointer to the upper-right or lower-right corner;
- Use one finger to swipe in from the right edge of the screen or press Windows key + C.



The five charms are:



**Search** - Search for a program or file. Simply enter a keyword in the Search charm and start searching. It also enables you to perform a search within an app or on the Web.



**Share** - This charm is for you to transfer and share a picture or file with another user.



**Start** - If you are not in the Start screen, this allows you to return to the Start screen. If you are in the Start screen, this allows you to return to the previously screen, which could be an app or the Desktop.



**Device** - This enables you to operate directly a desired device. You can import pictures from a digital camera, stream a video to your TV, or transfer files to a device listed on the screen.



**Settings** - This charm enables you to perform basic tasks such as adjusting the volume, turning off the PC, etc.

## 9.5. ALL APPS

In the Start screen, touch any blank area and slightly drag upward.



Once you move the cursor, a downward arrow appears in the low left area of the screen, as shown below. Click the arrow.



The AllApps screen will appear similar to what is as shown below.



For switching back to the Start screen, do one of the following:

- Move the mouse cursor to the lower-left corner, and click the Windows icon;
- Once you move the cursor, an upward arrow will appear. Click the upward arrow.
- Press the Windows key on your keyboard.
- Press the Windows button on your tablet
- Click the Windows icon in the Charms bar.

## 9.6. START BUTTON

In the Start screen, move your cursor to the low left corner (or swipe in from the left edge of the screen if you don't use the dock keyboard), and a windows icon will show up. It is the start button. A right click on the icon will open the Start menu (sometimes called the Expert Menu, Power User Menu, or Admin Menu).

In the Desktop, the Windows icon in the low left corner is the start button, and a right click on it can open the Start menu.

## 9.7. START MENU – POWER USE MENU

Bellow are some of these items that are especially useful to have at your mouse-tip.

- **System:** opens a window that provides every possible detail about your machine.
- **Control Panel:** This is the quickest known method to get to the desktop Control Panel.

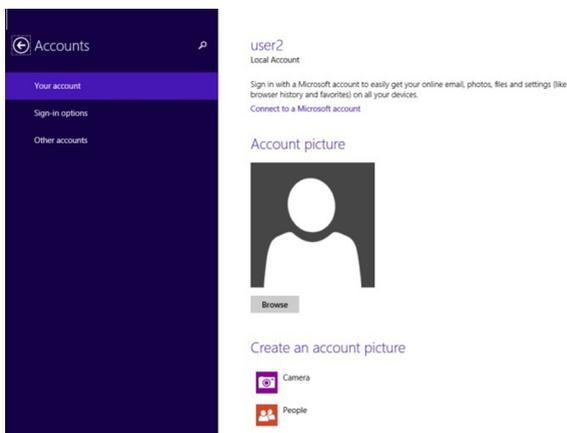
- **Search:** Having the option to choose Search here saves you time.
- **Shut down or sign out:** Now shutting down, signing out, or restarting is a single step – and it doesn't require leaving the Desktop. In its submenu, you can find commands for "Sign out," "Sleep," "Shut down," and "Restart."

## 10

## SETUP

To share files or settings with other devices running Windows 8, you need to setup a Microsoft Account. Furthermore, if you want to download or purchase apps from the Microsoft Store, such Microsoft Account is required. To setup a Microsoft account:

- Open the Charms and click Settings > Change PC Settings
- Click Account > Your account > Connect to a Microsoft account
- Follow the instruction to register your account information



### 10.1. ADDING AN APP

To add an app:

- Open the All Apps screen;
- Drag the top or bottom of the screen inward, and an option menu appears at the bottom of the screen;

- Touch the icon named Customize in the menu;
- Touch the app that you want to add to your Start screen. The available options will appear on the right side of the option menu;
- Click “Pin to Start” to add the app to your Start screen.



## 10.2. REMOVING AN APP

To remove an app:

- In the Start screen or All Apps screen, drag the top or bottom of the screen inward. An option menu is activated at the bottom of your screen;
- Touch the icon named Customize in the menu;
- Touch the app that you want to remove from the Start screen. The available options will appear on the right side of the option menu;
- Click “Unpin from Start” to remove it from the Start screen.

