



Acer EdRedi™ Tablet Solution FAQ 1.0 – Comprehensive Student Device Solution

What is Included in the Acer EdRedi™ Tablet Solution?

- The Acer Iconia purpose built for education 10.1" Android 5.0 Google CTS Tablet;
- The EdRedi™ Device, Instructional & Content Management Solution Pre-Installed;
- Unlimited password protected License Access to the EdRedi™ Cloud Portal;
- Combined EdRedi™ Folio, Polycarbonate Sleeve, Hand Strap, and Integrated Keyboard;
- 15-Month Acer America ADP Program (Accidental Damage Protection);
- 1-Year Acer America Device Warranty Coverage;
- Educational Resources Support Team Access;
- Acer America K12 Premier Services Group Hardware Support.

What specifications does the Acer EdRedi™ Tablet Solution have?

- See Attached Acer Spec Sheet.



Is the Acer EdRedi™ Tablet Solution capable of functioning as a standard Android tablet?

- Yes. The Acer EdRedi™ Tablet, through customer defined password protection, can be taken out of EdRedi™ solution mode and used as a Google CTS approved Android Lollipop tablet.

What does the EdRedi™ Device, Instructional and Content Management Solution offer?

- The EdRedi™ solution is pre-installed on the Acer EdRedi™ Tablet during manufacture in order to provide a school a secure, teacher controlled educational student device environment;
- The EdRedi™ solution allows for the device to seamlessly connect and be controlled by the tools and utilities located within the EdRedi™ Cloud Portal;
- The combination of the EdRedi™ solution on the Acer EdRedi™ Tablet and the EdRedi™ Cloud Portal provide educators an efficient means to individualize instruction, exceeding the standard device control capabilities of a traditional MDM (mobile device management) system.

What value is the EdRedi™ Cloud Portal?

- The EdRedi™ Cloud Portal offers device, instructional and content management expressly designed for EdRedi™ enrolled student devices;
- The solution seamlessly connects to an EdRedi™ enabled tablet;
- The EdRedi™ Cloud Portal is easily accessible from any web enabled device (a teacher desktop, smartphone, tablet, iPad, ...).
- The EdRedi™ Cloud Portal includes unlimited content/lesson storage for all licensed EdRedi™ users;
- The EdRedi™ Cloud Portal includes a Content library of digital resources and educationally vetted Android applications available for use in teacher lesson building;

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Educational Resources

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How is the EdRedi™ Cloud Portal solution typically used by schools?

- The EdRedi™ Cloud Portal solution is accessed by teachers, technology directors and administrators while working remotely or directly in the classroom with a student or group of students;
- The solution offers school personnel an easy way to monitor device usage beyond the traditional characteristics of a typical MDM (mobile device management solution) system;
- The solution provides teachers a simple and intuitive way to supervise individual student devices and control which lessons and applications are delivered and to those devices;
- The EdRedi™ solution is the market leading means to efficiently customize the learning environment according to each individual student or group of student's needs.

What Tablet Protection does the EdRedi™ Protective Folio case provide?

- In addition to the Acer EdRedi™ featuring Corning's Gorilla Glass4 screen protection, the Acer EdRedi™ Tablet solution has a proprietary component case;
- The case combines the flexibility of a textbook replacement folio made from ballistic nylon (further protecting the screen and components) together with a polycarbonate tablet chassis protective case which minimizes corner drop damage to the tablet.

How does the 15-month ADP (Accidental Damage Protection) work?

- Upon purchase, the Acer EdRedi™ Tablet solution is registered with Acer America and identified as "under protection";
- The protection lasts for 15 months of ownership as a standard feature of the Acer EdRedi™ Tablet solution for no extra charge;
- The coverage provides for 1-damage incident per year and an incident loss value with no limits. This practically means that if the damage is significant, the device will be replaced if there were no other incidents in that calendar year;
- The coverage provides for pre-paid shipping to and from a school for the device and its repair/replacement.

What does the 1-Year Acer America Warranty cover on the Acer EdRedi™ Tablet?

- The warranty coverage provides for repair and/or replacement for components considered to be defective and/or in not standard working order not related to any incident of damage, misuse or abuse.

What is the support coverage structure for the Acer EdRedi™ Tablet Solution?

- Educational Resources provides a fee-based Teacher Lifeline License processed on all Acer EdRedi™ orders which provides comprehensive 3 year ongoing EdRedi™ Solution support for teachers and schools;
- Acer America K12 Premier Services Group provides warranty and insurance coverage support on the Acer EdRedi™ Tablet Solution through the applicable warranty and insurance coverage periods.

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