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Trouble Shooting

About This User Guide

- Some of the contents of this guide may appear differently on your device. Your actual device may differ from the illustration, depending on the software and your service provider. All information in this document is subject to change without prior notice.

- Your device's applications and their functions may vary by country, region, or hardware specifications. TabletExpress cannot be held liable for performance or incompatibility issues resulting from edited registry settings being edited or operating system software being modified. Any attempt to customize your operating system may cause the device or its applications to not work as they should.

Important

- We do not suggest you reinstalling the system. You may contact TabletExpress support if reinstallation is necessary.
- You may not disassemble the device in any circumstance.
- Please keep your device away from fire, water or any extreme weather condition.
- Please avoid any heavy object or hard press on front face of your device.

Disclaimer of Warranties

TabletExpress shall not be liable for any damages of any kind resulting from the purchase or use the product or arising from the breach of the express warranty, including incidental, special or consequential damages, or loss of anticipated profits or benefits. TabletExpress is not liable for performance issues or incompatibilities caused by your editing or registry settings, or your modification of operating system software. Using custom operating system software may cause your device and applications to work improperly.

I. Getting started

1.1 Turn On/Off

Turn On

To start your tablet, press and hold the power key for 5-10secs, then release the power button.

Turn off

To power off your tablet, press and hold the power button until the option menu appears. Tap 'Power Off' to turn off your device.



1.2 Sleep Mode

To save battery, you may put your device in sleep mode by shortly pressing the power key, then screen will go to dark. Press it again you can wake up the screen. If there are any programs running when you lock your screen, they may be still running in sleep mode. It is recommended that you exit all programs before entering sleep mode to avoid unnecessary charges.

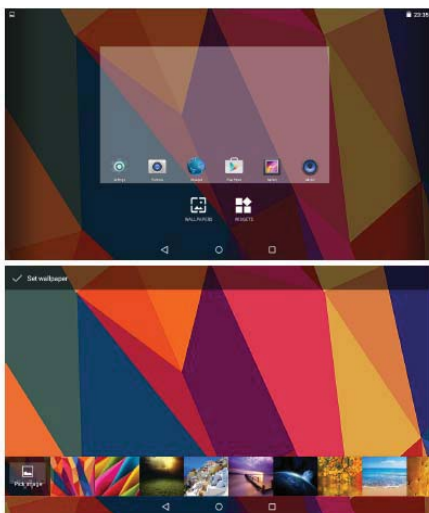
II. Home Screen

- ① Back: Press to check previous operating display
- ② Home Screen: Press to go to home screen
- ③ Background: Press to check applications running on background. Existing idle Apps may provide a better performance
- ④ Application Panel: Press to check all available Applications



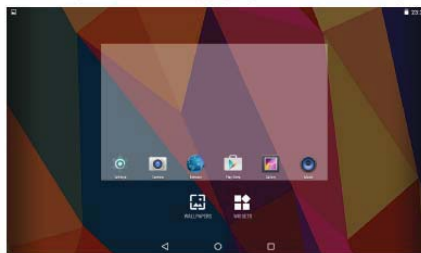
2.1 Wallpaper

Tap and hold your finger in any blank space of the home screen, you will see a pop-up menu; you can choose wallpaper from Gallery or your downloaded files or those listed as options; set the one you like to be wall paper.



2.2 Widgets

Tap and hold your finger in any blank space of home screen, you will see a pop-up menu with widget.



2.3 Application Shortcut

Tap the icon of application you want to move, and drag to where you want to place on home screen. Tap the icon and move it to area showing a cross to delete them.

Tip:

1. Tap one icon and move on to top of another icon, you can create a new folder on home screen. Open the folder; click 'Unnamed Folder' to rename the folder.
2. Swipe down vertically from top part of a display to enter quick notification menu.

