

Q: Why is my tablet not charging, or why will my tablet not turn on?

A: Try charging in a different power source such as a smartphone plug in a wall **OR**

A: Try a soft reset: Hold the power and the volume button down at the same time for at least 45 seconds – this will reset the tablet.

Q: Why is there Chinese writing on my tablet, or why is there some testing code on my tablet?

A: Try a hard reset: locate the tiny hole under the power button and use a pin (or similar) and press into the hole – this will perform a hard reset of your tablet.

Q: My tablet is stuck in a boot loop. How do I stop this?

A: Try a hard reset: locate the tiny hole under the power button and use a pin (or similar) and press into the hole – this will perform a hard reset of your tablet.

Q: There is a PIN lock on the tablet. How do I remove this?

A: This is not covered under warranty, and in most circumstances, Virtual Distribution, the company who provide the warranty for your tablets, should be able to remove the PIN lock on your behalf. However, there is a charge of £19 (+VAT) for each affected tablet – please email warranty@lbq.org for more information.

Q: There are yellow lines across the tablet display. How do I stop this?

A: Try a hard reset: locate the tiny hole under the power button and use a pin (or similar) and insert into the hole – this will perform a hard reset of your tablet.

Q: I am having Google Services issues on the tablet. How do I solve this?

A: Please clear the cache of all Google related applications within settings.
Settings > Apps > Google Play services > Storage > Clear data

Q: I am having keyboard issues. What should I do?

A: Please clear the cache of all Google related applications within settings.
Settings > Apps > Gboard > Storage > Clear data

Q: I am having Wi-Fi issues. What should I do?

A: Please contact warranty@lbq.org for further information. One of our technical engineers will try and diagnose the problem and fix it over the phone.

Q: I have a cracked screen. What can I do?

A: For cracked screen repair or replacement, contact warranty@lbq.org to obtain pricing.

For any further issues, please contact warranty@lbq.org, providing details of your issue along with your school name and hardware serial numbers. Full warranty terms and conditions can be viewed [here](#).