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MATRIXPAD
P31

U S E R   G U I D E

Please read this instruction throughly before using this product and keep it for future reference.

PRODUCT OVERVIEW

1. Microphone	6. Keyboard Mounting Holes
2. USB-C Port	7. Keyboard Pins
3. Light Sensor	8. Headphone Jack
4. Front-facing Camera	9. Volume +/-
5. Memory Card Slot	10. Power Button
11. Reset Hole	12. Rear Camera
13. Flash	14. Speakers

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GETTING STARTED

Power On/Off
* Press and hold the power button for 2~3s to turn on your tablet. Select your language and set up your tablet following the start guide.
* Press and hold the power button for 2s, then release it. It will show **Power off**, **Restart** and **Screenshot** on the screen. Tap **Power off** to turn off the tablet.
* Press and hold the power button for 10s to do a forced reboot when it's frozen.

Battery
* A rechargeable Li-ion battery is installed in the tablet.
* DO NOT attempt to replace the tablet battery by yourself because you may damage the battery, which might cause overheating, fire or injury.
* DO NOT dispose of tablet in a fire.
* DO NOT expose the tablet battery to any heat source, direct sunlight or high temperature.
* Only use the **ORIGINAL** power adapter provided by us to charge the tablet battery.
* We suggest you drain the battery completely once a month if only use your tablet occasionally.
* The Li-ion battery in your tablet should be serviced or recycled by an authorized service provider, and must be recycled or disposed of separately from household waste.
* Dispose of battery according to your local environmental laws and regulations.

Sleep Mode
Simply press the power button once to switch the tablet to the **Sleep Mode** when the tablet is **ON**, press again to wake it up.
* **Tip:**
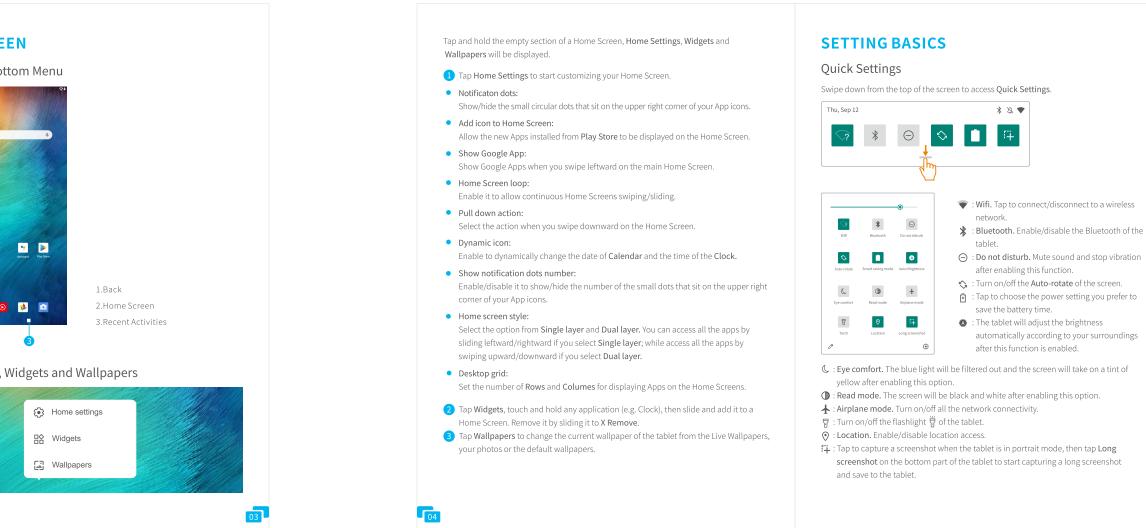Go to **Settings** > **Display** > **Advanced** > **Screen timeout** to set the time of entering the Sleep Mode.

Screenshot
* Press the **Volume -** button and the **Power On/Off** button for 2 seconds to capture a picture.
* Press and hold the power button for 2s, then release it. It will show **Power off**, **Restart** and **Screenshot** on the screen. Tap **Screenshot** to capture a screenshot.

HOME SCREEN

Icons on the Bottom Menu

1.Back
2.Home Screen
3.Recent Activities

Home Settings, Widgets and Wallpapers

- Home settings
- Widgets
- Wallpapers

Tap and hold the empty section of a Home Screen, **Home Settings, Widgets** and **Wallpapers** will be displayed.

