

Samsung Tablet FAQ

Can I install additional applications on my tablet?

Yes. In order to download additional applications you will need to launch the Google Play store and log in with a google account.

Ignite is not on my device

Ensure your device is connected to the internet and Ignite will download automatically.

What version of Android is preinstalled on my device?

Version 9.0 (Android Pie).

What are the specs of my tablet?

- Processor: Octa Core (Dual 1.8GHz + Hexa 1.6GHz) Lassen O+ (Exynos 7904A)
- Internal Memory: 2GB(RAM) + 32GB
- External Memory/microSD™ Capacity: microSD (Up to 512GB)
- Wi-Fi: 802.11 a/b/g/n/ac 2.4G+5GHz, VHT80
- Bluetooth: Bluetooth v5.0 (LE up to 2 Mbps)
- Camera resolution (Front): 5.0 MP
- Camera resolution (Rear): 8.0 MP
- Main Display Resolution: 1920 x 1200 (WUXGA)
- Main Display Technology: TFT
- Video Recording Resolution: FHD (1920 x 1080)@30fps
- Video Playing Format: MP4, M4V, 3GP, 3G2, WMV, ASF, AVI, FLV, MKV, WEBM
- Video Playing Resolution: UHD 4K (3840 x 2160)@30fps
- USB: USB 2.0
- Weight: 1.03 lbs (469g)
- Product Dimensions (inches): 9.65" x 5.88" x 0.30"
- Battery Type and Size: Li-Ion 6,150mAh
- ENERGY STAR® Certified: Yes.

Will my tablet work with our MDM solution?

The Samsung tablet has the Samsung Knox MDM pre-installed. We have not tested any third-party MDM solutions with the Samsung tablet.

What type of charger does my tablet use?

USB-C

Is the Samsung tablet considered an upgrade over the previous Hatch tablet?

No. The Samsung device and the Hatch device have different specs and different user experiences.

How much will the Samsung tablet from Hatch cost?

Please see a sales consultant.

Do I have to purchase the tablet with a bumper, or can I provide my own?

The Samsung device comes with a child-friendly case.

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How quickly does the Samsung tablet charge with the included charger? Does it support any quick-charge standards?

The Samsung device does not support quick-charging options.

How long will the battery last on a single charge?

It depends on the use type of the device. Expect more than six hours.

Do I need to use QR cards with the Samsung tablet like with the Hatch Red tablet?

No, the Samsung device does not require the use of a QR code.

Will the Samsung tablet come with screen cleaning solution?

No.

What is the Hatch screen cleaning solution made of? Is it strong enough to both clean and disinfect?

The Hatch cleaning solution (which is NOT included with the Samsung tablet) is designed for cleaning only. It will not disinfect the tablet. Please see separate email for disinfecting guidance.

