




## A1-128G USER MANUAL

# Index

Important Tips .....	1
Technical Specifications .....	2
Hardware Overview .....	3
Product Care .....	4
Initial Setup for A1-128G .....	5
Software Overview .....	7
Navigation .....	8
Camera .....	9
Disney Guide .....	11
Google Services — Quick Setup .....	16
Setting Up Google Kids Space .....	17
Setting Up Family Link .....	28
Connecting to a Computer .....	29
Factory Reset .....	30
Troubleshooting The Tablet .....	34

# ATTENTION

**Newly updated Google Kids Space is available. To help improve the quality and performance of the Contixo Tablet, it is highly recommended that you update the application. Please follow the steps below.**

1. In the bottom right, press and hold the Parent menu. 
2. Tap "Add more apps".
3. Tap "Go to Google Play".
4. Tap the user menu icon at the top right.
5. Tap "Manage apps & device".
6. Search for Google Kids Space under "Updates available".
7. Tap "Update".
8. Restart the tablet.

# Important Tips

1. Please fully discharge and recharge the first cycle of the battery.
2. Always use the tablet at room temperature, if used in freezing temperatures, the battery may only last 1 hour, please power on at room temperature.
3. Always use the original charger included with the package.
4. If the tablet hasn't been used for a long time, and the battery is completely exhausted, it will enter sleep mode and you will need to recharge it for over 30 minutes to re-activate the tablet.
5. Tips: To protect the battery life, always power off the device when it is not being used.
6. Do not store the device in places with high temperature, humidity, or dust.
7. Do not drop the product. Avoid any type of strong impact. The protective cover is designed to help protect against scratches, not impact.
8. Do not expose to liquid or water.
9. Do not clean with alcohol based products in order to protect the screen.
10. Always use an appropriate volume setting. Ensure headphone or other peripheral devices are set properly.
11. Do not disassemble the product or accessories. Doing so will void the warranty.
12. Do not drive while using this product.
13. Obey all laws and regulations when using the device.

# Technical Specifications

## Technical Specifications

CPU (Processor)	Octa- Core 2.0Ghz MTK8183
Operating System	Android 12
Browser	Chrome Browser
Internal Storage	128 GB
Memory (RAM)	6GB DDR3
Expansion Slot	MicroSD Card Slot supports up to 128GB
Screen	10" IPS Touch Panel
Camera	Front Panel 5 MP, rear panel 13 MP
Screen Resolution	1280x800
Input Method	Touch Screen
Built-in speakers	Dual Box Speaker
Earphone Jack	3.5 mm
Cable	Type-C Cable
Battery	6500 mAh
Size	10 in x 7.1 in x 0.8 in
Weight	35.7 ounce / 1012g
Voltage	AC 110-240 50/60Hz DC 5V/2A
Operating Temp	-10C° /14F° to 40C° / 104F°
Network Access	IEEE 802.11 ac/b/g/n 2.4G+5G dual Wi-Fi

# Hardware Overview

A1-128G



- 1 3.5 MM HEADPHONE PORT
- 2 POWER BUTTON
- 3 VOLUME BUTTON
- 4 RESET BUTTON
- 5 KICKSTAND
- 6 TYPE-C USB PORT
- 7 SPEAKER
- 8 DOCKING KEYBOARD
- 9 MICRO SD CARD SLOT
- 10 FRONT CAMERA
- 11 REAR CAMERA

# Product Care

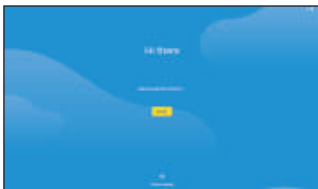
## Charging

Use the included USB cable and AC adapter to charge the tablet. If the cable becomes damaged or is lost, you can order a replacement cable or charger from the manufacturer. It is not recommended to leave the battery charging for more than 8 hours. Do not use the charger in a wet or humid environment. Only charge the tablet in a safe environment.

## Initial Setup

After the tablet has been fully charged, press and hold the power button for a few seconds until you see the Contixo logo appear. The tablet will power on and begin the initial startup sequence. Rest assured that after all the initial steps are completed, the start up process will become much faster.

# Initial Setup for A1-128G



- 1 Select your language, and then click "START".



- 2 Click "Set up offline", and click "CONTINUE".



# Initial Setup for A1-128G



- 3 Set the Date & Time, then click "Next".



- 4 Click "MORE", and then click "ACCEPT".



- 5 Create passcode or select "Skip" and set it later.



