


The Lenovo logo is displayed in white text on a pink rectangular background.

Lenovo Tab M10 Plus 3rd Gen

User Guide

TB128FU
TB128XU

All information labeled with * in this guide refers only to the WLAN+LTE model (TB128XU)



Basics

Before using this information and the product it supports, be sure to read the following:

- *Safety, Warranty & Quick Start Guide*
- *Regulatory Notice*
- "Important safety and handling information" in "Appendix".

The *Safety, Warranty & Quick Start Guide* and the *Regulatory Notice* are available on the website at <http://support.lenovo.com>.

Note: All pictures and illustrations in this document are for your reference only and may differ from the final product.

Technical specifications

Model	TB128FU	TB128XU
CPU	Qualcomm SDM680	Qualcomm SDM680
Battery	7700mAh	7700mAh
Wireless communication	Bluetooth 5.1; WLAN 802.11 a/b/g/n/ac; GPS/GLONASS/BDS/GALILEO	Bluetooth 5.1; WLAN 802.11 a/b/g/n/ac; A-GPS(LTE model)/ GLONASS/BDS/GALILEO FDD-LTE/WCDMA/TDD-LTE/GSM

Home screen

The home screen is the starting point for using your device. For your convenience, the home screen is already set up with some useful apps and widgets.




Note: Your device's features and the home screen may be different depending on your location, language, carrier, and device model.

You can customize your home screen at any time.

- **Home screen**

On the default home screen, there is a **Google** Search bar and some useful apps.

- **Add a widget to a home screen**

Press and hold anywhere on the home screen except the icons. Tap , press and hold the widget you want to add, drag to where you want to place it, and then release it.

- **Change the wallpaper**

Press and hold anywhere on the home screen except the icons, tap **Wallpapers**, and then choose your preferred wallpaper.

Go to **Settings > Display > Wallpaper** and choose your preferred wallpaper.

- **Move an app to another screen**

Press and hold the app that you want to move, drag to where you want to place it, and then release it.

- **Uninstall an app**

1. Press and hold the app that you want to uninstall.
2. Drag the app to "**Uninstall**" and release it.
3. Tap OK.

Note: Some of the system apps cannot be uninstalled.

- **Find apps**

Swipe up from the bottom of your screen to the top.

- **View recent apps**

Swipe up from the bottom of your screen. Then you can do the following:

- Tap an app window to open it.
- Swipe an app window up to close it.
- Swipe an app window down to lock it.
- Tap "**Clear all**" to stop running all the apps.

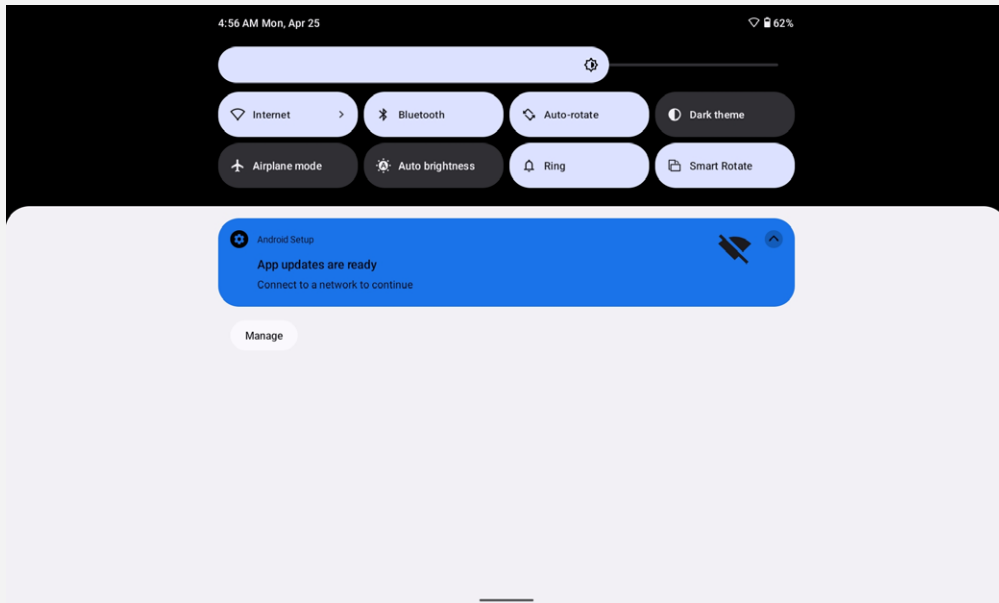
Screen buttons

There is one button at the bottom of the screen.

