



Operating and Safety Instructions

Learning by Questions K802L Tablet

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Learning by Questions K802L Tablet & Cabinet

The bundle contains 32 x 7" or 8" Android pupil tablets and 1 x 10" Android teacher tablet. All of these are provided with a silicone case to protect them in the classroom.

A secure charging cabinet is provided to store and charge your tablets. All cables provided are already installed in the cabinet. The charging cabinet is on lockable castors, meaning you can relocate your cabinet as required and secure it when in position.

The LbQ Charging Cabinet is designed to charge your tablets quickly and efficiently. Simply connect your tablets using the pre-wired cables in the cabinet, connect the cabinet to a power outlet and then turn on the cabinet.

Tablet Set Up

The only mandatory step for setting up your tablets for use with Learning by Questions is to connect the tablet to WiFi. This will give the pre-installed LbQ Tasks app all it needs to connect to a session. However, we would also recommend the following steps are considered:

Connect to a Google Play account – this gives the tablet the ability to update the apps and operating system as well as get new apps. Default updates will install automatically, but this can be altered. We provide a separate document outlining how you can configure updates on your devices, which is available on our Technical Guidance page.

Device Management – there are a range of ways in which you can manage your devices, some of which would incur extra cost. Below we describe some of the options available to you, although the management of the devices is the responsibility of the school and Learning by Questions do not provide this service for you.

Configuring Your Network

To use the Learning by Questions service, it is vital that the tablets (and any other teacher/pupil devices being used for this) are able to access lbq.org. LbQ uses secure web sockets as the connection method for running a task, so this must be accessible on all devices being used. The required connections are:

- lbq.org
- 84.18.216.178

We provide a connection test page at www.lbq.org/connection. You can go to this page on your devices (we recommend doing this on all devices), and a quick test will run informing you if the appropriate connection can be made.

It is important to confirm that your network is able to support the number of devices via WiFi. Most network hardware manufacturers support a specific maximum amount of devices on their hardware, so it is the school's responsibility to ensure this covers the required number of devices.

With a volume of devices being added to your network, it is important to ensure that your WiFi is configured to best accept this increased volume of traffic. We would recommend that your IT personnel surveys the available networking infrastructure to ensure that your network is prepared for this additional traffic, including ensuring that there are enough IP addresses available for the tablets. Although LbQ does not require a high volume of bandwidth (the required transfers are text and images), you will need to ensure that your network is able to handle at least 33 devices per classroom, which requires a reliable wireless connection.

Device Management

It is important to consider how your school wishes to manage the LbQ tablets. Many schools have existing policies and procedures for managing tablets, but some may not. There are a multitude of ways you can do this, for example:

- Use of Android profiles

A school is able to create multiple profiles on each tablet. Many schools use this to create an 'admin' profile and a 'pupil' profile. The admin profile is then protected via a PIN and the pupil profile is restricted as to which apps and features it can use. We provide further guidance on doing this in a separate document.

- Mobile Device Management (MDM) software

There are many products on the market that can help you best manage your devices, however these come at a further cost. These types of software are far more flexible with many more features than using Android profiles and can even manage devices en masse and remotely, which greatly improving the workflow. Examples of MDM software include:

- Gsuite for Education Enterprise
- Cisco Meraki
- Radix Viso
- MobileIron EMM
- Microsoft Intune

Support

Your LbQ tablets are covered by a 12 or 36 month advanced replacement warranty, depending on the package you have purchased. What this means is that if you have a problem with a faulty device, you simply email us at warranty@lbq.org with a description of the issue and the serial number of the device, and we will send out a replacement along with the packaging to return your device. The serial number is located on the back of the device near the bottom. This warranty only covers faulty devices. If you have a device with physical damage or need to replace a lost unit, please contact us to purchase a replacement:

Email: orders@lbq.org

We want you to have the best possible experience using Learning by Questions, so if you have any issues or require support, you can contact us at support@lbq.org. We can remotely support you with the use of the platform, tablets, cabinets and even give advice on Wi-Fi configuration or Mobile Device Management, although all decisions and implementations of these are the responsibility of the school.

