AZPEN

User Manual

Android
(5.1 Lollipop)

Azpen User Guide

Contents

1. Introduction

1.1 Acknowledgement

Thanks for choosing this product. This product is based on MediaTek's chipset, with Android 5.1, which is easily to extend more third party applications.

The product is designed with various functions, including FDD-LTE, WIFI, BT, GPS,FM, voice call and so on. It is easy to achieve wireless communication and internet, you have access to surf the internet anytime and anywhere; it is also built with high accuracy GPS module, so that it can be used for navigating through installing map software. There are many sensors which offer you brand-new operation and entertainment; besides, it has camera shooting, which leads electronic consumption to enter into a fresh palm internet entertainment time.

The manual systemically introduces the functions, use techniques and announcements, please read this manual carefully before your operation.

1.2 Acknowledgement
Preventive maintainance

♦ Please always keep the MID dry. To avoid the device short trouble, corrosion fault and electric short, please prevent the device, battery and charger from water and moisture, and don't operate the device or charger by wet hand.

♦ To avoid failure of device, battery and charger, please prevent the device, battery, charger from violent shock or shake.

♦ To avoid failure of device, battery and charger, please prevent the device, battery, charger of all over heating or too cold circumstance.

♦ Never shock, throw, prod the MID, or drop, extrude, bend the MID.

♦ Never disassemble the device and accessories arbitrarily, otherwise the device and accessories are not in our company warranty scope.

1.3 Safety Instruction

Before the operation of the MID, please read this chapter and teach your kids about these information. For further details, please refer to the safety instructions and announcement.

♦ Never use the MID when driving car, in order to ensure safe driving.

♦ In the medical area, please abide by related rules and regulations. Please shut down the MID when it is near to the medical area.

♦ To avoid the wireless signal to interrupt the plane- controlled signal, please shut down the MID or using airplane mode when you are boarding a flight,

♦ To avoid electronic equipment failure, please shut down the MID in the vicinage of high-accuracy electronic equipments.

♦ Please don't disassemble the MID and accessories. Only authorized agent has access to service the MID.

♦ Please keep the MID far away from magnetic equipments, the radiation of MID may erase the data stored in the magnetic equipments.

♦ Never use the MID in the vicinage of high temperature, inflammable gas (gas station).

♦ Protect the MID and accessories from kids reach scope, and avoid the kids to use the MID without parents' supervision.

◆ Please comply with related rules and regulations, and respect others' privacy and legal rights while using the MID.

◆ Please strictly adhere to related instructions in the manual when using USB cable to ensure the safety of the MID or PC.

◆ Never use the MID in bathroom or other humid environment, and please protect the MID from liquid wash or wet.

1.4 Abbreviation/Terminology

Abbreviation/Terminology	Full Name	Description
MID	Mobile Internet Device	Mobile Internet Terminal
WIFI	Wireless Fidelity	Base on IEEE 8.02.11b stan wireless LAN
TF	TransFlash	Alternative name Micro SD, s miniature memory card

2 MID Introduction

2.1 MID Operation and Preparation
Battery Charging

◆ If this navigator is first used, please use AV adaptor to fully charge it.

◆ Apply the power adptor to charge for MID.

2.2 MID Status and Reminder
Reminder icons

When some remind message appears in your reminder window, please click column and slip the screen to open the reminder list. Choose the menu you need, and confirm the information. Then you can close the reminder window through clicking the column to slide up. Please refer to below status icons:

	New email	✈	Airplane Mode on
⚡	USB connected		USB debugging connected
◁	Return button	⬇	Downloading
▢	Display recently-used application	○	Home button
▣	Current electric volume	▽	WIFI connected, internet is available

Reminder board
Reminder icons will work while receiving emails, WIFI is open, you can open the reminder board to view the detailed information.

Open the reminder board
When the reminder column shows new reminder icon, please hold the column and slip down your finger, then the reminder board is opened.

3 Quick Start Guide

3.1 Keys Function
Keys Function Description:

Power button	Short press to sleep/wake up, long press to startup and shutdown
Volume + （up）	increase the volume
Volume - （down）	decrease the volume
HOME button （home） ○	Click it in any interface will return to main interface.
Back button （back） ◁	click it in any interface will return to previous menu
Menu button ⊞	This button will display in menu interface.
Setting button ▢	display recently browsed history

3.2 Startup and Shutdown
Startup

Long press **POWER key for three seconds**, you can enter into startup picture. The system enters into screen lock status, please unlock it.

Shutdown

1.Long press POWER, it will popup shutdown window.

2.Shutdown window contains **Power off, Reboot, Airplane Mode** three options.

3.Click **Power off** is the last step.

3.3 Open and Close of the Screen
Screen will automatically sleep when no operation happens.

1.Screen will automatically sleep if no operation happens for some time to save battery power

2.When screen is woken up, press POWER key, the screen will sleep immediately.

Open the screen when it is closed.

If the screen is closed, short press POWER to open the screen. The screen will be opened, it will show the picture as below picture, right slide the unlock icon to unlock the screen.

3.4 Usage of Touch Screen
MID operating methods

There are below methods to view the main screen, menu and application procedure in your MID.

Click

When you want to use the screen keyboard typing or choose application in the main interface, you only need to touch it by your finger.

Press on

If you want to open some items (textbox or the link in the webpage), or shortcut and main procedure move, you can press on this item.

Quickly slide or slide

Quickly slide or slide indicates make quick vertical or horizoncial movement by finger.
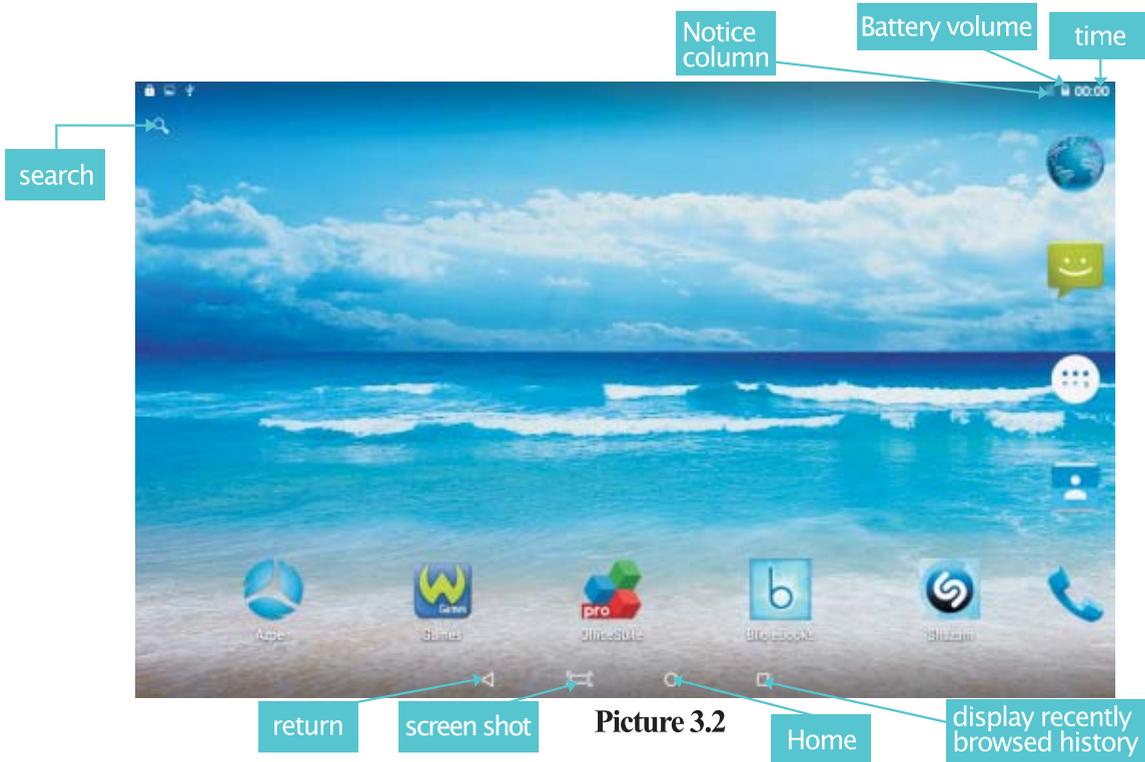
Pull

Before you pull, you need to hold the it with strenghth until you pull it into the position you want.

Rotate

For most pictures, you only need to retate the MID sidewise to change the screen direction from horizoncial to vertical. For instance, when you are typing words, and watching movies.

3.5 Home Page

Main interface as below picture 3.2, long press the blank and it will popup windows to set wallpapers,Widgets and Settings.

search

Notice column

Battery volume

time

return

screen shot

Picture 3.2

Home

display recently browsed history

The extended home page

The home page can be extended beyond the wideness of screen to provide more space, which you can put new-added shortcuts and widgets.Drag any icon on the home page,move it to the right edge of the home page, then it will automatically extend one more home page. as Picture 3.3.
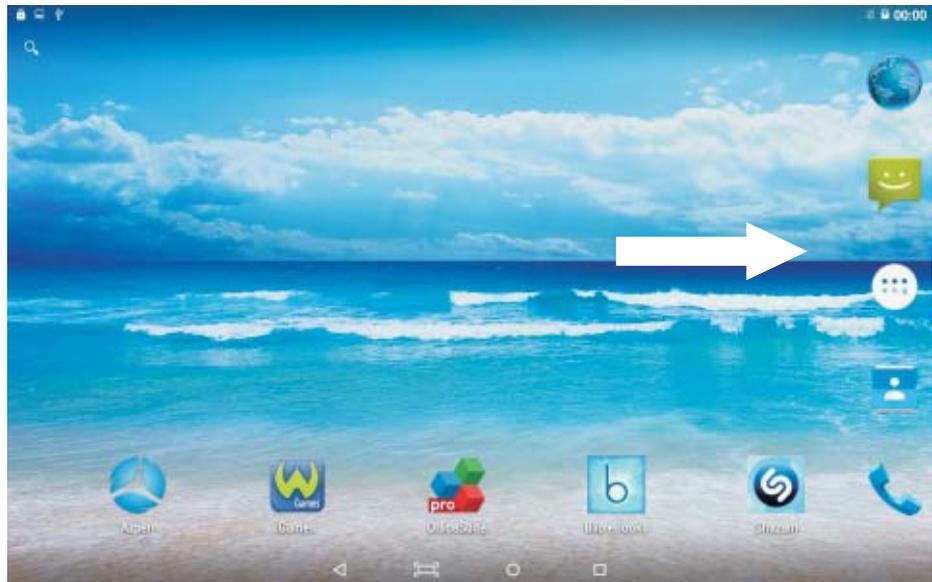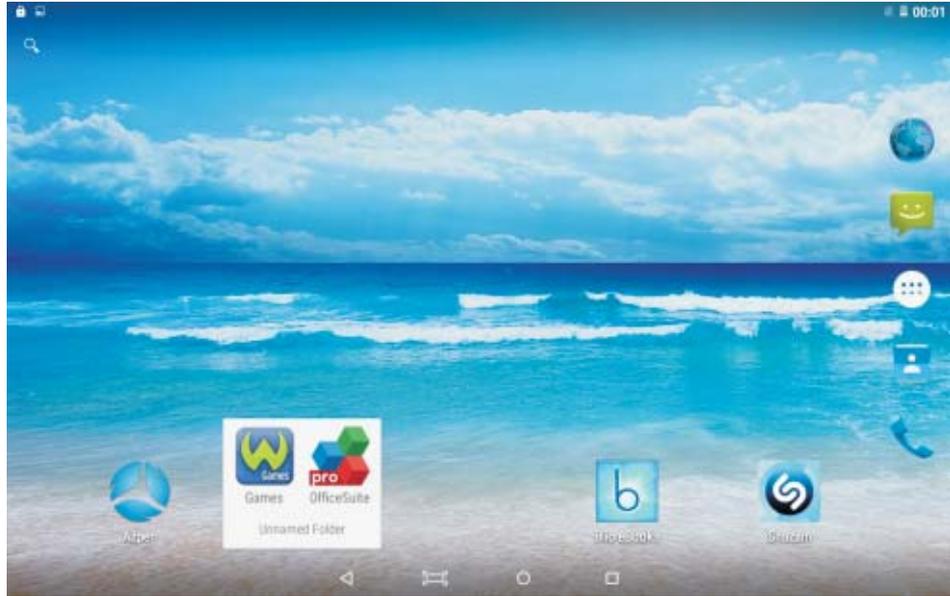

Picture 3.3

The shortcut icons management in desktop application.
Create folder icon in desktop

1. Drag the icons need to be put together on one icon(can also overlay several icons)as Picture 3.4.

2. Then click the overlayed icons, the applications can be folded, as Picture 3.5.Click the unnamed folder in the black box, it will popup the hidden keyboard, the folder name can be renamed (this is similiar with Apple IOS system), the icons position can be changed through long press.
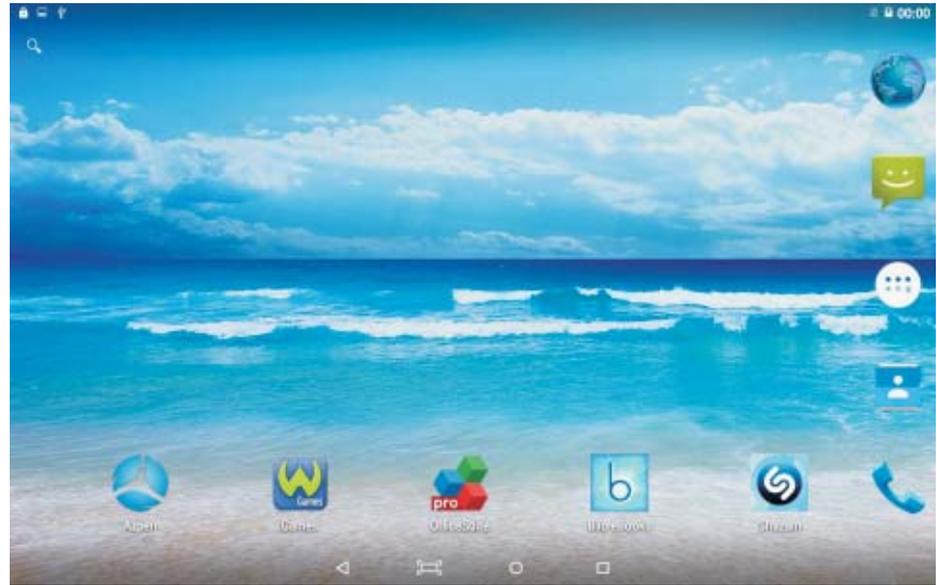
Picture 3.4

Picture 3.5

Remove the icons in desktop

1. Long press the icons need to be remove, it will appear

[×] icons.

2. Drag the icon to the above of the remove icon, till the icon become red, then move your finger to delete the icon.
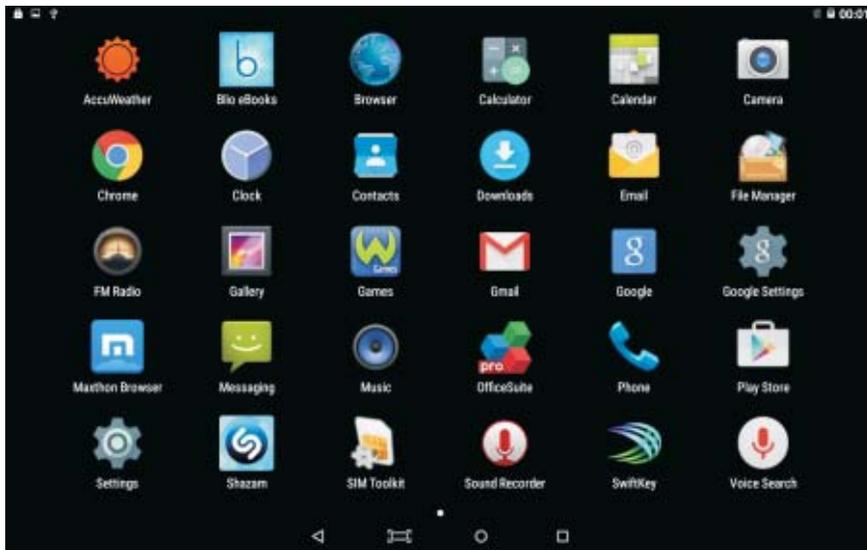
Change the wallpaper of desktop

1. In home page, long press any blank space in main screen, it will popup a window to change the wallpaper.

2. Click the gallery or wallpaper gallery to select the wallpaper

3.6 Visit Application Procedures

Click [⊞] in right top of Picture 3.2, enter into main interface as Picture 3.6, choose the application procedure you want to visit.

Picture 3.6

3.7 USB Connection

MID storage configuration

Before transmitting documents, you have to conduct storage configuration for your MID:

1. Open Settings-About tablet, click build number 7 times, then return to settings,open developer options-Allow USB debugging, click "OK"

2. Open the reminder board,click"USB connected" option, you will see as below,click"Connected as a media device"

3. Select "Media device(MTP)"

4. Click "my computer"then you can see it.
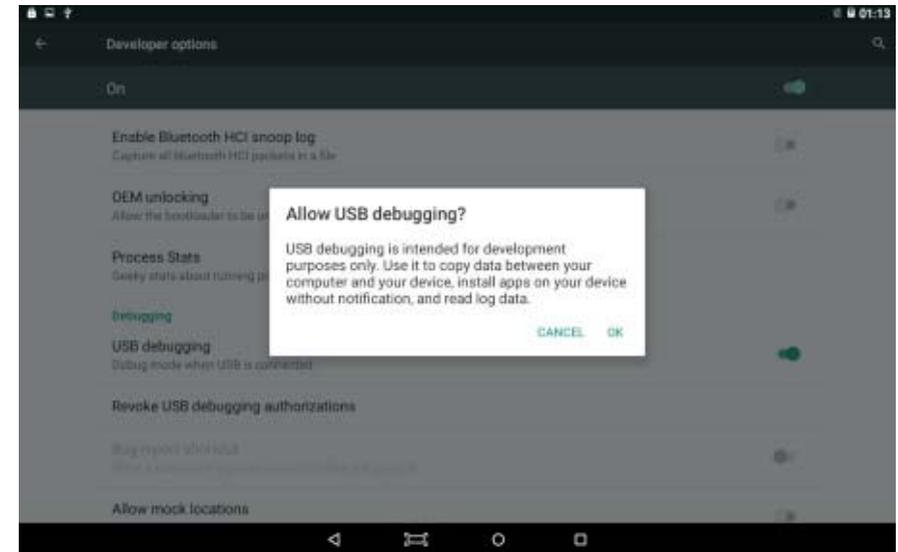
Picture 3.7

Copy the document into memory card

1. Connect the MID to computer with USB cable

2. As MID storage configuration, it is connected with computer successfully.

3. Open the "My computer" in your computer, check the items in "removable disc"

4. Copy the documents you need into "removable disc"

5. After copying finishes, click "shutdown the USB storage configuration" to uninstall

Notice: When the MID is connected with USB cable, and you open the USB storage configuration, you can't view the memory card through the MID. Only after you detach the USB cable, you can view the memory card in the MID.

