

TROUBLESHOOTING

Q1. The tablet doesn't power on.

- *Reboot your tablet after charging for 30 minutes;
- *Press the power button to check if the tablet is in the **Sleep Mode**;
- *Press and hold the power button for 5s to turn off the tablet, then reboot it;
- *Press the **Reset** button with a pin to reboot the tablet.

Q2. The tablet doesn't charge.

- *Make sure the USB cable is properly plugged into the charging port;
- *Try another compatible USB cable and adapter.

Q3. Error message occurs during the operation.

- *Uninstall the App with the error message, then download and install again;
- *Press the **Reset** button with a pin to reboot the tablet.

Q4. The tablet cannot be detected by the computer.

- *Make sure the tablet is powered on;
- *Try another USB cable;
- *Try another USB port on the computer;
- *Instead of **Charge this device**, choose **Transfer files** or **Transfer photos (PTP)** when connecting the tablet to the computer.

Q5. The tablet cannot connect to the Wi-Fi.

- *Make sure the Wi-Fi in your tablet is ON;
- *Make sure you input the correct password when connecting the Wi-Fi;
- *Restart the router;
- *Make sure there is no filter setting or device connection limitation in the setting of the router;
- *Forget the current Wi-Fi, reset the router and connect the Wi-Fi again.

Q6. The storage space of the tablet is not enough.

- *Delete the Apps you don't use;
- *Clear the cache of the Apps regularly;
- *Install an Micro SD card to expand the storage.

Internet Tablet

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