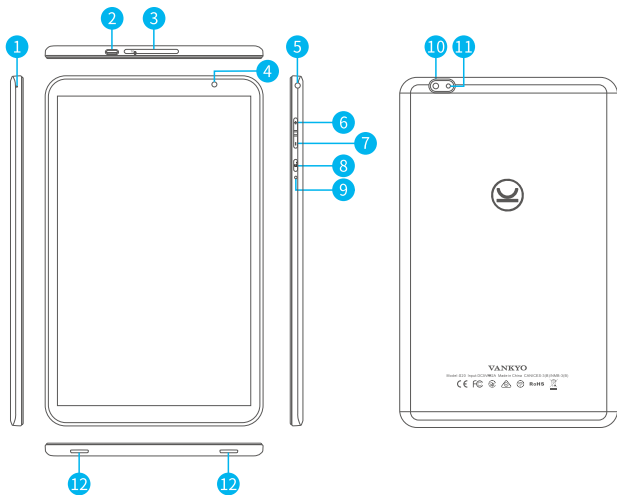


MATRIXPAD S20

USER GUIDE

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

FUNCTION OVERVIEW



1. Microphone

2. USB-C Port

3. microSD Card Slot

4. Front-facing Camera

5. Headphone Jack

6. Volume +

7. Volume -

8. Power On/Off

9. Reset

10. Back Camera

11. Flash

12. Speakers

GETTING STARTED

POWER ON/OFF

- * Press and hold the power button for 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 7-8s to do a forced reboot when it's frozen.

BATTERY

- * A rechargeable Li-ion battery is installed in the tablet.
- * We suggest you drain the battery completely once a month if only use your tablet occasionally.
- * DO NOT dispose of tablet in a fire.

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:

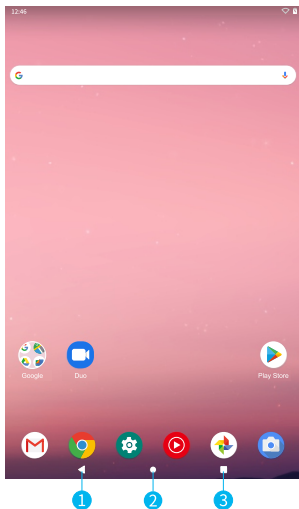
Go to **Settings > Display > Advanced > Sleep** to set the time of entering the **Sleep Mode**.

SCREENSHOT

- * Press and hold the **Volume-** button and the **Power On/Off** button together 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.

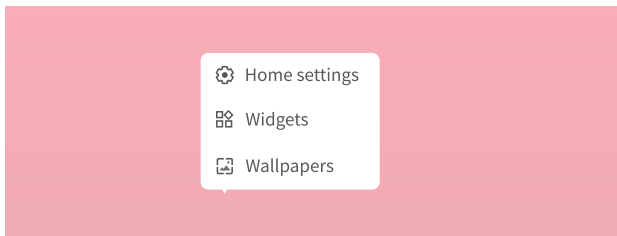
HOME SCREEN

ICONS ON THE BOTTOM MENU



- 1.Back
- 2.Home Screen
- 3.Recent Activities

Home Settings, Widgets and Wallpapers



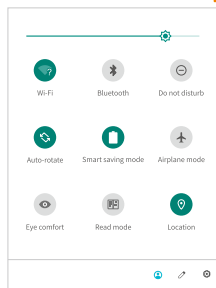
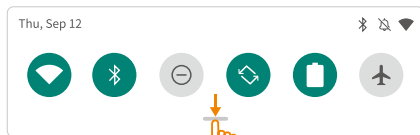
Tap and hold the empty section of a Home screen, **Home settings**, **Widgets** and **Wallpapers** will be displayed.







- * Tap **Home Settings** to enable/disable **Add icon to Home screen**. This is applicable to the new Apps installed from **Play Store**. It also provides the shortcut to enable/disable the notification dots. In addition, you can set the option for **Pull down action** on the screen and change **Home screen style**, and more.
- * 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**.
- * Tap **Wallpapers** to change the current wallpaper of the tablet from the default wallpapers, live Wallpapers or your photos.