# CONNECTIVITY OPTIONS

## 11.1. ENABLING WIRELESS CONNECTION

To setup a wireless connection, you must do one of the following:

- Press Fn+F1 to activate the wireless networking function;
- Open the Charms and select Settings to open the Network configuration page, and then toggle the Airplane mode switch to Off;

To confirm that Airplane mode is disabled, go to the desktop and check the notification area. If you see an airplane icon displayed on the lower right, then Airplane mode is on. Otherwise, wireless function is enabled.

## 11.2. CONNECTING TO A WIRELESS LAN

Once the wireless has been enabled, the computer automatically scans for available wireless networks and displays them in the wireless LAN network list. To connect to your desired wireless network, click the network's name in the list, and then click Connect.

**Note:** Some networks require a network security key or password for connection. If necessary, ask the network administrator or the Internet service provider (ISP) for the required information.



## 11.3. CONNECTING A USB DRIVE

The Windows system will automatically detect a USB storage device, and will provide you the options on how to explore the files.

**Note:** If your USB device uses a power cord, connect the device to a power source before connecting it.

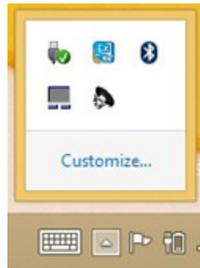


## 11.4. DISCONNECTING A USB DRIVE OR STORAGE DEVICE

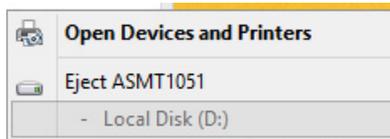
Before disconnecting a USB drive or storage device, you must assure that the data transfer has finished.

To disconnect it, follow the steps below:

- In the desktop, click/tap in the notification area. If the icon is not available, click/tap  the small triangle icon to display all the hidden icons, as shown below;



- Then, a list of removable devices (as it figures below) will show up. You only need to choose what device you want to disconnect;



- Finally, it will be displayed a notification allowing you to remove the device.



Now you can safely separate the tablet from your keyboard dock.

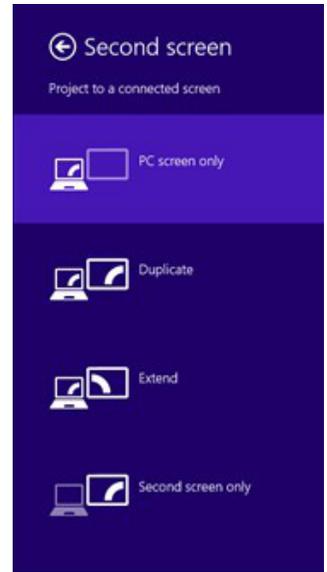
If your mymaga device is connected to a USB port on the dock, you may disconnect its USB connection.

## 11.5. CONNECTING TO A HDMI PORT

This equipment has a micro HDMI connector that you can use to connect an external display for video output, such as a TV or a projector.

To connect your device to a HDMI port, follow the steps below:

- Power off the external device;
- Locate the micro-HDMI port on your device;
- Connect the small end of the HDMI cable to the port and the other end to the HDMI port on the external device;
- Power on the external device. When connecting a TV, you may need to configure your TV to external device mode;
- Select the Charms menu and click/tap Devices and then Second screen. An option menu will be displayed, as the illustration below;
- Choose the desired monitor mode.



## 11.6. CONNECTING A BLUETOOTH DEVICE

Bluetooth is a short-range wireless communications technology used to communicate between devices over a distance of about 8 meters. The most common Bluetooth devices are headsets to listen to music and other portable devices, including laptops.

You can use Bluetooth to send data by running a corresponding application, but not from the Bluetooth menu as on most other mobile phones and tablets.

The first time you connect to a Bluetooth device, you need to “pair” it with your device so that both devices know how to connect securely to each other. After that, they connect automatically.

To activate the Bluetooth on your device, follow the steps below:

- Click/tap to open the Charms menu, then click/tap on Settings;
- Select Change PC Settings;



## SUPPORTED FORMATS

FLUX support the following formats:

**Imagem** BMP; GIF; JPG; PNG; WebP

**Música** MP3; M4A; 3GP; ACC; FLAC; WAV

**Vídeo** 3GP; MP4

**Note:** Formats may vary depending on the app used.

## HELP AND TROUBLESHOOTING

To know how to use Windows 8.1 properly, it is better to learn how to use Windows by utilizing Windows Help.