3.8 Typing words
Use the screen keyboard
When you start the procedure or choose the words or numbers edition, it will show the screen keyboard. The keyboard contains below typing options:

  1. Android keyboard/Google keyboard
  2. Google Voice typing
  3.Swiftkey

Choose the typing method you want
  1. Click Setting pocedure application.
  2. Click Language and Input.
  3. In the text setting area will reveal all the installed words-
     typing methods in your MID.
  4. Tick the typing method you want.
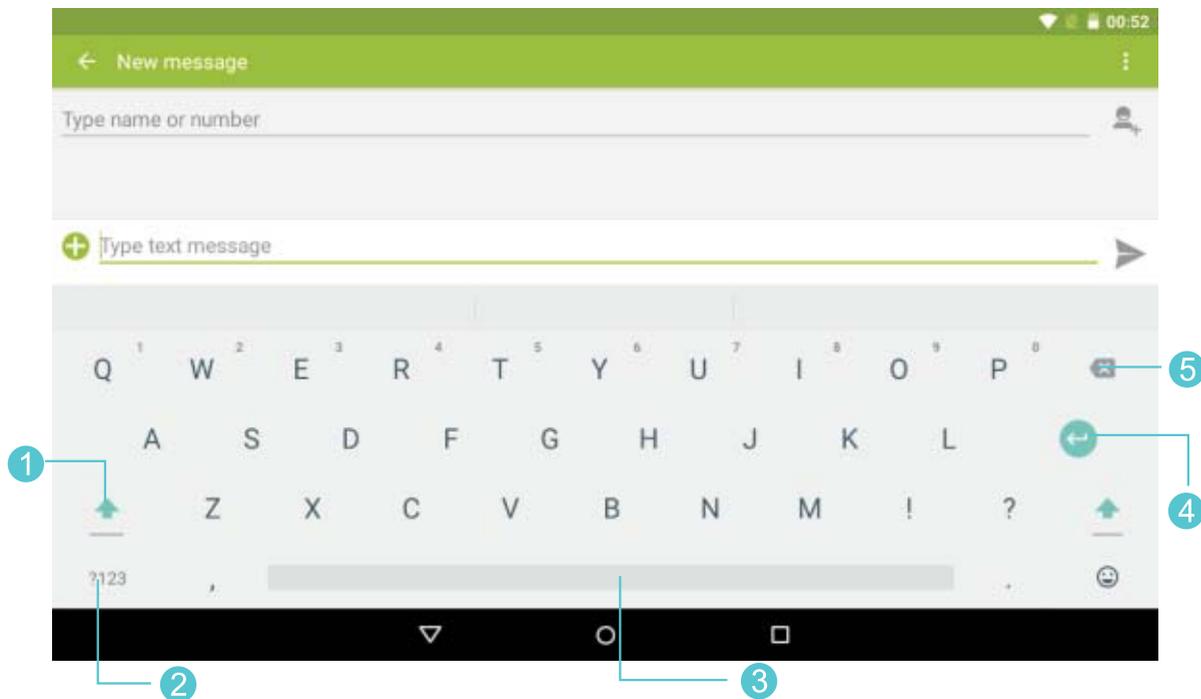
Picture 3.8

1	switch the capital and small letter
2	switch the mode of words input
3	click to insert the space
4	click input to execute
5	delete the character in the left of cursor, click and hold to delete all the characters in the left og the cursor.

3.9 Operation Technique
Enter widgets interface
Long press blink space on the home page, then click the widgets icon appeared in the screen, it will swtich into widgets interface. Long press any widget to create its shortcut, then you can enter into the application through the shortcut icon.

Create application shortcut icons in the desktop
In the application interface,long press any icon to switch into desktop automatically, drag and hold the icon, you can move to any position in the desktop.
Remind: If the target position has no space, the widget won't be add in the main screen.
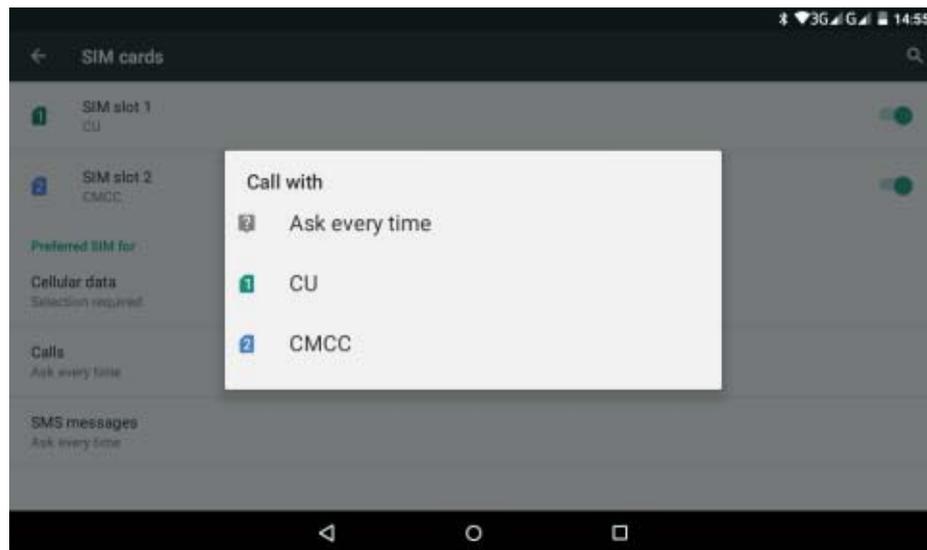
4 Basic Setting

4.1 SIM Management

1. Click settings in main menu, choose SIM Management, as Picture 4.1
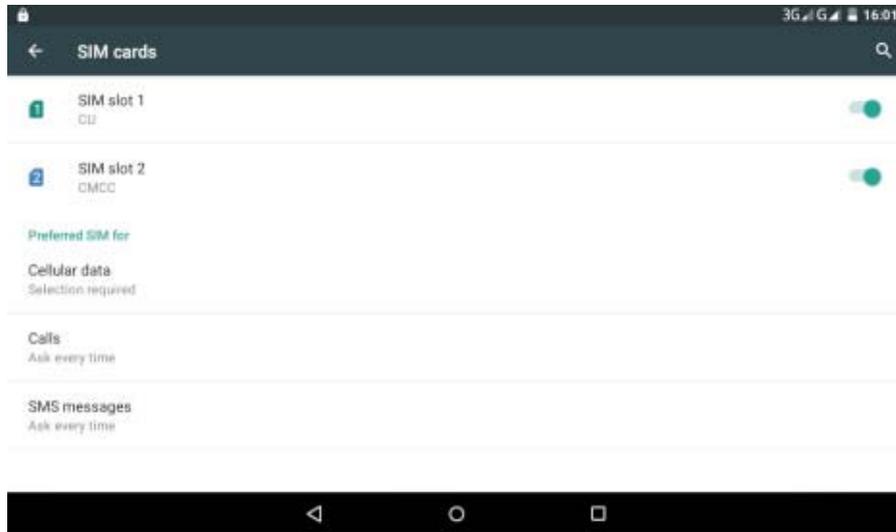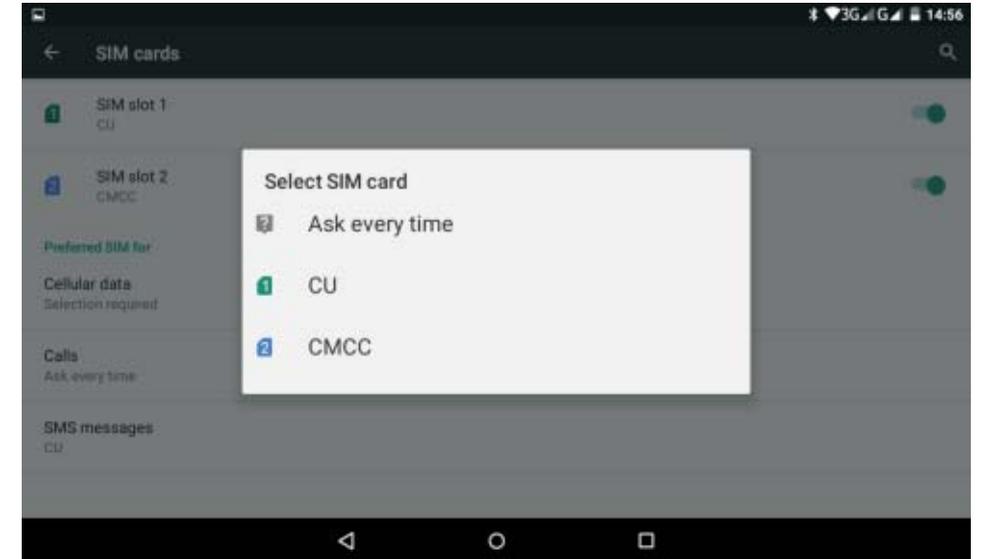

Picture 4.1

2.Click Calls, choose defaulted SIM card, as Picture 4.2
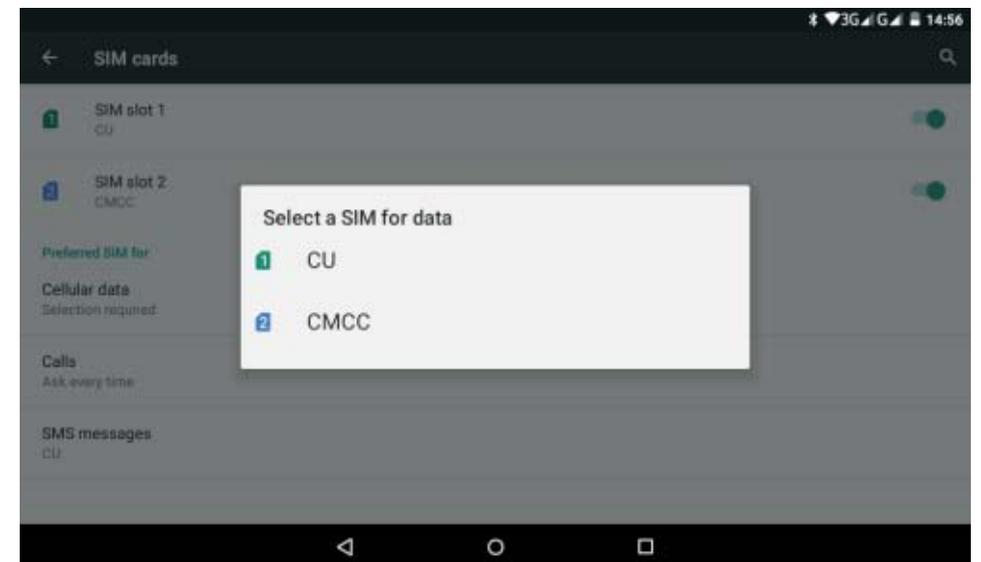

Picture 4.2

3.Message

Click settings in main menu, choose SIM Management , click SMS message, choose the defaulted SIM card when sends message, as Picture 4.3

Picture 4.3

4.Cellular data

Click setting application in main menu, choose SIM management, click cellular data, choose the defaulted SIM card, as Picture 4.4.

Picture 4.4

4.2 Wireless and Internet
1. Connect Wi-Fi

   1) In the main menu or interface, choose setting application procedure.

  2) Click WLAN, open wifi, MID will automatically search the available Wifi wireless internet. As Picture 4.5

  3) Choose the Wi-Fi internet you want to connect, if it has password, it will popup the password window, enter password, click connect.
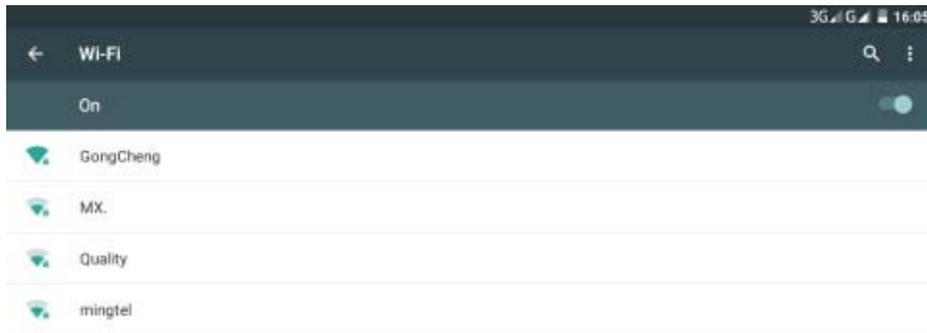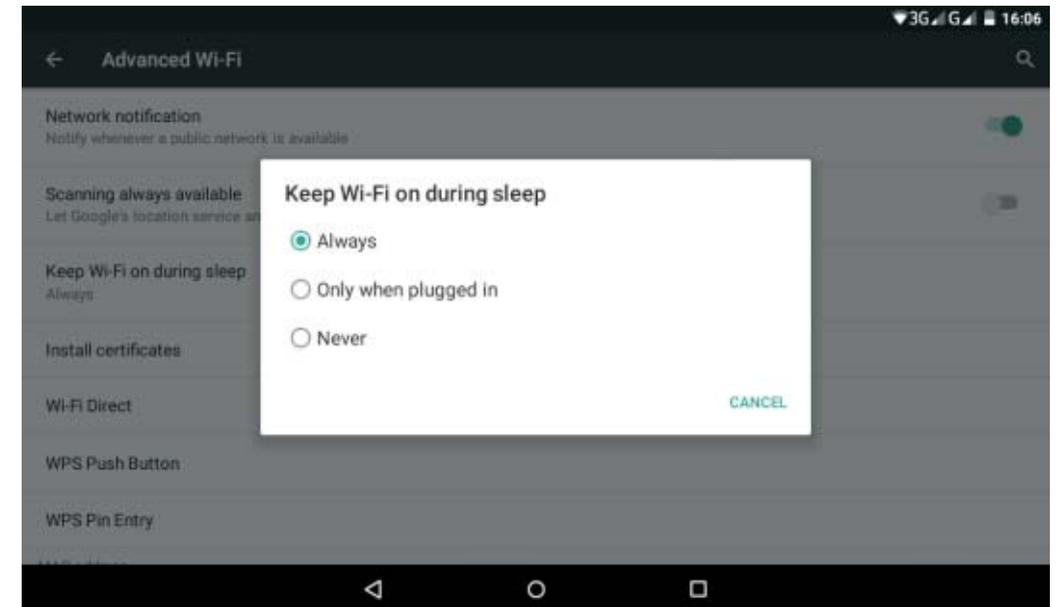

Picture 4.5
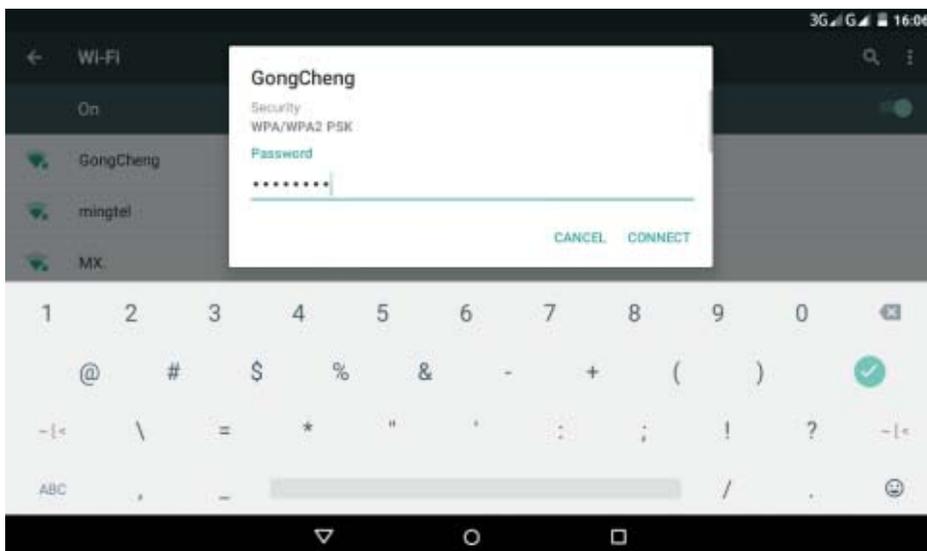
Picture 4.6

2.Keep WI-FI on during sleep

  1) Click ▪ icon in right top of Picture 4.5, select advanced.
  2) Click Keep WI-FI on during sleep, as Picture 4.7

Picture 4.7

4.3 Bluetooth

Bluetooth function operation

   1. Click setting application in main menu interface.

   2. Click bluetooth and open it.

   3. If somebody open bluetooth in your surroudings, click search device in right above, then MID will automatically search the bluetooth device nearby. As picture 4.8.
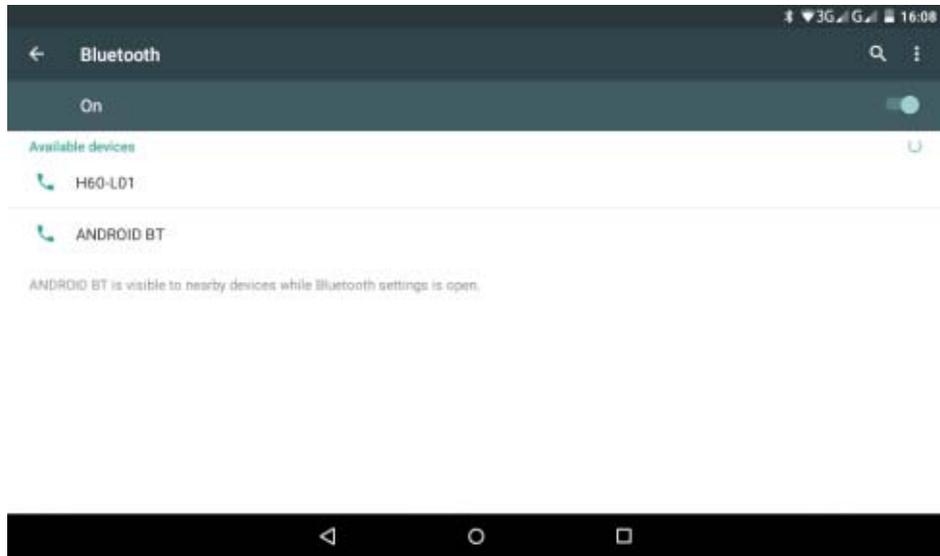
Picture 4.8

