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About ARCHOS 28, 32, 35, 43, 70, 101 internet tablets



What to check first

Make sure your WiFi Internet connection is working...

Some of your applications will not work if you do not have a WiFi connection to the Internet.

Check the user manual...

There is a wealth of useful information in the full user manual. It is very well written, and there are surely things in there that you didn't know before. There is an icon on the home screen to access it.

Make sure you have the latest firmware...

This is one of the most important things you should do. Firmware updates are important to install because they add new functionality, improve functionality, and/or fix bugs. If you can connect by WiFi to the Internet, then go to Menu > Settings > About Device > Firmware update to see if a newer one is proposed. If you do not have a WiFi connection to the Internet, you can update your device by downloading the latest firmware to your computer and transferring it to your ARCHOS using the USB cable. See the 'How to install a

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firmware' on the download page of the 'Support' section.

Make sure your battery is completely charged...

Make sure that your battery is completely charged by connecting it to its power adapter (ARCHOS 70, 101) or to your computer (ARCHOS 28, 32, 43) (or by using a USB style wall charger) for 8 hours or until the green charging indicator light blinks. If using a USB wall charger, make sure it is rated 5 volts 1A (1000 mA).

WiFi

I have problems making a WiFi connection. What can I do?

First, update your ARCHOS to the latest firmware version. Then try connecting again after it is updated.

- Check the functioning of your Wifi router/modem by using another Wifi device (ex: friend's laptop) to verify that your router/modem is functioning properly.
- Check your WiFi router/modem documentation to see if it has a pairing button that needs to be pressed. Some modems have such a button that must be pressed the very first time you try to make a WiFi connection with a new device.
- Make sure that you are relatively close to the modem/router to make your first connection. Then later you can test to see how far away you can make a connection.
- Try connecting to a friend's WiFi access point to see if reacts the same way. If it connects, then you know that you'll have to set your WiFi router/modem with similar parameters.
- Turn off the Wifi then turn it back on again. Go to Menu > Settings >

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Wireless controls and uncheck Wi-Fi. Wait until the small text below "Wifi" says "Turn on Wi-Fi" and then check it. Your WiFi access point should show up as an item below this.

-If you have to enter a password (an security code of type WEP or WPA) be very careful that you do not confuse a 1 and l (one and letter "l"), a 0 and O (zero and letter "O"), or U and V. These are common mistakes.

- When entering a security code for your WiFi access, check the box "Show password" which will allow you to see exactly what you are typing in. This will avoid any mistakes.

Android User Interface and applications

What does Aldiko eBook reader offer in terms of range and pricing of books?

There are currently many classics as well as modern books in various languages available for free download. These are free public domain works. There are also hundreds of fiction, non-fiction, technical, and other books for purchase. Install other ebook applications for more content.

Can I download apps from the Android Market? How?

No. However if .apk files are available on the Internet from the maker of one of the applications found on the Android Market, then there is no reason you could not download it from their site and use it (so long as it does not require a piece of hardware that the ARCHOS does not have. Ex : compass, telephone, GPS).

What e-books can I view on the ARCHOS?

Non-protected books published in the eBook or ePub format are readable on the ARCHOS with the free Aldiko™ application. You can also find dedicated apps for ebooks such as one for Kindle from Amazon.

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What magazines / newspapers will users be able to read on their devices?

You can download the application "World Newspapers" or "Daily paper" for free from AppsLib which will allow you to read dozens of different newspapers from around the world. You will also find that a number of newspapers have dedicated apps to access their web site.

Will the Archos connect to popular photo sharing sites like Flickr?

Currently the included Photo Frame application connects and shows pictures from accounts (or keywords) from Flickr™, Picassa™, and Facebook.

Can I read 'office' type documents on these devices eg: Word, Excel, PowerPoint, PDF files?

The three larger internet tablets come with a trial office suit application (30 days) already installed to read the above mentioned files. There are also other PDF reader applications freely available on AppsLib.

What happens if I download a paid app and then delete it by mistake - How do I get it back?

AppsLib keeps track of which programs you purchased and will let you reload them at anytime.

Will users be able to synchronise with business email and contacts via company Microsoft Exchange servers?

