Lenovo TAB3 10 Plus

User Guide

Lenovo TB3-X70F

Lenovo TB3-X70L

• **All information labeled with * in this guide only refers to the WLAN + LTE model (Lenovo TB3-X70L).**

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.

Lenovo Companion

Looking for help? The Lenovo Companion app can offer you support for getting direct access to Lenovo's web assistance and forums*, frequent Q&A*, system upgrades*, hardware function tests, warranty status checks*, service requests**, and repair status**.

Note:

** requires data network access.*

*** is not available in all countries.*

You have two ways to get this app:

- Search for and download the app from Google Play.



- Scan the following QR code with a Lenovo Android device.



Technical specifications

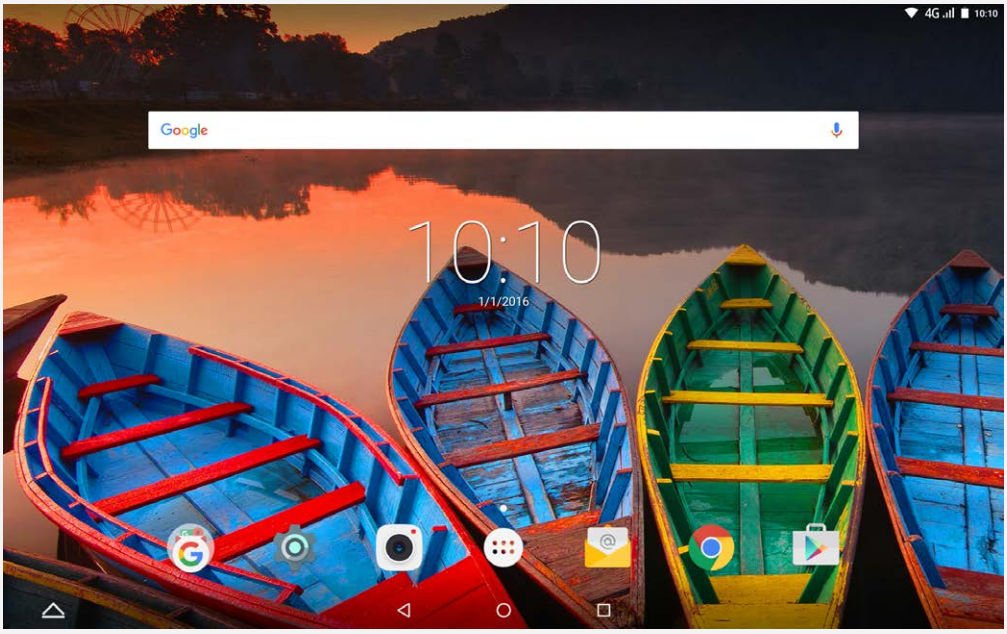
Model	Lenovo TB3-X70F	Lenovo TB3-X70L
CPU	MTK MT8161	MTK MT8735

Battery	7000 mAh	7000 mAh
Wireless communication	Bluetooth 4.0; GPS+GLONASS; WLAN 802.11 a/b/g/n/ac;	Bluetooth 4.0; GPS+GLONASS; WLAN 802.11 a/b/g/n/ac; *LTE/TD-SCDMA/WCDMA/CDMA2000/GSM

Note: Lenovo TB3-X70L supports LTE Band 1, 3, 7, 8, 20, 38, 39, 40 and 41. But in some countries, LTE is not supported. To know whether your Lenovo TB3-X70L works with LTE networks in your country, contact your carrier.

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 features and the home screen may be different, depending on your location, language, carrier, and device model.*

You can customize your own home screen at any time.

- **Home screen**
  On the first home screen, there is a **Google Search** bar.
- **Preview screen**
  Tap and hold anywhere on the home screen except the icons.
  At the bottom of the screen appear **Wallpapers**, **Lockscreen Wallpaper** and **Widgets**.
- **Add a widget to home screen**
  Tap at the bottom of the preview screen, tap and hold the widget you want to add, then drag to where you want to place it and release.
- **Change the wallpaper**
  Go to **Settings** > **Display** > **Wallpaper** and choose the wallpaper that you

like.

Tap and hold anywhere on the home screen except the icons, select **Wallpapers** at the bottom of the screen, and then choose the wallpaper that you like.

- **Move an app to another screen**

  Tap and hold an app that you want to move, drag it to the left or right side of the screen, then release it where you want to place it.