4. Click the available Bluetooth device, it will popup request window, enter into related password, and match the device to connect
5. After match successfully, choose the operation you want to, click ⚙ to enter into Picture 4.9
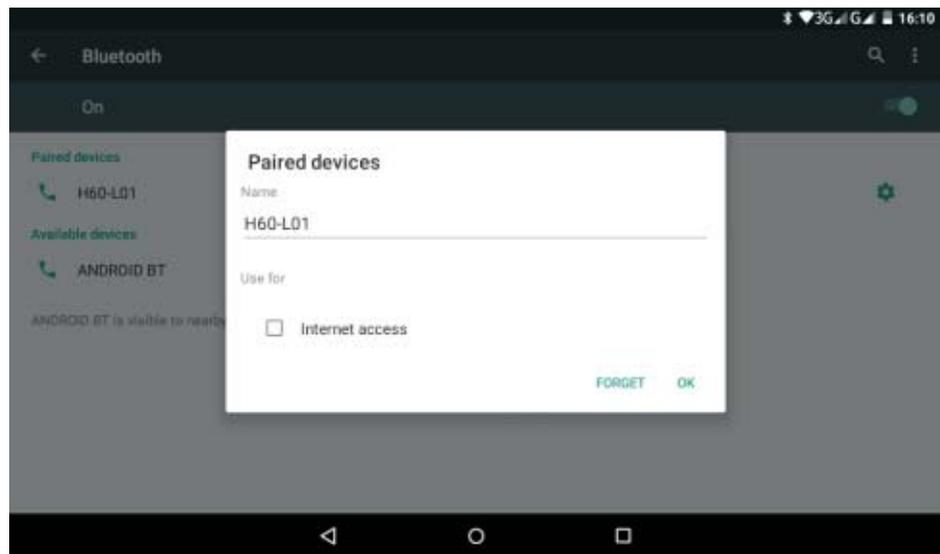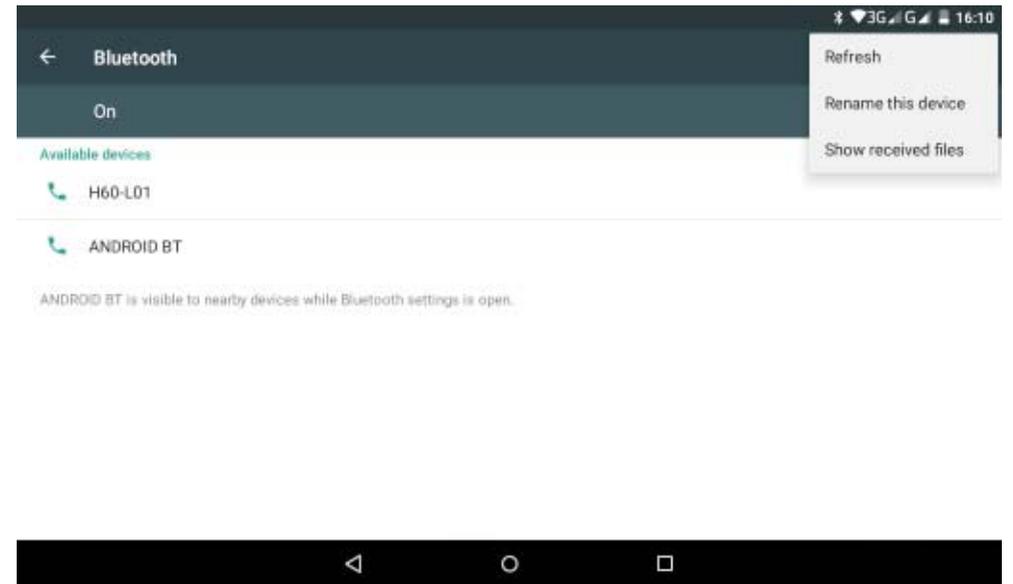

Picture 4.9
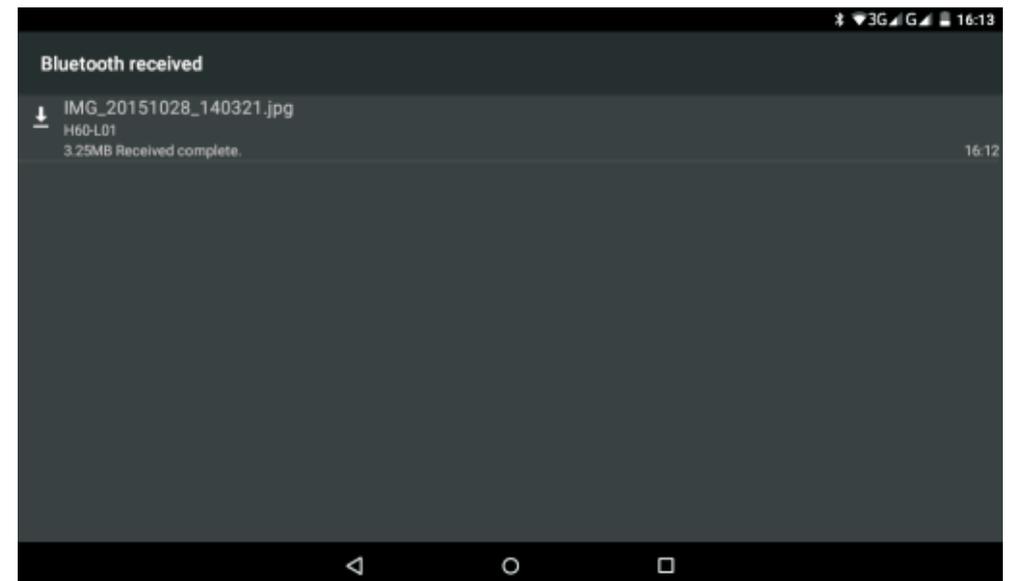
Bluetooth setting
　　1. Rename tablet.
　　　　Click ⋮ icon in right top of Picture 4.8, as Picture 4.10, select rename tablet, you can rename it as you want.
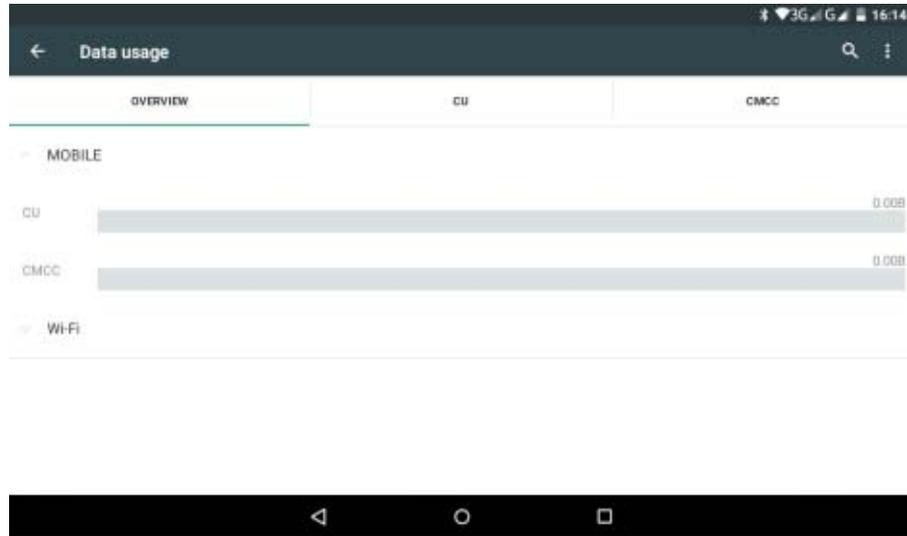

Picture 4.10

2.Show received files
　　Select Bluetooth received in Picture 4.11, you will see al the photos or files download through BT network.
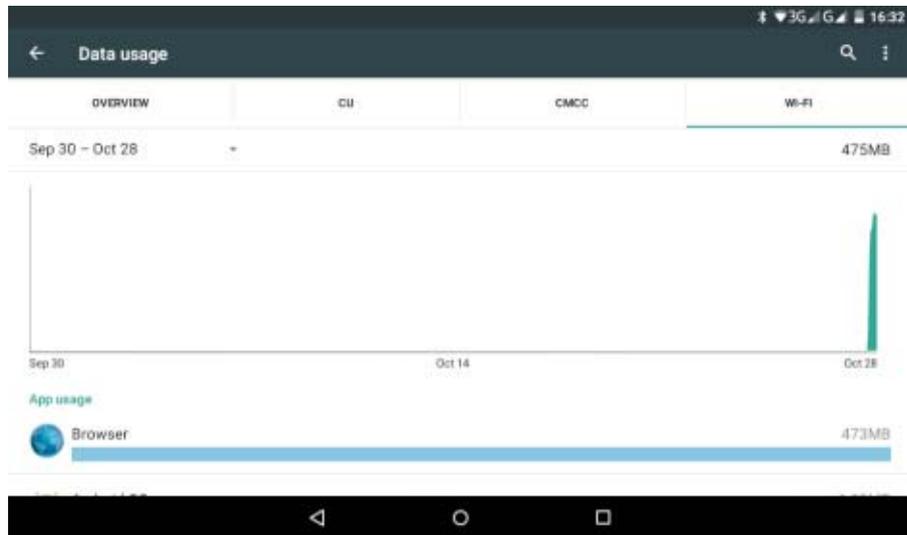

Picture 4.11

4.4 Data Usage
Check SIM card data usage, as Picture 4.12

Picture 4.12

Check WIFI data usage
Click ⋮ icon in right top of Picture 4.12, click Show Wi-Fi,
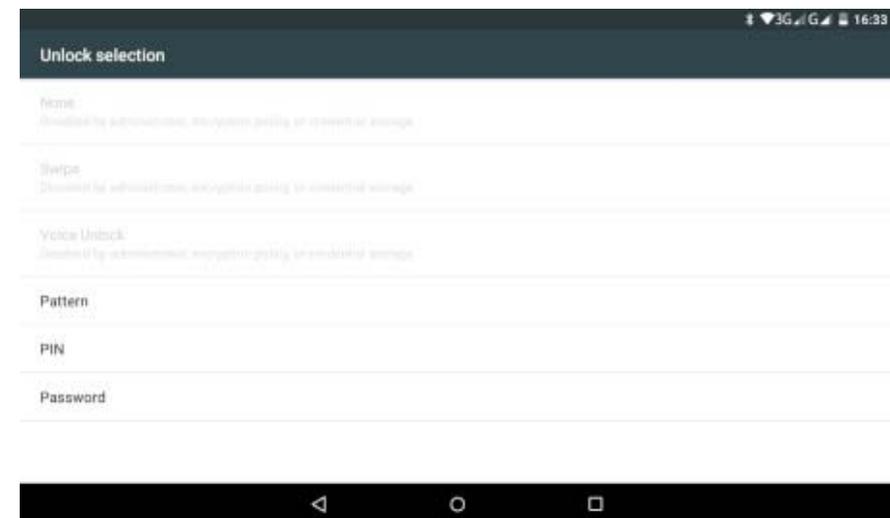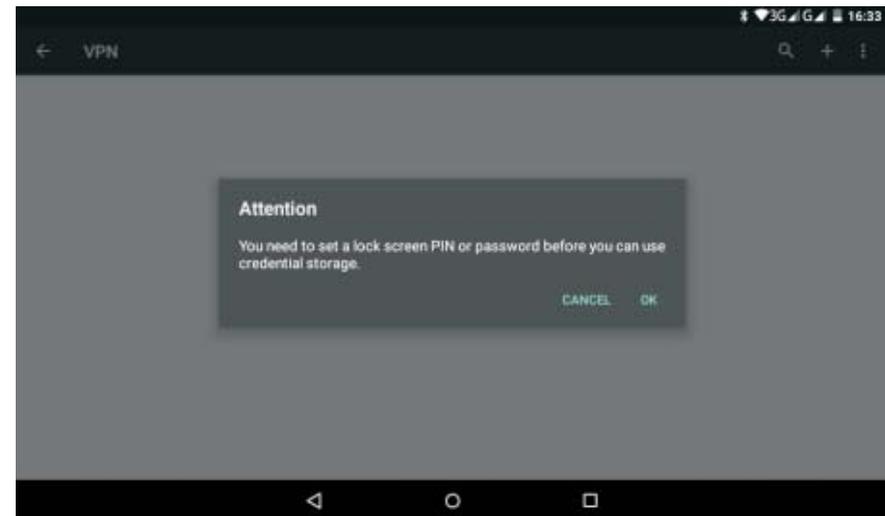as Picture 4.13
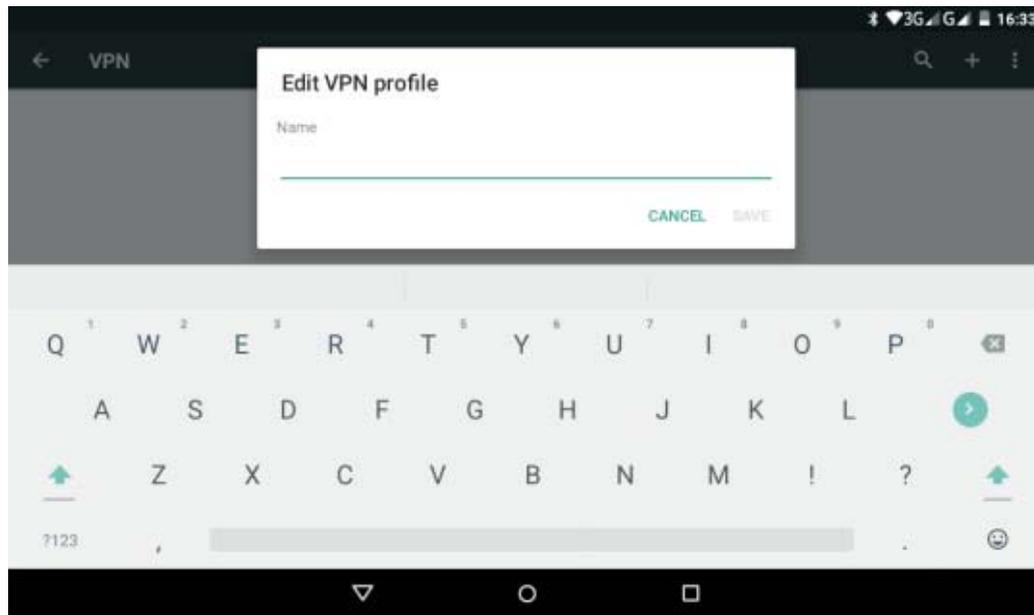

Picture 4.13

4.5 More
4.5-1 Airplane Mode
Airplane Mode can turn off WIFI and SIM card function quickly, when airplane mode is turned on, WIFI and SIM can't get any signal, then airplane mode is turned off, WIFI and SIM module will recover to previous state.
4.5-2 VPN
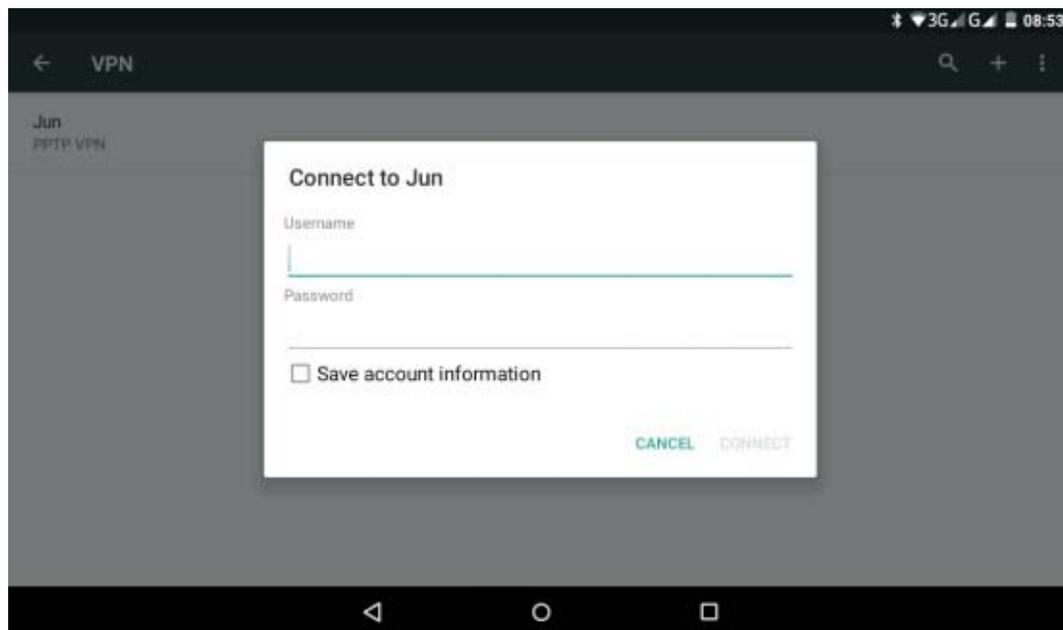Click VPN, and set a lock screen Pattern, PIN or password,

click add VPN network, as Picture 4.14. Input name and server address, then save.

