

Limited Warranty



PRESTIGE

Quick Start Guide Warranty Information



Expansion Memory Slot

Stereo Speakers

Rear Camera

Power On/Off Button

Volume +

Volume -
Reset Hole

Charging Port

Headphone Jack



For Models:* PRESTIGE P10+; P11 Pro; 10QH+; K10+; K11 Pro

**Images are for illustration purposes only. The location of the power button, volume controls, charging port, and other device interfaces may vary depending on the tablet model.*

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LIMITED ONE (1) YEAR WARRANTY - VISUAL LAND TABLET

HOW CONSUMER LAW RELATES TO THIS WARRANTY

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WHAT IS COVERED BY THIS WARRANTY?

Visual Land warrants the Visual Land-branded hardware product and accessories contained in the original packaging ("Visual Land Product") against defects in materials and workmanship when used normally in accordance with Visual Land's published guidelines for a period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Visual Land's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

WHAT IS NOT COVERED BY THIS WARRANTY?

This Warranty does not apply to any non-Visual Land branded hardware products or any software, even if packaged or sold with Visual Land hardware. Manufacturers, suppliers, or publishers, other than Visual Land, may provide their own warranties to you – please contact them for further information. Software distributed by Visual Land with or without the Visual Land brand (including, but not limited to system software) is not covered by this Warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Visual Land does not warrant that the operation of the Visual Land Product will be uninterrupted or error-free. Visual Land is not responsible for damage arising from failure to follow instructions relating to the Visual Land Product's use.

This Warranty does not apply: (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (e) to damage caused by operating the Visual Land Product outside Visual Land's published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Visual Land; (g) to a Visual Land Product that has been modified to alter functionality or capability without the written permission of Visual Land; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Visual Land Product, or (i) if any serial number has been removed or defaced from the Visual Land Product.

YOUR RESPONSIBILITIES

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE INFORMATION CONTAINED ON THE VISUAL LAND PRODUCT STORAGE MEDIA TO PROTECT THE CONTENTS AND AS A PRECAUTION AGAINST POSSIBLE OPERATIONAL FAILURES.

Before receiving warranty service, Visual Land or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Visual Land's procedures for obtaining warranty service. Before submitting your Visual Land Product for warranty service you should maintain a separate backup copy of the contents of its storage media, remove all personal information that you want to protect and disable all security passwords.

DURING WARRANTY SERVICE THE CONTENTS OF THE STORAGE MEDIA WILL BE DELETED AND REFORMATTED. VISUAL LAND AND ITS AGENTS ARE NOT RESPONSIBLE FOR ANY LOSS OF SOFTWARE PROGRAMS, DATA OR OTHER INFORMATION CONTAINED ON THE STORAGE MEDIA OR ANY OTHER PART OF THE VISUAL LAND PRODUCT SERVICED.

Following warranty service your Visual Land Product or a replacement tablet will be returned to you as your Visual Land Product was configured when originally purchased, subject to applicable updates. Visual Land may install system software updates as part of warranty service that will prevent the Visual Land Product from reverting to an earlier version of the system software. Third party applications installed on the Visual Land Product may not be compatible or work with the Visual Land Product as a result of the system software update. You will be responsible for reinstalling all other software programs, data and information. Recovery and reinstallation of other software programs, data and information are not covered under this Warranty.

Important: Do not open the Visual Land Product. Opening the Visual Land Product may cause damage that is not covered by this Warranty. Only Visual Land should perform service on this Visual Land Product.

WHAT WILL VISUAL LAND DO IN THE EVENT THE WARRANTY IS BREACHED?

If during the Warranty Period you submit a valid claim to Visual Land, Visual Land will, at its option, (i) repair the Visual Land Product using new or previously used parts that are equivalent to new in performance and reliability or (ii) replace the Visual Land Product with a tablet that is at least functionally equivalent to the Visual Land Product and is formed from new and/or previously used parts that are equivalent to new in performance and reliability.

HOW TO OBTAIN WARRANTY SERVICE?

Please access and review the online help resources at www.visual-land.com before seeking warranty service. If the Visual Land Product is still not functioning properly after making use of these resources, please contact a Visual Land representative using the information provided below. A Visual Land representative will help determine whether your Visual Land Product requires service and, if it does, will inform you how Visual Land will provide it. When contacting Visual Land via telephone, other charges may apply depending on your location.