III. Network Connection

3.1 Wi-Fi Connection

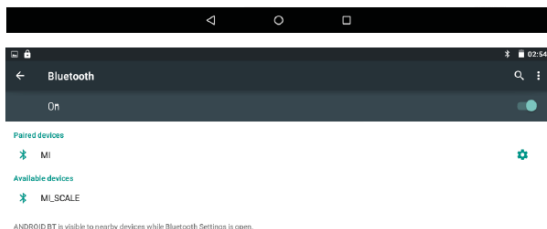
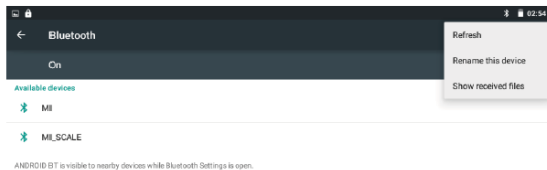
Tap Settings – Wireless & Networks – Wi-Fi – tap to turn it to 'ON'. After a moment, your Wi-Fi network nearby will be listed. If you need to rescan for available networks, tap the menu  on right top corner, and tap 'Refresh'. Your device lists the networks it finds within range. Tap the network you have access to, enter password, and tap 'Connect'. When your tablet is connected to the network, the wireless indicator  appears in the status bar. Waves indicate connection strength.

Scan Device

After scanning, there will be a list of all available Bluetooth devices in range. If the device you want to pair with isn't in the list, ensure that the other device is turned on and set to be discoverable.

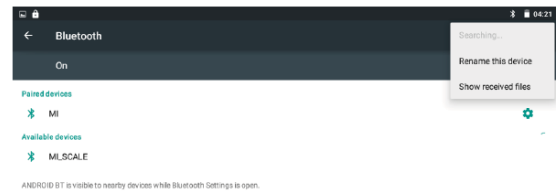
Pair with Bluetooth Device

Tap the name of an available Bluetooth device you want to pair with. On the target device you will get a 'Bluetooth pairing request' dialog. Tap 'Pair', it will then show you paired devices.



Change Your Bluetooth Name

1. Verify your Bluetooth is active.
2. Tap the menu icon on top right corner, and tap 'Rename this device'.
3. Enter a new name.
4. Tap 'Rename' to complete the rename process.



Note:

You can see the received files through "Show received files" by tapping the right corner icon. Turn Bluetooth off to save battery.

IV. Google Store

4.1 Install Apps

Find and open play store with this icon . Log into your account if you have one available; if you don't have an account, you may create a new Google account first. Search and download Apps you need.

4.2 Manage Apps

Shortcut/Icons of Apps

By tapping icon of the App you want to move in application display, you can move the shortcut to home screen.

Delete/Uninstall Apps

1. By tapping and moving the icon of an App to the cross menu, you may remove the shortcut from home screen.
2. By tapping an App in application display, you will get a prompt of 'Uninstall' with icon of a trash bin and 'App info'. Move the App to the trash bin to delete/uninstall the App. You may also go to Setting – Device – Apps – Uninstall to delete/uninstall the App.

Note: 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 the dealer or an experienced radio/TV technician for help.

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your 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.

Caches of Apps

1. You may need to clear caches of Apps when it's excess. Go to "Setting – Device – Apps"; find the App and go to App info; you can process by tapping "Clean caches".
2. By installing a third party cache cleaner, you can also clean caches.

Note:

1. Users are responsible for all charges with concerned Apps if there is any.
2. Manufacture/sellers are not reliable for Apps that are incompatible with the device.
3. In some cases, there may be no icon in the App Panel after an App is installed. Possible reasons may be that this App is not compatible with your OS or the downloaded file is a broken one so you may need to download a full version.
4. If you install and use an OS other than the one provided by the manufacturer, it may cause your device to malfunction, therefore, your device will no longer be covered by the warranty in this condition.

V. Internet Navigating

5.1 Internet Navigating

Before using your browser, make sure Wi-Fi or internet is connected.