- 6 Click "SKIP ANYWAY".



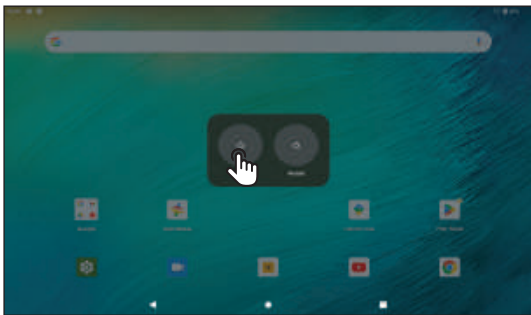
- 7 Wait a few seconds to get into the desktop.

# Software Overview

The tablet hardware has been designed to meet the software requirements of all preinstalled software. After the initial setup, the tablet will run all apps smoothly. Running certain apps not associated with Google Kids Space can cause slowness. (See pages 2-3 for hardware features and specs). Contixo tablets utilize an Android operating system that specializes in Google services. Just refer to common guidelines regarding Google services to stay up to date. There are many preinstalled apps, some may require additional services to work properly.

## Power On/Off

Holding the power button will turn the tablet on. To put the tablet in sleep mode, press and release the power button. Sleep mode is best if you will turn the device on again soon. To power off the tablet, you must hold the power button for several seconds, then respond to the power menu screen by selecting Power off. This is the best option if the tablet will not be in use for more than few days.



Application process: When activating any of the application for the first time (such as Google Kids Space or others) applications may freeze up for up to 10 seconds. This is normal for the first time running the application. Once this process has been completed it will run at its normal speed.

# Navigation

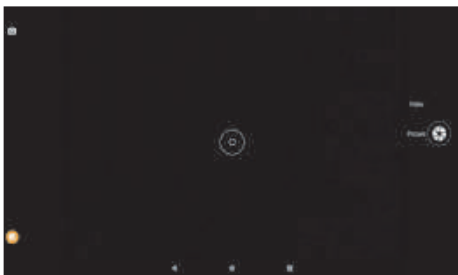
The navigation on the tablet has menus that can be found by swiping across from the bottom or top of the screen. The recent programs can be brought up from the bottom navigation bar “rectangle symbol” and be sorted through. Flipping the windows over or pressing the “X” closes the open programs.



Swipe down from top of screen to access quick settings.

# Camera

The camera app can be accessed from both the main screen(s). Quick access to the cameras settings is possible by pressing the power button twice quickly.



Video  
Photograph



On the right side of the screen, you can choose the photo or video options. On the left side of the screen, you can open settings options.

# Camera



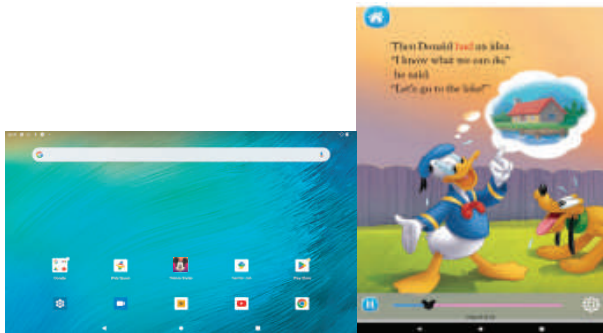
# Web Browsing

The tablet uses Google Chrome as a default web browser. Chrome can open different tabs to have multiple pages open. You can save pages with bookmarks or search for any content on web pages. You can watch videos, play music, and use any feature you like. Many factors can play into the product(s) performance, such as network performance, open applications, background processes, and excessive workload on the processor. If it seems the tablet is running slow, please check our troubleshooting section on our website: [www.contixo.com](http://www.contixo.com)

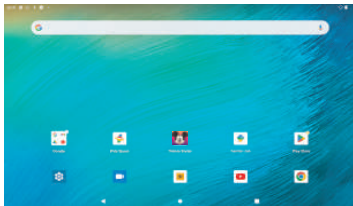
With Google Kids Space you can either allow access for web surfing or block all access. You can specify what web pages are available by address. Certain features such as viewing videos on YouTube will direct you to install the YouTube Kids app. There are settings to restrict more for younger children (8 years old or younger) and allow more access for older children (12 and under). These features determine the music, games, shows, and educational sites available. However parents are always responsible for monitoring their children's activity while connected to the Internet. Tools are available to block or report inappropriate content or turn off search altogether. Please use this product responsibly!

# Disney Guide

1. By swiping through the ebook library, you can select which e-book you want to read and click to read, follow, and enjoy.