❶ Tap **Home Settings** to start customizing the Home Screen.
* **Notification dots:**
Show/hide the small circular dots that sit on the upper right corner of your App icons.
* **Add icon to Home Screen:**
Allow the new Apps installed from **Play Store** to be displayed on the Home Screen.
* **Show Google App:**
Show Google Apps when you swipe leftward on the main Home Screen.
* **Home Screen loop:**
Enable it to allow continuous Home Screens swiping/sliding.
* **Pull down action:**
Select the action when you swipe downward on the Home Screen.
* **Dynamic icon:**
Enable to dynamically change the date of **Calendar** and the time of the **Clock**.
* **Show notification dots number:**
Enable/disable it to show/hide the number of the small dots that sit on the upper right corner of your App icons.
* **Home screen style:**
Select the option from **Single layer** and **Dual layer**. You can access all the apps by sliding leftward/rightward if you select **Single layer**, while access all the apps by swiping upward/downward if you select **Dual layer**.
* **Desktop grid:**
Set the number of **Rows** and **Columns** for displaying Apps on the Home Screens.

❷ Tap **Widgets**, touch and hold any application (e.g. Clock), then slide and add it to a Home Screen. Remove it by sliding it to **X Remove**.
❸ Tap **Wallpapers** to change the current wallpaper of the tablet from the Live Wallpaper, your photos or the default wallpapers.

SETTING BASICS

Quick Settings
Swipe down from the top of the screen to access **Quick Settings**.

- **WiFi.** Tap to connect/disconnect to a wireless network.
- **Bluetooth.** Enable/disable the Bluetooth of the tablet.
- **Do not disturb.** Mute sound and stop vibration after enabling this function.
- **Turn on/off the Auto-rotate** of the screen.
- Tap to choose the power setting you prefer to save the battery time.
- The tablet will adjust the brightness automatically according to your surroundings after this function is enabled.
- **Eye comfort.** The blue light will be filtered out and the screen will take on a tint of yellow after enabling this option.
- **Read mode.** The screen will be black and white after enabling this option.
- **Airplane mode.** Turn on/off the network connectivity.
- Turn on/off the flashlight of the tablet.
- **Location.** Enable/disable location access.
- Tap to capture a screenshot when the tablet is in portrait mode, then tap **Long screenshot** on the bottom part of the tablet to start capturing a long screenshot and save to the tablet.

More Settings
Go to **Quick Settings**, then tap the icon to enter the detailed setting interface. Or, tap **Settings** App on the Home screen to enter.

Tap the icon to change the options in the **Quick Settings**. Long press each icon to enter the interface of its detailed settings.

Network & internet
* Connect to any working WiFi.
* Enable/disable the **Airplane Mode**
* Add VPN connections

Connected devices
* Pair with Bluetooth devices and check the paired devices
* Turn on/off Bluetooth
* Check the connection status of the cast devices.
* Add and check printers.
* Check the received files from other devices via bluetooth connection and more

Apps & notifications
* Check the Apps recently opened
* Check all the Apps on the tablet
* Adjust App notification settings
* Check the screen time for Apps
* Set default apps
* Set the App permissions and more

Battery
* Display the remaining battery power as a percentage
* Enable/disable **Battery percentage** and **Battery Manager**
* Set **Power saving optimization**
* Manage the battery optimization for apps
* Check the detailed battery settings for Apps

Display
* Adjust the screen brightness
* Turn on/off Eye comfort
* Adjust the Colors & contrast
* Change the wallpaper
* Adjust the time of entering the **Sleep Mode**
* Enable/disable **Adaptive brightness**
* Adjust the font size and display size and more

Scheduled power on/off
* Set the time and days of the week for the tablet to automatically turn on/off

Sound
* Set sound level for **Media, Alarm** and **Notification**
* Enable/disable **Do not Disturb** to mute sound and stop vibration
* Set default notification sound and alarm sound
* Enable/disable screen locking sounds and more

Storage
* View and manage your storage space

Privacy
* Set app permissions
* Set to show/hide the password when input a password
* Set the **Lock screen** preferences
* Add an account and autofill service from google and more