Picture 4.14

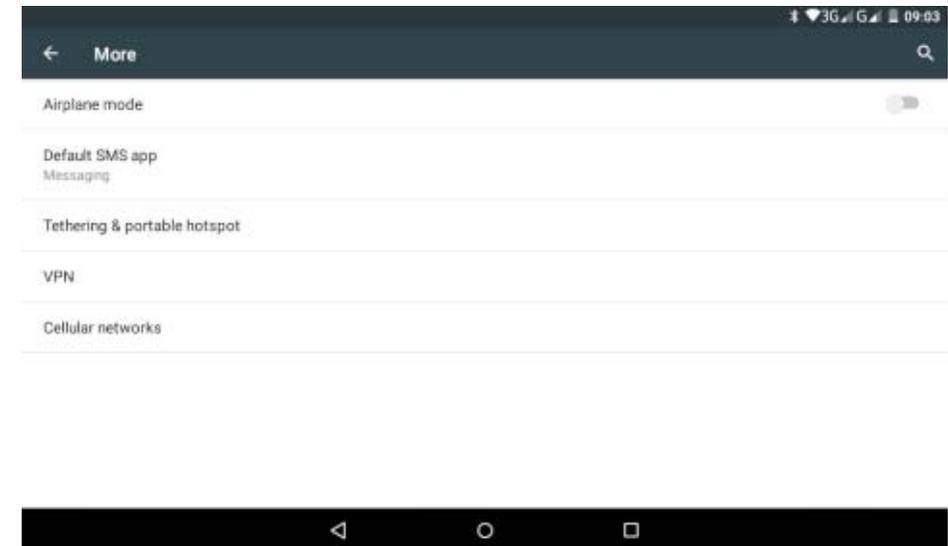Click VPN, as Picture 4.15, input VPN user name and password, click connect.
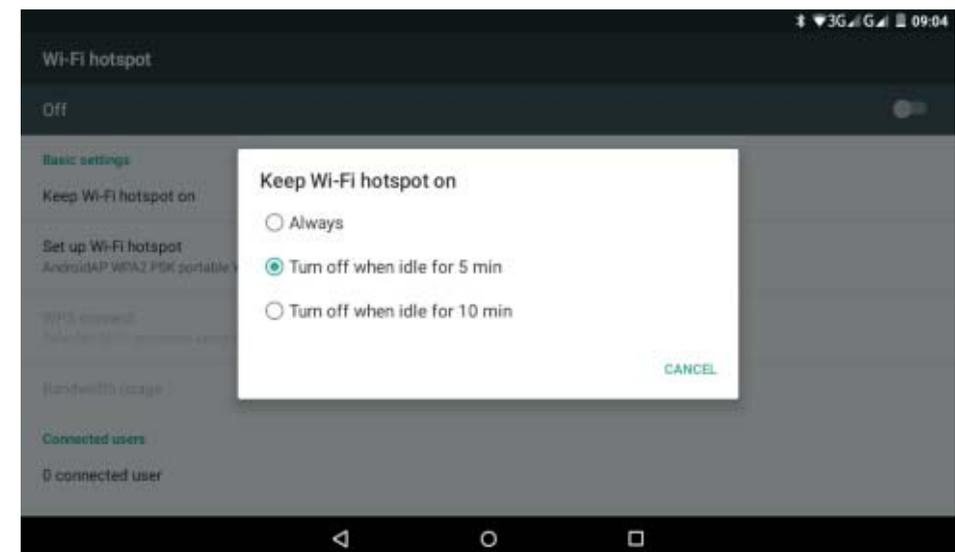

Picture 4.15

4.5-3 Network sharing and portable hotspots
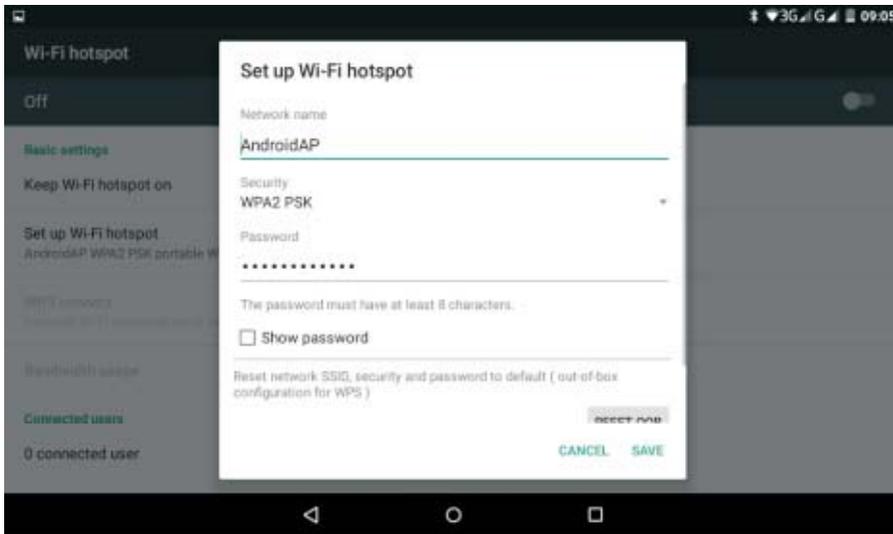Portable WI-FI hotspots
1. Click setting application in main menu.
2. Click more when wifi is well connected, open Tethering and portable hotspot.

Picture 4.16

3. Click keep WI-FI hotspots on, choose open time.
4. Return to previous menu, open portable WLAN hotspots, click configure WI-FI hotspots.
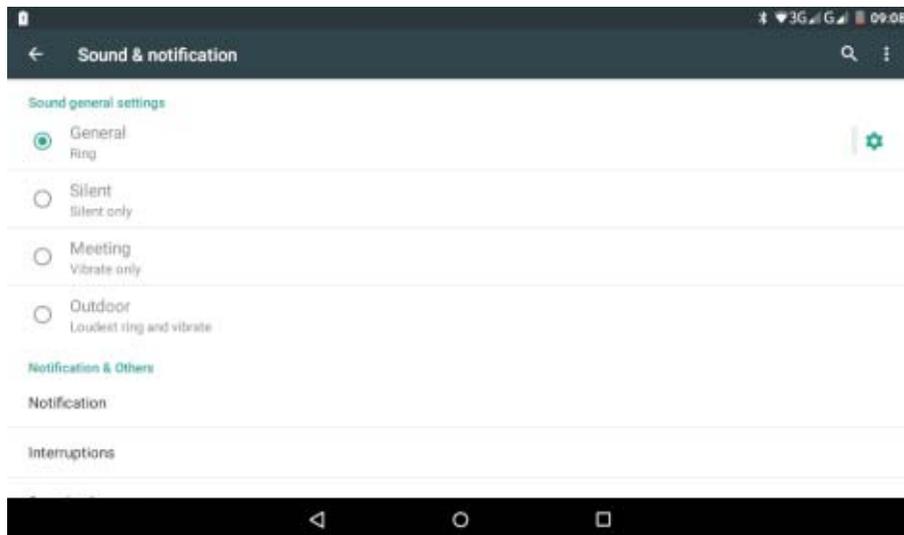
Picture 4.17

5. Set passwords you want to, password should be more than 8 numbers.

4.6 Sound & notification
1.Open settings, click Sound & notification, as Picture 4.21

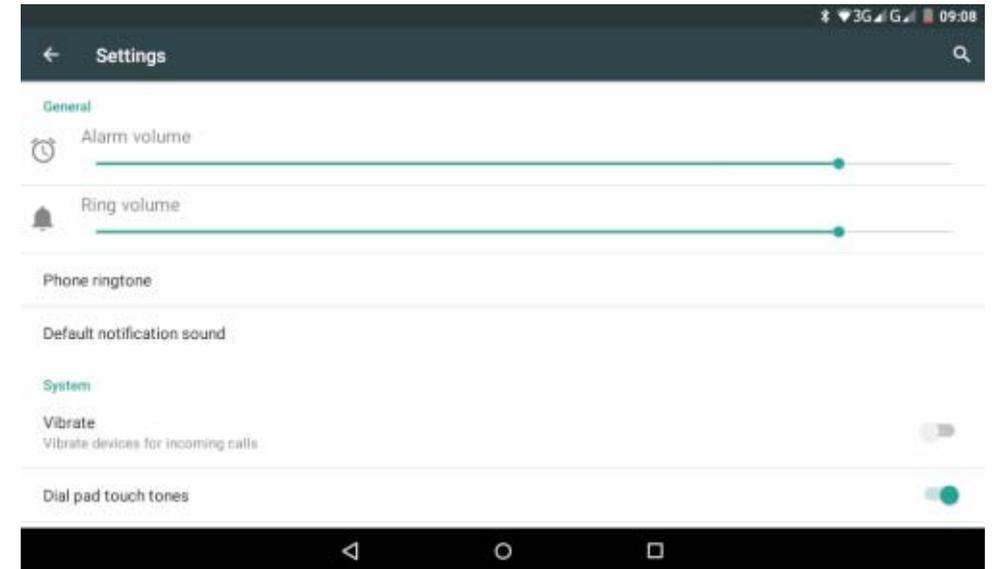

Picture 4.21

2. Click ⚙ to enter into Picture 4.22
Vibrate
In picture 4.22, click vibrate, MID will vibrate when someone calls you
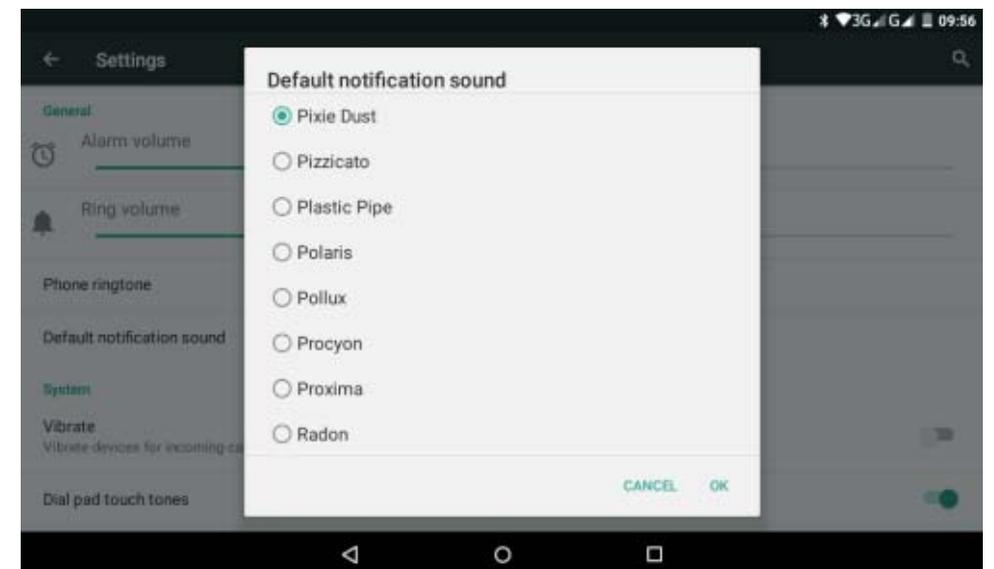**Volumes**
In picture 4.22, you can set notice, and alarm volume.

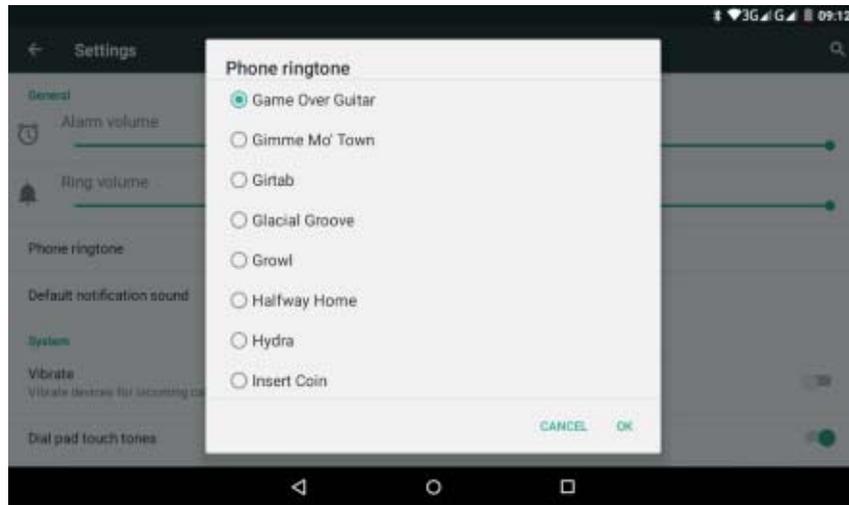

Picture 4.22

Default notification sound
In picture 4.23, you can set default notification sound.

Picture 4.23

Phone ringtone

In picture 4.22, click phone ringtone to choose voice call ringtone, as Picture 4.24

Picture 4.24

4.7 Display
4.7-1 Adjust the screen brightness
    1.Click Setting application procedure.
    2.Click display, choose brightness
    3.Drag the portlito to adjust the brightness volume.As
     Picture 4.25

Picture 4.25

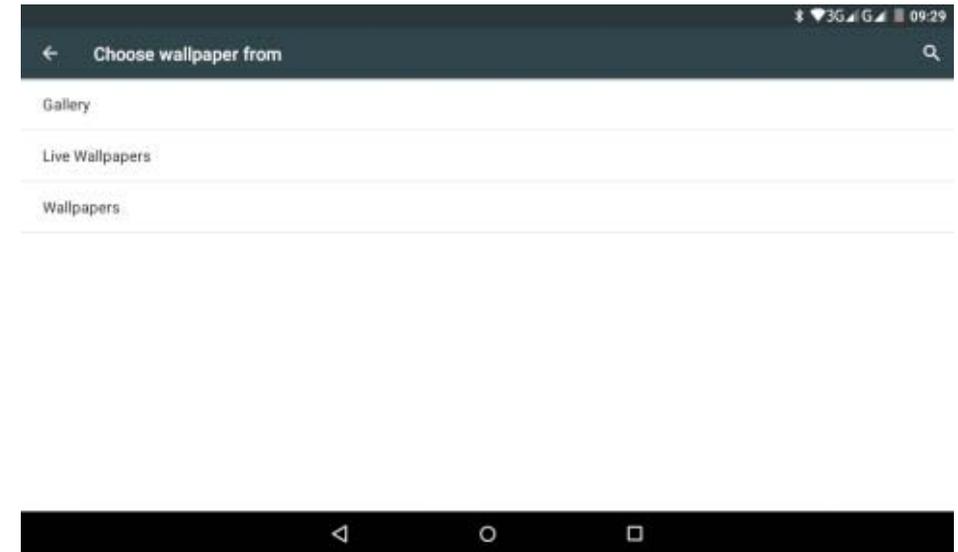4.7-2 Wallpapers
    1.Click setting application

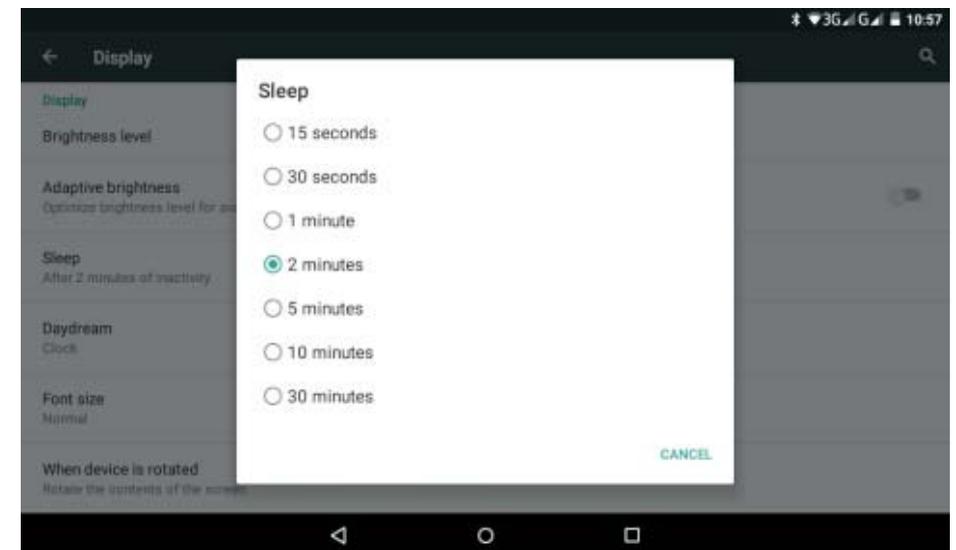   2.Click display, click wallpaper
    3.You can choose different wallpapers as you like—gallery(user defined)--live wallpapers---wallpapers (system defect), as Picture 4.26

Picture 4.26
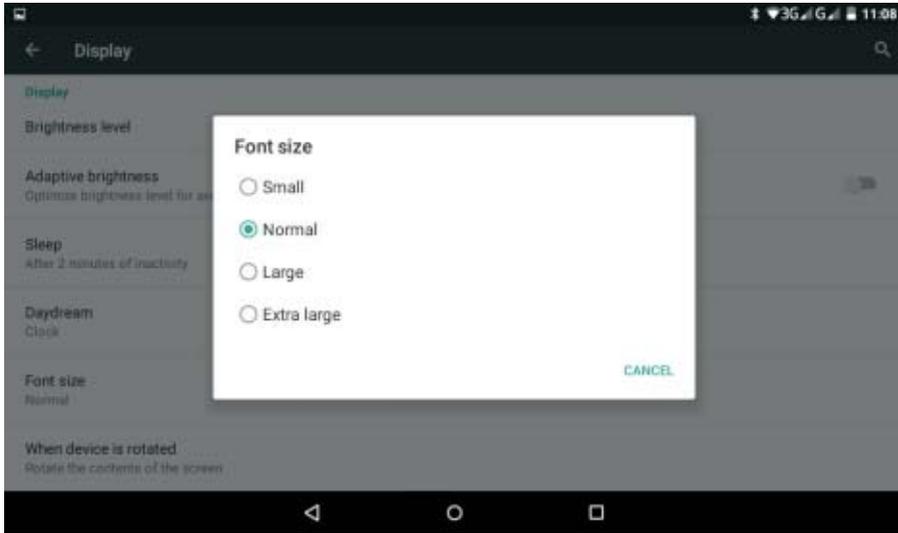
4.7-3 Sleep
    1. Click setting appliation.
    2. Click display
    3. Click sleep
    4. Set the sleep time as you want, as Picture 4.27

Picture 4.27

4.7–5 Font size

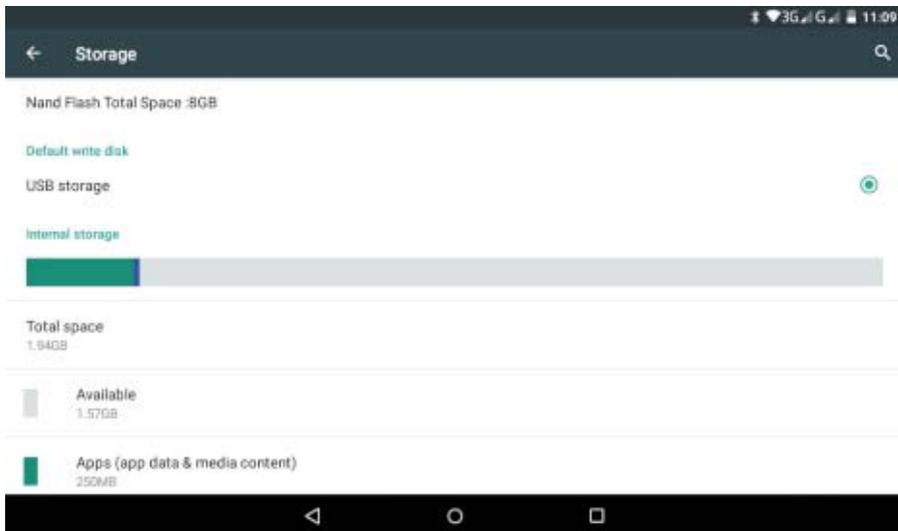Click font size to adjust the font size, as Picture 4.28

Picture 4.28

4.8 Storage

Open setting function, click Storage.
Check SD card and MID storage space.
    1.Enter into setting application.
    2.Click storage, check storage space
      1) Internal storage
       a. Internal storage
        System storage is the spcae MID leave for system file,
        as Picture 4.29. it can't be viewed.