Swipe up from the bottom to return to the default home screen.

Notifications and Quick Settings

The Notifications panel informs you of new messages, USB connection, and activities in progress such as file downloading. The Quick Settings panel allows you to access frequently-used settings such as the Internet switch.



You can do any of the following:

- To see notifications, swipe down from the top of the screen.
- To close the Notifications panel, swipe up from the bottom of the screen.
- To dismiss a notification, swipe left or right across the notification.
- To dismiss all notifications, tap "**Clear all**" at the bottom of the Notifications panel.
- To open the Quick Settings panel, swipe down from the top of the screen twice.
- To close the Quick Settings panel, swipe up from the bottom of the screen.

Force shutdown

Press and hold the Power and Volume down buttons for about 8 seconds until the device turn off.



Split screen mode

Using split screen mode

Open the list of recently used applications, press and hold the application icon above the screen, and then tap **Split screen**.

Note: *Not all applications support split screen mode.*

Split screen settings

In split screen mode you can do the following:

- **Adjust the split screen size**

Slide the "▮" in the middle of the two screens to adjust the split screen size.

- **Replace the second app**

Swipe up from the bottom of the screen to choose another app.

Exiting split screen mode

You can exit split screen mode by:

- Choosing an app that doesn't support split screen mode.
- Or sliding the "▮" to the edge of the screen.



Multi-User

Multi-User Preferences

There are three user types:

- **Owner:** An owner has full control over all user permissions and manages all user accounts.
- **Guest:** There is only one Guest account. Guests have their own apps and content.
- **New User:** There can be multiple user accounts, including accounts for standard users and restricted users. Standard users have their own apps and content. In restricted accounts, you can restrict access to apps and content from the owner's account.


Creating new user accounts

Tap **Settings** > **System** > **Multiple users** > **Add user or profile** to create user accounts.

- Tap **User**, input the **User info** to create a standard user account.
- Tap **Restricted profile**, finish the setting according to the device instruction.

Note: *Before you add a restricted profile account, you need to set up screen lock to protect your apps and personal data.*

Switching between user accounts

- On the home screen, swipe down from the top of the screen, and then tap the  to switch between different user accounts.
- On the lock screen interface, select the user icon you want to switch to, then tap and swipe up to switch to the other account.

Deleting a user account

Tap **Settings** > **System** > **Multiple users**, and tap the account you would like to delete, then tap **Delete user** > **DELETE**.








Camera

To open the Camera app, go to **Camera**.



Taking photos and videos

You can take photos and record videos with your device's built-in camera.

- Tap  to configure the other camera settings.
- Tap  to set the delay time of taking photo.
- Tap  to turn on/off the AI scene.
- Tap  to set the scene of taking photo.
- Tap  to switch between the front and the rear camera.
- Tap  to take a photo.
- Tap Video, and then tap  to record a video.

Taking screenshots

Press and hold the **Power** and the **Volume down** buttons at the same time to take a screenshot.

Viewing pictures and videos

Photos and videos are stored in your device's internal storage. You can view your photos and videos by using the following methods:

- Tap the thumbnail when using the Camera app.
- Go to **Photos**.
- Go to **Files**.

The screenshots are stored in your device's internal storage. You can view your screenshots by using the following methods:

- Go to **Photos**.
- Go to **Files**.



You need to set up a wireless network before connecting to the Internet.

- Set up a WLAN network.
- *Set up a mobile network.
- Set up a VPN network.

You can also share your mobile network with others.

- *Set up a hotspot.

Setting up a WLAN network

Go to **Settings > Network & Internet**. Turn on the WLAN switch and tap a WLAN hotspot in the list to connect to the Internet. When you are connecting to a secure hotspot, you need to enter your login name and password to connect.



*Setting up a mobile network

Go to **Settings > Network & Internet > Mobile network**.

Note: *You need a valid SIM card with a data service. If you don't have a SIM card, contact your carrier.*

Setting up a VPN network

VPNs are used within organizations to allow you to communicate private information securely over a non-private network. You may need to configure a VPN, for example, to access your work email. Ask the network's administrator for the settings necessary to configure a VPN for your network.

1. Go to **Settings > Network & Internet > VPN**.
2. Tap  to edit the VPN profile, including the server name, type, and server address, IPsec identifier, username, password, then tap **SAVE**.
3. Tap  to edit or delete the VPN.

*Setting up a hotspot

You can use personal hotspot to share an Internet connection with a computer or other device.