### 14.1. WINDOWS HELP

Move the pointer on the screen to the top or bottom right edge of the screen to view the Charm menu.

Alternatively, drag the right edge inward with your finger to view the Charm menu.

Select Charm menu > Settings > Help.

For accessing to the most recent online Help, you need to connect your computer to the Internet.

### 14.2. TROUBLESHOOTING

This section describes some common problems and suggested solutions, and ways to recover your computer from a crash.

Be aware that the problems and solutions described here are meant only as a guide. They are not definitive problem solving techniques. For certain problems, you might need help from your reseller or your service provider.

When you observe a problem, stop operation immediately, because taking further action might result in data loss or damage. Take a note of what the system is doing and what actions you performed before the problem occurred. Provide detailed information to your service provider for quicker problem resolution.

For about any problem, follow these steps:

- Restart your tablet;
- Check your Wi-Fi connection;
- Reset your Wi-Fi connection;
- Plug your tablet to a wall socket to charge it for at least one hour.

## 14.3. DISPLAY PROBLEMS

[When I turn on the computer, nothing appears on the screen.](#)

If the screen is blank, make sure that:

- The AC adapter is connected to the computer and the power cord is plugged into a working electrical outlet;
- The computer power is on (press the power button again for confirmation).

If these items are properly set, and the screen remains blank, have the computer serviced.

[The screen is unreadable or distorted.](#)

Make sure that:

- The screen resolution and color quality are correctly set;
- The monitor type is correct.

[Incorrect characters appear on the screen.](#)

Are the operating system or programs installed correctly? If they are installed and configured correctly, have the computer serviced.

My screen goes blank while the computer is on.

Your power management is enabled. Do one of the following to resume from sleep mode:

- Press any key on the keyboard (cannot be used in Tablet mode);
- Press the power button;
- Press the Windows button;

## 14.4. SLEEP PROBLEMS

The critical low-battery error message appears, and the computer turns off.

The battery power is getting low. Connect the AC adapter to the computer.

The computer enters sleep mode immediately after Power-on.

Make sure that the battery is charged. The operating temperature may also be too hot. Move to a cooler environment and try to wake the computer.

The computer does not return from sleep mode and the computer does not work.

Connect the AC adapter, then press the Windows button or the power button. If your computer is powered-off, connect the AC adapter first, and then press the power button to resume operation.

## 14.5. KEYBOARD PROBLEMS

After docking the tablet, the keyboard has no response.

Do the followings:

- Separate your tablet from the dock. (See page 2 for details)
- Dock your tablet again. You shall hear a click sound when you push the tablet into the dock.

If the keyboard still has no response, please contact your local dealer.

## 14.6. SOUND PROBLEMS

No sound can be heard from the speaker even when the volume is turned up.

Make sure that:

- The Mute function is off;
- The combo audio jack is not being used;
- Speakers are selected as the playback device.

## 14.7. OTHER PROBLEMS

Your computer does not respond.

To turn off your computer, press and hold the power button for 6 seconds or more. If the computer still does not respond, remove the AC adapter.

Your computer might lock when it enters sleep mode during a communication operation. Disable the sleep timer when you are working on the network.

The connected external device does not work.

Do not connect or disconnect any external device cables other than USB while the computer power is on. Otherwise, you might damage your computer.

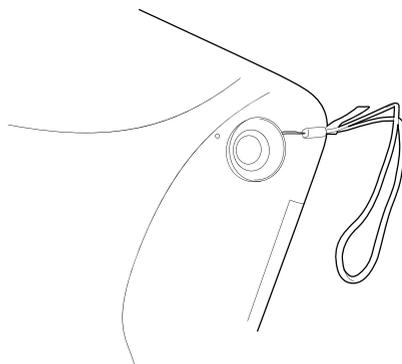
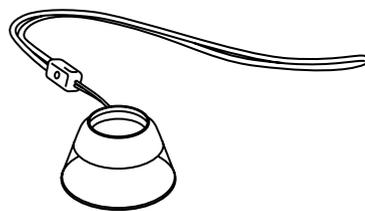
When using a high power consumption external device such as an external USB optical disk drive, use an external device power adapter. Otherwise, the device may not be recognized, or the system may shut down as a result.