Information with details on obtaining warranty service is provided below.

WARRANTY SERVICE OPTIONS

Contact Visual Land either through our Live Chat system or contact form at www.visual-land.com, through e-mail at VL_Support@visual-land.com or by phone at (562) 860-2669, Monday through Friday, 8 a.m. to 5 p.m. (PST). A Visual Land representative will determine if your product requires service. If so, Visual Land will provide the following mail-in warranty service: Visual Land will send you instructions on how to package the product for shipment and the location to send the product. Shipment of the product to Visual Land will be at your expense. Once service is complete, Visual Land will return the Visual Land Product to you at Visual Land's expense.

Visual Land reserves the right to change the method by which Visual Land may provide warranty service to you, and your Visual Land Product's eligibility to receive a particular method of service. Service options, parts availability and response times may vary.

LIMITATION OF LIABILITY

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, VISUAL LAND IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE VISUAL LAND PRODUCT OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED ON THE VISUAL LAND PRODUCT.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. VISUAL LAND DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY VISUAL LAND DEVICE UNDER THIS WARRANTY OR REPLACE THE VISUAL LAND PRODUCT WITHOUT RISK TO OR LOSS OF INFORMATION STORED IN THE VISUAL LAND PRODUCT.

SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

No Visual Land reseller, agent, or employee is authorized to make any modification, extension, or addition to this Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This Warranty is governed by and construed under the laws of the State (Province or Country) in which the Visual Land Product purchase took place. Visual Land or its successor in title is the warrantor under this Warranty.

Charging Your Tablet

• Use the included charging cable by plugging it into the tablet's charging port. Then connect the other end to a compatible power adapter (may not be included) and plug it into a power outlet. The connector should slide in easily, do not force it, as this may damage your tablet.



Note: Not all power adapters are compatible. Using a power adapter with a high power output above 20W may not work properly with your tablet and could cause charging issues.

• If your tablet is powered on, the battery icon in the top right corner of your screen will change to indicate that your tablet is charging.



• Charging your tablet for two hours prior to initial use will assure the best experience.

• For your safety, we recommend that you disconnect your tablet from the power source once it is fully charged and that you refrain from charging it overnight. Always allow your tablet to charge in a well-ventilated area, and do not cover it with anything that may restrict air flow such as a blanket or pillow. If your tablet becomes abnormally hot, disconnect it from the power source and contact customer support.

• If your tablet is powered off, a charging icon will appear on your screen.



• If you do not see a charging icon or indicator change, check to make sure the cable is firmly connected on all ends and that your power source is functioning properly.



• When your battery is low, the battery icon will display an exclamation point. We recommend connecting to a power source as soon as possible and saving any files you may be working on.

• For safety and compatibility reasons, we recommend using only Visual Land chargers. Replacement chargers can be purchased by visiting: www.visual-land.com

Setup

Please note the following steps are designed to supplement on-screen instructions from the Setup Wizard.

1. To power on your tablet, long press the power on/off button for 2-3 seconds. Note that your tablet may take several minutes to boot. To power off or restart your tablet, long press the power on/off button for 2-3 seconds, then select Power off or Restart.
2. When your tablet is finished booting, the Setup Wizard will begin. Tap "English (United States)" to select your preferred language. When you are finished selecting, select "Start" to continue. Language can be changed later in the settings menu.
3. To "Connect to Wi-Fi" (necessary step to access the internet), select your preferred Wi-Fi network.
 - I. If you do not know the name of your network, check your wireless router or contact your internet service provider.
 - II. Some networks may require a password to connect. If you do not know your home network password, contact your internet service provider.
 - III. If you receive an "Authentication problem" notice, you may have entered your password incorrectly. Most passwords are case-sensitive. Check the "Show password" box to see your password as you type.
4. To continue without connecting to your Wi-Fi network, select the "Setup up offline" option, then select "Continue".
5. If you chose the "Setup up offline" option, next you will see the "Date & time" screen, change the time zone, date, or time if adjustment is needed, then select "Next". Skip to Step 8.
6. If you chose to connect to your Wi-Fi network, the next screen will display "Getting your tablet ready...This may take a few minutes". On the next screen you will have the option to "Copy apps & data" from an existing Android™ device or from the cloud. Select "Next" and follow the on-screen instructions or select the "Don't copy" option.
7. If you chose to connect to your Wi-Fi network, you will be prompted "Who's going to use this device?" If for a child, see Google Kids Space™ Setup on next page. If for yourself, select "An adult or a teen", you will then be prompted to login to your Google™ account or select "Create account". On the next screen, select "I agree" to accept Google™ Terms of Service. Logging in will allow for seamless use of Google™ apps and easy access to the Google Play™ store. If you do not remember your Google™ username or password, visit: www.google.com/recovery
8. Next you have the option to participate in Google™ services. By default, some options are turned on. You can disable certain options by selecting each individual slider, the slider will be grayed out if disabled. Select Google's "Privacy Policy" link to learn more about how Google™ services use your data before selecting "Accept".
9. Next you have the option to a "Set a pin" or you may skip this option by selecting "Skip". For security purposes, it is recommended you set a screen lock option. The default screen lock option is a PIN, which must be at least 4 digits. Other options are available by selecting the "Screen lock options". **IMPORTANT NOTE: Regardless of the option you select, it is essential that you remember your Pattern, Pin, or Password, as it will be necessary for accessing your tablet.**
10. The next few screens allow for additional customization options; you can either select "Skip", "No thanks", "Continue", or "I agree" based on your preferences.
11. When the Setup Wizard is complete, the home screen will load.