- **Uninstall an app**

  1. Tap , and then tap and hold an app that you want to uninstall.
  2. Drag to at the top of the screen until the app turns red, and then release and tap **OK**.

  Note: Some of the system apps cannot be uninstalled.

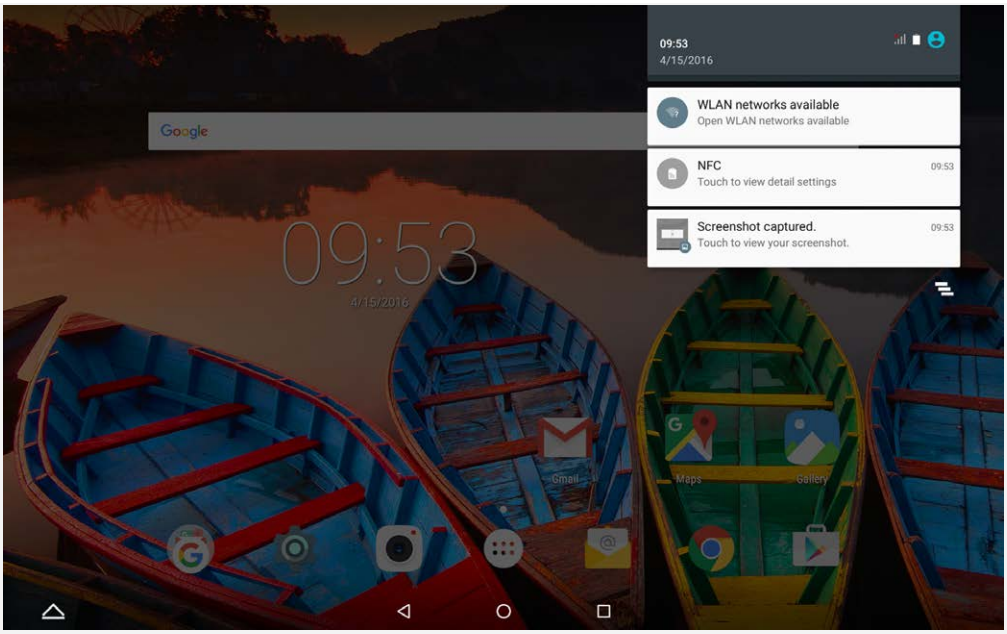
Screen buttons

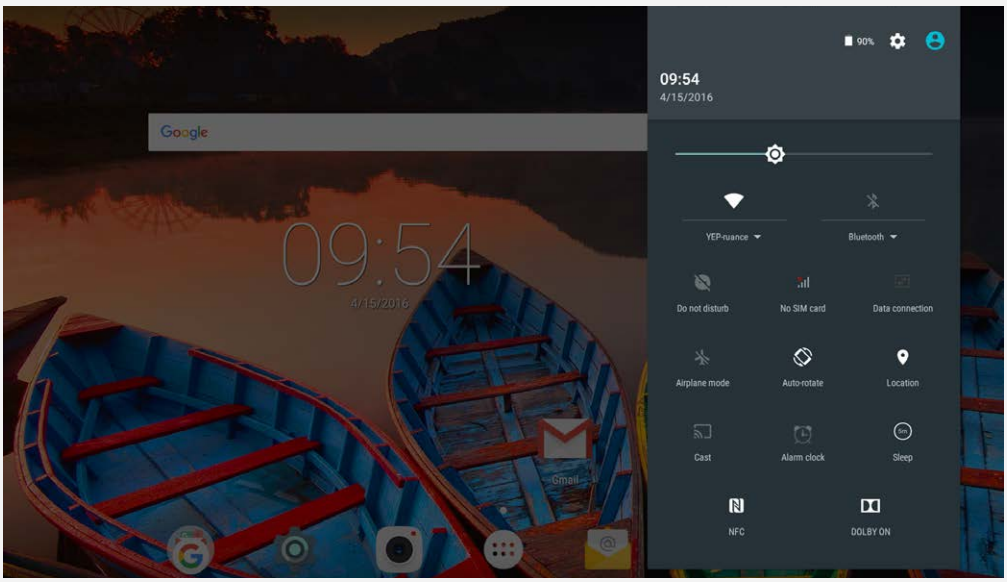
There are four buttons at the bottom of the home screen.

- **Multi-window button**: Tap to open the multiple apps.
- **Back button**: Tap to return to the previous page.
- **Home button**: Tap to return to the default home screen.
- **Recent button**: Tap to see the recent apps. Then you can do the following:
  - Tap an app to open it.
  - Tap to lock the app or tap to unlock it.
  - Tap to stop running the app.
  - Tap to stop all the running apps except the locked ones.