Yes, this is supported in Android 2.1. Exchange servers with certificates will be supported in the upcoming Android 2.2 "Froyo" release.

How do I pay for the purchasable Apps?

ARCHOS has chosen to partner with PayPal, the most popular on-line payment system available. Getting a PayPal account is free.

How do I download Apps from AppsLib?

Simply tap on the AppsLib icon on the home screen and you will be connected to the store where all the free and

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purchasable applications are located.

Can users download books from other online stores directly to their ARCHOS and read them using Aldiko?

If the format is the open standard .epub format, it will work by dropping it into the "Import" folder of the Aldiko application. Many Google™ Books (books.google.com) are also available in the .epub format.

Are there other eBook Reader options?

Yes, there are also the apps WattPad and AVcomics. The apps for Amazon and Barnes & Nobels book stores should be available soon on AppsLib.

What do I do if an app gets stuck or functions incorrectly?

Your application may need to be updated. Go to the AppsLib and tap on the menu icon and then MyApps. It will show you which of your apps have updates that can be downloaded. If updating your application does not help the problem, you could try uninstalling the application (use the Uninstall app found in the applications tab) and then reinstall it from AppsLib.

Can users download games from outside of the Appslib store to play on their device ex: Flash™-based games?

The internet tablets currently do not play .swf format files (Flash™-based games). When version 2.2 of Android™ becomes available for the ARCHOS internet tablets, this will allow you to play on-line Flash™ games.

Internet

Why can't I view web sites that have Flash™ video or Flash™ games?

When the update to Android™ Froyo (version 2.2) is available, you can update your ARCHOS device to this version of Android™ and it will have the Flash™ 10.1 player included which will allow you to play Flash™ video content and Flash™ games on the web.

What kind of performance can users expect via USB or Bluetooth® tethering?

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Using the internet is swift when tethering with a 3G phone. Depending on your telecom's access speed, using the Internet via your 3G phone will be no different than using it via a WiFi connection.

Can the devices connect to 3G dongles via USB?

Not for the moment. However, you can connect your phone for tethering via the USB host port (optional USB host cable required).

Will the ARCHOS internet tablets tether with 3G capable phones (USB or Bluetooth®) to allow web access via my 3G phone?

Yes. Almost all 3G Bluetooth® phones these days use the standard Bluetooth™ profiles DUN or PAN. The ARCHOS 28 model however, cannot tether via Bluetooth® but only by USB. Note that some telephones which have 3G and Bluetooth® (such as some Blackberry devices) specifically do not allow tethering. You can, of course, tether the A28 to a phone that has WiFi routing capabilities such as some Android phones.

How do I tether the ARCHOS to my phone in order to get Internet outside of WiFi areas?

After an initial setup of pairing your phone to your ARCHOS, each time you want to use the Internet, you just go to the power control widget and turn on Tethering. The ARCHOS will connect to your phone (you might have to tap a button on your phone to say "Yes" allow the ARCHOS to connect) and use it as a modem to connect to the Internet. See the full user manual for exact step-by-step instructions.

General

What version of Android™ is on the devices?

The ARCHOS devices were released with version 2.1 known as "Eclair". The devices are updatable to the next Android release version 2.2 known as "Froyo".

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Why are the devices not Google certified?

Google requires devices to have a specific hardware profile in order to be certified. This includes having GPS, compass, telephone, and specific screen resolutions. Considering the number of Android devices entering the market, the great majority are not certified. Google could of course change their requirements.

How do the devices charge?

The A28, A32 and A43 charge via the USB connector. The A70 and A101 charge via the included power charger/adapter.

Why do I have to update my firmware?

Updates bring increased performance, new features, and bug fixes. It is best to update your device when it gives you the possibility to do so. Make sure you have the latest update so that you can get all the benefits that each update brings.

Why does my ARCHOS internet tablet only have Android 2.1 on it? How can I get Android 2.2 onto it?

The ARCHOS update software will be available in Q4 of 2010. When it is available, you will be notified when you connect your device to the Internet by WiFi. At this point, follow the screen instructions to download and install it onto your device.

What is Android™?