Location
* Turn on/off the location services for specific apps
* Set apps that have access to location
* Enable/disable **Wi-Fi and Bluetooth scanning** and more

Security
* Check the security status
* Set screen lock pattern, e.g. Swipe, Pattern, PIN and Password
* Choose your backup screen lock method, e.g. Face authentication + Pattern, Face authentication + PIN, Face authentication + Password
* Allow the admin app to **Find your tablet** and lock or erase a lost device and more

Accounts
* Add and manage the user accounts on your tablet

Accessibility
* For vision and hearing impaired users, manage settings for **Screen readers, Display** and **Interaction Controls** and more

Smart controls
* Enable/disable the **Smart wake** function
* Enable/disable the function of **Lift to check tablet**

Digital Wellbeing & parental controls
* Check your app usage based on **Screen time, Notifications received**, or **Times opened** from **Dashboard**
* Set a schedule and switch on the setting options you prefer
* Enable/disable **Dashboard** to set app timers, the app will be paused when the app timer ends
* Enable/disable **Bedtime mode** to silence your tablet and remove the screen color at bedtime
* Enable/disable **Focus mode** to pause distracting apps when you need time to focus
* Manage the related notification settings to reduce interruptions
* Set up **Parental controls** to help your kids balance their screen time

Google
* Set the preferences for Google™ related services

System
* Set Language
Tap **Languages & input** > **Languages** > **+Add a language** to add your language. After adding, hold and slide the ≡ to the top to change the language.
* Set **Gestures** for **System navigation** and enable/disable the function of **Lift to check tablet**
* Set the date and time
* Turn on/off the **Back up to Google Drive**
* Restore factory setting
Tap **Advanced** > **Reset options** > **Erase all data (factory reset)** to restore the factory setting and more

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About tablet
* Check the detailed information about the tablet

NETWORK CONNECTION
Launch the App **Settings** or long press the WiFi/Bluetooth icon in **Quick Settings**.

Wifi Connection
❶ Tap **Network & internet** and turn on the **WiFi**. All the WiFi connections available will be listed.
❷ Select your WiFi and input the correct password.

Bluetooth Pairing
Please turn on the **Bluetooth** on your bluetooth device firstly.
❶ Go to **Connected devices** > **Connection preferences** > **Bluetooth** to turn on the bluetooth on your tablet.
❷ Tap **+Pair new device** to enter the scanning interface. Devices available will be displayed after a few seconds.
❸ Tap the desired device to get a paring code and click **PAIR** on both devices. The automatic connection is applied to some devices.

APP MANAGEMENT

App Download and Installation
❶ Tap and open **Play Store** on the Home Screen.
❷ Log into your google account, then search and download the App you need.

App Management

Move the App
Tap and hold the App, then slide it to a desired screen.

Remove the App from the Home screen
Touch and hold the App, then slide to **X Remove** to remove it from your Home Screen.

Uninstall the App
Touch and hold the App, then slide to the 🗑 **Uninstall** to uninstall the App.

Clear the Cache of the App
❶ Go to **Settings** > **Apps & notifications**.
❷ Select an App > **Storage & cache** > **CLEAR CACHE** to clear the cache.

INTERNET NAVIGATION
Please make sure the tablet is connected to a working WiFi network before navigating the Internet.
You may use the pre-installed Chrome browser or use another browser downloaded on the Play Store.

MULTIMEDIA

Connecting to a Computer
1. Connect your tablet to the computer with a USB-C cable.
2. **Media device(MTP)** is the default setting. So your computer and find your tablet **P31** to transfer files between your tablet and computer.
* **Tips:**
Go to **Quick Settings**, tap **Android System – USB file transfer turned on – Tap** for more options > USB computer connection to select the option preferred.
❶ Select **Charge Only** to charge your tablet.
❷ Select **Camera(PTP)** to transfer photos between the devices.
❸ Select **MIDI** to play MIDI instruments on the tablet.

USB computer connection
CONNECT AS
- Charge only
- Media device (MTP)
- Camera (PTP)
- MIDI

Connecting to an External Device
❶ Install a memory card with the capacity up to 128G and go to **Quick Settings**.
❷ Tap **SET UP**.
❸ Set the memory card as a portable storage by selecting **Portable storage**. Enter memory card storage to move files between the card and tablet.