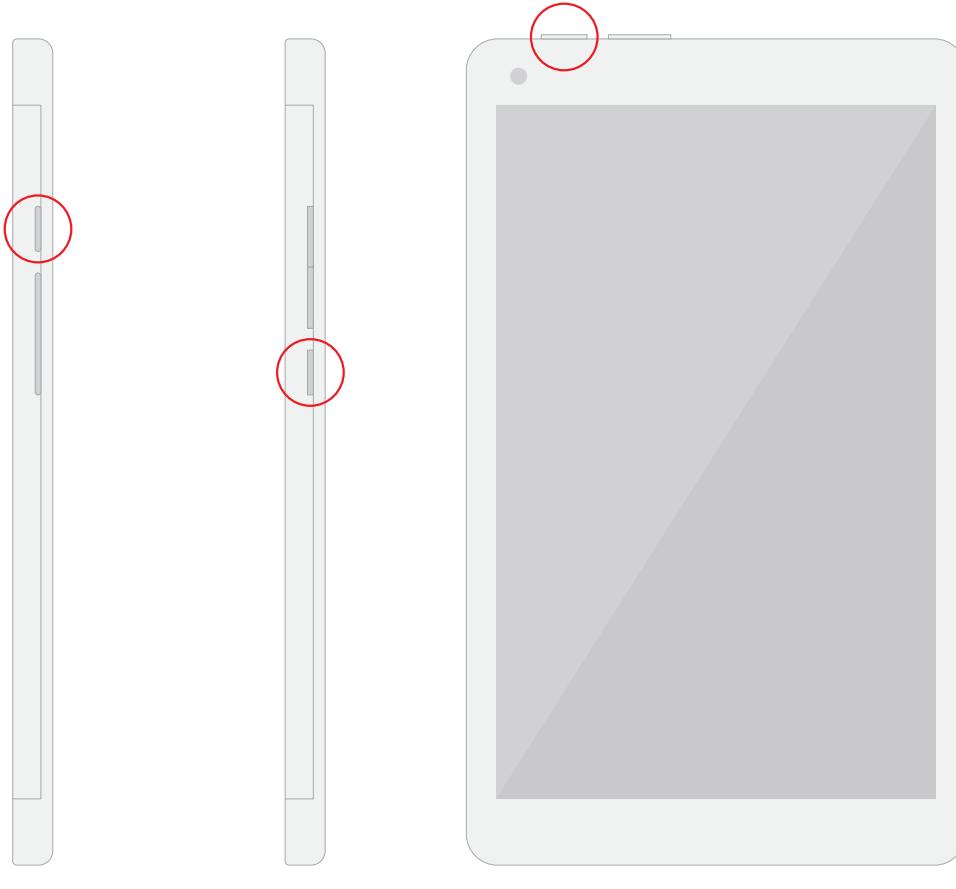
We also offer an onsite support or training service, although these are chargeable services. To find out more about onsite technical support with our network experts, contact support@lbq.org.

To find out more about our onsite training services, contact info@lbq.org.

The LbQ Technical Guidance page is located at: <https://www.lbq.org/TechnicalGuidance>

Turning On/Off Your Device

Turning on your device is simple, press and hold the power button on the side of your device until the screen displays the Learning by Questions logo. Your device is now booting up. For the 10" tablets, the power button is located on the top of the device.



7" TABLET

8" TABLET

10" TABLET

In order to power off your device, you must hold the power button. You will be prompted to either reboot or power off, select power off to turn your device off. Selecting reboot will restart your device. With the 8" tablets, you can also activate Aeroplane mode from this same screen.

Device Lock Screen

This is your device lock screen. You must unlock your tablet before you can proceed. You can unlock your device by swiping up on the screen. You can also access voice assist and your camera from here by swiping up from the icons at the bottom of the screen.