Setting Browser

You can use the browser preinstalled, or download others you prefer. Tap the icon  on top right corner of the browser page to open the submenu for more detailed setting.

Navigating

Tap the browser icon  to open your browser. You can access a website quickly by entering the URL on screen keypad. Websites are optimized for viewing on your actual devices.

Bookmarks

1. Tap  on any webpage to add a bookmark. You can then tap "OK" to save or rename the website.
2. Tap  to view bookmarked sites, pages you saved and your browsing history.
3. To delete a bookmark, go to bookmarks page, tap and hold the bookmark you want to delete. Tap "Delete bookmark". At the Delete confirmation window, tap OK.

Cookies

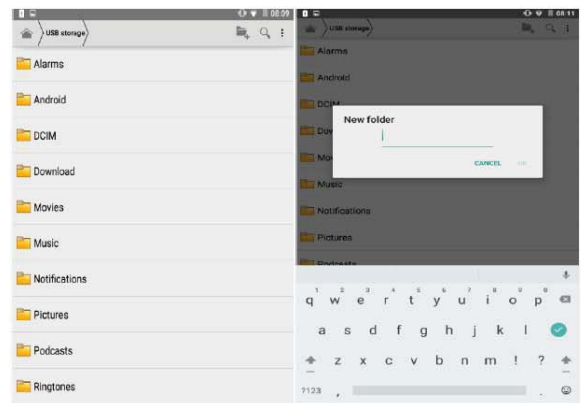
Cookie placed on your device by a website during navigation contains some site specific information. It can also contain some personal information (such as a username and password) which can pose a security risk if not properly managed. You can clear these cookies from your device at any time. Go to Home webpage, press , Settings – Privacy & security – Clear all cookie data.

VI. Multi-media Functions

6.1 Checking Data and Files

Files on Device

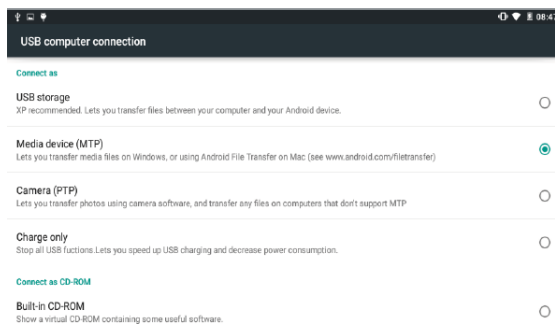
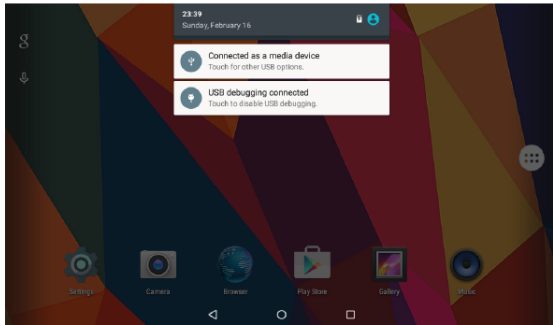
1. You may check your downloads, photos or music i corresponding files through "File Manager" .
2. Tap  in USB storage page, you can create a new folder.



Connecting to PC

1. Slide down from top screen and tap 'Connected as a media device' from notification menu after connecting it to PC. Select 'Media device MTP'. You will see the device in your PC as Portable devices. Click it to get into USB storage. You can see files in your device storage through your PC.

2. You can add/move files between your device and PC, create or delete folders in your device storage.



External Storage

Your device supports storage extending by adding Micro SD/TF card.

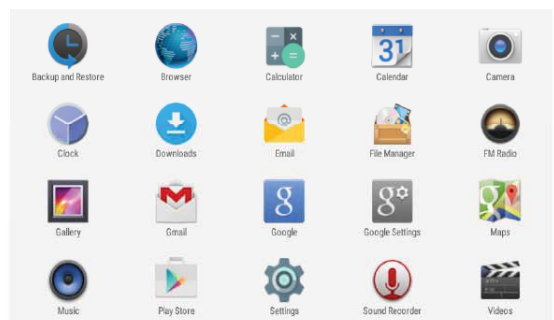
1. With a compatible working external memory card, you can check in Setting – Storage. You can also check through “File Manager”. USB storage represents your device’s storage; SD card represents your external memory card.