Picture 4.29

-29-

   b. USB storage
     USB storage is MID local NAND storage, as Picture
      4.30 if you need to check the storage content, you can
      check it in main menu.
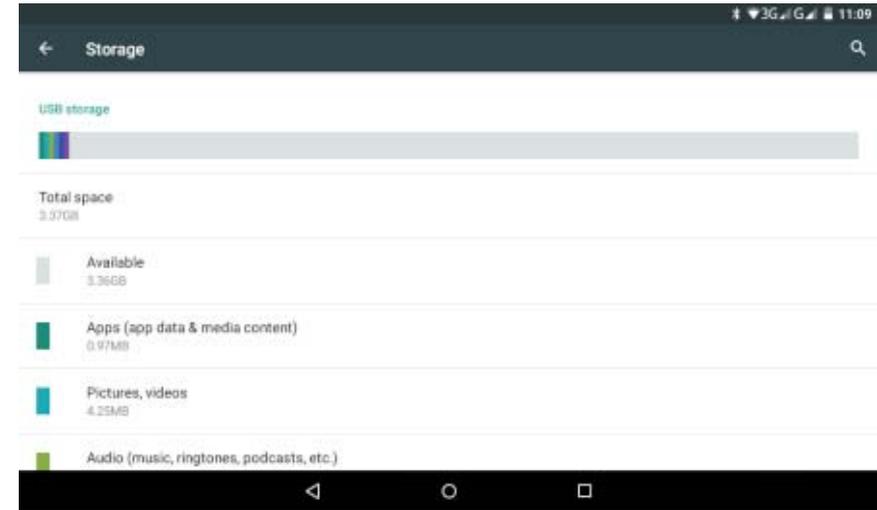
Picture 4.30

  2) SD card
    You can check storage space, SD card available space,
    unmount SD card and erase SD card, as Picture 4.31
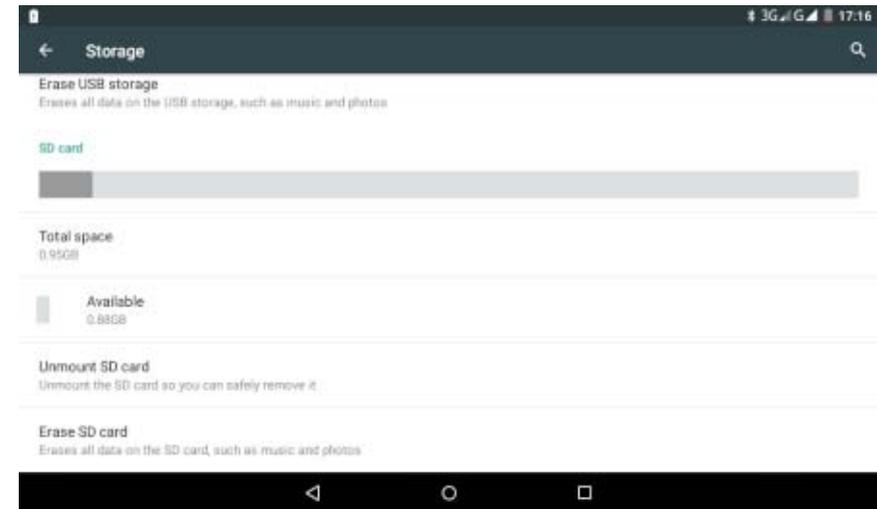
Picture 4.31

    Safely remove SD card
      a. Click setting application.
      b. Click storage
      c. Click unmount SD card
      d. Now you can remove SD card safely
Note: Removing SD card safely can protect SD card and increase its lifetime.

-30-

4.9 Battery

Click setting function, select battery, you can view the battery situation, as Picture 4.32
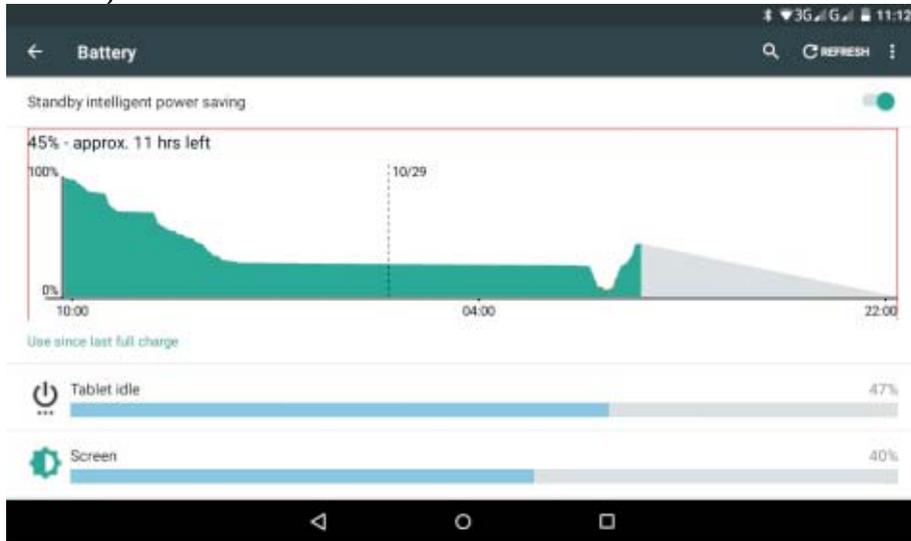
Picture 4.32

4.10 Application program

1.Click setting application in Apps

2.Select application, after enter, you can manage and delete installed application and check system used storage space and left space. (As Picture 4.33)
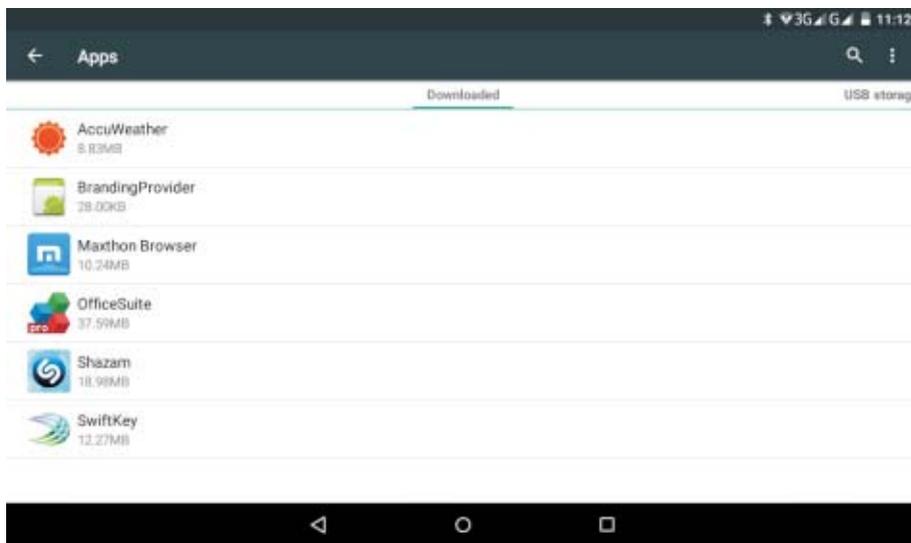
Picture 4.33

3.Left slide to view USB storage used space and left space , as Picture
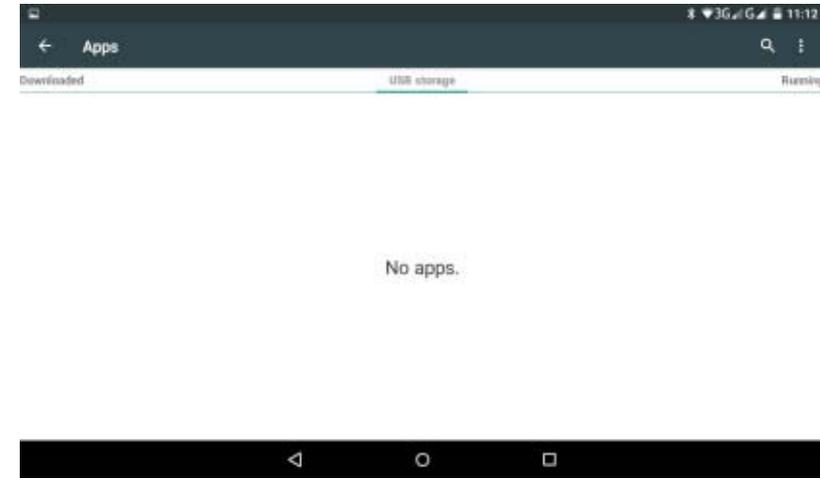
Picture 4.34

4.Left slide to view the RUNNING, used RAM and available RAM,

Picture 4.35

4.11 Add Account

1.Select setting application

2.Click add an account, as Picture 4.36
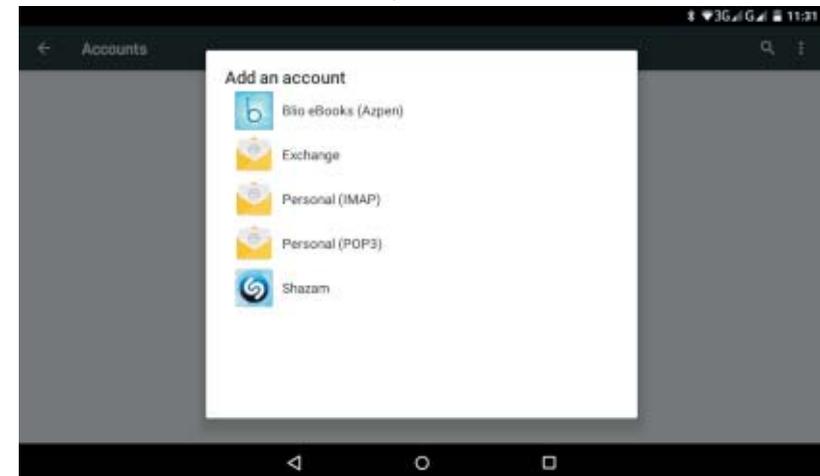
Picture 4.36

3. After successfully load, it will open the sync function, as
   Picture 4.37
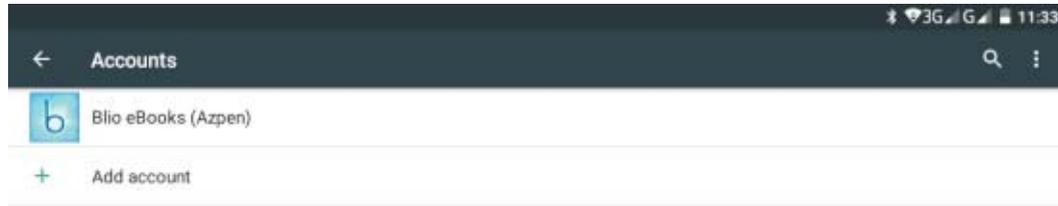
Picture 4.37

4.12 Location
Click setting, select location service, as Picture 4.38

Picture 4.38

1.Google's location service
   Open Google location service, you can use choose 3
   models
   Hight accuracy
   Battery saving
   Device only
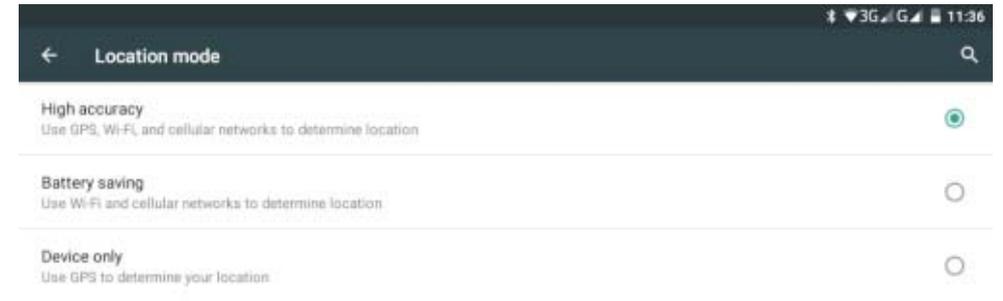
Picture 4.39

4.13 Security
Tap the icon 🔒 to enter the security settings interface as
below:

Screen Unlock: Tap "screen lock" to select screen unlocked with none, slide, pattern, or password.
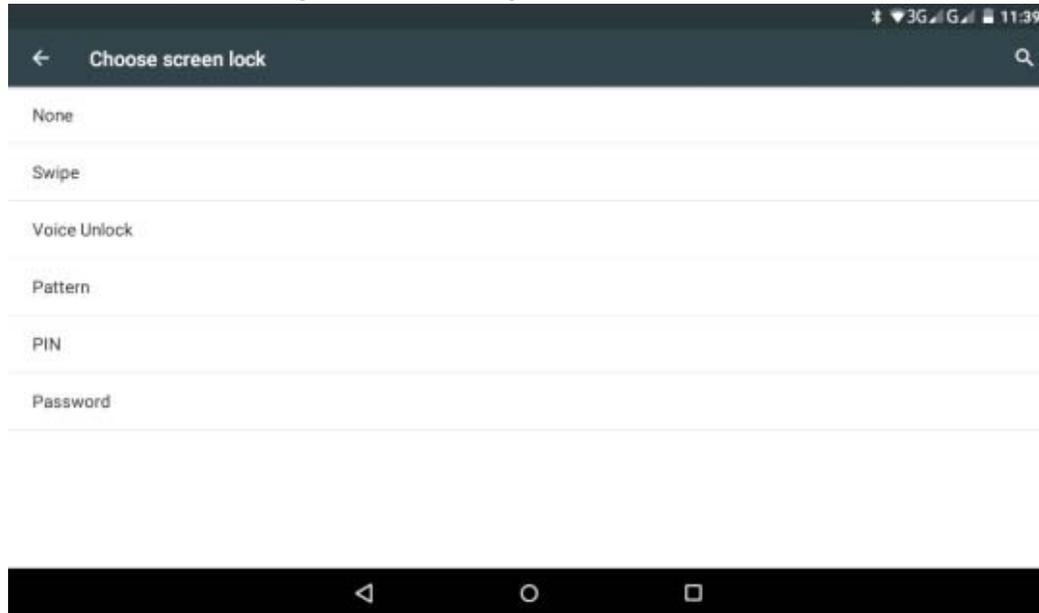
Unlock screen by a pattern: Draw the unlock pattern with a minimum of 4 points, tap "Continue" to compete the setting.
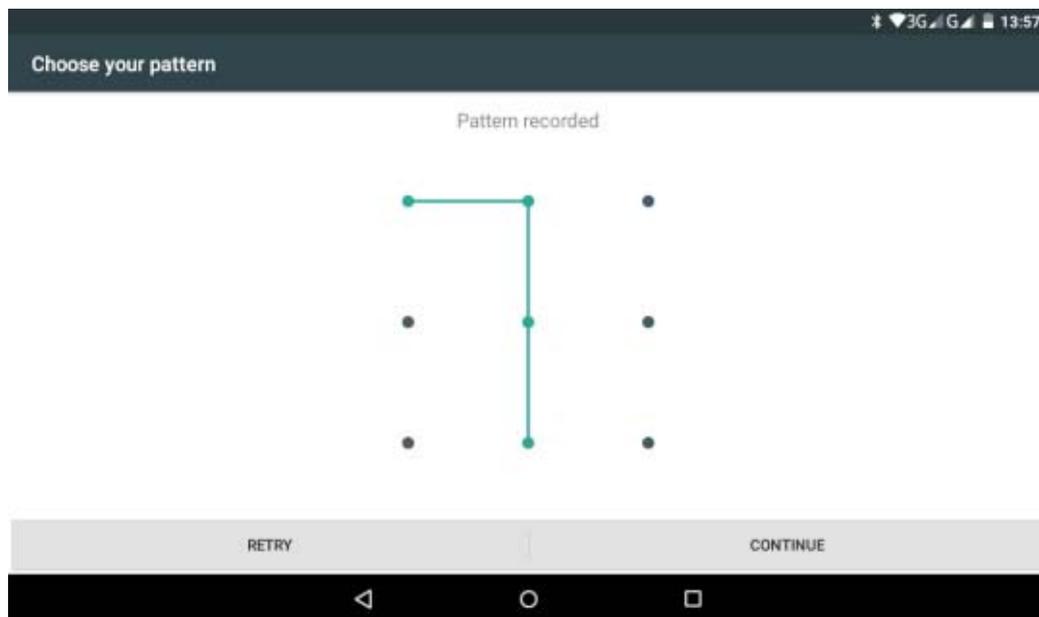
Unlock screen by a password: Input a password with 4 characters, tap "OK" to complete the setting. The device will prompt you to input the correct password when unlocking.