Notifications and Quick Settings

Swipe down from the top of the screen to view system notification messages and quick settings. By tapping on switch, you can quickly turn a number of frequently used functions on or off.



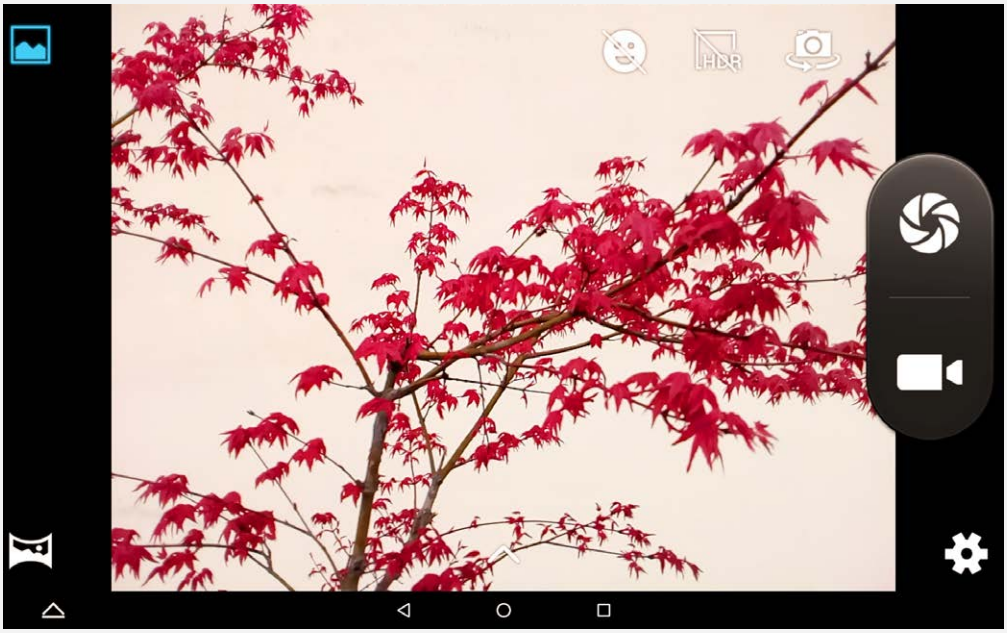


Force shutdown

Press and hold the On/Off button for more than 8 seconds until the screen goes dark.

Camera

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



Taking photos and record videos

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

- Tap to turn on/turn off the **Smile mode**.
- Tap to turn on/turn off the **HDR mode**.
- Tap to switch between the front and the back camera.
- Tap to take a photo.
- Tap to record a video.
- Tap to configure other camera settings.
- Tap to use the **Normal mode**.
- Tap to use the **Panorama mode**.
- Tap to set the shooting effect.

Taking screenshots

Press and hold the On/Off button and the Volume down button at the same time.

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 photo review icon when using the **Camera** app.
- Go to **Gallery**.

Screenshots are stored in your device's internal storage. You can view your screenshots by **Gallery**.

Network

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 set up a hotspot to share your mobile network with others.

Setting up a **WLAN** network

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

*Setting up a mobile network

Go to **Settings** > **Data usage**, tap **CELLULAR** and turn on **Cellular data**.
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 used within organizations 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. When one or more VPN settings are defined you can:
Note: You need to set a lock screen PIN or password before using VPN. Go to Settings > Security > Screen lock to select a screen lock option and set up the screen lock.

- Go to **Settings > More > VPN**.

- Tap + to edit the VPN profile, including the server name, the type and the server address, and then tap **SAVE**.
- Tap the VPN server name, input the username and password, and then tap **CONNECT** to connect to the VPN network.
- 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** > **More** > **Tethering & portable hotspot** and do the following:

- Turn on **WLAN hotspot**.
- Tap **Set up WLAN hotspot** to configure the hotspot.

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

Note: Tell your friends the Network SSID and password, and then they can share your cellular network.

Internet

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



Visiting websites

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

- **Type web address**
  You don't need to type the full web address of the "http://" website to access it.
  To visit "http://www.lenovo.com", simply type "www.lenovo.com" into the address bar and tap ⊕.
- **Search 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 the blank tab on the top, or tap ⋮ > **New tab** to add a new webpage tab.
  Tap ⋮ > **New incognito tab** to visit a website without leaving a trace.