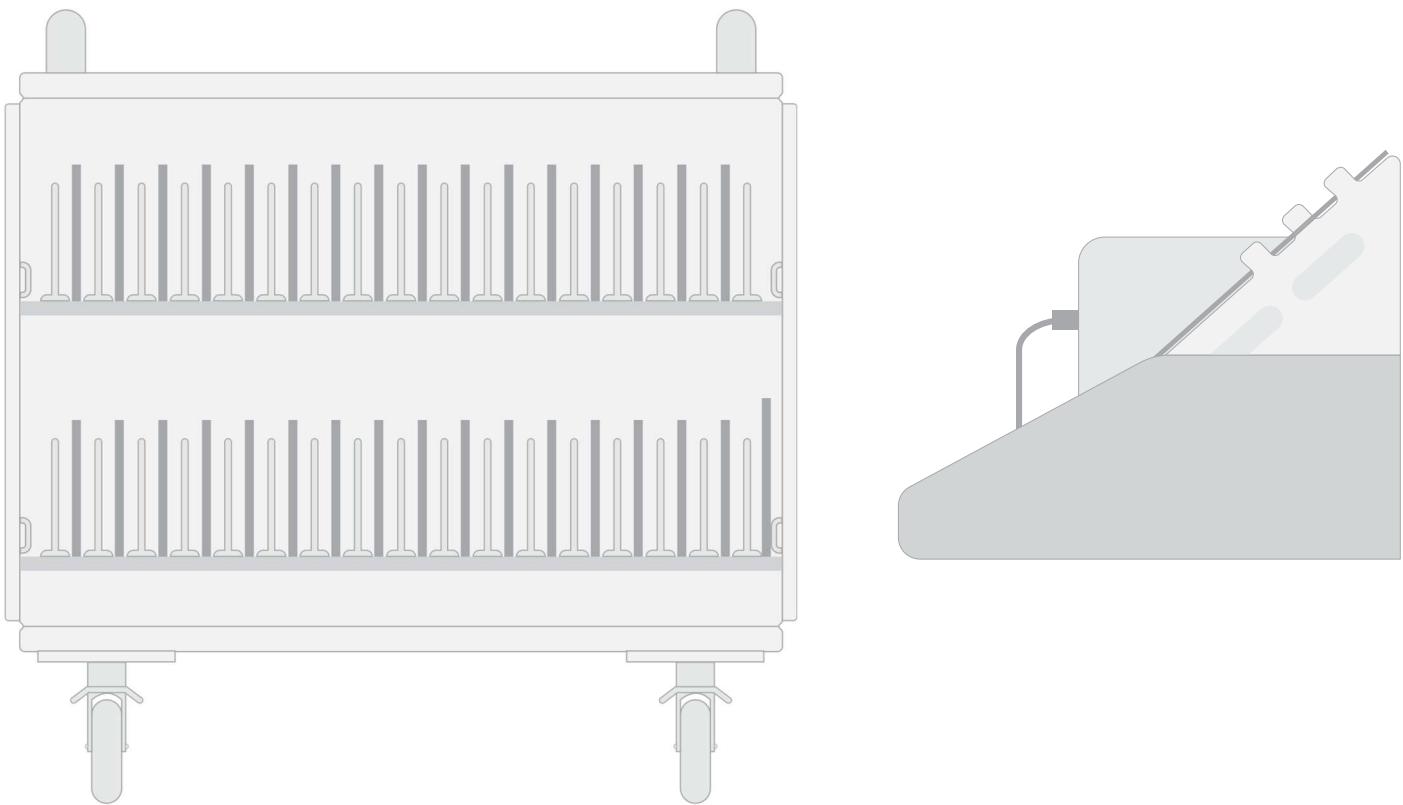
- 1 Voice Assist
- 2 Camera

If you choose to use a passcode on your device for extra security, you will be prompted to enter your passcode once you have swiped up on the lock screen. To add a passcode, navigate to Settings > Security > Screen Lock.

Charging Your Device

Your Learning by Questions tablets will have arrived with either a Charging Cabinet or USB hubs, depending on the package you purchase. The cabinet is used as a storage container and also a charging device. Each tablet will have its own bay inside the cabinet, with its own USB-C cable for charging.

The charging cabinet is designed for storage and charging purposes only and is specifically designed to be used with LbQ 10", 8" and 7" tablets. However, other laptops and tablets can also be charged. We advise that if charging devices other than the LbQ tablets with the LbQ charging cabinet, you should always use the plugs and cables that were provided with the device to ensure the correct power is supplied to the device.