Go to **Settings > Network & Internet > Hotspot & Tethering** and do the following:

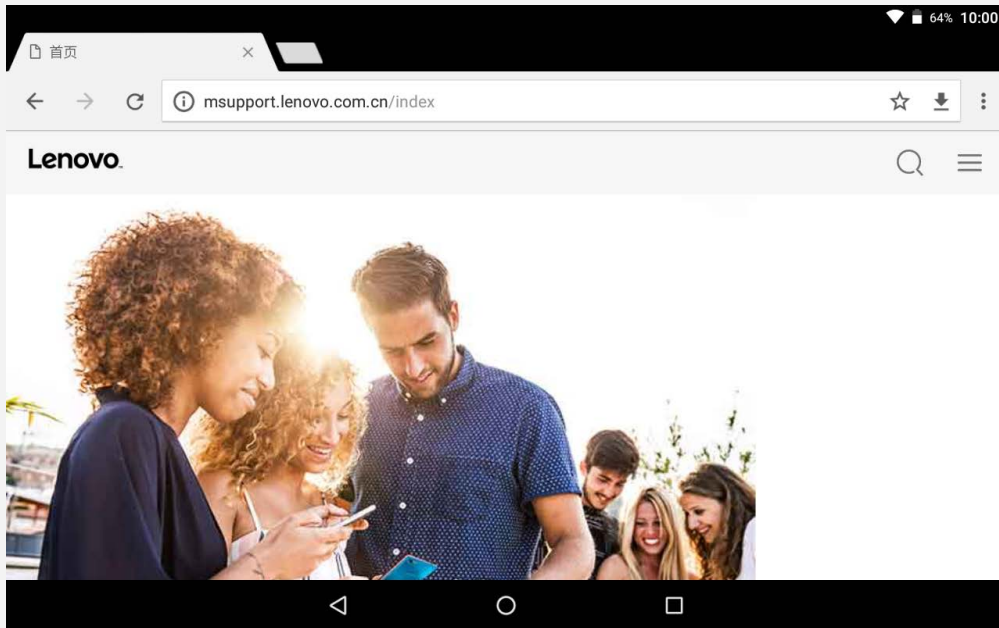
Tap **Wi-Fi hotspot** to configure the hotspot.

You can also use **Bluetooth tethering** or **USB tethering**.

Note: *Tell your friends the Network name and password, and then they can connect to your mobile network.*

Internet

You can browse the web if your device is connected to a wireless network or a cellular network. To open the browser app, go to **Chrome**.



Visiting websites

You can use the **Chrome** app to visit websites.

- **Type a web address**

You don't need to type the full web address of an "http://" website to access it.


To visit "http://www.lenovo.com", simply type "www.lenovo.com" into the address bar and Tap .

- **Search for keywords**

You can also type keywords into the address bar to search for webpages.


You can set a search engine in  > **Settings** > **Search engine**.

- **Add a new webpage**

Tap  > **New tab** to add a new webpage tab.


Tap  > **New incognito tab** to visit a website without leaving any traces of your visit.


- **Close a webpage**

Tap  to close a webpage tab.

- **Refresh a webpage**

Tap  to refresh a webpage.

Tap  to return to the previous webpage.

Tap  to go forward to a recent webpage.

Saving webpages

You can save images and webpages in your device's internal storage.

- **Save images**

Press and hold the image, then tap **Download image**.

- **Bookmark webpages**

Tap  to add a webpage to **Bookmarks**.

Tap  > **Bookmarks** to view bookmarks.