2. You may transfer files like photos, music, between your memory card and your device storage. Select and tap an object to highlight it, you will get option to share/copy/delete/cut the chosen object.



6.2 Entertainment



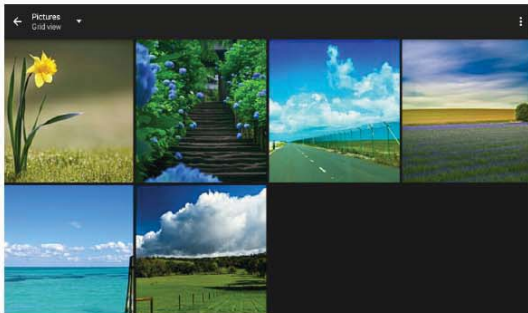
Camera

By wiping to left on unlock display, you can get to camera. You can also enter from shortcut on main menu.



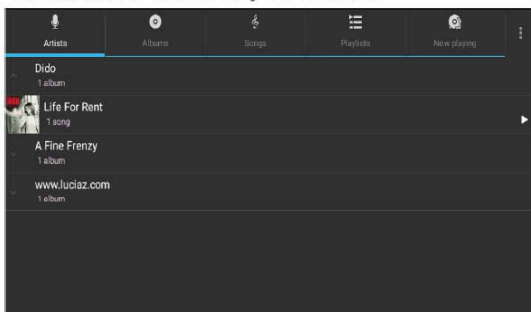
Gallery

You can view, or edit your digital pictures in Gallery.



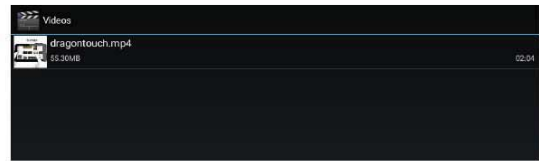
Music

You can buy and download music or load downloaded music to your device.



Video

You can play videos saved in your device or external memory card. To play, tap Video icon to launch the video player. Tap the video you would like to play. Tap the screen to show the video tool bar. You can play back, fast forward, pause your video here.



VII. Battery

1. A rechargeable Li-ion battery is used to power your device. You must fully charge the battery before using your phone for the first time.
2. If the touch screen does not function while the device is in the process of charging, this may be due to an unstable power supply. In this case, please disconnect the charger from the power outlet or use your device when charging is completed.
3. Please charge the device when the battery is weak with warning icon  before it turns off automatically.

Tips to extend the life of your battery

- Turn off radio communications that you aren't using, such as Wi-Fi, Bluetooth, or GPS.
- Lower screen brightness and set a shorter screen timeout.
- Turn off automatic syncing for Gmail™, Calendar, Contacts, and other applications
- Turn off the unit when you don't use it for long. Sleep mode will drain power too.

VIII. System Setting

8.1 Screen Lock

Screen Lock

Set a screen lock to secure your tablet. Tap – Settings - Security - Screen security - Select screen lock, and select a mode from None, Swipe, Voice Unlock, Pattern, PIN and Password. You can create a Backup PIN as a safety measure in case you forget your code.



Unlock Screen - Swipe Type

Tap the lock icon and swipe upward to unlock your tablet and enter home screen.

Tap the lock and swipe left, you will go to camera directly.

Caution:

Note down the lock you set in case you forget it.



8.2 Device Reset

You may reset your tablet when necessary. This will clear all info in your tablet and get your device back to factory mode.

WARNING!

If you perform a Hard Reset, all user applications, user data will be deleted. Please remember to backup any important data before performing a Hard Reset.