- **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**
  Tap and hold the image, then tap **Save image**.
- **Bookmark webpages**
  Tap ☆, then tap **Save** to add a webpage to Bookmarks.
  Tap ⋮ > **Bookmarks**, to view **Mobile bookmarks**.

Setting accessibility preferences

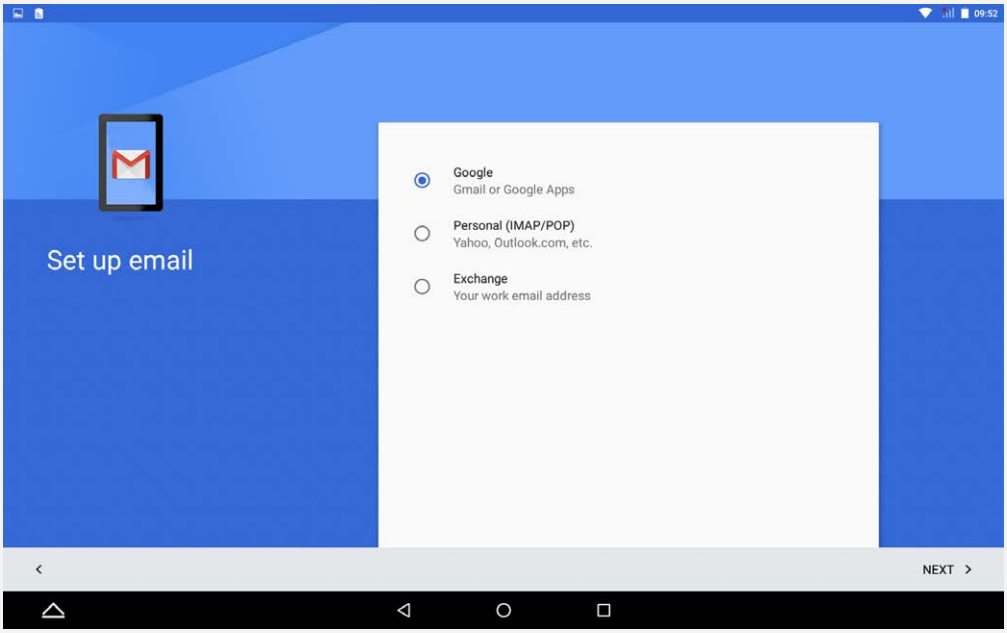
Tap ⋮ **> Settings > Accessibility** to set the text scaling and the webpage zoom.

Email

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

Setting up an Email account

You can sign into Email if you have an email account. If not, you will need to create an email account.
You need to set up an email account the first time you use the **Gmail** app.
Tap **Add an email address**, select the type of email you want to add, and tap **NEXT**. Set up according to the page prompts.



Using Email

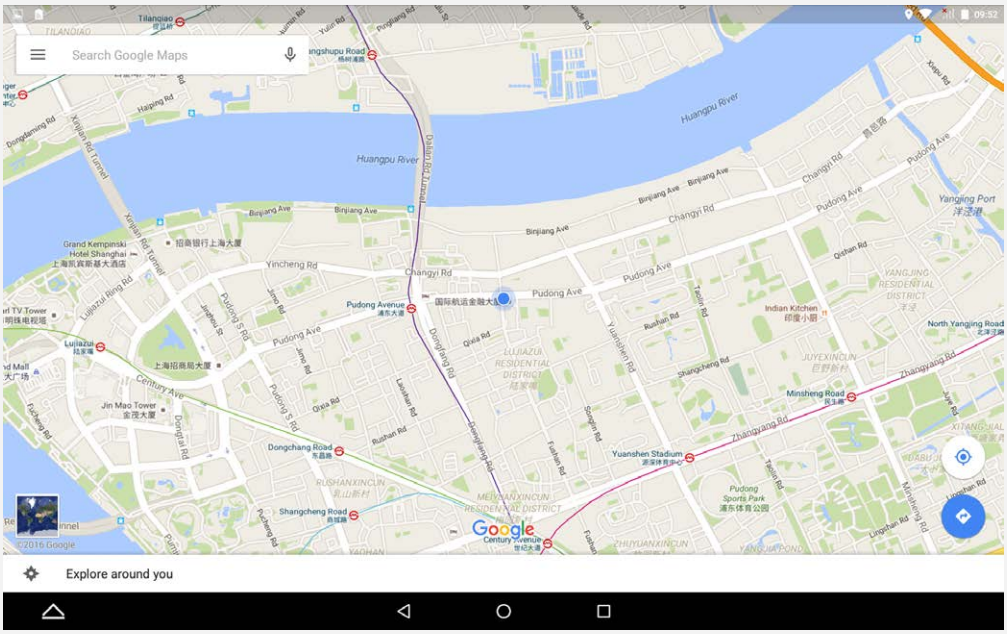
After setting up an email account you can use the **Gmail** app to send and receive emails.