Using An SD Card With Your Device

Each variation of tablet comes with an SD card slot, allowing you to increase storage capacity and transfer files to your device easily. Below you can see where the SD card slot is located on each device. In order to access the SD card from your tablet, navigate to Settings > Storage.



7" TABLET



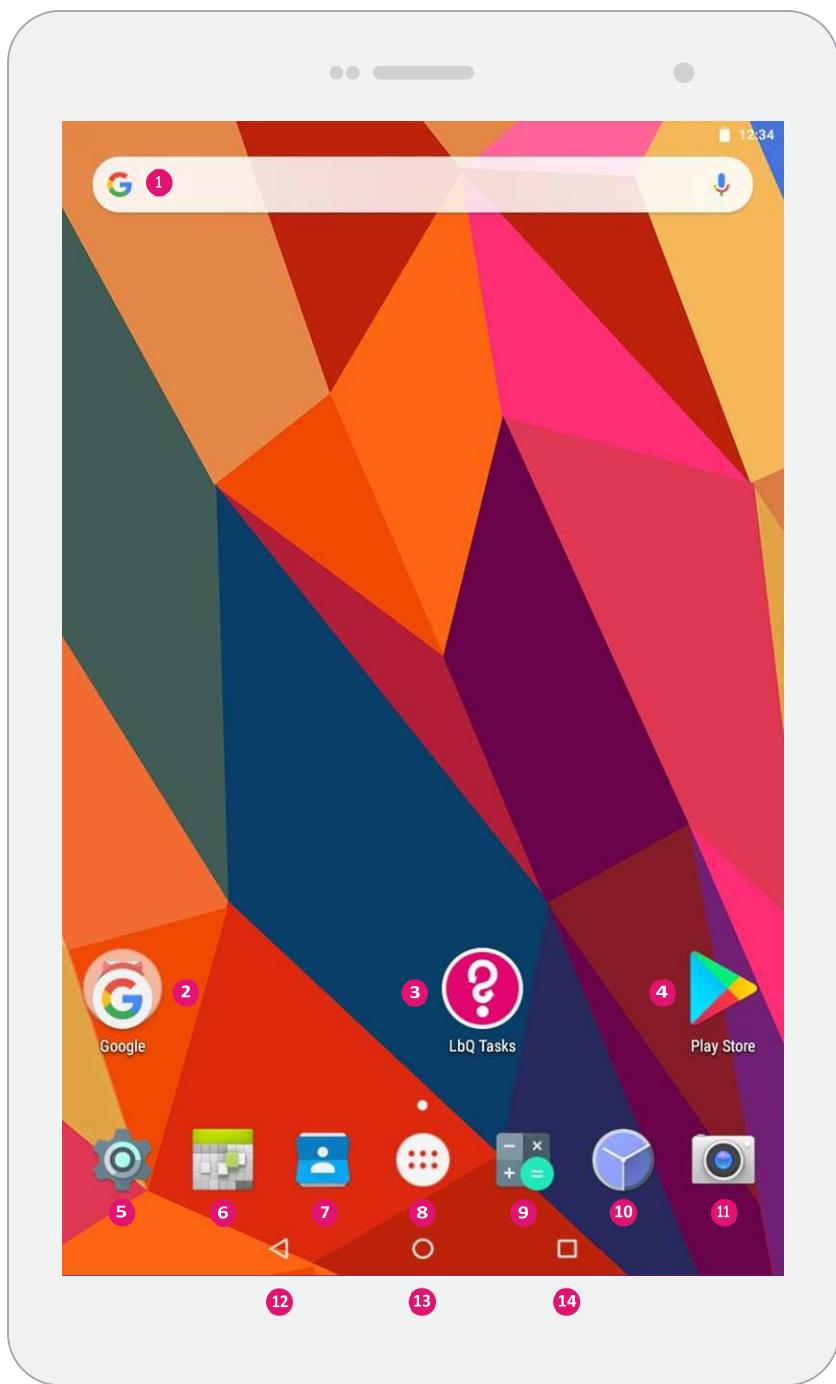
8" TABLET



10" TABLET

Device Home Screen

Once you have completed the basic start up procedure, you will be greeted by the home screen. From here, you can navigate through your tablet.