Setting accessibility preferences

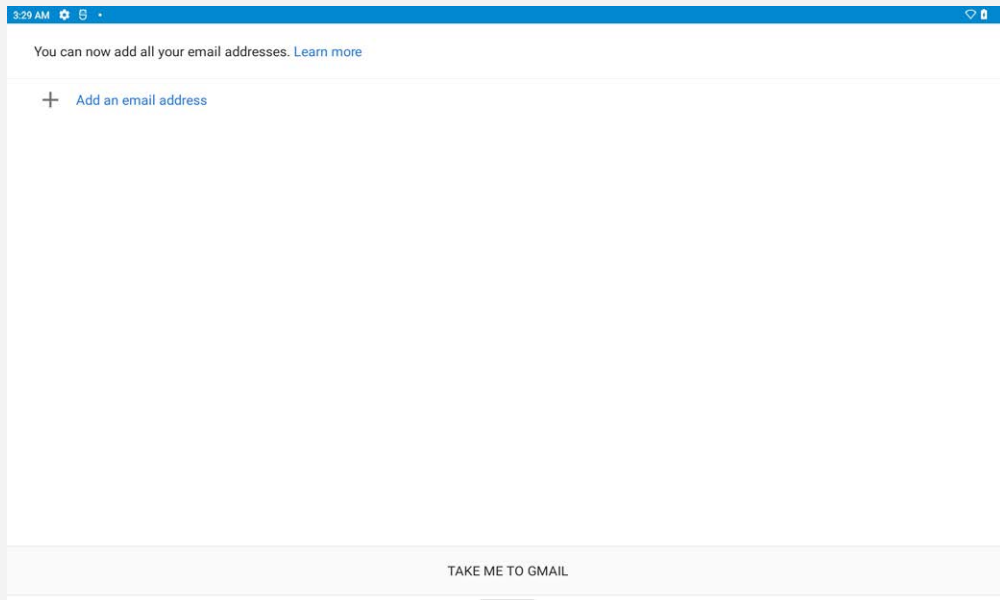
Tap  > **Settings** > **Accessibility** to set the text scaling and the webpage zoom.



You can send and receive emails if your device is connected to a wireless network. To access the **Gmail** app, go to **Gmail**.

Setting up a Gmail account

You can sign into Gmail if you have a Gmail account. If not, you will need to create a Gmail account. You can also sign in with email accounts provided by other companies.



Using Gmail

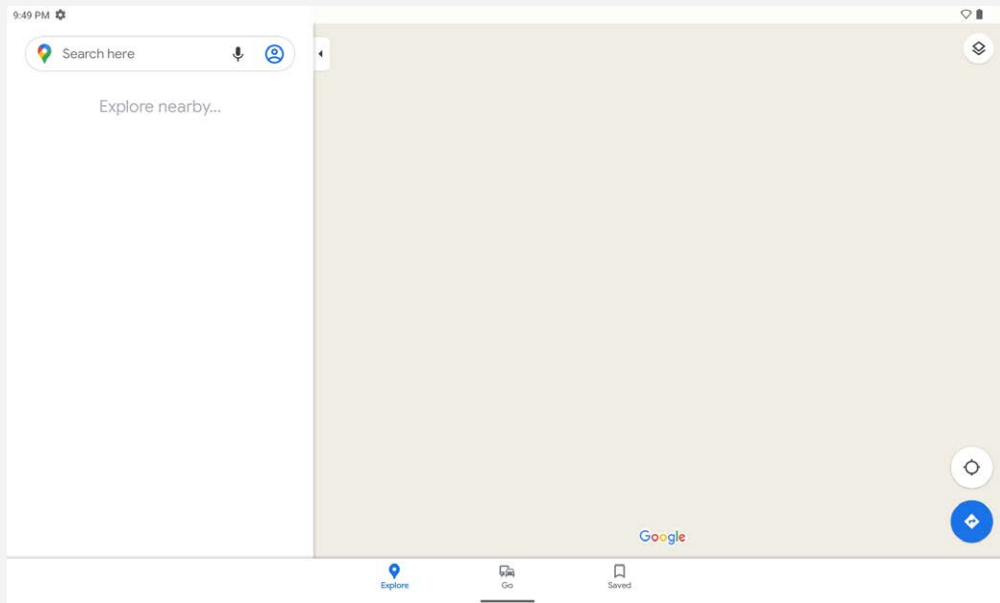
After setting up your gmail account, you can use the **Gmail** app to send and receive emails.




You need to select the following settings before you can use **Maps**.
Go to **Settings** > **Location** and enable location access for Google apps.


Finding a location

Type the address that you want to find, then press **Search here**.




You can also tap  to speak the address you want to search for.