Maps

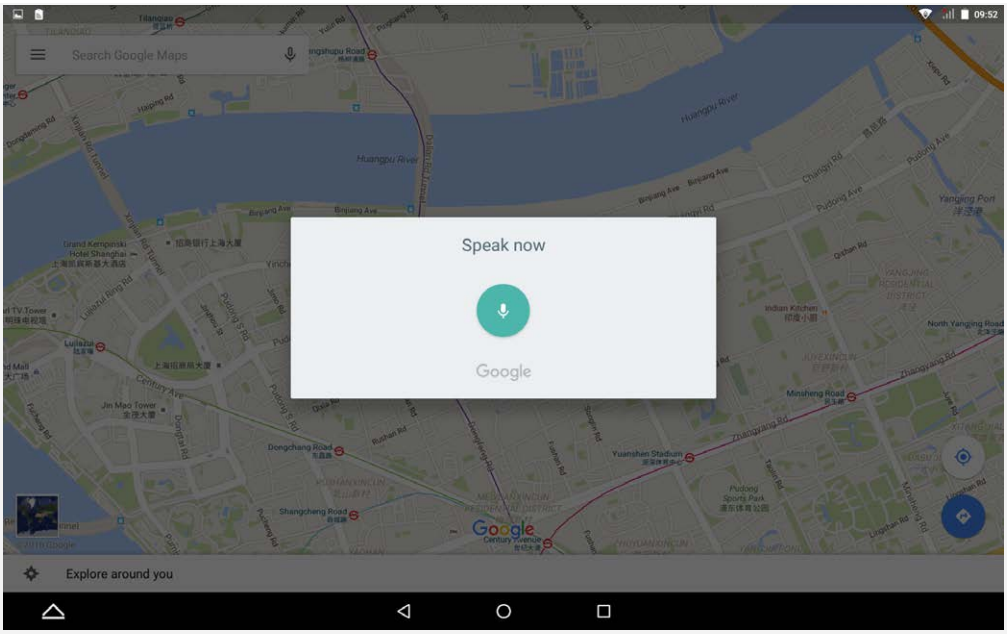
You need to select the following settings before you use **Maps**.
Go to **Settings > Location** and enable location access for Google apps.

Finding a location

Type the address that you want to find, then tap .



You can also tap , then speak.

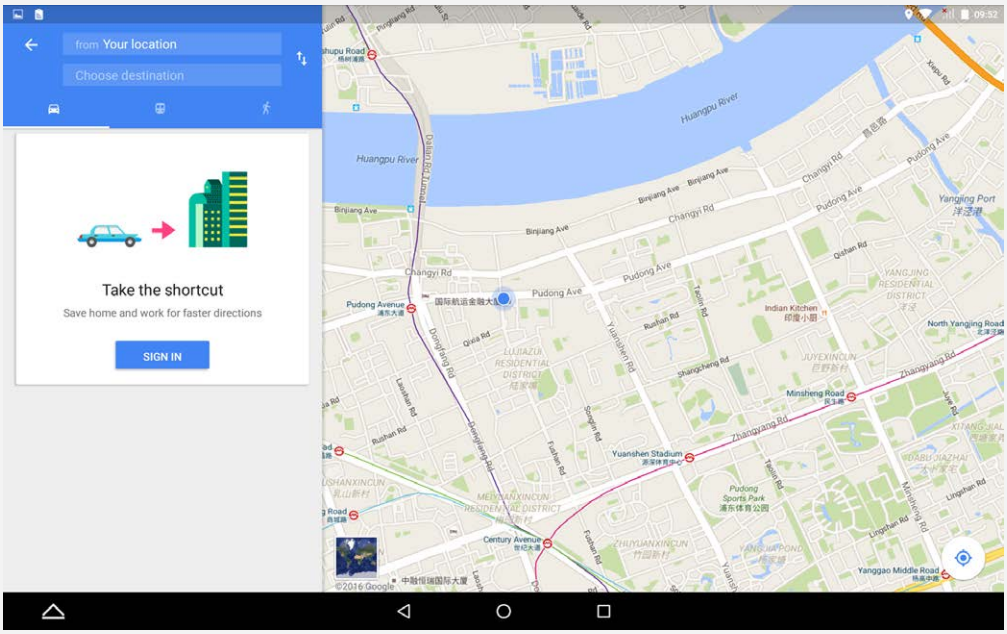


Current location

Tap to see your current location.
Then tap **Explore around you** to check what's nearby.