2. By clicking on the Disney Books APP you can enter the Disney library of ebooks and videos.



3. Click on the BOOKS icon to view our list of e-books that will appear on the right. Swipe left and right to browse and find the e-book you would like to read. Once a book is open, either swipe to start reading or touch the screen to show the arrows at the bottom to turn pages.



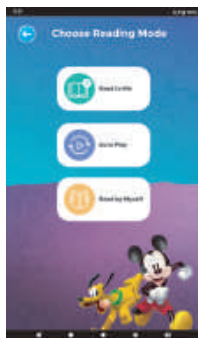
4. The settings 'gear' icon button in the bottom left corner allows you to set the default reading method for e-books. Without making any choices, the default reading method is Read to Me.

Here are the 3 types of reading modes:

**Read to Me mode:** e-books are automatically read and require manual page turning.

**Auto Play mode:** e-books are automatically read and page turning.

**Read by Myself mode:** e-books are not automatically read and require manual page turning.



5. When reading an e-book in Read to Me or Read by Myself mode, touch the screen to show the home button on the top left. Pressing the home button will exit reading mode and return to the Disney home menu. You can also drag the Mickey progress bar in the middle to skip forward or backwards. The setting button in the bottom right corner allows you to select the reading mode of the current book.



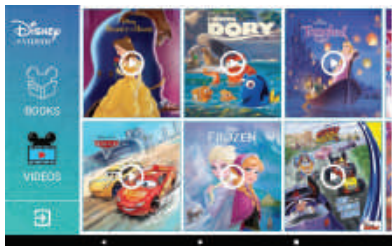
6. When reading an e-book in Auto Play mode, clicking the home button on the top left will exit reading mode and return to the Disney home menu. Click the bottom left button to switch between pause and play, and drag the Mickey progress bar in the middle to skip forward or backwards. The settings 'gear icon' button in the bottom right corner allows you to select the reading mode of the current book, as shown in step 3.



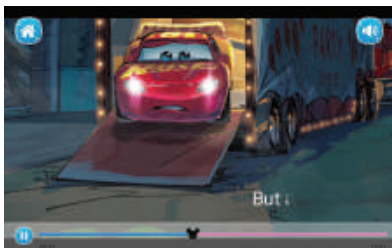
7. After reading the e-book, selecting Close Book will return to the Disney home menu, and selecting Read Again will start the book over again.



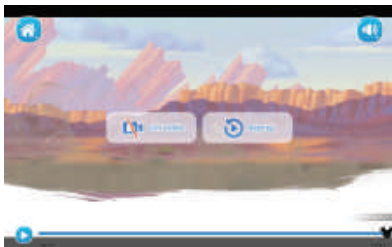
8. Click on the VIDEOS button on the left and a list of videos will appear on the right. Swipe left and right to browse and tap the video you would like to watch. Click to start watching.



9. Touch the screen to reveal the home button on the top left, press to exit the video and return to the Disney home menu. Click the bottom left button to switch between pause and play, and drag the Mickey progress bar in the middle to skip forward or backwards. The sound button in the upper right corner allows you to choose whether to turn sound on or off. The sound button in the upper right corner allows you to choose whether to turn sound on or off.



10. After the video is played, selecting Exit Video will return to the Disney home menu and selecting Replay will have the current video play again.



# Google Service Quick Setup

1. Wi-Fi connection required to access Google Services. First connect to a network.
2. Sign in with an existing account or create one. You can create a new account for the child that is linked to an existing adult account; this allows the parent to be notified when changes occur or a new device is logged into.
3. The Account Added screen provides confirmation that the account has been added.
4. Additional services such as “Backup to Google Drive” can be accepted to save and preserve data such as pictures and files.
5. Sign in to Google Play Store to update existing apps or download new apps.

Google Kids Space software and Google Services may change or update without any advance notice. Parents are responsible for additional installed apps or websites allowed on this product. Always back up any important data before resetting the tablet.