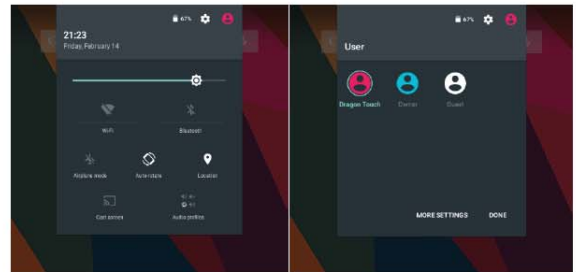
8.3 Multiple Users

With this function, you can add other users on your device with restricted profiles.

This function may not be applied to all Dragon Touch devices. Function or configuration may vary in actual devices.

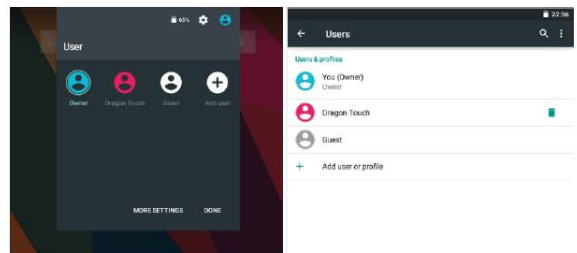
View User Account

You can check your user accounts in home screen swiping down notification or check in Setting. Tap the icon and enter the page to view all your user accounts. The first one in the line is the main account you set on your device.



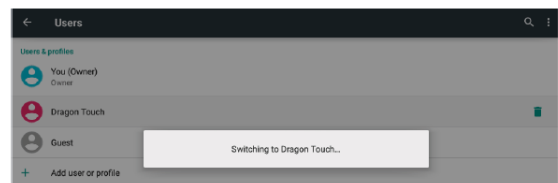
Add New User Account

Go to Setting – Users, you can add user or profile. You can also go to add through swiping down notification when 'Owner' is the current account in control.



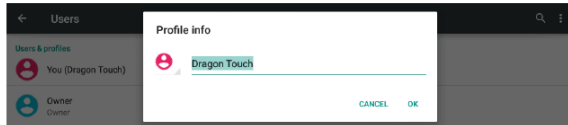
Switch User Account

Go to user accounts display through Setting. You will see all user accounts listed. Tap any new user account you created, you can switch to corresponding user account and check info saved in that user account.



Rename User Account

You can rename your current user account when it's in control. Tap the user name for 2 seconds and release; you will get the window to input a new name. Tap 'OK' to save the change.



Troubleshooting

1. Device doesn't power on

- Reboot your device after charging it for 30 minutes.
- Shortly press your power button to check if it lights up in case your device is in sleep mode.
- Press the power button for 20 seconds.
- Start a hard reset by pressing the reset button with a pin if there is reset button on your actual device.

2. Device doesn't take charge

- Keep your device into power for 30 minutes if it was completely drained.
- Check and make sure the charger is properly inserted into charging port.
- Try another outlet or compatible charger

3. Error message during operation

- Uninstall the application with error message and download to install again. You can also update certain application with error.
- Delete and clear the system to factory mode with a system reset.

4. Device can't be detected by PC

- Make sure your device is in 'on' status
- Try with another USB cable
- Connect your device to a different port on your PC

5. Device can't be connected with Wi-Fi

- Make sure your turn WI-FI to 'ON' status.
- Unplug Wi-Fi router, wait for 2 minutes and plug to connect again.
- Make sure you input correct password by selecting 'show password' when you input it.

- Check and make sure there is no filtering setting or device connection limit in your router setting.
 - Forget original Wi-Fi connection, reset Wi-Fi router, and connect again.
- ### 6. Storage not enough
- Delete applications you don't use often to spare some space
 - Clean caches in your devices regularly Setting – Apps - click the app and clear cache or data.
 - Install a third party system cleaner.
 - Factory reset your tablet to clear all data.
 - Get an extended memory card to expand storage.

MEMO

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



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