Planning a route

Tap and type in the "from Your location" and "Choose destination" addresses or just keep it as "Your location".
Choose the travel mode, by car, by bus, on foot, or by bicycle.



Communication

You can use your device to *send a message, manage contacts and exchange data.

Managing contacts

You can manage contacts with the **Contacts** app. You can create a contact, and import and export contacts.

Creating a contact

Go to **Contacts**.

Tap to add a contact.

Enter the contact information, such as "Name", "Phone", "Email" and so on.

You can save it in the tablet or *SIM card. When you're done, tap ✓.

Importing and exporting contacts

Go to **Contacts**.

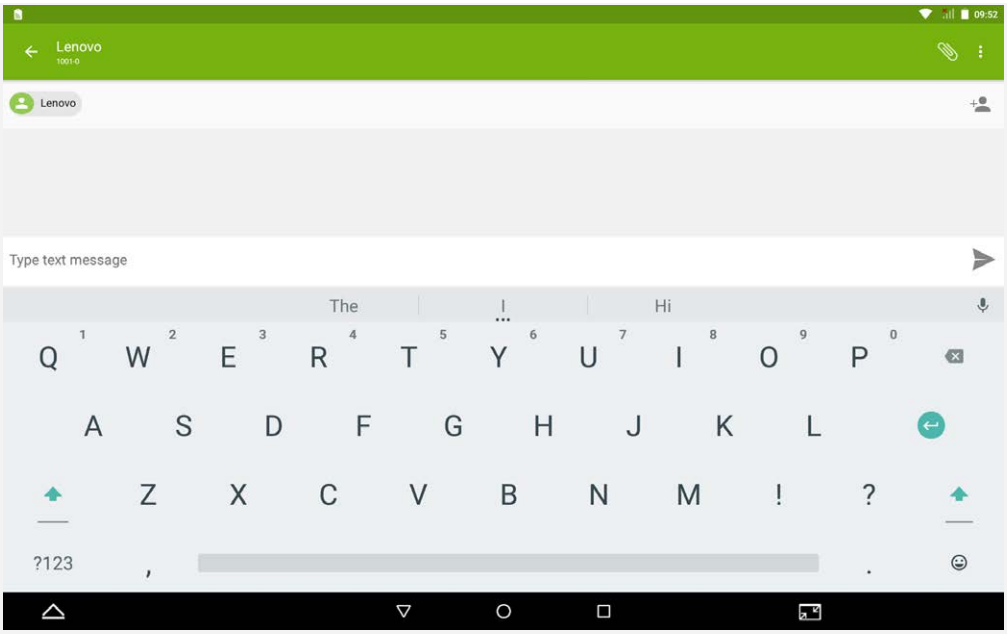
Tap **> Import/Export > Import/Export Contacts.**

Select Import from **Internal storage**. Choose the vCard files to be imported, then tap **OK**.

Or select Export to **Internal storage**, and tap **OK**.

*Sending a message

Go to **Contacts**, choose a name and then tap to write a new message.



NFC (Near Field Communications)

You can share content (like pictures, contacts, and webpages), information, and more between two NFC-enabled tablets.

- Go to **Settings > More > NFC**, then tap the **NFC** switch to turn it on.
- Tap the **Android Beam** switch to turn it on.
- Find the content that you want to share, then touch the back of your tablet with the back of the other device.
  When the devices connect, you'll hear a voice prompt.
- Tap your screen to share the content.