Google Kids Space™ Setup

Follow the steps below to setup Google Kids Space™

1. When prompted who will use the tablet, select "A child". (If you had previously setup the tablet as an adult or teen, swipe up on the home screen and select the Kids Space app, then follow the prompts).
2. Sign into your child's existing Google account or follow the prompts to create a new Google account for your child under 13.
3. When prompted to setup Google Kids Space, select "Set Up".
4. Parental Consent & Family Link™, follow the prompts to set screen time limits, approve or block apps, and add filters for web and search.
5. The next few screens allow for additional customization options; select "Skip", "Next" or "No thanks" based on your preferences.
6. When prompted, "Pick what you like", have your child select at least three, then select "Next", finally select "Push".

Note: If the tablet was initially set up for an adult, Google Kids Space™ can still be set up later by selecting the Kids Space app from the app drawer.

Safety Information

IMPORTANT SAFETY INSTRUCTIONS

- The battery is not intended to be replaced by the consumer. If you believe the battery is damaged or needs to be replaced, contact Visual Land customer support for inspection and/or replacement.
- Do not let the tablet come in contact with liquids.
- Do not place your tablet near a heat source or leave it in your car in high temperatures.
- Do not dispose of the battery in a fire.
- Avoid dropping tablet.
- Never use any charger or battery that is damaged in any way.
- Do not use if screen is cracked or broken as this could cause injury to you.
- Please note that the touch screen responds best to a light touch from the pad of your finger or a non-metallic, no sharp stylus. Using excessive force or hard or sharp objects when pressing on the touch screen may damage the glass surface and void the warranty.
- Do not set the volume at its highest levels when using headphones. Prolonged exposure to loud noise could damage your hearing.

Troubleshooting and Resources

- Many issues can be resolved by performing a soft reset of your tablet. Insert a safety pin, paper clip, or earring into the reset hole. You should feel the reset button click. Your tablet will begin resetting. This will take a few minutes to complete. The tablet should power back up or you may need to press and hold the power on/off button for 2-3 seconds. **IMPORTANT NOTE:** The hole directly next to the charging port is the charging indicator light. Do not insert objects into this hole (IQH+ model only).
- Some issues may require a factory reset. This process will erase all of your stored apps, documents, photos, and information. Please make sure to backup any files you would like to save prior to initiating a reset. To perform a factory reset, select "Settings", scroll down and select "System", select "Advanced", select "Reset options", select "Erase all data (factory reset)", select "Erase all data", and lastly select "Erase all data" again. This process will take several minutes to complete.
- If your problem persists after the factory reset, contact customer support for further assistance. You can reach customer support by emailing us at: VL_Support@visual-land.com
- This product comes with a limited manufacturer warranty. To view the full warranty terms and conditions, refer to the "Limited Warranty" section or visit: www.visual-land.com

FCC Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to 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.

Changes or modifications to this product not authorized by Visual Land could void the electromagnetic compatibility (EMC) and wireless compliance and negate your authority to operate the product.

This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, televisions, and other electronic devices.