The Science Kit is composed by a Microlens\*, Earphones\* and a Thermal Probe\*. This kit is designed to work together with Intel® Education Software and allows kids to perform Scientific Experiments.

## MICROLENS\* (WHEN APPLICABLE)

With the Microlens, the webcam also works as a microscope for scientific assignments and supports inquiry-based learning with close-up views. The Microlens operates as a low-powered microscope, allowing students to examine things like leaves and bugs up-close.

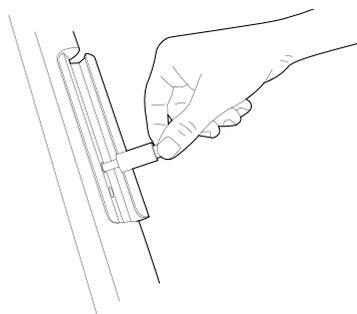
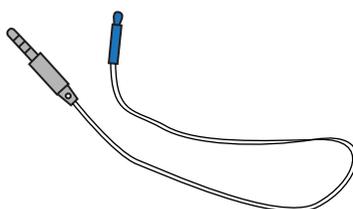
\*Works with Lab camera and Media Camera



## 15.2. THERMAL PROBE\* (WHEN APPLICABLE)

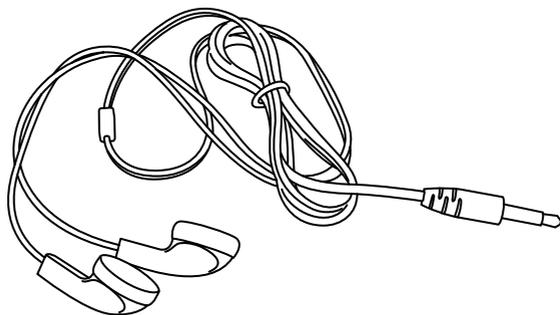
The Thermal Probe expands the scope of exploration and allows students to conduct experiments that no other consumer tablet can. It detects fluctuations in ambient temperatures, transferring the data received to the IES® platform via audio jack.

\*Works with SPARKvue.



## 15.3. EARPHONES (WHEN APPLICABLE)

Enjoy rich audio with mymaga Earphones! You will have the best of both worlds by listening to your favourite music or using the Text-to-Speech function to listen to eBooks or simply study while doing something else. mymaga is focused on designing tools that bring learning to life, helping young learners become more engaged.



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## INTEL® EDUCATION SOFTWARE



### Kno™ App

An interactive eReader, provides students with the ability to experience and explore rich content, such as videos, 3-D models, and linked glossaries. Term and course management tools keep materials organized and learning focused.



### NetSupport

A classroom solution for collaborative learning. Supports teachers with a full range of assessment, monitoring, collaboration and control features. It can be used to deliver lesson content and receive student work, manage the devices to eliminate distractions and share screens with the whole class to ensure full engagement at all times.



### Lab Camera

The Lab Camera enables a cost-effective STEM Curriculum and promotes higher-level skills development—investigation, problem-solving, critical thinking, and deductive reasoning. Imaging and analysis tools: time-lapse cam, kinematics, microscope, pathfinder, motion cam, and universal logger.



### SPARKvue

A data analysis application for science and math concepts that uses built-in camera and sensors. 60 built-in labs make it easy to get started or create your own custom labs. Lab topics include: temperature, acceleration, sound, capturing and annotating images, light, and magnetometer.



### SketchBook Pro

A sketching and painting application to create digital artwork. Students of any skill level can use it for illustrations as well as to draw diagrams for reports and projects. They can choose from over 100 brushes, design their own colors and even create simple animations.



### Pixlr

A fun but powerful photo editor to transform your pictures. It comes with easy-to-use crop, adjust and rotate tools as well as more sophisticated features to stylize and add effects to photos, or even create your own collages.



### Intel® Education Theft Deterrent

A hardware assisted security solution that enables school IT to proactively protect lost or stolen devices. Once the device is reported as missing, school IT can remotely lock the device to render it unusable. Later, if the device is recovered, it can be reactivated with an unlock code.



### McAfee®

When you or your kids select new apps, shop online, browse social networks, or use your device for banking and payments, McAfee Mobile Security is there to protect you. mymaga devices include a 5 years licence that will protect your identity and your personal life while you are online.