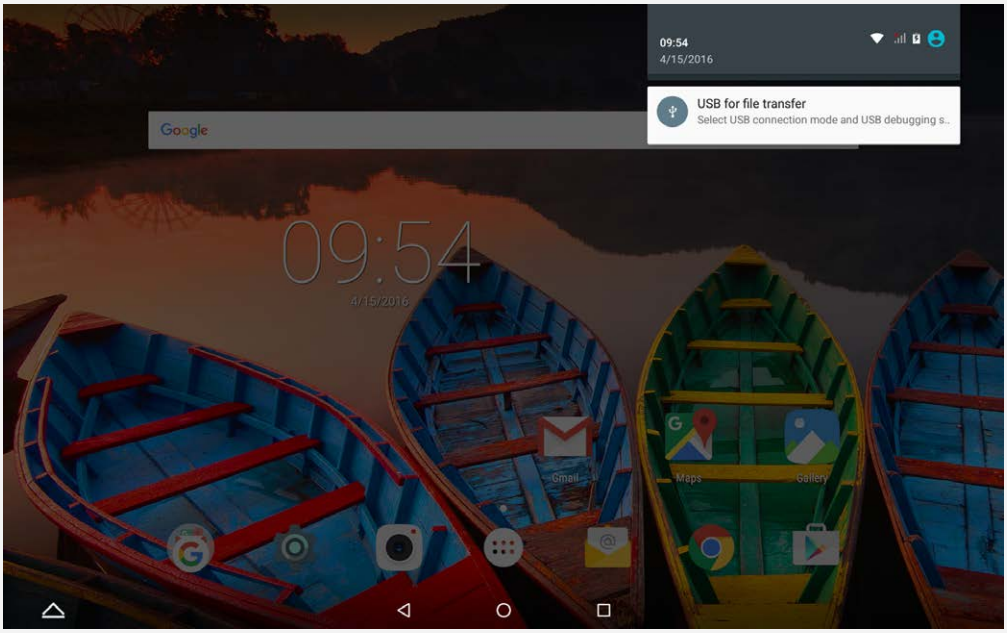


Sync

You can transfer data between your device and computer. Transfer music, pictures, videos, documents, Android application package (APK) files, and so on.

Connecting your device and computer

Connect your device and computer with a data line.
Slide down from the top of the screen, you will see "**USB for file transfer**" in the notification bar.
Tap **USB computer connection** for other options.



Selecting computer connection mode

You can select one of the following options

- **Media device (MTP)**: Select this mode if you want to transfer media files such as photos, videos, and ringtones between your tablet and the computer.
- **Camera (PTP)**: Select this mode if you want to transfer only photos and videos between your tablet and the computer.
- **USB debugging**: Select this mode to enable debugging. You can then use tools such as Idea Tool on the computer to manage your tablet's data.

Installing APK

Follow these steps:

- You need to set the device to allow installation of apps obtained from unknown sources.
  Go to **Settings > Security**, select **Unknown sources** and tap **OK**.
- Copy the APK file from the computer to the device in "**Media device (MTP)**" mode.

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 a risk of explosion if the battery is replaced with an incorrect type. Contact Lenovo Support for factory 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.**
  You can use any of the following charging methods to safely recharge the internal battery of your device:

Charging method	Display on	Display off
AC adapter	Supported, but the battery will charge slowly.	Supported
USB connection between the DC-in connector on the device and a USB connector on a personal computer or other device that complies with USB 2.0 standards. The device must be connected to a USB interface of USB 2.0 or higher.	Supported, but will compensate power consumption and the battery will charge more slowly than usual.	Supported, but the battery will charge slowly.
Notes: • Display on: Device on • Display off: Device off or in screen lock mode		

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.
Please just use the exclusive accessories and peripherals provided by Lenovo. Lenovo is not responsible for the performance or safety of products

which are not manufactured or approved by Lenovo.

Prevent hearing damage

Your device has a headphone connector. Always use the headphone connector for headphones (also called a headset) or earphones.

CAUTION:

Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphone and headphone output voltage and the sound pressure level. Therefore, to protect your hearing, adjust the equalizer to an appropriate level.

Excessive use of headphones or earphones for a long period of time at high volume can be dangerous if the output of the headphone or earphone connectors do not comply with specifications of EN 50332-2.

The headphone output connector of your device complies with EN 50332-2 Sub clause 7. This specification limits the device's maximum wide band true RMS output voltage to 150 mV. To help protect against hearing loss, ensure that the headphones or earphones you use also comply with EN 50332-2 (Clause 7 limits) for a wide band characteristic voltage of 75 mV. Using headphones that do not comply with EN 50332-2 can be dangerous due to excessive sound pressure levels.

If your device came with headphones or earphones in the package, as a set, the combination of the headphones or earphones and the device already complies with the specifications of EN 50332-1. If different headphones or earphones are used, ensure that they comply with EN 50332-1 (Clause 6.5 limits). Using headphones that do not comply with EN 50332-1 can be dangerous due to excessive sound pressure levels.