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**. Block sound 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
-  : **Airplane mode**. Turn on/off all the network connectivity


 : **Eye comfort.** Enable/disable the eye protection mode

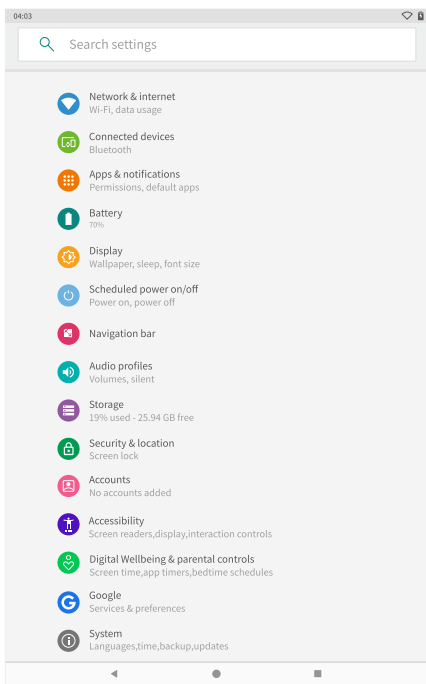
 : **Read mode.** Enable/disable read mode

 : **Location.** Enable/disable location access

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

MORE SETTINGS

Swipe down from the top of the screen, then tap the  icon to enter the detailed setting interface. Or, tap the **Settings App** on the Home screen to enter.



Network & internet

- * Connect to any working Wifi
- * Enable/disable the **Airplane Mode**
- * Monitor the data usage and more

Connected devices

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

Apps & notifications

- * Check the Apps recently opened
- * Check all the Apps on the tablet
- * Set the App permissions
- * Uninstall the third-party Apps
- * Adjust App notification settings
- * Clear the cache of the Apps
- * Check the screen time and more

Battery

- * Display or hide the remaining power as a percentage
- * Enable/disable **Battery Manager**
- * Set **Power saving optimization**
- * Manage the battery optimization for apps and more

Display

- * Adjust the screen brightness
- * Adjust the font size and display size
- * Set a screen saver
- * Change the wallpaper

- * Adjust the time of entering the **Sleep Mode**
- * Adjust **Color and Contrast** of display
- * Set to check the notifications and other info. when you lift the tablet with screen locked
and more

Scheduled power on/off

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

Navigation bar

- * Show or hide the navigation bar
- * Select a combination of navigation buttons from the four options provided

Audio profiles

- * Select audio profiles from **General** and **Silent**
- * Set the volumes for notification, media and alarm

Storage

- * View and manage your storage space

Security & location

- * Set screen lock pattern, e.g. Password, PIN, Swipe etc.
- * Enable/disable all the notifications while the screen is locked
- * Enable **Face Lock** to unlock screen by your face
- * Turn on/off the location services for specific Apps
- * Set to show/hide the password when input a password
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**, **Interaction Controls**
and more


Digital Wellbeing & parental controls

- * Check your app usage based on **Screen time**, **Notifications received**, or **Times opened** from **Dashboard**
- * Set a schedule for **Wind Down** and turn on the setting you prefer
- * Manage the related notification settings to reduce interruptions
- * Set up **Parental controls** to help your kids balance their screen time and more

Google

- * Set the preferences for Google™ related services

System

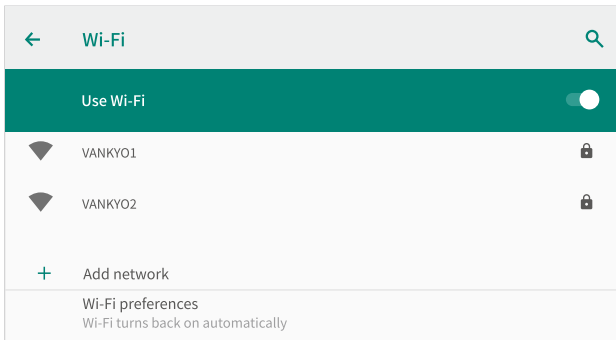
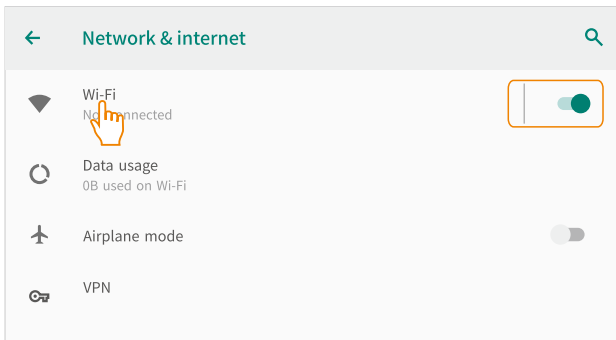
- * Set Language
Tap **Languages & input** > **Languages** > **+Add a language** to add your language. After adding, hold and slide the  to the top to change the language.
- * Restore factory setting
Tap **Advanced** > **Reset options** > **Erase all data (factory reset)** to restore the factory setting
- * Set the date and time
- * Turn on/off the **Back up to Google Drive**
- * Check and update the tablet's system
- * Check the detailed information about the tablet
- * Enable/Disable **Gestures** to quickly launch camera or lift tablet to check notifications and more

NETWORK CONNECTION

Go to network settings from the **Settings** App or by long pressing the Wifi/Bluetooth icon in **Quick Settings**.

WIFI CONNECTION

1. Tap **Network & internet** and turn on the **Wifi**. All the Wifi connections available will be listed.
2. Select your Wifi and input the correct password.