# MYMAGA AGENCY REGULATORY NOTICES

## DECLARATION OF CONFORMITY

### Česky [Czech]

J. P. Sá Couto S.A. tímto prohlašuje, že tento MG101A2TH je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

### Lietuvių [Lithuanian]

šiuo J. P. Sá Couto S.A. deklaruoja, kad šis MG101A2TH atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

### Dansk [Danish]

Undertegnede J. P. Sá Couto S.A. erklærer herved, at følgende udstyr MG101A2TH overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

### Nederlands [Dutch]

Hierbij verklaart J. P. Sá Couto S.A. dat het toestel MG101A2TH in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

### Deutsch [German]

Hiermit erklärt J. P. Sá Couto S.A., dass sich das Gerät MG101A2TH in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

### Malti [Maltese]

Hawnhekk, J. P. Sá Couto S.A., jiddikjara li dan MG101A2TH jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

### Português [Portuguese]

A J. P. Sá Couto S.A. declara que este MG101A2TH está conforme com os requisitos essenciais e outras disposições da Diretiva 1999/5/CE.

### Ελληνική [Greek]

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ J. P. Sá Couto S.A. ΔΗΛΩΝΕΙ ΟΤΙ ΜG101Α2ΤΗ ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

### Slovensko [Slovenian]

J. P. Sá Couto S.A. izjavlja, da je ta MG101A2TH v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

### Français [French]

Par la présente J. P. Sá Couto S.A. déclare que l'appareil MG101A2TH est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

### Slovensky [Slovak]

J. P. Sá Couto S.A. týmto vyhlasuje, že MG101A2TH spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

### Italiano [Italian]

Con la presente J. P. Sá Couto S.A. dichiara che questo MG101A2TH è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

### Eesti [Estonian]

Käesolevaga kinnitab J. P. Sá Couto S.A. seadme MG101A2TH vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

### Magyar [Hungarian]

Alulírott, J. P. Sá Couto S.A. nyilatkozom, hogy a MG101A2TH megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

### English

Hereby, J. P. Sá Couto S.A., declares that this MG101A2TH is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

### Polski [Polish]

Niniejszym J. P. Sá Couto S.A. oświadcza, że MG101A2TH jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/EC.

### Español [Spanish]

Por medio de la presente J. P. Sá Couto S.A. declara que el MG101A2TH cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

### Íslenska [Icelandic]

Hér með lýsir J. P. Sá Couto S.A. yfir því að MG101A2TH er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC.

### Suomi [Finnish]

J. P. Sá Couto S.A. vakuuttaa täten että MG101A2TH tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

### Latviski [Latvian]

Ar šo J. P. Sá Couto S.A. deklarē, ka MG101A2TH atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

### Română [Romanian]

Prin prezenta, JP Sá Couto SA, declară că acest lucru MG101A2TH este în conformitate cu cerințele esențiale și alte prevederi relevante ale Directivei 1999/5/EC.

### Svenska [Swedish]

Härmed intygar J. P. Sá Couto S.A. att denna MG101A2TH står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

### Norsk [Norwegian]

J. P. Sá Couto S.A. erklærer herved at utstyret MG101A2TH er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

You can download the full Declaration of Conformity CE from [www.mymaga.eu](http://www.mymaga.eu).

## 17.2. SPECIFIC ABSORPTION RATE (SAR) CERTIFICATION INFORMATION

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands.

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Organizations such as the World Health Organization and the US Food and Drug Administration have suggested that if people are concerned and want to reduce their exposure, they could use a hands-free accessory to keep the wireless device away from the head and body during use, or reduce the amount of time spent using the device.

## 17.2. ELIMINATION OF PRIVATE EQUIPMENT BY USERS IN THE EUROPEAN UNION



This symbol on the product or on its packaging indicates that this product must not be disposed of with other household waste. It is your responsibility to dispose your used equipment at a collection point for recycling of electrical and electronic equipment. The separate collection and recycling of disposed equipment used will help to conserve natural resources and ensure that the equipment will be recycled adequately to protect human health and the environment.

For more information about the locations where you can drop off your equipment for recycling, please contact your local municipality, the local garbage collection service or the shop where you purchased the product.