- **Sound pressure warning statement**
  For devices that are tested in accordance with EN 60950-1: 2006+A11:2009+A1:2010+A12:2011, it is mandatory to perform audio tests for EN50332. This device has been tested to comply with the Sound Pressure Level requirement laid down in the applicable EN 50332-1 and/or EN 50332-2 standards. Permanent hearing loss may occur if earphones or headphones are used at high volume for prolonged periods of time.
- **Warning statement**
  To prevent possible hearing damage, do not listen at high volume levels for a long period of time.

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



IC Caution

This device complies with Industry 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

European Union-Compliance to the Electromagnetic Compatibility Directive

This product is in conformity with the protection requirements of EU Council Directive 2004/108/EC on the approximation of the laws of the Member States relating to electromagnetic compatibility. Lenovo cannot accept responsibility for any failure to satisfy the protection requirements resulting from a nonrecommended modification of the product, including the installation of option cards from other manufacturers.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

EU contact: Lenovo, Einsteinova 21, 851 01 Bratislava, Slovakia

German Class B compliance statement

Deutschsprachiger EU Hinweis:

Hinweis für Geräte der Klasse B EU-Richtlinie zur Elektromagnetischen Verträglichkeit Dieses Produkt entspricht den Schutzanforderungen der EU-Richtlinie 2004/108/EG (früher 89/336/EWG) zur Angleichung der Rechtsvorschriften über die elektromagnetische Verträglichkeit in den EU-Mitgliedsstaaten und hält die Grenzwerte der EN 55022 Klasse B ein. Um dieses sicherzustellen, sind die Geräte wie in den Handbüchern beschrieben zu installieren und zu betreiben. Des Weiteren dürfen auch nur von der Lenovo empfohlene Kabel angeschlossen werden. Lenovo übernimmt keine Verantwortung für die Einhaltung der Schutzanforderungen, wenn das Produkt ohne Zustimmung der Lenovo verändert bzw. wenn Erweiterungskomponenten von Fremdherstellern ohne Empfehlung der Lenovo gesteckt/eingebaut werden.

Deutschland:

Einhaltung des Gesetzes über die elektromagnetische Verträglichkeit von Betriebsmitteln Dieses Produkt entspricht dem „Gesetz über die elektromagnetische Verträglichkeit von Betriebsmitteln“ EMVG (früher „Gesetz über die elektromagnetische Verträglichkeit von Geräten“). Dies ist die Umsetzung der EU-Richtlinie 2004/108/EG (früher 89/336/EWG) in der Bundesrepublik Deutschland.

Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Betriebsmitteln, EMVG vom 20. Juli 2007 (früher Gesetz über die elektromagnetische Verträglichkeit von Geräten), bzw. der EMV EG Richtlinie 2004/108/EC (früher 89/336/EWG), für Geräte der Klasse B.

Dieses Gerät ist berechtigt, in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen. Verantwortlich für die Konformitätserklärung nach Paragraf 5 des EMVG ist die Lenovo (Deutschland) GmbH, Meitnerstr. 9, D-70563 Stuttgart.

Informationen in Hinsicht EMVG Paragraf 4 Abs. (1) 4:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse B.

Korea Class B compliance statement

B급 기기(가정용 방송통신기자재)

이 기기는 가정용(B급)전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며 모든 지역에서 사용할 수 있습니다.

Japanese VCCI Class B statement

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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



Batteries and electrical and electronic equipment marked with the symbol of a crossed-out wheeled bin may not be disposed as unsorted municipal waste. Batteries and waste of electrical and electronic equipment (WEEE) shall be treated separately using the collection framework available to customers for the return, recycling, and treatment of batteries and WEEE. When possible, remove and isolate batteries from WEEE prior to placing WEEE in the waste collection stream. Batteries are to be collected separately using the framework available for the return, recycling, and treatment of batteries and accumulators.
Country-specific information is available at http://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 orgãos 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

- Battery recycling information for the European Union

EU



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. Lenovo TB3-X70F has been designed and tested to conform to the ENERGY STAR program requirements for computers.

By using ENERGY STAR qualified products and taking advantage of the power management features of your computer, 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.

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 release some memory and try to install again.

The touch screen does not work or is not sensitive

Please hold down the On/Off button for more than 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 hold down the On/Off button for more than 8 seconds until the device turns off. Then switch it on again in normal way.

There is no sound or the other person cannot hear during a call.

Please adjust the volume using the volume button.

The device cannot access the internet via wireless network

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

The device cannot wake up from sleep mode

Please hold down the On/Off button for more than 8 seconds until the device turns off. Then switch it on again in normal way.