BLUETOOTH PAIRING

Please turn on the **Bluetooth** on your tablet and your bluetooth device.

1. Tap **Connected devices**.
2. Tap **+Pair new device** to enter the scanning interface. Devices available will be displayed after a few seconds.
3. Tap the desired device to get a pairing code and click **PAIR** on both devices. The automatic connection is applied to some devices.

APP MANAGEMENT

APP DOWNLOAD AND INSTALLATION

1. Tap and open **Play Store** on the Home screen.
2. Log into your google account, 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

1. Go to **Settings > Apps & notifications**.
2. Select an App > **Storage > 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 from **Play Store**.

MULTIMEDIA

CONNECTING TO A COMPUTER

1. Connect your tablet to the computer with a USB cable.
2. **Media device(MTP)** is the default setting. Go to your computer and find your tablet S20 to transfer files between your tablet and computer.

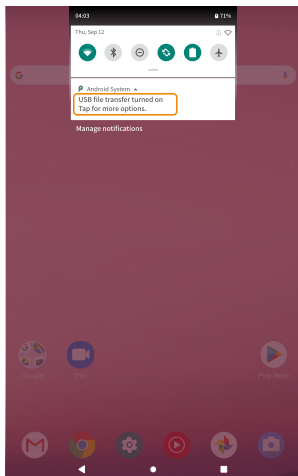
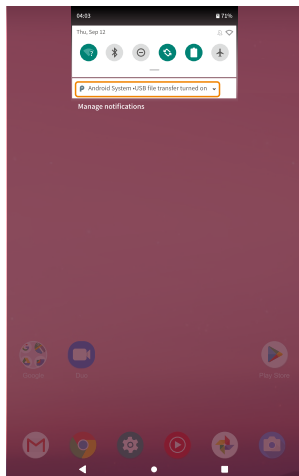
Tips:

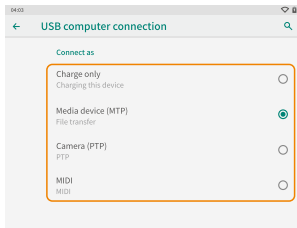
Go to **Quick Settings**, tap **Android System · USB file transfer turned on** > Tap for **more options** > **USB computer connection** to select the option preferred.

* Select **Charge Only** to charge your tablet.

* Select **Camera(PTP)** to transfer photos between the devices.

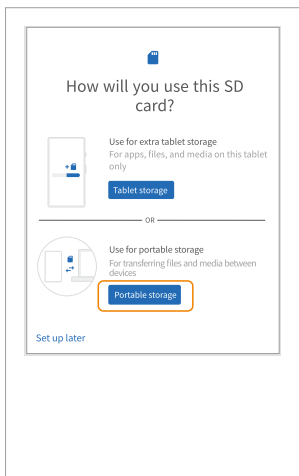
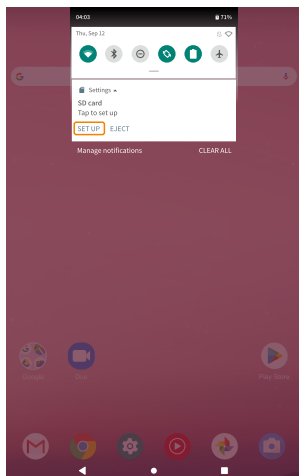
* Select **MIDI** to play MIDI instruments on the tablet.





CONNECTING TO AN EXTERNAL DEVICE

1. Install a microSD card into the microSD card slot and go to **Quick Settings**.
2. Tap **SET UP**.
3. Set the microSD card as a portable storage by selecting **Portable storage**. Enter microSD Card storage to move files between the card and tablet.



SPECIFICATION

Size	10.1"
Chipset	SC9863A
GPU	IMG 8322
CPU	Octa-Core Cortex A55
RAM	3GB
Storage	32GB/64GB
Display/Resolution	IPS/800 x 1280
Front-facing Camera	5MP
Back Camera	8MP
Battery	6000mAh
Operating System	Android™ 9 Pie
Connection	Wifi
Network	802.11 a/b/g/n/ac, BT5.0
Power Supply	DC 5V/2A
Touch	Multi-touch
Ports	USB-C(2.0) Port/microSD Card Slot

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 7-8s to reboot it.
- * Press the **Reset** button with a pin to reboot the tablet.

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 the error message, then download and install again.
- * Press the **Reset** button with a pin to reboot the tablet.

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 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 microSD card to expand the storage.

Q7. The tablet comes with scratches on the screen.

- * Check if the scratches are on the film. If yes, please remove the film.

Q8. 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.

Q9. How to use your voice to search a fact?

- * Tap the microphone icon on Google Search bar, tell the tablet what you want to know and it will show you the search results.