Tick the box behind the "Unknown sources", the system will allow installation of non-Market applications:
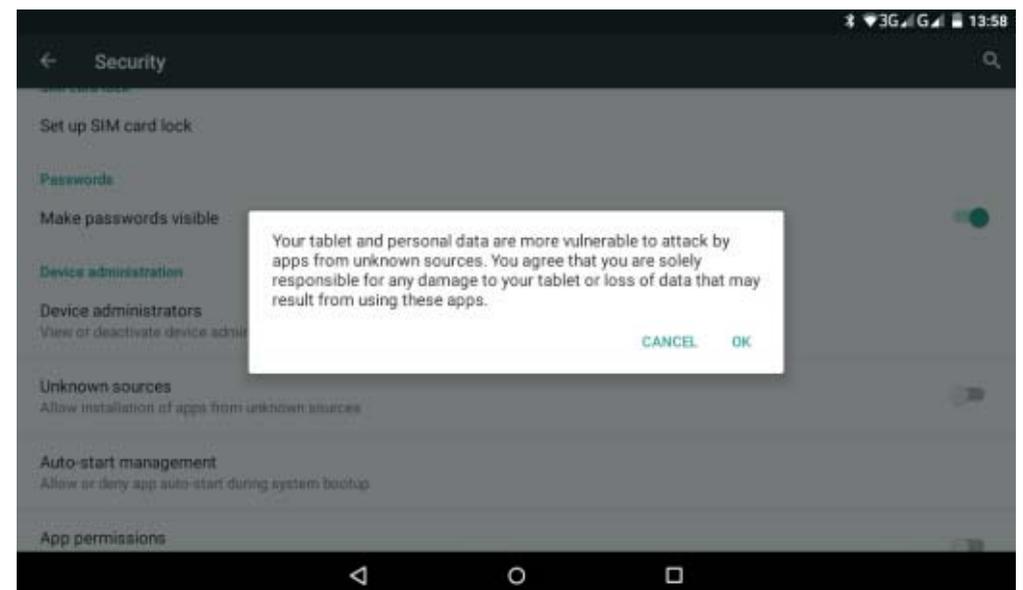
4.14 Language & input

Tap the icon [A] to enter the language and input method settings interface as below:

Language: The device supports multi-languages. You can select an operation interface of different languages according to your needs. Select a language option, tap to confirm and go back.
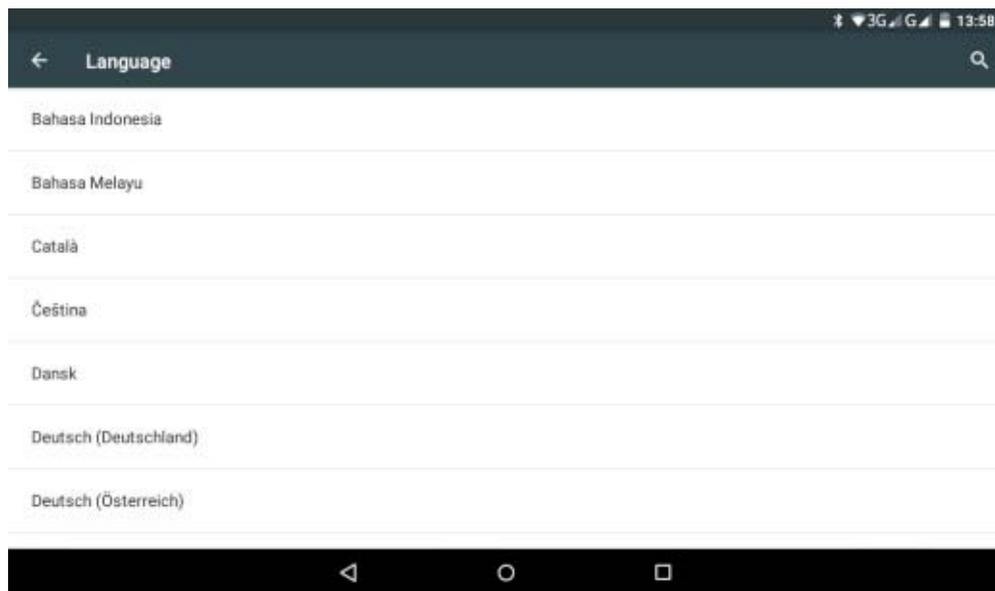
Keyboard & input method: Set the keyboard and input methods as you need:
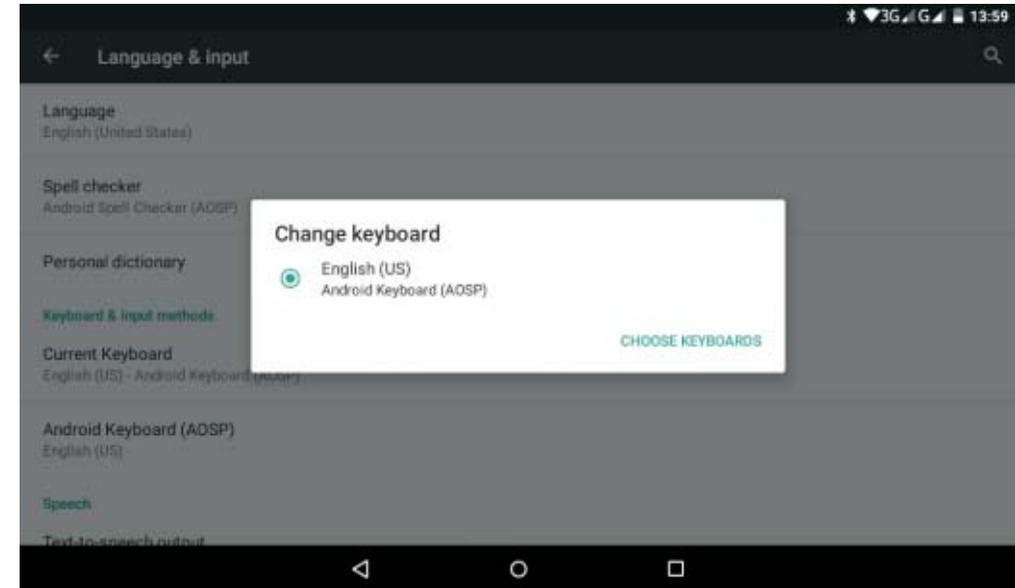
4.15 Backup & reset

Click the Backuo&reset to DRM reset and Factory data reset.
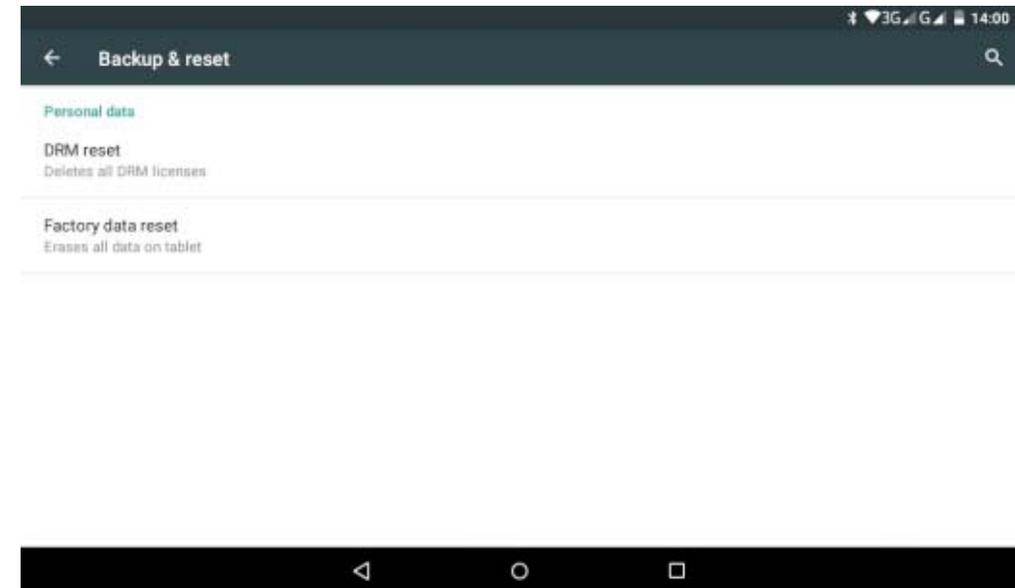
Personal data:

Tap the "Factory data reset" to erase all data on the device.
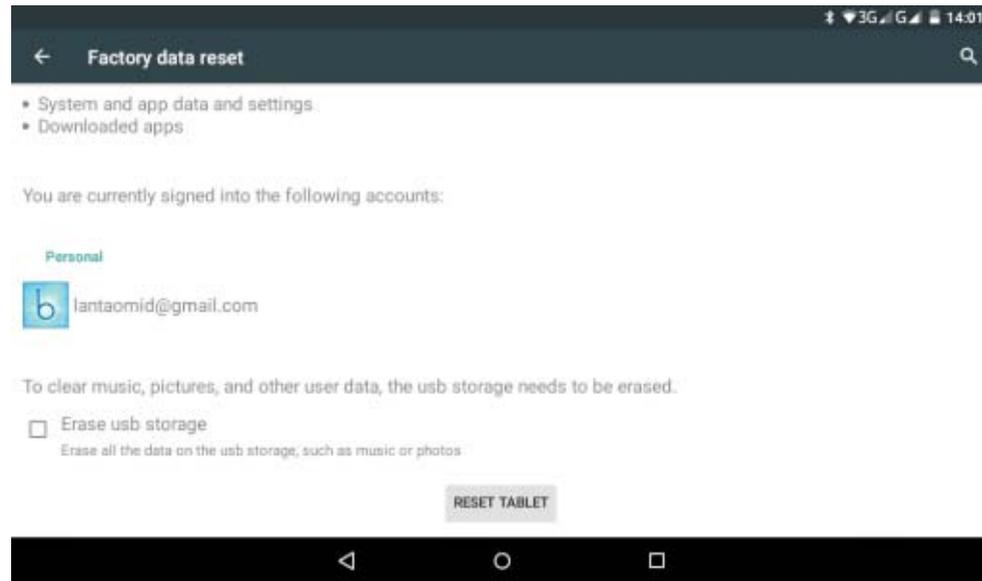
NOTE: Please back up all your data of the internal memory before reset the device, or you will lose all the data.

4.16 Date & time

A: Automatic: Use network-provided values
B: Select time zone
C: USE 24-hour format

Note: If you use the time internet provided, you will not be able to set the date, time and time zone

4.17 Scheduled power on & off

1.Click Setting application procedure
2.Click Scheduled power on & off
3.Operate as below Picture 4.60

Click it into fixed-time startup setting

Turn on/off fixed-time startup

Click it into fixed-time shutdown setting

Turn on/off fixed-time shutdown
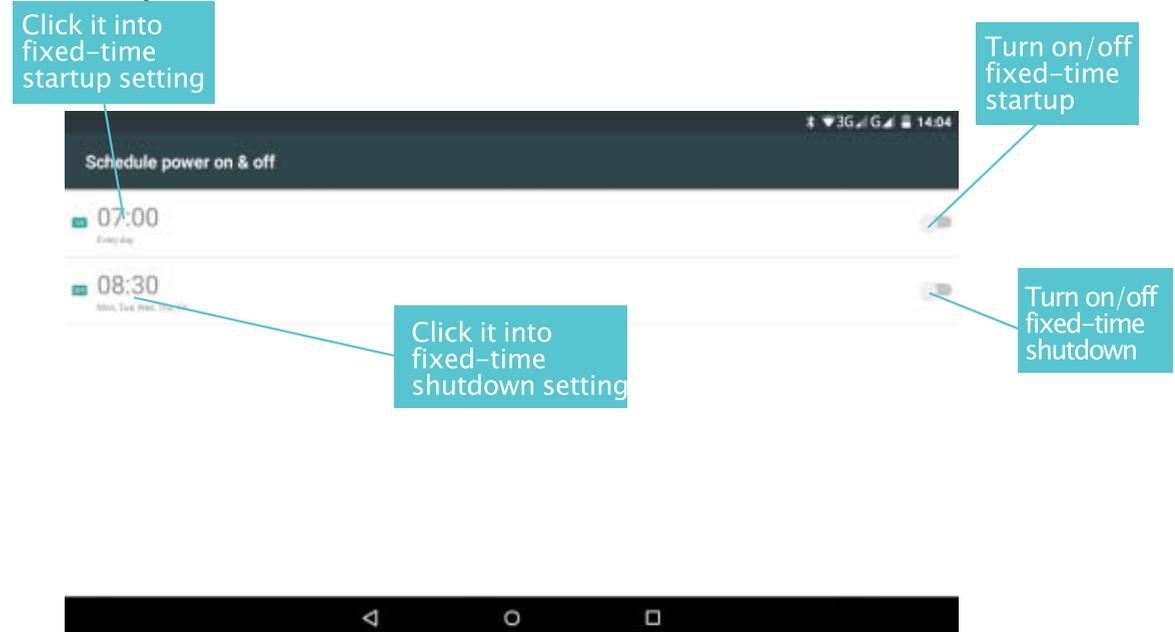
Picture 4.60

4.18 Accessibility

1.Large Text
   Click it to make system font large text
2.Click power button to end calls
   When Click call, press "power" button, call will end but not hold.
3.Touch and hold delay
   Click touch and hold delay to increase time,
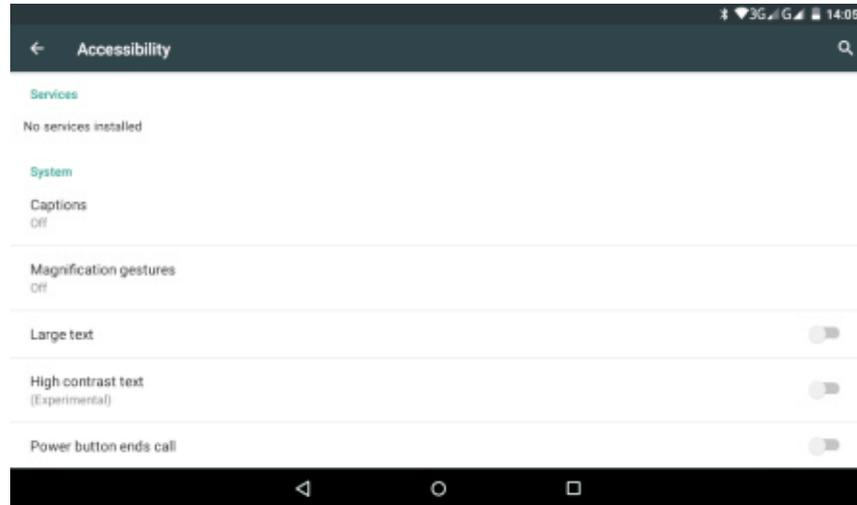
4.19 Developer options

1.USB debugging
   After opening USB debugging, you can use some software to read MID software, but when USB adjustment is turned on, USB storage needs to manual adjust.
2.Stay awake
   If you open keep awaken state, it wll never auto sleep when your MID is charging.
3.Pointer Location
   If you open pointer location, it will display touch vertical and horizontal direction.

4. Show touches
   If you open display touch screen operation, it will display touch opeation on the screen. It is suggested to use with same direction as pointer location.

5. Show surface update
   If you open screen refresh, it will display related area when the area is refreshing.
6. Show CPU usage
   After open CUP usage, in the right top of MID will show CPU usage situation.

4.20 Printing
support Google Cloud printing service:
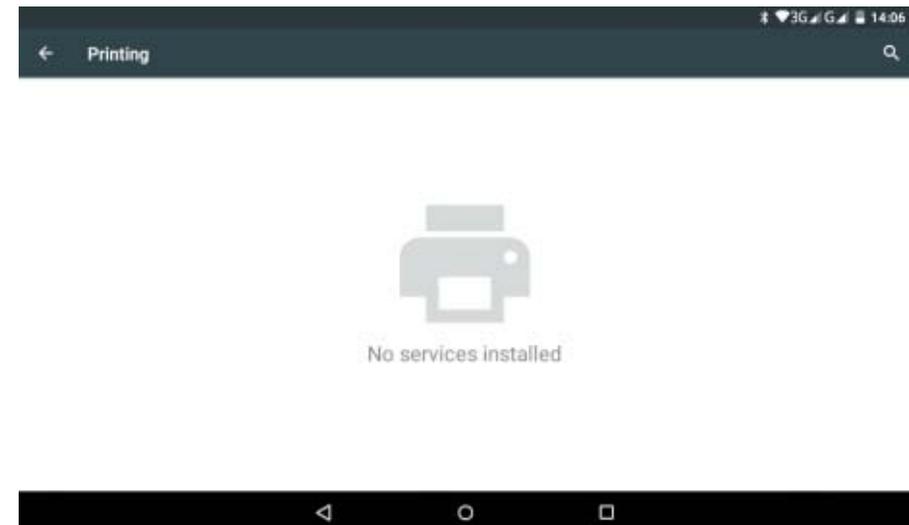
4.21 About Tablet

Check MID state
1. Check Setting application.
2. Click about tablet, check state message, model, Android version, version No and so on.
3. Click state message, check battery state, battery volumne, SIM state, IMEI number, IP address.
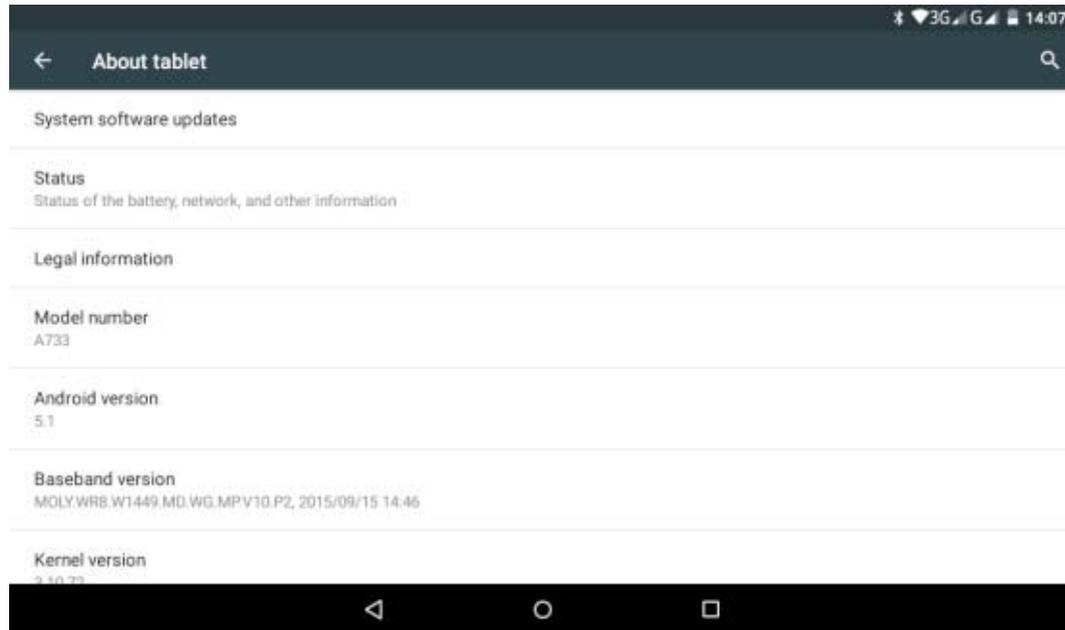
5 Multi-Media

5.1 Music

Enter into music player: in menu or desktop click music icon to enter into music player, click the music you want to play, as Picture 5.1:

Picture 5.1

Random play

Pause/play

Picture 5.2

Last song

Next song
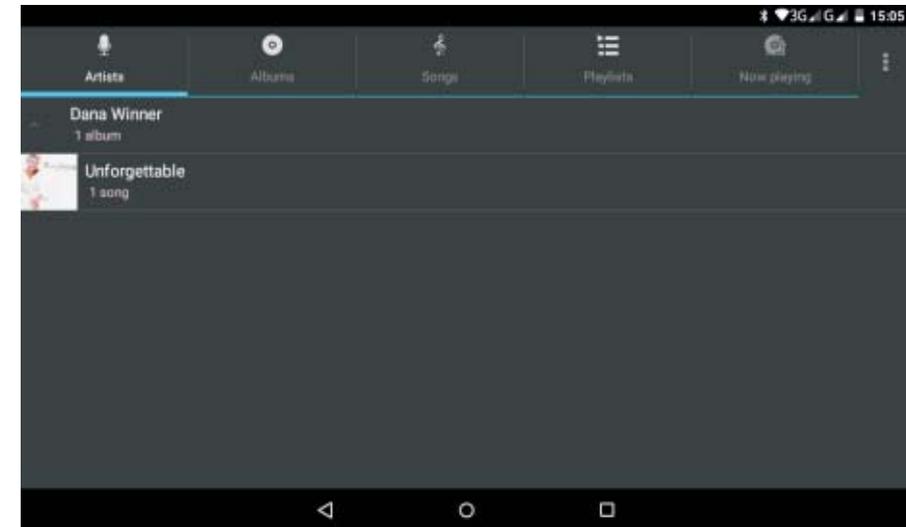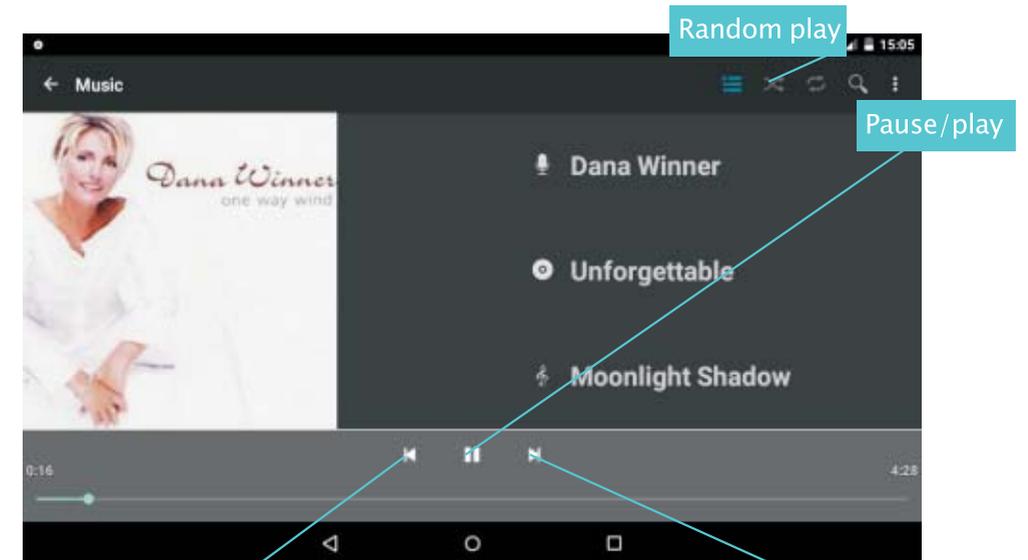
◆ Drag the progress bar to adjust play progress.
◆ Operation of music player button as Picture 5.2

5.2 Video
◆ Enter video player: choose [icon] application in main menu, choose the video you want to play.
◆ Operation of video player button as Picture 5.3

Adjust play progress

Play/pause

Choose the screen mode
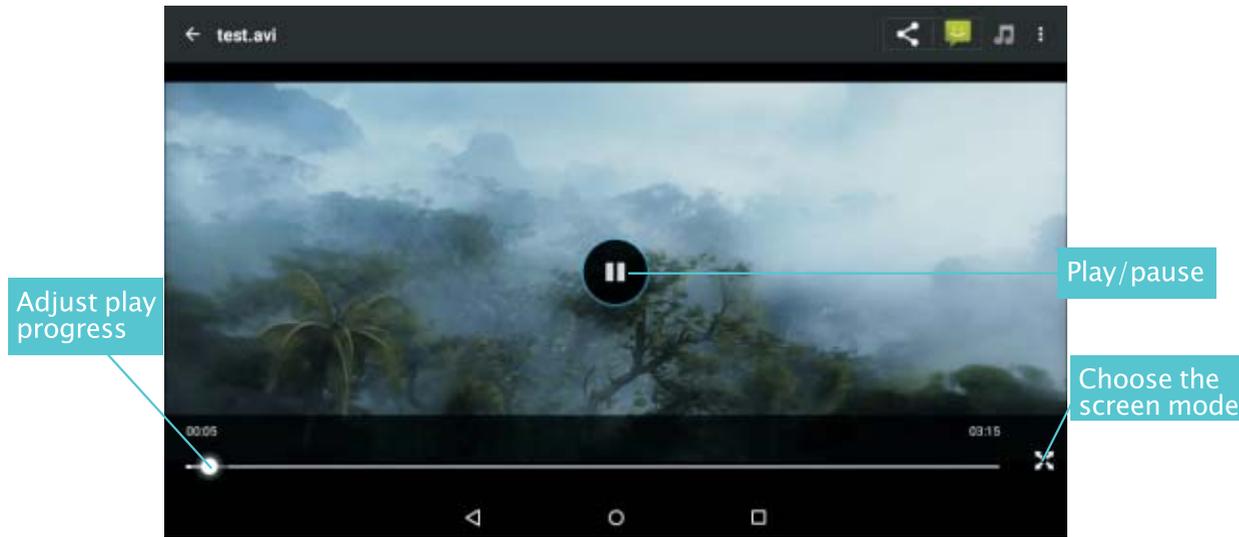
Picture 5.3

5.3 Photo Gallery
Photo gallery
application can auto search photos and video files in SD card, and photo gallery will classify these photos and videos in folder. You can apply photo gallery to view and edit photos, set the photos as wallpaper and watch the video.
View pictures
1. Click gallery application in main interface.
2. Enter into gallery, click the folder you want to view
3. Click the picture you want to view, the system will play it in full screen mode automatically.
4. The pictures can be zoom in and zoom out, put two fingers on the screen, the separete the fingers(gather up the fingers, the picture will be zoom in) or double click the screen.
Note: when you browse the pictures, slide left or right to view more pictures.

Edit and set pictures
When check the pictures in full screen mode, click menu key to display menu selection, you can choose the selection you need to edit and set pictures.
◆ **Slide Show**
1. Open a picture, use virtual key to click menu key, display menu selection.
2. Click slide show, it will auto loop play
Crop
◆ 1. Click menu key to display menu selection.
2. Then click crop, click and drag related area to adjust the cropper.
3. Click crop and drag it inside and outside to adjust the image.
4. After adjust the size you want, click crop.
5. If you wish to give up to crop, click cancel to return to picture browse.
Edit
◆ 1. Click menu key, display the menu selection.
2. Click edit
3. Adjust teh brightness, style, color, antialias setting in selection.
4. Click save.
5. If you want to give up edit, click return key, click not to return to picture browse.

5.4 Camera
In the main interface or desktop, click camera application procedure, enter into camera.
Operation [icon] camera ,Switch camera: choose Menu key, click switch front/back camera, as Picture 5.4
◆

Fale beauty mode

Review the pictures and videos

Switch front/back camera

Camera mode

Sub menu
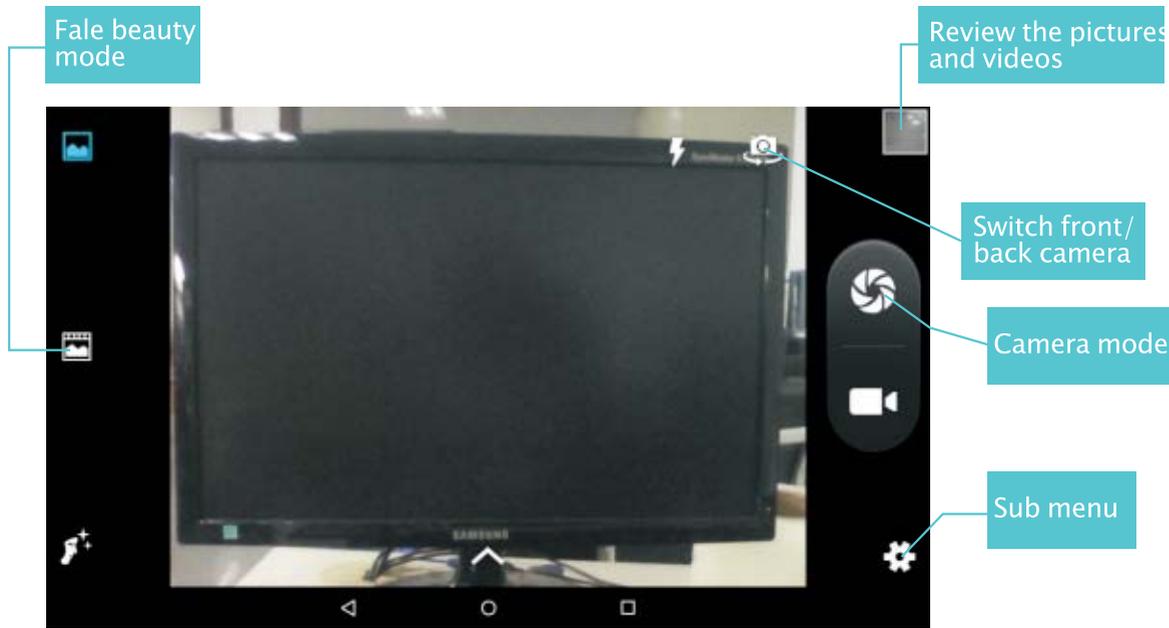
Picture 5.4

5.5 FM Radio
Click ![icon] in the main interface or desktop to enter into FM radio interface:

◆ Radio button operation instruction as Picture 5.5:

Current frequency

Enter into channel list

FM
89.8

Save button

Next channel

Previous channel
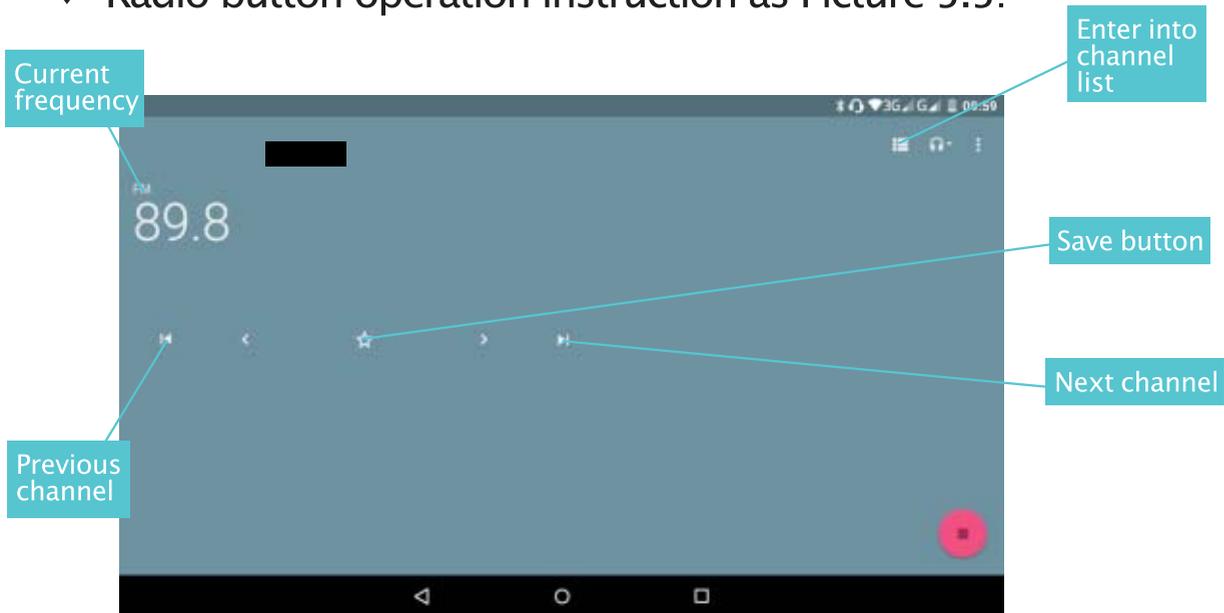
Picture 5.5

◆ Click search to search FM band, as Picture 5.6:

Picture 5.6

◆ Save channels: Click ☆ button in the main interface to save the channel, and the channel will be saved in channels list.
Note: You need to insert earphone as antenna when using FM radio, If no antenna, your MID can't search any frequency band.

6 Communication Function

6.1 Phone
1.Click Phone application procedure
2.Operate as Picture 6.1

The area of dial phone

Dial phone numbers

Hide keypad

Picture 6.1

6.2 Text Message

1.Enter into main menu, choose [icon] application procedure.
2.Click "Edit new message".

Menu(discard,insert text and settings)

Add receiver

Directly input text message

Send message

Attach some files
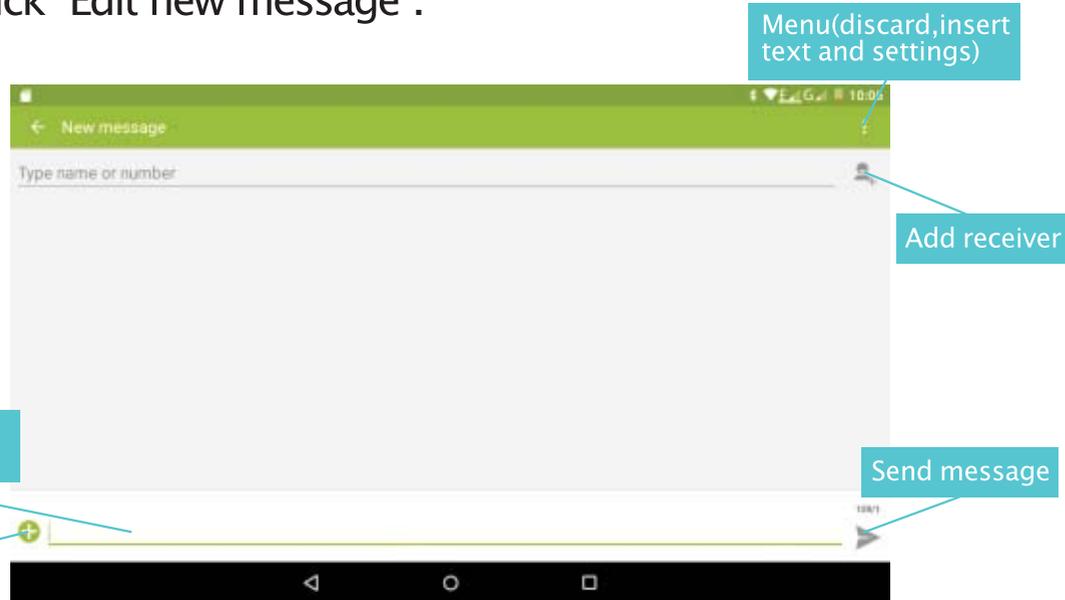
Picture 6.2

6.3 Contact List

Click Contact list [icon] in the main interface, enter into the contact list as Picture 6.3
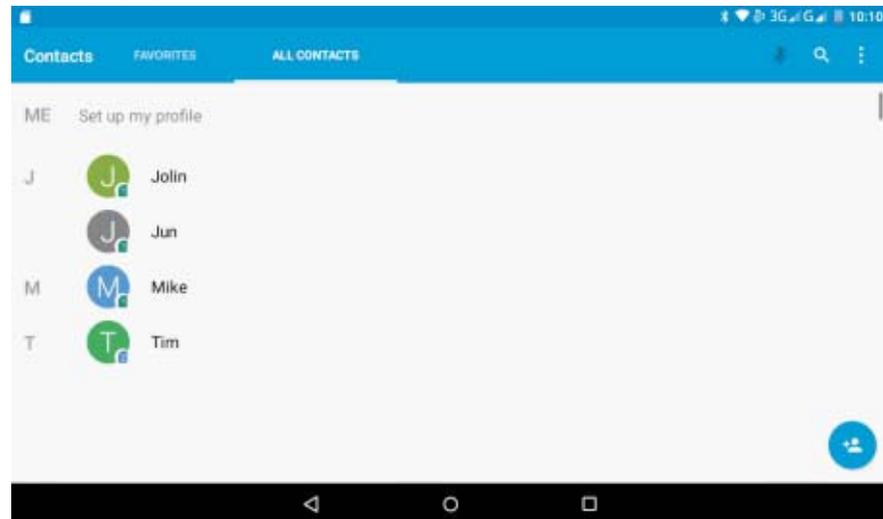
Picture 6.3

◆ Search contact: click list as Picture 6.3 [icon] button, enter into search function

◆ Add contact: click [icon] button, enter into add contact interface.

7 Other Application Procedures

7.1 File Manager

File manager will copy, cut, delete, rename the documents or the folder in the TF card, it also will share the files, install apk etc.
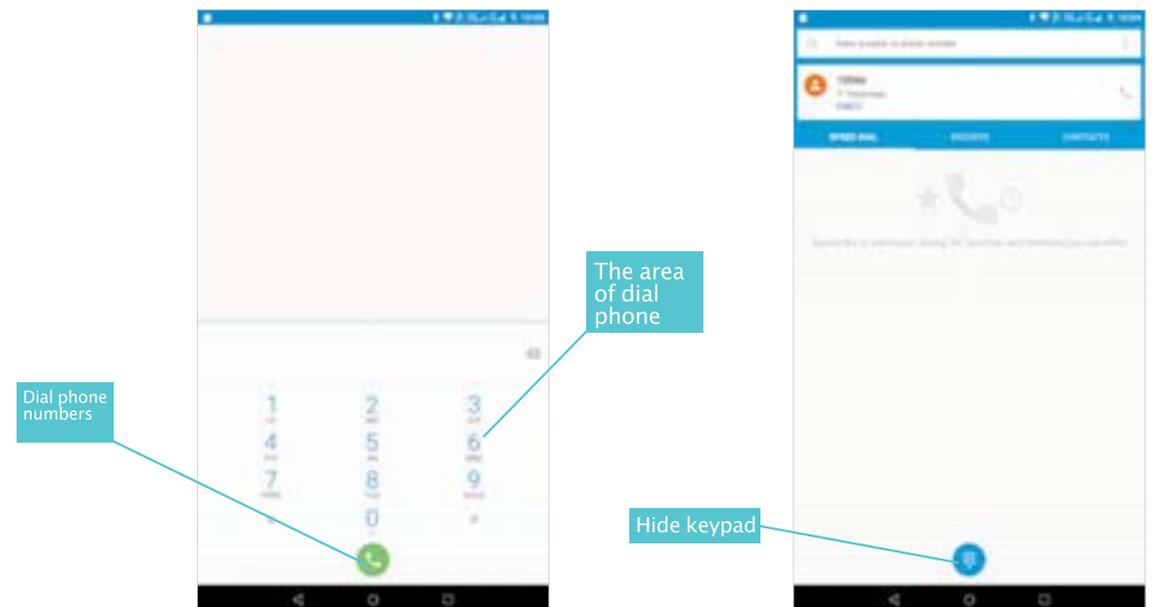In the main menu or desktop, click the file manager icon to enter into file manager.
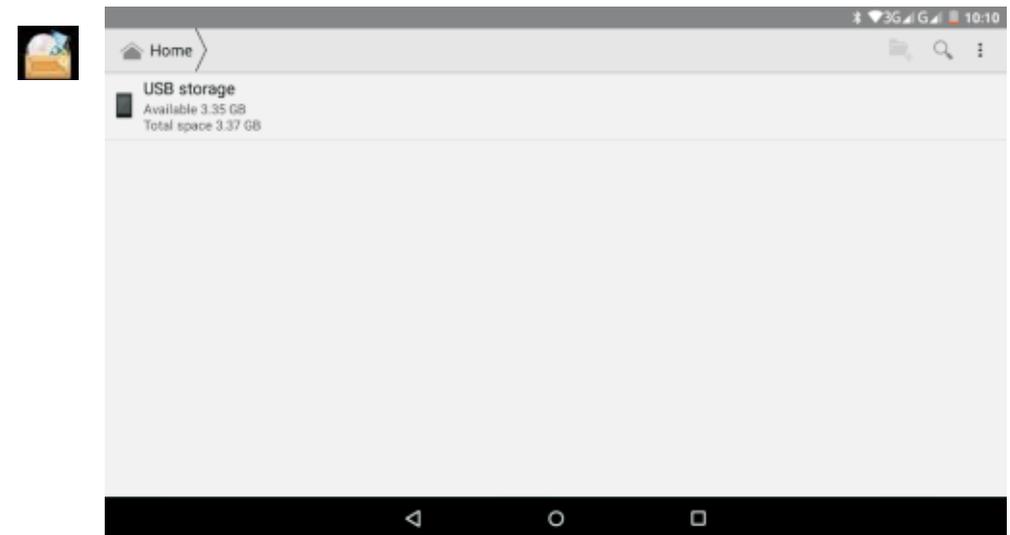
Picture7.3