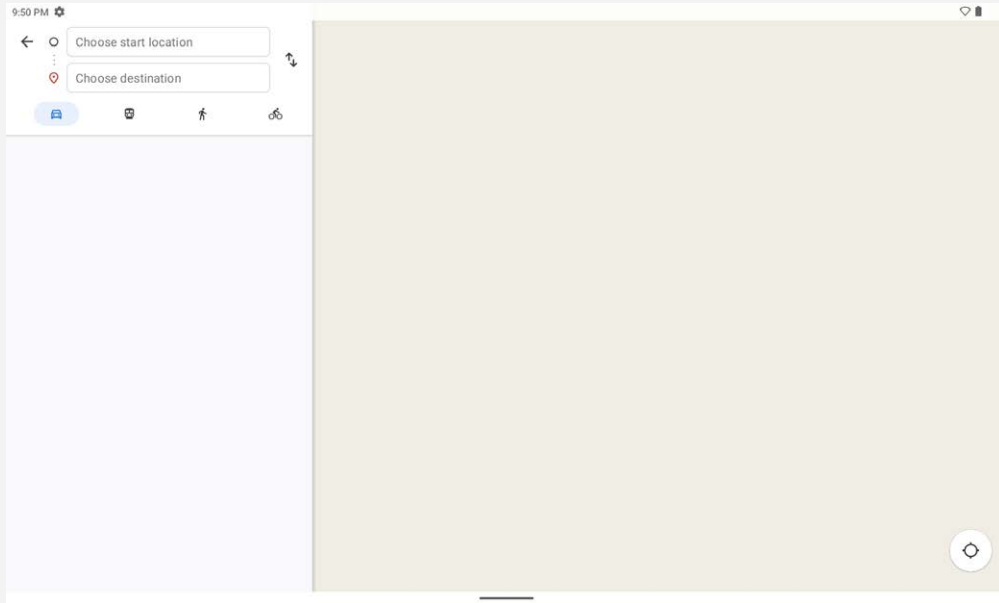
Current location

Tap  to see your current location.
Tap **Explore** to check what is nearby.

Planning a route

Tap  and type in "**Choose start location**" and "**Choose destination**", or just choose the starting point as "**Your location**".

Choose the travel mode: by car, by bus, on foot, or by bicycle.





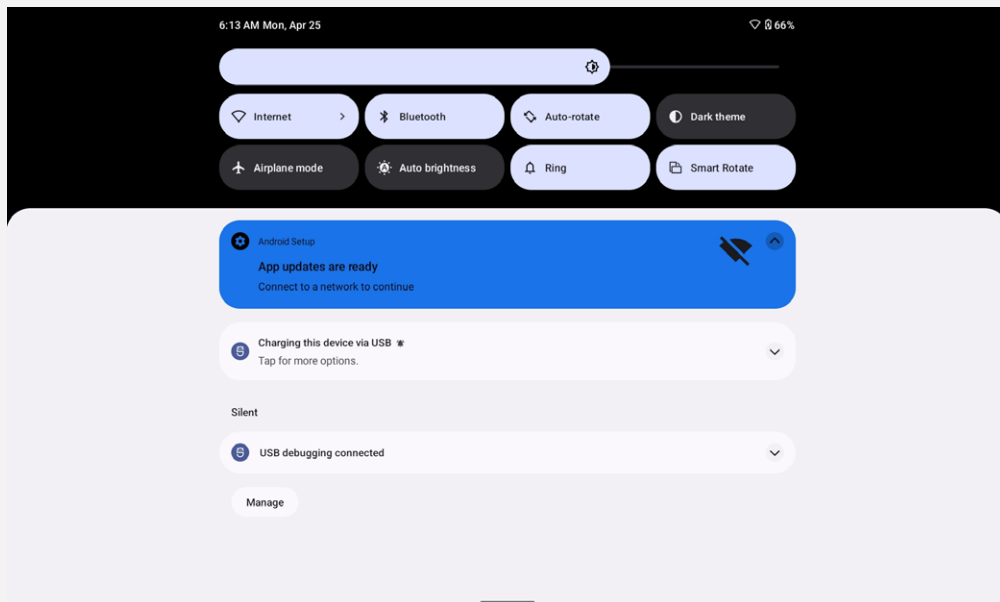
You can transfer data between your device and computer such as music, pictures, videos, and documents.

Connecting your device to your computer

Connect your device and computer using a USB cable.

Slide down from the top of the screen. You will see "**Charging this device via USB**" in the notifications bar.

Tap **Charging this device via USB** to view other options.



Selecting the computer connection mode

You can select one of the following options:

- **File Transfer:** Select this mode if you want to transfer media files such as photos, videos, and ringtones between your tablet and computer.
- **USB tethering:** Share tablet's internet connection via USB.
- **MIDI:** Select this mode if you want MIDI-enabled apps on your device to work with MIDI software on the computer.
- **PTP:** Select this mode if you only want to transfer only photos and videos between your tablet and computer.
- **No data transfer:** Select this mode if you want to charge your phone only.



Setting the language

1. Go to **Settings > System > Languages & input > Languages > Add a language**.
2. Select the language that you want to add.
3. Press and hold to drag the added language to the first line.

Setting screen lock

Go to **Settings > Security > Screen lock**, and select screen lock mode.