It is the most popular open software platform for portable devices. Games and applications of all different types are now available and new exciting ones are yet to come due to its open architecture.

What is different between this year's and last year's models?

This year there is a faster processor inside the device and there are more choices of screen size and resolutions. Some devices have a tablet format which include webcams. This year's

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devices run version 2.1 of Android and will be updatable to version 2.2 when that version becomes available. The screens are very reactive and the larger A70 and A101 models have capacitive multi-touch screens.

What makes Android™ attractive?

Android has the development muscle of Google. Android™ is open source. This means hundreds of hardware manufacturers can implement Android without cost, which will drive this to become the dominant mobile platform. It is completely opened to software developers without a central censoring authority. The competing Apple library of mobile applications is censored by a group of employees that decide what they think is appropriate and what is not.

What Gen 7 accessories are compatible with the new internet tablets?

There are no accessories common to the ARCHOS 5 internet tablet and the new line of internet tablets (ARCHOS 28, ARCHOS 32, ARCHOS 43, ARCHOS 70, ARCHOS 101).

What is the battery life when WiFi is activated?

When the WiFi is activated, on a full charge, you can surf the web for 6 hours (A28), 8 hours (A32), 12 hours (A43), 10 hours (A70 and A101).

Can these devices connect to my television?

Yes, you can connect them to your TV. You can see and do all the same things you do on your device (videos, music, internet, games). The ARCHOS 32 has a composite video output (yellow RCA cable) and the ARCHOS 43, 70, and 101 have an HDMI video output port (optional standard mini-HDMI cable required) which can output crystal clear high definition images to your HD TV. The ARCHOS 28 does not have video output.

Troubleshooting

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I cannot update the firmware because I do not have a WiFi connection. What can I do?

You can update by downloading the latest firmware to your computer and transferring it to your ARCHOS using the USB cable. See the 'How to install a firmware' on the download page of the 'Support' section.

I cannot turn on my device, what should I do?

Make sure the battery is fully charged. Connect it to its power charger/adaptor (ARCHOS 70, 101) or a running computer with the USB cable (ARCHOS 28, 32, 43) and allow it to charge until the battery light on the side of the device blinks (this could take several hours).

My Touchscreen isn't working properly, what should I do?

You may need to re-calibrate your touchscreen. There are 2 ways to do this depending on how much access you have with the un-calibrated touchscreen.

If you can access the Android interface

1. In the device homescreen, tap on the menu button (4 parallel lines) then tap on 'Settings'.
 2. In the Settings screen, tap on 'Repair & Formatting' at the bottom of the menu list.
 3. In the 'Repair & Formatting' screen, tap on 'Touchscreen Calibration'. A message will tell you to put your ARCHOS down.
 4. Put the device on a flat surface.
 5. Tap on 'Calibrate the touchscreen'.
- The calibration of the touchscreen will start. Do not touch the product until the calibration is complete.

IMPORTANT: If you do not put the device on a flat surface (e.g. Table), the touchscreen calibration will not be successful.

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If you do not have access to the Android interface

1. When turning on the device, hold down Vol + and press the power button. The ARCHOS Recovery screen is displayed. Use Vol + and - to switch between options and the power button to validate your selection.
2. Select 'Repair system' and press power.
3. In the Repair system screen, select 'Force touchscreen calibration' and press power.
4. Press power again to confirm. Put your product on a flat surface. The calibration of the touchscreen starts. Do not touch the product until the calibration is complete.
IMPORTANT: If you do not put the device on a flat surface (e.g. Table), the touchscreen calibration will not be successful.
5. At the end of the calibration, press power. The ARCHOS Recovery screen is displayed.
6. Select No. Your device will reboot. The touchscreen is now recalibrated.

My device "froze". What do I do? How do I prevent that?

If your device freezes, press and hold the power button for 15 seconds. This will shut off the device. Restart as normal. To prevent this, make sure you are running the latest version of the firmware. Check by going to Menu > Settings > About Device > Firmware Update.

My Archos will not start to Android, it keeps restarting or showing a black screen whenever I switch it on, what can I do?

If either in the settings or through an app there has been a problem and you can no longer get to the Android interface to do a factory reset, then you can do a full update and recovery of the system through Recovery Mode.