## Control Panel Setting

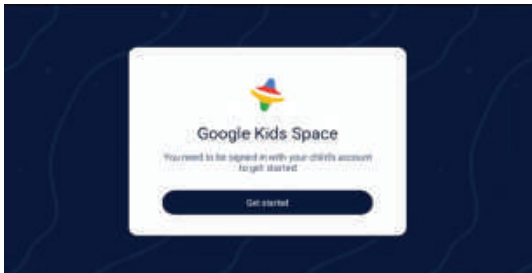
The control panel settings allow the following features:

1. **Network & Internet** — Change Wi-Fi settings, check your network configuration, airplane mode, or VPN (virtual private network).
2. **Connected Devices** — USB (Charge phone, transfer files, etc.), Pair new device, turn on Bluetooth.
3. **Apps & Notifications** — Set permissions & default apps.
4. **Battery** — Set power saving modes.
5. **Display** — Set brightness, wallpaper, sleep timer, auto-rotate screen, font size, display size.
6. **Sound** — Set volume level or do not disturb.
7. **Storage** — Hard drive information.
8. **Security & Location** — Google features to help protect or find the device.
9. **Users & accounts** — Adding and modifying accounts.
10. **Accessibility** — Set screen readers, display, interaction & controls.
11. **Google** — Set services & preferences.
12. **System** — Set languages, time, backup, updates.

# Setup Google Kids Space



Turn on the Tablet and connect to Wi-Fi. Go through the setup stage of the Kids Tablet. Once the setup stage of the tablet is completed, click on the Kids Space icon on the desktop to enter the app. If you want to use Google Kids Space, your child's Google account must be "Logged In" first on the tablet.



Click the "Get started " button.



Sign into your child's existing Google Account or follow the prompts to create a NEW Google Account for your child.  
Click "Next" button.



If your child already has a Google account, click "Yes"; If not, click "No".



Enter your child's Google account and click "Next".



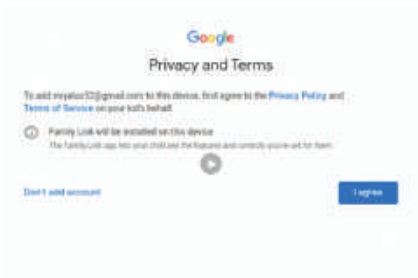
Enter the password and click “Next”.



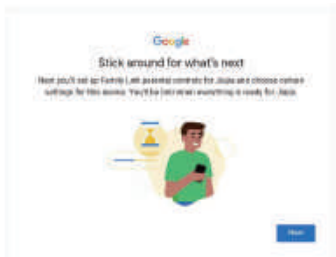
Supervise your child’s Google account by signing in as a parent for this device.



Enter the password to verify the parent Google account, and then click “Next”.



Click "I agree".



Click "Next".



Click "Next".



Click “Set up”.



Slide to the bottom of the page and then click “Next”.



Our tablets include pre-installed apps and content. Review apps included by sliding down the page, then select “Next” to continue.





Click “Install Family Link” then click “Next”.



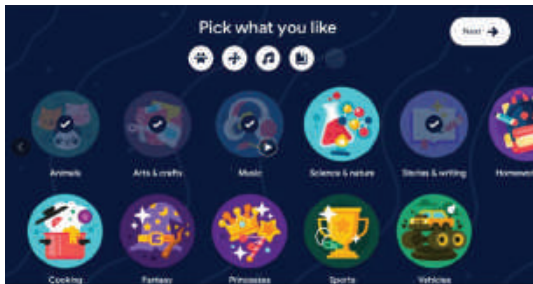
Click “More” and then click “Next”.



Click “Next”.



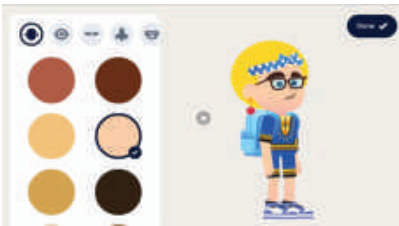
Click "Next".



Work with your child to choose their interests and create a character. Your child can tap icons to select categories that they enjoy, like animals, cooking, music, or science. Kids can also customize their own experience by creating their own special characters.



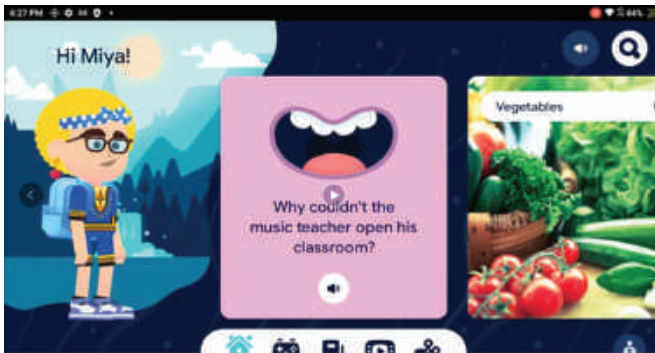
Click the “PUSH” button.