Setting face recognition

Go to **Settings > Security > Face-recognition**, follow the on-screen instructions to set up your device.

Setting sound

Go to **Settings > Sound**. Here you can set the ringtone, default notification sound, default alarm sound, and so on. You can also set the ringing volume.

Using reading mode

Go to **Settings > Display > Reading mode** to turn on / off Using reading mode.

After turning on the reading mode, you can tap **Use color effects** or **Use black and white effects** to choose a type of reading mode.

Or you can tap **Automatic** to specify effect according to the application.

Battery protection mode

Battery protection mode prevents charging for extended periods, which exposes the battery to high temperatures and high voltage that may cause it to age faster. Once turned on, power will eventually be maintained between 40%~60% to extend battery life.

Go to **Settings > Battery > Battery optimization > TURN ON NOW > OK** to turn on the battery protection mode.

Eye Protection and Safety Information

Eye protection

Eye protection Mode is enabled, the screen will have an amber tint, which reduces blue light. This allows you to read or view the screen more comfortably in dimly lit environments.

Go to **Settings > Display > Eye protection mode**, and tap **Use Night Light** to turn it on / off.

Color Temperature adjustment: Enter **Eye protection mode** and slide the intensity slider to adjust as needed.

Safety Information

Please use the device in a well-lit area, and when using the device, keep it at a suitable distance from your eyes. To avoid eyestrain, take a break from looking at the screen after a period of time.

Factory reset

Factory reset will erase all data from your tablet's internal storage. Please back up important data on the device before resetting your tablet. Go to **Settings > System > Reset options > Erase all data (factory reset)**, then tap **Erase all data** to reset to the manufacturer's default settings.



Appendix

Important safety and handling information

To avoid personal injury, property damage, or accidental damage to the product, read all of the information in this section before using the product. For additional tips to help you operate your device safely, go to <http://www.lenovo.com/safety>.

Handle your device with care

Do not drop, bend, or puncture your device; do not insert foreign objects into or place heavy objects on your device. Sensitive components inside might become damaged.

Your device screen is made of glass. The glass might break if the device is dropped on a hard surface, is subjected to a high impact, or is crushed by a heavy object. If the glass chips or cracks, do not touch the broken glass or attempt to remove it from the device. Stop using the device immediately and contact Lenovo technical support for repair, replacement, or disposal information.

When using your device, keep it away from hot or high-voltage environments, such as electrical appliances, electrical heating equipment, or electrical cooking equipment. Use your device only in the temperature range of 0°C (32°F) to 40°C (104°F) (storage -20°C (-4°F) to 60 °C (140°F)) to avoid damage.

Don't expose your device to water, rain, extreme humidity, sweat or other liquids.

Do not disassemble or modify your device

Your device is a sealed unit. There are no end-user serviceable parts inside. All internal repairs must be done by a Lenovo-authorized repair facility or a Lenovo-authorized technician. Attempting to open or modify your device will void the warranty.

Built-in rechargeable battery notice

Do not attempt to replace the internal rechargeable lithium ion battery. There is risk of explosion if the battery is replaced with an incorrect type. Contact Lenovo Support for replacement.

Plastic bag notice

DANGER:

Plastic bags can be dangerous. Keep plastic bags away from babies and children to avoid danger of suffocation.

Adapter information

- **Prevent your device and AC adapter from getting wet.**

Do not immerse your device in water or leave your device in a location where it can come into contact with water or other liquids.

- **Use approved charging methods only.**

Note: Please only use standard Lenovo power adapters. The use of third-party power adapters will affect the charging speed, resulting in abnormal charging and potential damage to the equipment.

Connect a standard power adapter to a suitable power outlet.

- Use a standard data cable to connect the device to a PC or a device that complies with USB 2.0 or higher.

Charging devices might become warm during normal use. Ensure that you have adequate ventilation around the charging device. Unplug the charging device if any of the following occurs:

- The charging device has been exposed to rain, liquid, or excessive moisture.
- The charging device shows signs of physical damage.
- You want to clean the charging device.

Warning:

Lenovo is not responsible for the performance or safety of products not manufactured or approved by Lenovo. Use only approved Lenovo ac adapters and batteries.