Important: before going into recovery

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mode, make sure that the device has been charging for at least 4 hours beforehand.

During this you will need the USB cable for your device as well as the charging cable. You will also need a PC or Mac and the latest firmware for your device downloaded from Archos.com to your PC or Mac.

Getting into Recovery mode on the 28IT, 32IT, 35IT:

Press and hold the power button, when the Archos logo is displayed, press the power button 3 times quickly. The white ARCHOS Recovery screen is displayed. Use Vol + and - to switch between options and the power button to validate your selection for the following steps.

Getting into Recovery mode on the 43IT, 70IT, 101IT:

Hold down Vol - and press the power button. Keep pressing the Vol - button until the white ARCHOS Recovery screen is displayed. Use Vol + and - to switch between options and the power button to validate your selection for the following steps.

1. Choose 'Format System' from the list
2. Choose 'Reformat Device' from the second list, then 'I Understand' (after having read the warning and making sure that you have downloaded the firmware for your device from Archos.com on your PC), you will be asked to plug in the charger of your device
3. Your device will format itself and when finished will ask for a 'USB connection' - plug in the device to your computer via the USB cable
4. Your PC will detect the device like a portable hard drive, open it using your computer's file browser and copy the

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firmware you downloaded from Archos.com to your device (make sure that the file is correctly named firmware_archos_android_gen8.aos), once the transfer has finished, choose OK.

5. The device will install the firmware and restart

Battery / Power

The battery of my ARCHOS is completely drained and the device will not charge.

If the battery is completely drained, charge it by connecting it to the USB port of your computer (ARCHOS 28, 32, 43) or the charger/adaptor (ARCHOS 70,101), but do not attempt to start the unit with the power on/off button. When the unit gets enough power it will start by itself (this could take a few hours). Even when started, do not use it until it is fully charged.

My battery runs out very quickly, what can I do?

The Android™ Mobile Technology Platform was conceived such that the device can be woken up from suspend triggered from applications (ex: check emails every 10mn). As a consequence if you have network applications running in the background (that are auto launched at boot) that are network hungry (ex: checking the weather every 2 minutes) this will have an impact on the battery drain. If you are not using the WiFi, shut it off. Same for the Bluetooth®. A screen set to the brightest also drains energy from the device. Set your device as well to have its screen go off after 2 minutes of non-use. These things will help your battery conserve energy.

Is it possible to charge the ARCHOS with a standard USB power adapter?

Yes. There are commercially available charger/adapters that plug into a wall outlet or your car cigarette lighter which have a USB port which will charge

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your device. Only purchase ones from a reputable brand. Some do not charge as well as others.

Video / Photo / Music

Can users download music from online stores and play on their ARCHOS?

Yes, because the most popular online stores now deliver music without Digital Rights Management (non-protected).

What media file formats do the ARCHOS internet tablets support?

ARCHOS is known for its extensive range of file support. Most of all music, video and photo formats are supported right out of the box. Please refer to the spec sheets (available on the web site) for specific details.

Can I use / transfer content I have on my Apple to use on the ARCHOS?

Any unprotected photo, video or music file can be transferred to the ARCHOS and will play without problem.

Can I sync my music, photo, and video content from Windows® Media Player or iTunes® to an ARCHOS internet tablet?

Yes, you can sync your non-protected media files from Windows Media Player directly to your ARCHOS. For iTunes, you can just go to your iTunes folder on your computer that has your music and copy/paste it to the ARCHOS music folder. There are 3rd party applications such as doubleTwist™ which allow you to do this as well.

How can I transfer existing content - music, video, pictures - from my PCs or Mac to the Archos?

Just connect your PC to the ARCHOS and drag and drop your media files to the proper folder. Put music into Music, photos into Pictures, and videos into Video. You can also copy your files directly (no computer involved) from USB storage devices (camera, USB stick, hard drive, etc.) to your ARCHOS 101 or with the optional USB host cable

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to the ARCHOS 32, 43, or 70. Finally,
you can also copy them via WiFi from
your Windows® shared folders.

Unique solution ID: #1268

Author: Admin FAQ

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