SPECIFICATION

Size	10.1"
Chipset	SC9863A
GPU	IMG 8322
Display/Resolution	IPS/1920*1200
Front-facing Camera	5MP
Rear Camera	13MP
Battery	6000mAh
Operating System	Android™ 10.0
Connection	WiFi
CPU	Octa-core Cortex A55
RAM	4GB
Storage	64GB
Network	802.11 a/b/g/n/ac, BT5.0
Power Supply	DC 5V/2A
Touch	Multi-touch
Ports	USB-C/2.0Port / Memory Card Slot

Frequency Range(ONLY FOR CE):

Bluetooth/BLE	2402~2480MHz(TX/RX)
2.4G Wi-Fi	2412-2472MHz(TX/RX)
5G Wi-Fi	5150-5250 MHz, 5725-5850MHz(TX/RX)
BDS B1I/ Galileo E1/ GPS L1 C/A	1559-1610MHz (RX)
FM	87.5-108MHz (RX)

Transmit Power(ONLY FOR CE):

Bluetooth	2.72dBm
BLE	0.34dBm
2.4G Wi-Fi	12.21dBm(802.11b), 12.41dBm(802.11g), 12.48dBm(802.11n-HT20)
5G Wi-Fi	5150-5250 MHz: 12.26dBm (802.11a), 12.30dBm(802.11n20), 11.86dBm(802.11n40), 12.42dBm(802.11ac20), 11.67dBm(802.11 ac40), 11.82dBm(802.11 ac80) 5725-5850MHz: 6.49dBm (802.11a), 6.26dBm(802.11n20), 5.80dBm(802.11n40), 6.49dBm(802.11ac20), 6.13dBm(802.11ac40), 6.84dBm(802.11 ac80)

TROUBLESHOOTING

Q1. The tablet doesn't power on.
* Reboot your tablet after charging for more than 30 minutes.
* Press the power button to check if the tablet is in the **Sleep Mode**.
* Press and hold the power button for 10s to reboot it.

Q2. The tablet doesn't charge.
* Make sure the USB cable is properly plugged into the charging port.
* Try another compatible USB cable and adapter.

Q3. Error message occurs during the operation.
* Uninstall the App with error message, then download and install again.
* Press and hold the power button for 10s to reboot it.

Q4. The tablet cannot be detected by the computer.
* Make sure the tablet is powered on.
* Try another USB cable.
* Try another USB port on the computer.
* Instead of **Charge only**, choose **Media device(MTP)** or **Camera(PTP)** when connecting the tablet to the computer.

Q5. The tablet cannot connect to the WiFi.
* Make sure the **WiFi** in your tablet is **ON**.
* Make sure you input the correct password when connecting the WiFi.
* Restart the router.
* Make sure there is no filter setting or device connection limitation in the setting of the router.
* Forget the current WiFi, reset the router and connect to the WiFi again.

Q6. The storage space of the tablet is not enough.
* Delete the Apps you don't use.
* Clear the cache of the Apps regularly.
* Install a memory card to expand the storage.

Q7. The screen is unresponsive.
* Check if the screen is dusty or greasy. If yes, please gently wipe the screen with a cloth to clean it.
* Insert the pin into the **Reset Hole** to power off the tablet, then power on the tablet to try again.

Q8. The font size is too small to read.
* Please go to **Settings** > **Display** > **Advanced** > **Font Size** to adjust the text size.

Q9. Can the tablet support OTG function?
* Yes, but an extra OTG cable is required. You can connect the mouse or a USB drive through the cable then.

—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.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISEDC Requirements:
This device complies with Innovation, Science and Economic Development Canada license-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' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) l'appareil nedoit 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.
The device has been tested and comply with R. SAR limits.
L'appareil a été testé et est conforme aux limites IC SAR.
Operation of this device in the band 5150 5250 MHz is restricted to indoor use only.
Le fonctionnement de cet appareil dans la bande 5150-5250 MHz est limité à une utilisation en intérieur uniquement.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
Cet émetteur ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

Notes:
1. High Sound Pressure
2. Hearing Damage Risk
3. Do not listen at high volume levels for long periods.

In all EU member states, operation of 5150-5250 MHz is restricted to indoor use.

Manufacturer:
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