Create a character you like and click “Done”.

If there is an error prompt, please wait for the page to load before clicking the button.


# Congratulations Now You are all done!



When children open Google Kids Space, they will find a custom library of quality contents such as recommended apps, games, books, and videos.

# Manage Google Kids Space settings & apps

You can manage your child's Google Kids Space apps on your child's device and through Family Link.


1. In the bottom right corner, press and hold the Parent menu 
2. Tap "Device Settings"

## To Access from Family Link

1. Open the Family Link App
2. Select your Child
3. Go to Manage Settings
4. Select Google Kids Space Settings

In Family Link, you control settings like whether parental approval is required before your child installs apps recommended by Google Kids Space and if your child gets recommended apps with ads.

## Turn off the Google Kids Space App

1. In the bottom right corner, press and hold the Parent menu 
2. Select "Parental controls".
3. Select "Google Kids Space". Then "Turn off Google Kids Space".

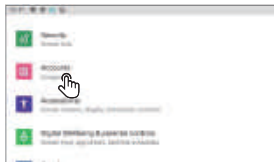
You can use the Family Link App on your Android or iOS device to manage Google Kids Space settings.

More details about Kids Space on [g.co/KidsSpace](https://g.co/KidsSpace).

# Remove Google Kids Space Account



1. Click "Setting" on the desktop.



2. Click "Accounts".



3. Click the account you want to remove.

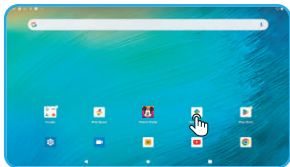


4. Click "REMOVE ACCOUNT".

# Setting Up Family Link

With the Family Link Parental Control, you can hand-pick content, control screen time, block from unsafe internet contents and set educational goals.

## Step 1:



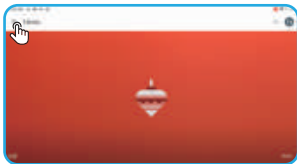
Tap Family Link app in the desktop.

## Step 2:

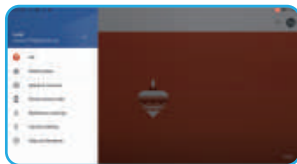


Click the "✓" then click "Get started".

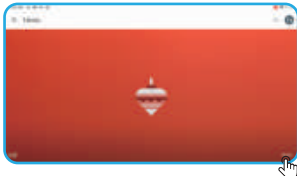
## Step 3:



Click the "≡" on the top left, you can find the account information.



## Step 4:



Click the "View" button on the lower right corner, you can set the apps that children are allowed to use and the time spent on each app. You can use the Family Link App on your Android or iOS device to manage the tablet's settings.



# Connecting To Computer



Connect to your computer by USB.

You **MUST** be in Parent Mode in order to connect with an external device.



Your device/disk name will appear on your computer.  
You can now transfer or backup files from the  
tablet to a computer.



# Factory Reset



Select “Settings”, then select “Accounts”.  
Then Select the child’s Google account.



Select the “REMOVE ACCOUNT” button.



Select “REMOVE ACCOUNT”.

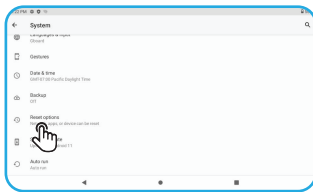


Select “REMOVE ACCOUNT”.

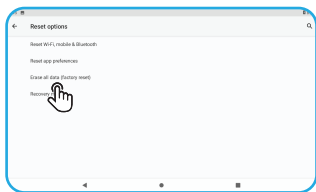
# Factory Reset



Click/Tap Settings, then Select “System”.



Select “Reset options”.



Select “Erase all data (factory reset)”.



Select “Erase all data”.

Wait until Factory Reset/Reboot function has been completed before pressing any new commands. This process will last 12 minutes.

# Factory Reset

**Option 1: If the tablet has never used the Google Kids Space App, then follow the user manuals factory reset guide below:**

Go to Settings, then select “System”.  
Select “Reset options”.  
Select “Erase all data (factory reset)”.  
Select “Erase all data”.

**Option 2: If the tablet has been logged into Google Kids Space with the child’s Google account, you must first log out of the child’s account, by following the steps below, then continue by following the steps in “Option 1” above.**

Go to Settings, select “Account”.  
Exit child’s Google account.  
Return to settings and select “System”.  
Select “Reset options”.  
Select “Erase all data (factory reset)”.  
Select “Erase all data”.

