Windows 10.1” Tablet (UB-15MS10 and UB-15MS10SA) FAQ
December 2014

Navigation .................................................................................................................. 2

Question 1: What are charms used for? ................................................................. 2
Question 2: How do I navigate while using a mouse or trackpad? ......................... 3
Question 3: What should I do if I cannot find an app, setting, or file? .................. 3
Question 4: How do I make my tablet default to the desktop instead of the Start screen? ................. 3
Question 5: How do I make my tablet default to the app screen instead of the Start screen? ........ 4

Usage ......................................................................................................................... 4

Question 6: How do I close an app? ...................................................................... 4
Question 7: How do I add additional users to my tablet? ...................................... 4
Question 8: What accessories work with my tablet? ............................................. 4
Question 9: What should I do if I forget my password? ......................................... 4
Question 10: What should I do if my tablet will not charge? ................................ 4
Question 11: What should I do if I cannot turn on my tablet? .............................. 4
Question 12: How do I activate Microsoft Office? .................................................. 5
Question 13: What should I do if Microsoft Office does not install correctly on my tablet? ... 9
Question 14: What should I do if I do not have sound on my tablet? .................... 14
Question 15: What should I do if my tablet screen looks pixelated? ...................... 14
Question 16: How do I install a micro SD card? ..................................................... 14
Question 17: What should I do if I can’t find files on my micro SD card? ................ 14
Question 18: What should I do if my tablet will not work with my keyboard? ....... 15

Apps ......................................................................................................................... 15

Question 19: How do I download apps? ................................................................. 15
Question 20: How do I delete an app? .................................................................. 15
Question 21: Will Apple or Android apps work on my tablet? ............................ 15
Question 22: What should I do if an app is not working? ...................................... 15

Wi-Fi & Bluetooth ................................................................................................. 16

Question 23: How do I connect to the Internet? ...................................................... 16
Question 24: What should I do if my tablet will not connect to the Internet? .......... 17
Question 25: How do I pair a Bluetooth device to my tablet? ............................... 17
Question 26: What should I do if my Bluetooth device and table will not pair? ... 17

General ..................................................................................................................... 18

Question 27: What should I do if my tablet or app freezes? ................................. 18
Question 28: How do I update my tablet? ............................................................. 18
Question 29: How do I reset my tablet back to factory defaults? ......................... 18
Question 30: Where can I get more information about my Windows tablet and warranty? .......... 18
Navigation

Question 1: What are charms used for?
Swipe in from the right edge of your tablet to open charms.

Charms:
- **Search**: Open the search bar.
- **Share**: Share information displayed on your tablet.
- **Start**: Return to the Start screen or previous app.
- **Devices**: See the devices connected to your tablet.
- **Settings**: Open the settings menu.
Question 2: How do I navigate while using a mouse or trackpad?
Note: You can still use your tablet’s touchscreen while a mouse is connected, if needed.

<table>
<thead>
<tr>
<th>How do I open...</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>Move your mouse to the lower-left corner of the screen, then click.</td>
</tr>
<tr>
<td>Apps</td>
<td>From the Start screen, click in the lower-left corner of the screen.</td>
</tr>
<tr>
<td>Desktop</td>
<td>Open apps, then click Desktop.</td>
</tr>
<tr>
<td>Recent apps</td>
<td>Move your mouse to the upper-left corner of the screen, then click to switch to your last app. To view all your recent apps, move your mouse to the upper-left corner of the screen, then move it down. A list of your recently used apps appears.</td>
</tr>
<tr>
<td>Charms</td>
<td>Move your mouse to the upper-right corner of the screen, then move it down. OR Move your mouse to the lower-right corner of the screen, then move it up.</td>
</tr>
<tr>
<td>Search</td>
<td>Open Charms, then click Search.</td>
</tr>
</tbody>
</table>

Question 3: What should I do if I cannot find an app, setting, or file?  
You can search for apps, settings, and files to quickly locate them:
1. Open Charms, then touch Search.
2. Type the name of the app, setting, or file that you are looking for, then select it from the list.

Question 4: How do I make my tablet default to the desktop instead of the Start screen?
1. Open the Desktop.
2. Touch and hold the taskbar (at the bottom of the screen) until it is highlighted, then release your finger.
3. Touch Properties, then touch the Navigation tab.
4. Under Start screen, select the box next to “When I sign in or close all apps on a screen, go to the desktop instead of Start.”
5. Touch OK.
Question 5: How do I make my tablet default to the app screen instead of the Start screen?
1. Open the Desktop.
2. Touch and hold the taskbar (at the bottom of the screen) until it is highlighted, then release your finger.
3. Touch Properties, then touch the Navigation tab.
4. Under Start screen, select the box next to “Show the Apps view automatically when I go to Start.”
5. Touch OK.

Usage

Question 6: How do I close an app?
While the app is open:
- Swipe down from the top edge of your screen to the bottom edge of your screen.
- OR
- Move your mouse to the top of the screen, then click and drag the app to the bottom of your screen.