1.Copy, cut, delete, rename the files and folder: choose the file or folder, long press the file or folder to enter into the interface as Picture 7.4, you can operate the file or folder.
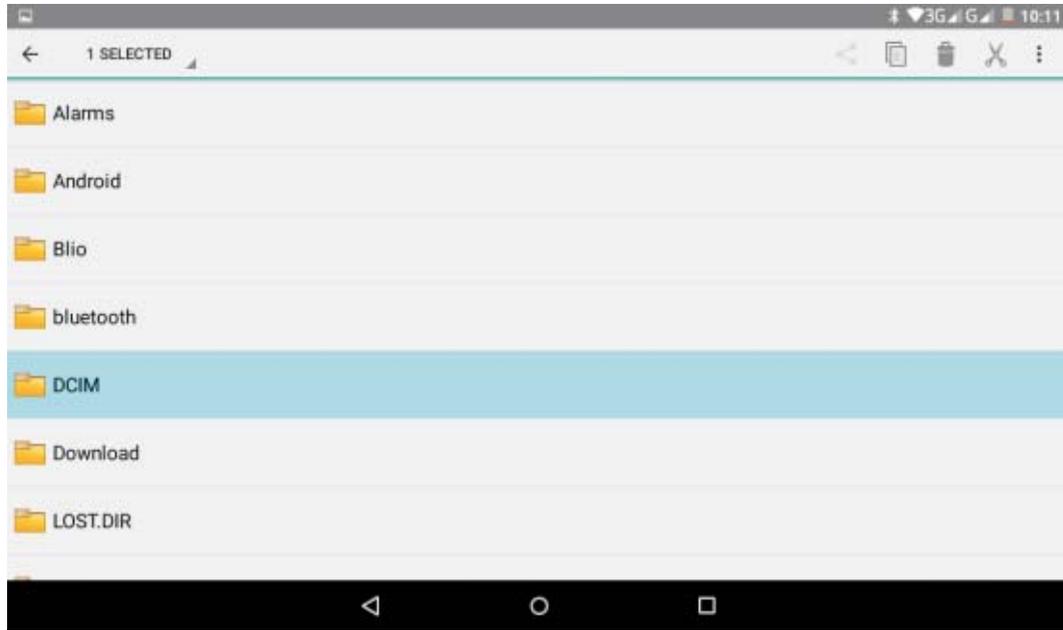
<div align="center">Picture 7.4</div>

<div align="center">Picture 7.6</div>

2.Rename file: choose the file you want to rename, Long press the file to enter into Picture 7.5, choose right top ⋮ icon to enter into Picture 7.6
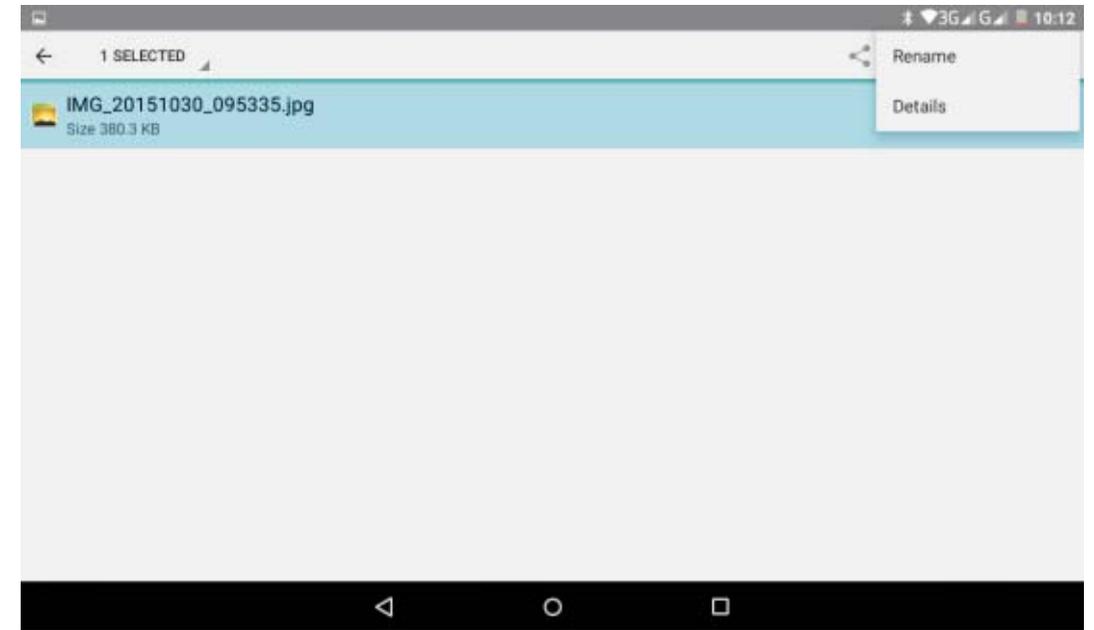
3.Share file:choose any file, long press it, Then press ⋘ , choose the share way you want in the list.
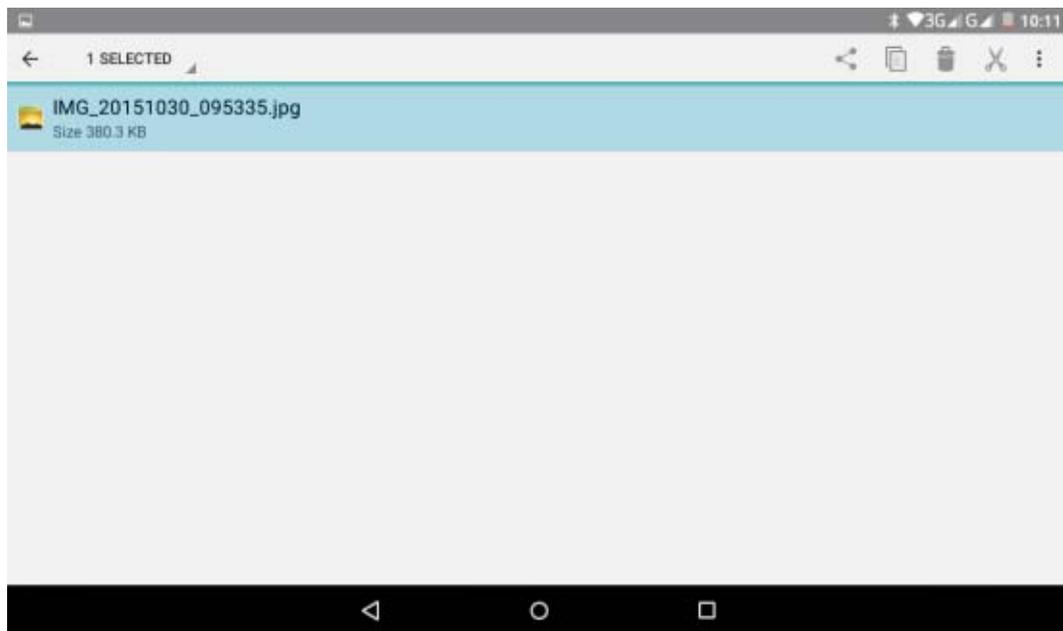
<div align="center">Picture 7.5</div>
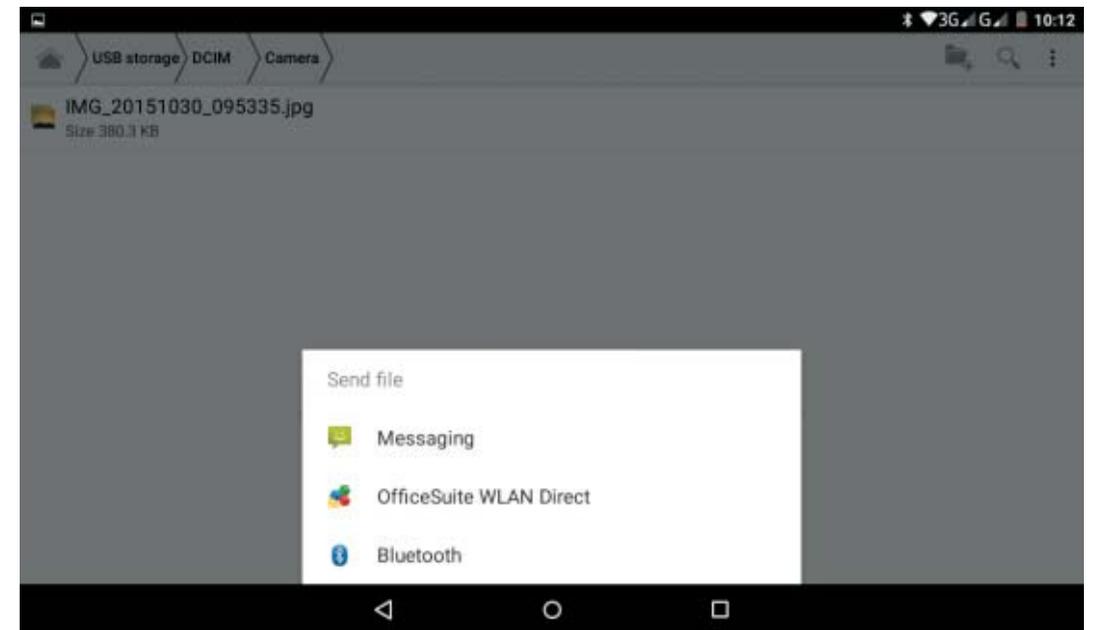
4.Install apk file: Choose the file suffixed .apk in the file
manager, you can install the third part software as reminder.
5.Build new folder: Choose the menu you want to build the
file, click .

7.2 Recorder

In the main interface or desktop, click recorder icon 🎤 to enter
into record interface, click record key 🔴 to start record. Click
Stop key ⬛ to stop recording. Click Play key ▶ to play the
recorded sound. The system will auto remind you to use or
abandon this record, please choose it manually.
Play the record: choose the video player to play the recorded
sound, choose the recorded sound in the source manager, and
click it to play.

8 Installation of Application

8.1 Installation

Install the third party application procedure.
1.Click "file manager" application procedure; choose the
application procedure you need to install.
2.Hold the application procedure you need to install.
3.It popup install, click install apk.
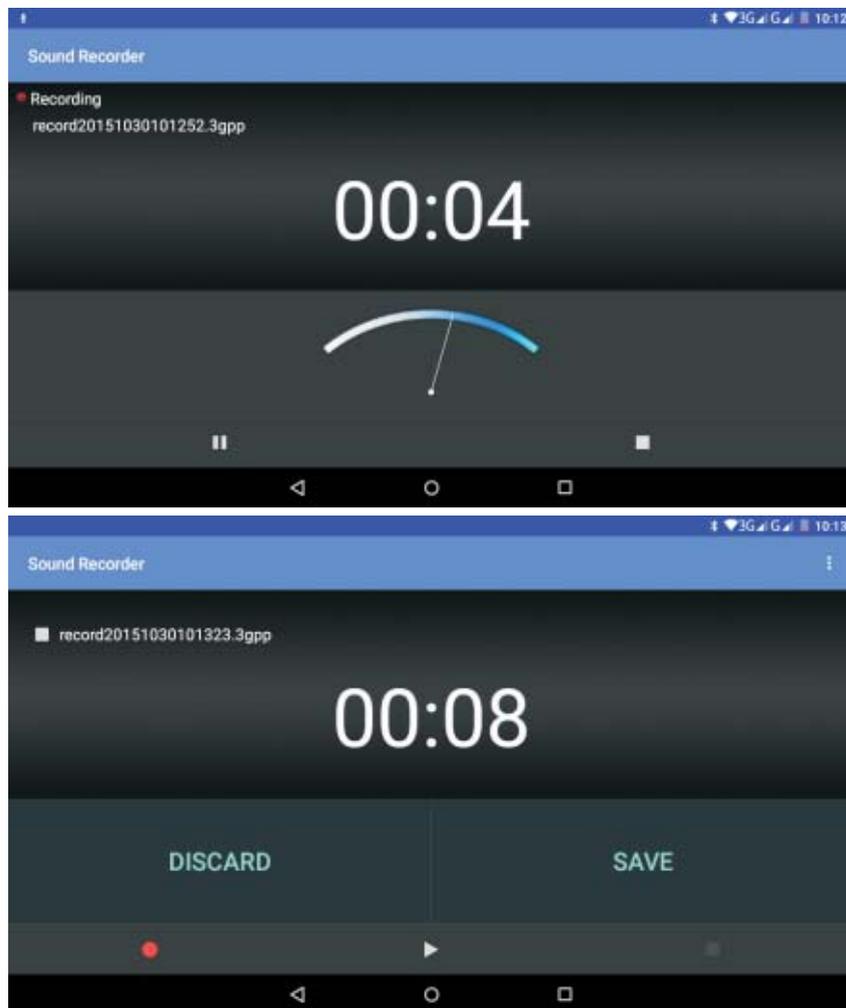4.Finish the installation as guide, it will operate.
Note: The third party procedure searched from internet to use on the
system are all suffixed with .apk.

8.2 Uninstall

Uninstall application procedure
1.Click setting icon in main interface.
2.Click manage application procedure, list all the application
procedures installed in the system
3.Click the APK you want to uninstall, click uninstall.
4.Click confirm to finish uninstallation.
Skill: The procedure manager installed by system has many convinent
methods to uninstall after opening procedure manager, click uninstall, it
will list all the application procedures installed by system.

9 Troubles Shooting

The first startup of MID is slow
After the MID system upgraded, the first startup need to install
the pre-installed application softwares, the lead time is around
2-3 minutes, the startup afterwards will be much quicker.
MID can't connect Wi-Fi
1.Make sure the wireless router of internet service can work
normally.
2.Ensure the MID and wireless router in certain distance, and
no wall or other barrier between them
3.Ensure the user name and password both correct.

MID feels hot
When many application procedures are used meanwhile, or the brightness of screen open to the lightest or under charging, MID may feel fever. It is normal.
Email can't be set .
    1.Ensure your internet is well connected.
    2.Make sure your email setting way is correct.
    3.Keep your system time and local time consitent.
The system is abnormal and can't work.
When you install some third party application procedure, it may cause abnormal work, you can press Reset key(next to power port) to reset the system.
The webpage can't be opened
    1.Please keep the distance from router to MID in
      effective range.
    2.Please restart WIFI and try again.
MID works terribly slow sometimes
It is normal phenomenon. Please turn off some application you don't need in advanced task management, or uninstall some third party application to release more system resource.

Troubleshooting

•Device cannot connect to Wi-Fi
1) Ensure the wireless network is working by testing it using another wireless device.

2) Ensure the device and the wireless router is within the range of the wireless network to be connected too. Walls or other obstructions will reduce the possible distances between wireless devices.

3) Ensure the security password being used is correct.

• Device doesn't turn on
1) You cannot turn on the device when the battery charge is below the critical level, please charge the battery.

2) Press the RESET button on the top of the device and check if it is restarting normally or not.

3) Check if the charger is connected correctly.

•Heat Issues
When running multiple applications, using the screen on its brightest setting, or when being charged, this device can get quite hot. This is normal and should not cause any inconvenience when in use.

• System has anomalies and doesn't work correctly
Installing some third-party applications may cause the system to operate incorrectly. Press the RESET button and perform a system reset to resolve this issue.

•**Cannot set E-mail Account or registration application**
1) Ensure that the tablet is connected to a Wi-Fi network and can connect to the Internet.

2) Ensure your E-mail settings have been entered correctly for the account being accessed.

3) Make sure your system time and local time is correct.

• **Cannot record**
Press the RESET button on the top of the device, and then check if the record function works correctly.

•**The stand-by time of the device is too short**
1) The duration of the lithium battery varies with environmental temperature changes and the service conditions. If the environment temperature is too low or too high, the duration of the battery will be affected. It is recommended to use this device at normal temperature.

2) Battery life is dependent on usage. High volume, WIFI, and the frequent use may cause the battery to be drained at a higher rate.

•**No sound via earphone**
1) Please check if the volume setting is 0.

2) Please check if audio file is broken, and try to play another audio file to confirm. If the audio file is broken, it may cause severe noise or static.

• **The color distortion of video or picture display**
Press the RESET button on the top of the device to resolve this issue.

• **Cannot copy files**
1) Please check if the device is connected to the computer correctly.

2) Please check if the memory space is full.

3) Please check if the USB cable is broken.

• **No sound or no image via HD Output.**
1) Please check if the device is connected to an HD cable correctly, and the TV settings of the HD port is correct.

2) Please check if the HD cable is broken.

3) Press the RESET button on the top of the device, then check if the HD output function works correctly.

• **Other troubles**
Please follow up the steps as below to fix the other troubles before you return the MID/Tablet to us:

1) Press the RESET button on the top of the device, then check if the function works correctly;

2) Upgrade the firmware from the CD and restart the device and then check if the function works correctly.

Frequently Asked Questions

• **Will my existing eBooks be compatible with this device?**
Most popular e-book formats that are not DRM protected are compatible as long as they are in a supported format: TXT,   LRC, PDF, HTM, EPUB, etc. If they are not compatible, an application may be available on APKShare.com, which could assist you.

• **Will this device play High Definition video?**
Yes, the maximum HD resolution is 1920x1080.

• **Can I add more storage?**
Yes, there is a Micro SD card slot on the base of the unit, which supports up to 32GB of additional memory.

Can I run multiple applications at once?
Yes, if you plan on running several applications at the same time we recommend installing a task manager for the unit to run most efficiently.

Looking for replacement tablets & accessories? Visit our website.