

Trouble shooting Innotab

Good ...

Thank you for contacting Vtech.

WIFI

If you are struggling to connect your device to the Wi-Fi, or are experiencing issues with applications which require an internet connection, we suggest you check you have done the following:

Connecting to Wi-Fi

- 1) To check the Wi-Fi is connected: Go to Parental controls
- 2) Go to Wi-Fi
- 3) make sure there it says "connected" underneath your router on the screen
- 4) If it does not, select your router and connect the device to your Wi-Fi, by typing your router password key into the devise.
- 5) Confirm this by selecting the tick in the top right hand corner.

Connection confirmed but still an issue

- 1) Go to Parental controls
- 2) Go to Wi-Fi
- 3) make sure there it says "connected" underneath your router on the screen
- 4) Select the WiFi so that it gives you an option to forget it
- 5) Forget the WiFi
- 6) Confirm this by selecting the tick in the top right hand corner
- 7) Go out of the WiFi page and then back in
- 8) Select your router and reconnect the device to the WiFi
- 9) And again confirm this by selecting the tick in the top right hand corner.

Network helper

- 1) Go to Parental controls
- 2) Then go into Tablet Setting
- 3) And select Network Helper at the bottom
- 4) If you then go through the steps it will highlight whether it is the WiFi, The Vtech server or the Firmware which is causing the issue.

WiFi still not connecting (Security Settings)

In order to change the security mode, please refer to the log in information (normally on the underside of the router) or contact your service provider for assistance.

Your router should then be in have a security mode with a compatible encryption combination shown in the list below. Should you require further assistance with performing the above procedure please contact your provider for further information.

Firmware update

To resolve the issue you are occurring can you make sure that your device is up to date, you will need to be connected to the WiFi to do the following:

- 1) Once the WiFi is confirmed
- 2) Go to Parental controls
- 3) Go to Tablet settings
- 4) And then select Firmware update.
- 5) Please make sure that the device is plugged in as it will need 98% to install the update.
- 6)

Also, do not let the device go into stand-by, as the device will NOT successfully update.

Downloads

If you are unable to see the items you have purchased from Learning Lodge we suggest you do the following, you will need to be connected to the WiFi for this to work:

- 1) Go into Parental Controls
- 2) Go to Download manager
- 3) Select the refresh icon in the top right hand corner
- 4) The games should now appear and download
- 5) Make sure that there is enough memory for the downloads, this is shown at the bottom of the Download Manager

Free Downloads

To see how many Free downloads you have left, you will need to do the following:

- 1) Turn the device on
- 2) Go to the home screen
- 3) Go into the Learning Lodge

4) In the top left hand corner, there should be a circle icon with three lines going through it, select this icon

5) There should now be in an orange bar with either an option to login, or it will tell you the amount of free downloads you have left.

6) If it says Login, then please login and the bar should change to the amount of Free downloads you have available

You will then be able to Download any game which is stated as FREE, once you have used your Free Downloads, the games which were previously stated as Free, which you have not Downloaded already, will then have a price next to them.

Parental code for Parental controls

If you have forgotten your pass code please do the following:

1) Go to the page where you type your 4 Digit Code in

2) Type in a 4 digit code

3) If it is correct it will let you in, if it is incorrect it should come up with a prompt at the bottom of the screen to reset your password

4) Type in the following numbers consecutively, they will overlap; 9 8 7 6 5 4 3 2 1 0

5) The device will now ask you whether you would like to reset the pass code

6) Select the tick to receive the email to change your pass code

7) The email will be sent to the email address you used to register to Learning Lodge

Time Limits

If you are unable to drag your child's profile name down, to access the home screen, we suggest that you do the following:

1) Start up the Innotab so that you are on the Drag down screen

2) Drag parental controls from the bottom right hand corner into the middle

3) You should now be in Parental controls, select Time Limits

4) You will need to make sure all the boxes are ticked and that the overall usage bar at the top is dragged all the way.

5) Confirm these changes by pressing the tick in the top right hand corner

6) You should now be able to get to the child's home screen

Kid Connect (Tick)

If you are unable to access Kid Connect, and your device is connected to WiFi, and it is updated, we suggest that you do the following:

- 1) Go to Parental controls
- 2) Then select profile manager
- 3) You should now be able to see your child's name, on the far right there should be a spanner icon #
- 4) Select this spanner Icon
- 5) You should be able to see your Kid Connect ID
- 6) Underneath there should be a an option to "Use Kid Connect ID", there will be a circle next to this and it must be ticked.
- 7) Tick the circle and press update in the bottom right hand corner
- 8) Your Kid Connect account should now be activated

Web Browser Access

If you are trying to give your child access to specific web pages, we suggest that you do the following:

- 1) Make sure you are connected to WiFi
- 2) Go to Parental Controls
- 3) Select Web Browser controls
- 4) On the far right there will be a Heading called Browse
- 5) Select this Heading
- 6) You should be able to see the URL bar
- 7) You will need to type in:

www. and then the site you want, for it to search successfully. E.G. www.youtube.com

- 8) Once the site has loaded all you need to do is select the

Add sign in the top right hand corner, to give your child access through there Web Browser

Reset

We would suggest that you reset your Innotab to do so please follow the instructions below:

Ensure that your Innotab is switched off (press and hold the power button until "power off" is displayed on the screen, tap to confirm), you will need to keep the buttons, in the illustration below, held down, the Vtech Logo should appear, you will need to keep holding the buttons during this, until a Factory Reset confirmation screen appears, tap OK to confirm, your Innotab Max has now been reset. If it gets to the Drag down page and you have not been given the option to reset it has not been successful.

Press and hold between the

left and

up arrows Press and hold the

Help button Power

On the unit

If the above reset is continuously not working then please try the option below instead.

Press and hold the

left arrow Press and hold the

Help button Power

On the unit

Keep this combination of keys held down, the VTech Logo should appear followed by a Factory Reset confirmation screen, tap OK to confirm, your Innotab Max has now been reset.

Not turning on

Good....

Thank you for contacting Vtech.

We apologise that you are having difficulty with the product.

Unfortunately there is no way of fixing the problem.

May i kindly ask when you purchased the product?

Kind regards, Will Consumer Services