Question 7: How do I add additional users to my tablet?
1. Open Charms, touch Settings, then Change PC settings.
2. Touch Accounts.
   - Note: If you don’t see the option that you need, touch to go back to the main menu.
3. Touch Other accounts, then + Add an account.
4. Follow the on-screen instructions to create an account.

Question 8: What accessories work with my tablet?
Your tablet works with:
- The Unbranded tablet keyboard (UB-15MSKB).
- Most screen protectors and cases for 10” tablets.
- Capacitive touch styluses.

Question 9: What should I do if I forget my password?
- Your tablet password is typically your Microsoft account password. If you do not have a Microsoft account, use the password associated with the email address you used during setup.
- If you forgot your Microsoft password, go to www.microsoft.com to reset it.

Question 10: What should I do if my tablet will not charge?
- Use the charging cable and adapter that came with your tablet.
- Make sure that you the charging cable is securely connected to your tablet and a wall outlet. The charging light should turn on.
- If your charging cable is connected to a surge protector, make sure that it is turned on.
- Try connecting to a different wall outlet.

Question 11: What should I do if I cannot turn on my tablet?
- Make sure that your tablet is fully charged.
  - Note: If your battery gets too low, your tablet may not turn on right away after connecting it to power.
Question 12: How do I activate Microsoft Office?
Your tablet comes with a one-year subscription of Microsoft Office 365 Personal.

1. In Apps, touch **Microsoft Office**. The Office 365 Wizard opens.

2. Touch **Activate** to begin your one-year subscription.

3. Log in to the Microsoft account you used to set up your tablet.
4. Select your **Country/Region** and **Language** from the drop-down menus, then touch **Continue**.

5. Under **Office 365 Personal**, touch **Install**. Your tablet downloads the **Office 365 Setup** file and a prompt appears at the bottom of your browser.

6. Touch **Run**.

7. Touch **Continue**. Your tablet begins installing Office 365.
8. Under *First things first*, select **No thanks**, then touch **Accept**.

9. Touch **Next**.

10. Touch **Next**.
11. Touch **Next**.

12. Touch **No, thanks**.

13. Wait for Office to finish installing.

   OR

   If the installation does not finish (stops at 70% to 90%), close all installation windows, then restart your tablet. See [Question 13](#) for instructions on how to uninstall and reinstall Office 365.
Question 13: What should I do if Microsoft Office does not install correctly on my tablet?

If Office 365 does not install correctly on your tablet (stops installing at 70% - 90%), you must uninstall, then reinstall it.

To uninstall Office 365:
1. Restart your tablet.
3. Touch Open. The Uninstall Microsoft Office wizard opens.
4. Touch Next to begin the wizard. The wizard looks for a solution to the problem.
5. When the wizard finishes, touch Apply this fix. The wizard begins uninstalling Office 365.
6. Touch **Apply this fix** again. The wizard continues uninstalling Office 365.

7. When the wizard is finished, touch **Next**.
8. Touch Close.

To reinstall Office 365:
1. Restart your tablet.
3. Log in to your Microsoft account (if you are not already).
5. Touch Run.
6. **Touch Accept.** Office 365 begins installing.

7. **Touch Next.**

8. **Touch Next.**
9. Touch **Next**.

10. Touch **No, thanks**.

11. When the installation is finished, touch **All done!**
12. In Apps, you will see the following Office apps.

Question 14: What should I do if I do not have sound on my tablet?

- Disconnect any devices connected to the headphone jack.
- Press the volume + button to increase your tablet’s volume.
- Make sure that the volume is not turned down or muted on your media player.

Question 15: What should I do if my tablet screen looks pixelated?

1. Open Charms, touch Settings, then Change PC settings.
2. Touch Control Panel.
   (Note: If you don’t see the option that you need, touch to go back to the main menu.)
3. If you are in icon view, touch Display, then Adjust resolution in the menu on the left.
OR
   If you are in category view, under Appearance and Personalization, touch Adjust screen resolution.
4. Touch the drop-down menu next to Resolution:, then drag the slider up to High (1280 x 800 Recommended).
5. Touch OK.

Question 16: How do I install a micro SD card?

1. Use a fingernail to pull off and remove the MICRO SD cover.
2. With the label facing the back of your tablet, gently push the micro SD card into the MICRO SD slot until it clicks. Your tablet automatically opens your memory card files.
3. Snap the cover back in place.

Question 17: What should I do if I can’t find files on my micro SD card?

- Make sure that your memory card is inserted correctly in the micro SD card slot. Insert the card with the label facing the back of your tablet until it clicks into place.
- From the desktop, touch and hold (in the lower-left corner of your screen) until it is highlighted then release. Touch File Explorer, then look for the name of your memory card in the list on the left side of the window.
- Remove your memory card, then reinser it.
- Restart your tablet.
- If you are looking for a specific file, use your tablet’s search feature. Open Charms, then touch Search. Type the name of the file, then select it from the list.
Question 18: What should I do if my tablet will not work with my keyboard?
Note: These troubleshooting steps are for the Unbranded tablet keyboard (UB-15MSKB). If you are using another keyboard, see the documentation that came with your keyboard for help.
- Make sure that the keyboard connection contacts on your tablet align with the contacts on your keyboard.
- Clean the connection contacts on your tablet and keyboard with a soft cloth.
- Make sure that your tablet is fully charged. The keyboard is powered from your tablet and will not function if your tablet battery is too low.