EU ErP (EcoDesign) Directive (2009/125/EC) - external power adapters (Regulation (EU) 2019/1782)

Ecodesign for Energy-Related Products Regulations 2010 - UK SI 2010 No. 2617 (Ext PSU), SI 2020 No. 485 (Ntwk Standby), SI 2014 No. 1290 as amended

Lenovo products are compliance with the EU EcoDesign (ErP) Directive & UK EcoDesign for Energy-related Products Regulations. Refer to the following for details:

For EU, refer to the system declaration <https://www.lenovo.com/us/en/compliance/eu-doc>, and for UK refer to the system declaration <https://www.lenovo.com/us/en/compliance/uk-doc>

Caution about high volume usage

Warning: exposure to loud noise from any source for extended periods of time may affect your hearing. The louder the sound, the less time is required before your hearing could be affected. To protect your hearing:

- Limit the amount of time you use headsets or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

If you experience hearing discomfort, including the sensation of pressure or fullness in your ears, ringing in your ears or muffled speech, you should stop listening to the device through your headset or headphones and have your hearing checked.



To prevent possible hearing damage, do not listen at high volume levels for long periods.

Take care when using your device in a motor vehicle or on a bicycle

Always prioritize your safety and the safety of others. Follow the law. Local laws and regulations might govern how you can use mobile electronic devices, such as your device, while you drive a motor vehicle or ride a bicycle.

Dispose according to local laws and regulations

When your device reaches the end of its useful life, do not crush, incinerate, immerse in water, or dispose of your device in any manner contrary to local laws and regulations. Some internal parts contain substances that can explode, leak, or have an adverse environmental effects if disposed of incorrectly.

See "Recycling and environmental information" for additional information.

Keep your device and accessories away from small children

Your device contains small parts that can be a choking hazard to small children. Additionally, the glass screen can break or crack if dropped on or thrown against a hard surface.

Protect your data and software

Do not delete unknown files or change the name of files or directories that were not created by you; otherwise, your device software might fail to work.

Be aware that accessing network resources can leave your device vulnerable to computer viruses, hackers, spyware, and other malicious activities that might damage your device, software, or data. It is your responsibility to ensure that you have adequate protection in the form of firewalls, antivirus software, and anti-spyware software and keep such software up to date.

Keep electrical appliances away from your device. These include electric fans, radios, high-powered speakers, air-conditioners, and microwave ovens. The strong magnetic fields generated by electrical appliances can damage the screen and the data on the device.

Be aware of heat generated by your device

When your device is turned on or the battery is charging, some parts might become hot. The temperature that they reach depends on the amount of system activity and the battery charge level. Extended contact with your body, even through clothing, could cause discomfort or even a skin burn. Avoid keeping your hands, your lap, or any other part of your body in contact with a hot section of the device for any extended time.

Electronic emission notices

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an authorized dealer or service representative for help.

Lenovo is not responsible for any radio or television interference caused by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:

Lenovo (United States) Incorporated
1009 Think Place - Building One
Morrisville, NC 27560
Telephone: 1-919-294-5900

ISED Caution

This device complies with Innovation, Science and Economic Development Canada license-exempt

RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Japanese VCCI Class B statement

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。VCCI-B

Japan compliance statement for products that connect to power mains rated at less than or equal to 20A per phase

日本の定格電流が 20A/相 以下の機器に対する高調波電流規制
高調波電流規格 JIS C 61000-3-2 適合品

Environmental, recycling, and disposal information

General recycling statement

Lenovo encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. Lenovo offers a variety of programs and services to assist equipment owners in recycling their IT products. For information on recycling Lenovo products, go to <http://www.lenovo.com/recycling>.

Important battery and WEEE information

Take back and recycling information for WEEE and batteries/accumulators in the European Union and the United Kingdom



The crossed-out wheeled bin marking applies only to countries with WEEE and batteries waste regulations within the European Union (EU), and United Kingdom (UK).

Appliances and batteries/accumulators are labeled in accordance with local regulations concerning waste electrical and electronic equipment (WEEE) and waste batteries and waste accumulators. These regulations determine the framework for the return and recycling of used appliances and used batteries/accumulators as applicable within each geography. This label is applied to various products to indicate that the product is not to be thrown away, but rather put in the established collection systems for reclaiming these end of life products.

The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for lead, Hg for mercury, and Cd for cadmium).

Users of electrical and electronic equipment (EEE) and users of batteries/accumulators with the crossed-out wheeled bin marking must not dispose of end of life products as unsorted municipal waste, but use the collection framework available to them for the return, recycle, and recovery of WEEE and waste batteries/accumulators and to minimize any potential effects of EEE and batteries on the environment and human health due to the presence of hazardous substances.