- 1 Google search bar
- 2 Google apps (Gmail etc)
- 3 LbQ Tasks app
- 4 Google Play Store
- 5 Settings
- 6 Calendar
- 7 Contacts
- 8 All apps
- 9 Calculator
- 10 Clock
- 11 Camera
- 12 Back
- 13 Home
- 14 Recent apps

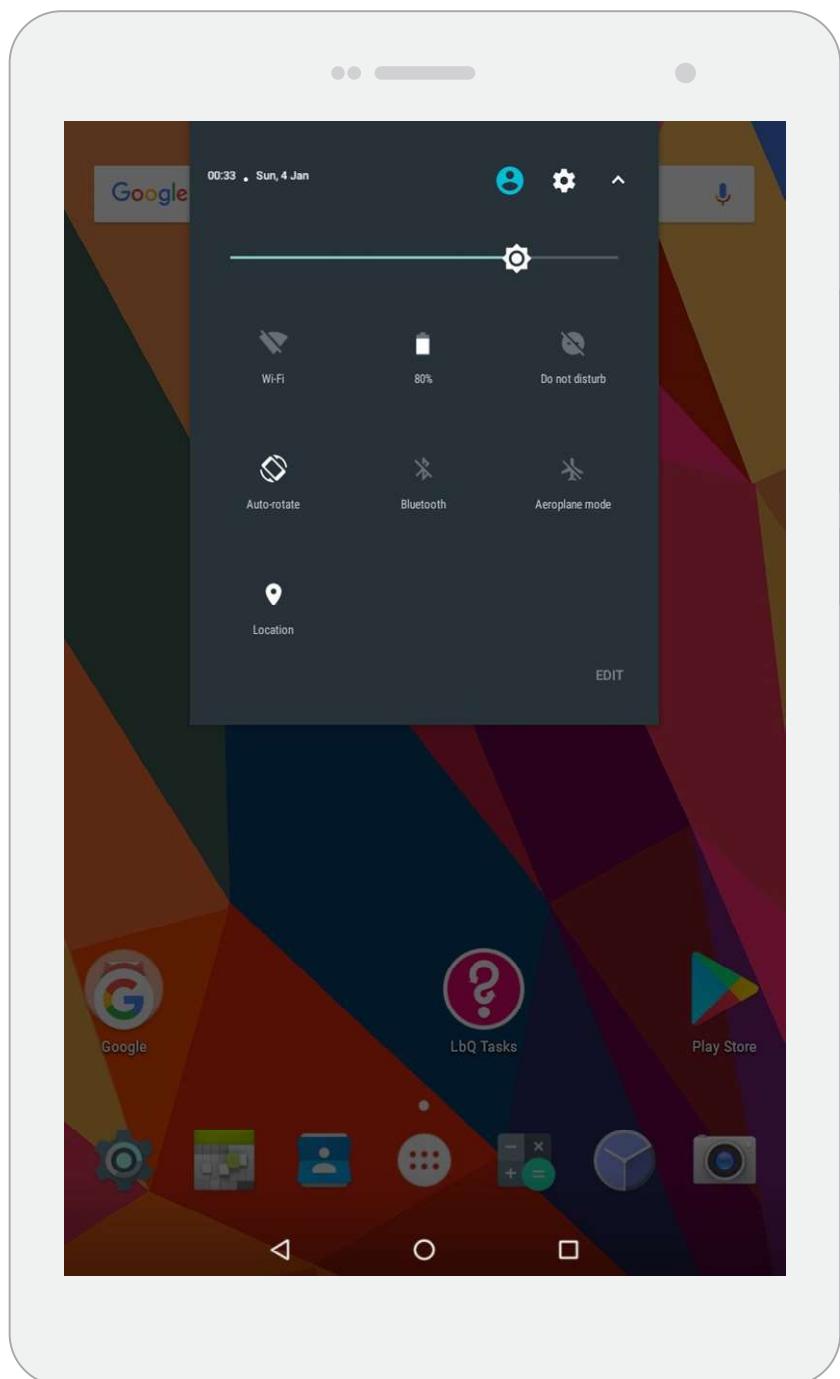
Navigating Your Device

You will see 3 buttons at the bottom of your screen that are used to easily navigate around your tablet

- ◀ Press the back button to return to your previous screen, option or step.
- Press the home button to return back to the home screen.
- Press the recent apps button to see all apps currently in use.