Apps

Question 19: How do I download apps?
Note: You must connect to the Internet to download apps.
1. Open the Store app.
2. Find the app you want to download by searching or browsing the available categories.
3. Touch Install.
4. Follow any on-screen prompts or instructions, if needed.

Question 20: How do I delete an app?
1. Go to Apps.
2. Touch and hold the app that you want to remove until it is selected.
3. Touch Uninstall, then Uninstall again to confirm.

Question 21: Will Apple or Android apps work on my tablet?
- No. You should purchase apps from the Store app that comes on your tablet. In most cases, you can get different versions of the same app.

Question 22: What should I do if an app is not working?
- Make sure that you have not removed a memory card that the app was stored on.
- Turn off the tablet, then turn it back on.
- Uninstall the app from your tablet then reinstall it. See Question 20 for instructions.
- Contact the app developer for more information.
Wi-Fi & Bluetooth

Question 23: How do I connect to the Internet?
1. Open Charms.
2. Touch Settings, then Available or Unavailable.
   Notes:
   - If Unavailable appears in the settings menu and Wi-Fi is turned on (see step 3), there are no Wi-Fi networks available.
   - If the name of your network appears in the settings menu, you are already connected to Wi-Fi.

3. Touch the bar to turn on Wi-Fi, if needed.

4. Touch the network that you want to connect to, then touch Connect.
   Note: Check the box next to “Connect automatically” if you want your tablet to automatically connect to this network in the future.
5. Enter the network password, if needed.

6. If prompted, select either Yes or No to enable sharing between your tablet and other devices connected to the network.

Question 24: What should I do if my tablet will not connect to the Internet?
- Make sure that Wi-Fi is turned on.
- Make sure that you select the right network and enter the correct password.
- Open Charms, then touch Settings to check the wireless signal indicator. The bars show you your signal strength.
- Restart your tablet, then try to reconnect to the Internet.
- Make sure that your router is working correctly. Try resetting your router by disconnecting it from power for 30 seconds, then reconnect it.

Question 25: How do I pair a Bluetooth device to my tablet?
1. Open Charms, then touch Settings.
2. Touch Change PC settings.
3. Touch PC and devices, then Bluetooth.
   Note: If you don’t see the option that you need, touch to go back to the main menu.
4. Touch the bar to turn on Bluetooth, if needed. Your tablet searches for available devices.
5. Turn on your Bluetooth device, turn on Bluetooth, then set your device to pairing mode. For more information, see the instructions that came with your Bluetooth device.
6. Touch the name of your Bluetooth device.
7. If prompted, type the password, then press Enter.

Question 26: What should I do if my Bluetooth device and tablet will not pair?
- Move your Bluetooth device closer to your tablet while pairing. The maximum range is 30 feet (10 meters). However, this distance may be reduced if the signal has to pass through walls or other obstructions.
- Make sure that you have turned on Bluetooth on both your tablet and Bluetooth device.
- Make sure that you are selecting the correct Bluetooth device from the list of available devices.
- Make sure that your Bluetooth device is not paired to any other devices.
- If you have connected to the Bluetooth device before but it will not re-pair, touch Remove device, then Yes to confirm. Re-pair your Bluetooth device after your tablet has finished removing it.
General

Question 27: What should I do if my tablet or app freezes?
If your tablet freezes:
- Press and hold the button for 10 seconds to turn off your tablet. Your stored data and customized settings are not affected.

If an app freezes:
1. Open the desktop.
2. Touch and hold in the lower-left corner until the button is highlighted, then release your finger. A menu opens.
3. Touch Task Manager.
4. Touch the app you want to close, then touch End task.

Question 28: How do I update my tablet?
1. Open Charms.
2. Open Charms, touch Settings, then Change PC settings.
3. Touch Update and recovery, then Windows update.
   Note: If you don’t see the option that you need, touch to go back to the main menu.
4. Touch Check now, then Install.
   Tips:
   - Touch Choose how updates get installed to view and change your update options.
   - You may need to restart your tablet after installing updates.

Question 29: How do I reset my tablet back to factory defaults?
1. Transfer your files to a flash drive or another computer. All your files will be deleted during the reset.
2. Locate any product keys that you need for your apps, if needed.
3. Open Charms, touch Settings, then Change PC settings.
4. Touch Update and recovery, then Recovery.
   Note: If you don’t see the option that you need, touch to go back to the main menu.
5. Under Remove everything and reinstall Windows, touch Get started.

Question 30: Where can I get more information about my Windows tablet and warranty?
- Go to www.unbrandedproducts.com to find your User Guide and Warranty. Search for UB-15MS10 (if your tablet did not come with a keyboard) or UB-15MS10SA (if your tablet came with a keyboard).
- For helpful information about using Windows 8.1:
  - Go to www.microsoft.com.
  - Open Apps, then touch Help + Tips.