**Option 3: If the tablet was logged in with the parents Google account and also has been used with Kids Space, follow the steps below:**

Go to Settings, select “System”.  
Select “Multiple users” and select the parent account, select switch account in the pop-up dialog box.  
Return to settings and select “System”.  
Select “Reset options”.  
Select “Erase all data (factory reset)”.  
Select “Erase all data”.

# Why Is My Tablet Slow or Frozen?

You may need to close some of your open applications or games to free up available memory on your tablet. Follow the steps below to close applications.



Click/Tap “” button.



Hold down the APP you want to close and move to close it.

# Trouble Shooting

<b><u>Issues</u></b>	<b><u>Solutions</u></b>
Battery is draining too fast	Adjust screen brightness to a lower setting; close unused apps
Slow or unresponsive programs	Close unused apps; clear app cache and do a factory reset in Setting menu
Network connectivity issues; no WiFi connection	Reset network connection; toggle airplane mode on/off
Tablet is hot or overheating	Close unused apps; clear app cache;
App crashes	Reopen app; update app through Play Store
Unresponsive screen	Restart tablet by holding power button for 8 seconds
Google Play Store crashes	Clear app cache and restart
Apps won't download from Play Store	Clear Play Store cache; open app settings and clear local search
Can't turn tablet on/off	Hold power button for Power Menu options
Touch screen issue; not responding touch	Low battery power; check for physical damage
Battery does not hold a charge	Check power cable; inspect power button if stuck
Sound is low	Check speaker port for blockage
Camera or SD Card not working	Corrupt Software / Reset to factory default
Can not connect to WiFi	Check the router signal or move the tablet closer to the router
Can not be charged	Check if the USB damaged / Replace the charger
Tablet stuck/frozen	Insert a pin to press the reset button and restart the tablet

<u>Issues</u>	<u>Solutions</u>
Cannot enter the system	<ol style="list-style-type: none"> <li>1. Press and hold the volume “+” and don’t release it when the power is off, then press and hold the power button for 5-6 seconds.</li> <li>2. After entering the next interface, use the volume keys to move the cursor to select “ Wipe data/factory reset” , and then click the power button to confirm.</li> <li>3. After entering the next interface, select the “Yes” option, and then click the power button to confirm.</li> <li>4. After entering the next interface, click the power button to confirm, and the tablet will automatically restore the factory settings.</li> </ol>
Kids Space delays or white screen when reboot.	Everytime Google Kids Space reboots, you may experience delays or white screen, which is normal because the Kids Space is more like an independent OS system rather than an APP, it needs time to pre-load.
Shows "ERROR" Message when you initial setup the Google Kids Space.	Please don’t click on any buttons before the setup stage is fully completed. otherwise you may receive an “ERROR”notice, and you may need to restart the setup process.
Other Issues related to Google Kids Space	Please visit: <a href="http://g.co/KidsSpace">g. co/KidsSpace</a>
Tablet always requires login from Google account when using Google Kids Space.	Go into Android settings and remove the user account. Log in to the kids account and you'll no longer be prompted to log in to Google account when using Kids Space.

<u>Issues</u>	<u>Solutions</u>
<p>Newly updated Google Kids Space is available. To help improve the quality and performance of the Contixo Kids Tablet, it is highly recommended that you update the application. Please follow the steps below.</p>	<ol style="list-style-type: none"> <li>1. In the bottom right, press and hold the Parent menu.</li> <li>2. Tap "Add more apps".</li> <li>3. Tap "Go to Google Play".</li> <li>4. Tap the user menu icon at the top right.</li> <li>5. Tap "Manage apps &amp; device".</li> <li>6. Search for Google Kids Space under "Updates available".</li> <li>7. Tap "Update".</li> <li>8. Restart the tablet.</li> </ol>
<p>In the child account mode, children can't operate</p> <ol style="list-style-type: none"> <li>1. In the children's account mode, Google Chrome and Google Go entry prompt require parental authentication.</li> <li>2. In the child account mode, insert the USB stick into the tablet, and the USB stick is not displayed in files.</li> <li>3. APK is copied into the tablet, and the tablet is not allowed to be installed in the child account mode.</li> </ol>	<p>You need to log in to your parent account to perform these operations.</p>
<p>The keyboard doesn't functioning.</p>	<p>Remove the tablet from the docking and put it back carefully, make sure it seats correctly. Restart the tablet if needed.</p>



## Contact Us

Customer Service Email: [support@contixo.com](mailto:support@contixo.com)

Or visit our website: [www.contixo.com](http://www.contixo.com)

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