

Avanquest Android Support FAQ:

Q: I see the app on the page, but my download link is disabled, what do I do?

A: The download link becomes disabled after you have reached your download limit for a title. When this happens, there should be a message warning you.

Since you have already downloaded the installer for that app, you can still install it. Simply follow the how to install instructions below here to complete the installation.

Q: After I download the app, how do I install it?

A: After the app's installer is downloaded, follow the instructions below:

- Open your file manager app.
Helpful Hint: If you do not have a file manager installed, please install one from the app store.
- Navigate to your downloads folder.
- Choose the downloaded file for the app you wish to install, and then select *Install*.
- You can select *Open* to use the app immediately or select *Done* to finish.

Q: What is a file manager?

A: A file manager is an app for accessing files available on your android device. This includes downloaded files, photos or data from any of the applications. It's useful for accessing and organizing files on the device.

Q: Where can I download a file manager?

A: A search for 'file manager' in either the Google Play Market or the Amazon App Store will provide plenty of results. Reading the reviews and descriptions for the search results should help you choose the best file manager to install.

Q: What is sideloading? Is it safe?

A: Sideloading is the process of installing Android apps using an installer rather than getting them through the app store. There is a risk with sideloading apps that you could install malicious software on your system, so only sideload software obtained from trusted sources.

Q: I followed the steps above and the app still didn't install.

A: If you have seen the dialog below for an app, then the app completed the install

process successfully. Please check your app drawer to confirm the app is installed. Note that some android devices put sideloaded apps into a separate “Downloaded” section. The app could be in this second section.



Q: My app installed, but I don't see it in my App Drawer? What happened?

A: Please confirm the install worked. If it did, at the end you should see something similar to the screenshot above. If you have confirmed it worked, check your app drawer for a “Downloaded” section. The app should be in this second section.

Q: My app says it needs a serial number, and I didn't receive one; what do I do?

A: Please contact Avanquest support at <http://support.avanquest.com>.

Q: Why can't I run the apps on my new nexus 7?

A: If you are having trouble with a specific app, please contact the developer. You can find the developer contact information in the Developer Support Finder at <http://www.avanquest.com/promosupport>.

Q: Where can I find the downloaded file on my tablet?

A: The downloaded file is in your browser's downloads directory. Typically this is

the folder /sdcard/Downloads/.

Q: Why is it showing me that I downloaded it on the website more than 4 times now when I haven't clicked on the app?

A: Sometimes errors with serial numbers do occur, contact Avanquest support at <http://support.avanquest.com> and they should be able to help you.

Q: Why isn't the instruction to download a zip file manager on your manual indicated?

A: The installer files for our apps are not zipped. Although the files show with zipped icons sometimes, they just need to be run to install the apps.

Q: Why can't I access the website where I suppose to download the applications?

A: Please contact Avanquest support at <http://support.avanquest.com>. They will be able to guide you through the login process.

Q: My screen on my tablet won't turn on, what should I do?

A: Please contact your tablet manufacturer's support department. You can find manufacturer support contact information either in your user guide, or through the Manufacturer Support Finder at <http://www.avanquest.com/promosupport>.

Q: My tablet keeps disconnecting from the internet, what should I do?

A: Please contact your tablet manufacturer's support department. You can find manufacturer support contact information either in your user guide, or through the Manufacturer Support Finder at <http://www.avanquest.com/promosupport>.