Device Home Screen – Notification Panel

From the notification panel, you can quickly turn on or off several features, which we will cover below. These features can be customised to show whichever features you'd prefer to see, tap the edit button to do so. You can also view any recent notifications here such as emails, messages or updates. To access this panel, swipe down from the top of the screen. From here you can:



- Alter your brightness
- Access settings
- Turn on/off Wi-Fi
- See battery level
- Activate Do not disturb
- Activate Auto-rotate
- Turn on/off Bluetooth
- Turn on/off Aeroplane mode
- Turn on/off Location services

Adding Your Google Account

Adding your Google account to your device is easy. Simply navigate to Settings > Accounts > Add Account. Next, tap on Google and you will be taken to the sign in screen. Ensure you have Wi-Fi enabled. You can add any account type via this method. In order to remove an account, tap the account you would like to remove, then tap the menu icon in the top right of the screen, and then tap remove account.

Troubleshooting

Below we will cover what to do in case of any tablet errors.

Force Restart Your Tablet

If your LbQ tablet ever crashes, freezes or becomes unresponsive, hold the power button and the volume down button simultaneously until the device powers down.

LbQ Tasks App

If you experience any issues with the LbQ Tasks app, such as crashes, you will need to navigate to Settings > Apps > LbQ Tasks > Storage > Clear Cache.

Cables

Please check the cables on a regular basis (weekly) to ensure the provided USB cables are intact, without any visible wear or damage and that they are all fully inserted in the charging ports at the rear of the cabinet to ensure correct charging of the provided Tablet PCs.

LBQ-F7V1 Tablet Specification – 7" Tablet



The Learning by Questions pupil tablets are 7" Android 7.0 tablets. The teacher tablet is a 10" Android 7.0/9.0 tablet depending on the model. The operating system is pre-installed and simply requires connecting to Wi-Fi to get going, although further configuration is recommended.

- Display:

7" 1920 x 1200 IPS screen

16:10 aspect ratio

5-touch capacitivescreen

- System:

Cortex 64bit Quad Core 1.5GHz CPU

2GB of RAM

16GB of storage

Front (2M) and Rear (5M) cameras

- Input / Output ports

1 x Micro SD Slot

1 x Micro USB

1 x Earphone

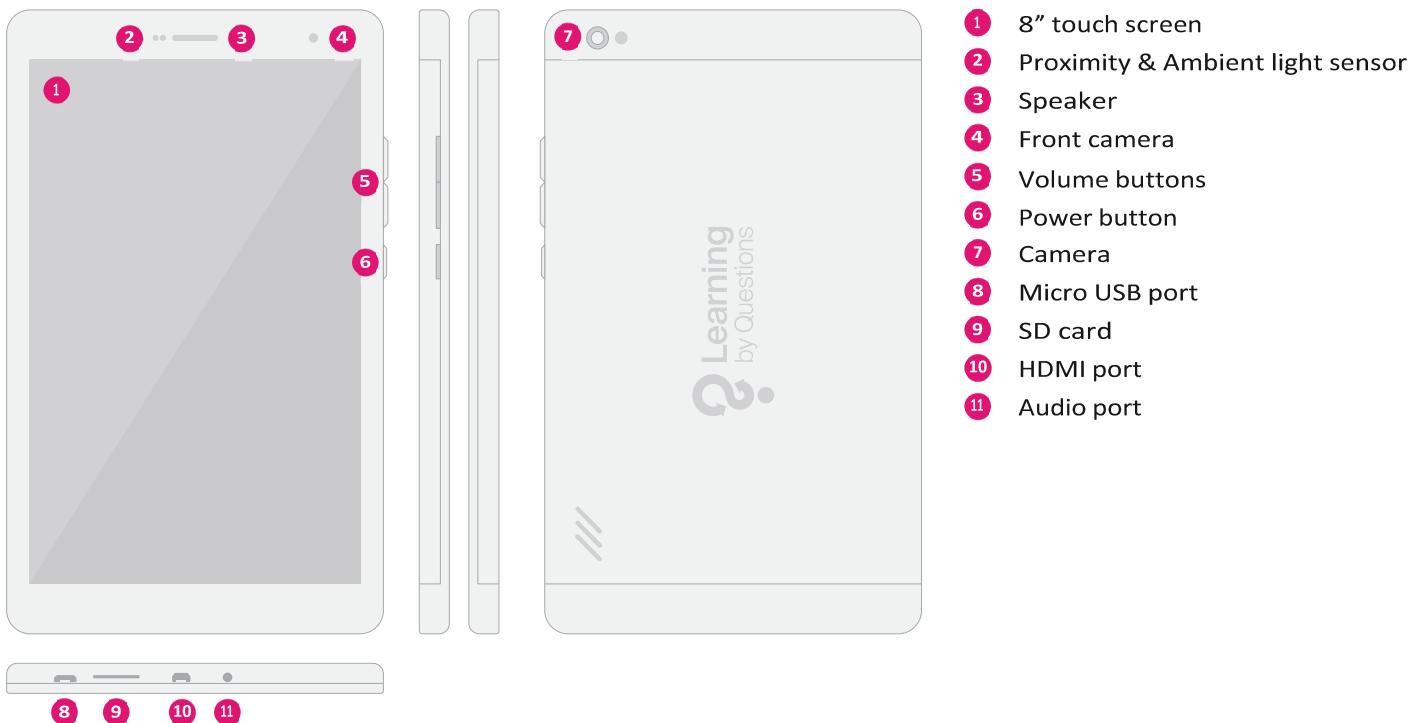
- Communication

1 x Speaker, 1 x Microphone

Wi-Fi – 802.11a/b/g/n 2.4GHz

GPS module, Bluetooth, 3000mAh battery

K802L Tablet Specification – 8" Tablet



The Learning by Questions pupil tablets are 8" Android 9.0 tablets. The teacher tablet is a 10" Android 9.0 tablet. The operating system is pre-installed and simply requires connecting to Wi-Fi to get going, although further configuration is recommended.

- Display:

- 8" 800 x 1280 IPS G+P Enhanced Screen
- 16:10 aspect ratio
- 5touch capacitive display

- System:

- MTK8163 Quad Core 1.5GHz CPU
- 2GB of RAM
- 16GB of storage
- Front (0.3M) and Rear (5M) cameras

- Input/Output ports:

- 1 x Micro SD Slot
- 1 x Micro USB or USB-C in later models
- 1 x Earphone
- 1 x Speaker
- 1 x Microphone

- Communication:

- 1 x Speaker, 1 x Microphone
- Wi-Fi - 802.11a/b/g/n 2.4GHz
- GPS module
- Bluetooth
- 3500mAh Pure Cobalt High Temp Resistant Battery

LQB-F10V1 Tablet Specification – 10” Tablet



The Learning by Questions pupil tablets are 7"/8" Android 7.0/9.0 tablets, depending on which model your school uses. The teacher tablet is a 10" Android 7.0/9.0 tablet. The operating system is pre-installed and simply requires connecting to Wi-Fi to get going, although further configuration is recommended.

- Display:

- 10" 1920 x 1200 IPS screen

- 16:10 aspect ratio

- 10-touch capacitive screen

- System:

- Cortex 64bit Quad Core 1.5GHz CPU

- 2GB of RAM

- 16GB of storage

- Front (2M) and Rear (5M) cameras

- Input / Output ports

- 1 x Micro SD Slot

- 1 x Micro USB

- 1 x Earphone

- Communication

- 2 x Speaker, 1 x Microphone

- WiFi - 802.11a/b/g/n 2.4GHz

- GPS module

- Bluetooth

- 7000mAh battery