Lenovo electrical and electronic equipment (EEE) may contain parts and components, which at end-of-life might qualify as hazardous waste.

EEE and waste electrical and electronic equipment (WEEE) can be delivered free of charge to the place of sale or any distributor that sells electrical and electronic equipment of the same nature and function as the used EEE or WEEE.

Before placing electrical and electronic equipment (EEE) in the waste collection stream or in waste collection facilities, the end user of equipment containing batteries and/or accumulators must remove those batteries and accumulators for separate collection.

Dispose of lithium batteries and battery packs from Lenovo products:

A coin-cell type lithium battery might be installed inside your Lenovo product. You can find details about the battery in the product documentation. If the battery needs to be replaced, contact your place of purchase or contact Lenovo for service. If you need to dispose of a lithium battery, insulate it with vinyl tape, contact your place of purchase or a waste-disposal operator, and follow their instructions. Your Lenovo device might contain a lithium-ion battery pack or a nickel metal hydride battery pack. You can find details on the battery pack in the product documentation. If you need to dispose of a battery pack, insulate it with vinyl tape, contact Lenovo sales, service, or your place of purchase, or a waste-disposal operator, and follow their instructions. You also can refer to the instructions provided in the user guide for your product.

For proper collection and treatment, go to:

<https://www.lenovo.com/environment>

For additional WEEE information, go to:

<https://www.lenovo.com/recycling>

[Battery recycling information for Brazil](#)

Declarações de Reciclagem no Brasil

Descarte de um Produto Lenovo Fora de Uso Equipamentos elétricos e eletrônicos não devem ser descartados em lixo comum, mas enviados à pontos de coleta, autorizados pelo fabricante do produto para que sejam encaminhados e processados por empresas especializadas no manuseio de resíduos industriais, devidamente certificadas pelos órgãos ambientais, de acordo com a legislação local. A Lenovo possui um canal específico para auxiliá-lo no descarte desses produtos. Caso você possua um produto Lenovo em situação de descarte, ligue para o nosso SAC ou encaminhe um e-mail para: reciclar@lenovo.com, informando o modelo, número de série e cidade, a fim de enviarmos as instruções para o correto descarte do seu produto Lenovo.

[Recycling information for Japan](#)

Recycling and disposal information for Japan is available at <http://www.lenovo.com/recycling/japan>.

[Recycling information for India](#)

Recycling and disposal information for India is available at http://www.lenovo.com/social_responsibility/us/en/sustainability/ptb_india.html.

[Battery recycling marks](#)

- The battery recycling information of Taiwan



- Battery recycling information for the United States and Canada



US & Canada Only

ENERGY STAR model information



ENERGY STAR® is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy aimed at saving money and protecting the environment through energy efficient products and practices.

Lenovo is proud to offer our customers products with the ENERGY STAR qualified designation. You might find an ENERGY STAR mark affixed on the computer or displayed on the power settings interface. Lenovo tablets of the following model name, if carry an ENERGY STAR mark, have been designed and tested to conform to the ENERGY STAR program requirements for tablets.

Lenovo TB-8506FS

By using ENERGY STAR qualified products and taking advantage of the power-management features of the tablet, you can help reduce the consumption of electricity. Reduced electrical consumption can contribute to potential financial savings, a cleaner environment, and the reduction of greenhouse gas emissions.

For more information about ENERGY STAR, go to <http://www.energystar.gov>.

Lenovo encourages you to make efficient use of energy an integral part of your day-to-day operations. To help in this endeavor, Lenovo has preset the following power-management features to take effect when the computer has been inactive for a specified length of time:

Power plan: Default

Turn off the display: After 30 seconds.

Press the power button to turn on the display.

The Wake on LAN function: NA

Export classification notice

This product is subject to the United States Export Administration Regulations (EAR) and has an Export Classification Control Number (ECCN) of 5A992.c. It can be re-exported except to any of the embargoed countries in the EAR E1 country list.

Troubleshooting

Insufficient memory prompt appears during app installation

Please free up some memory and try to install again.

The touch screen does not work or is not sensitive

Press and hold the Power and Volume down buttons for about 8 seconds until the device turns off. Then switch it on again in normal way.

Device does not power on or system crashes

Please charge the battery for half an hour and then press and hold the power button until the device

turns off. Then switch it on again in normal way.

The device cannot access the internet via a wireless network

Restart the wireless router or go to Settings and restart WLAN.

The device cannot wake up from sleep mode

Press and hold the Power and Volume down buttons for about 8 seconds until the device turns off. Then switch it on again in normal way.