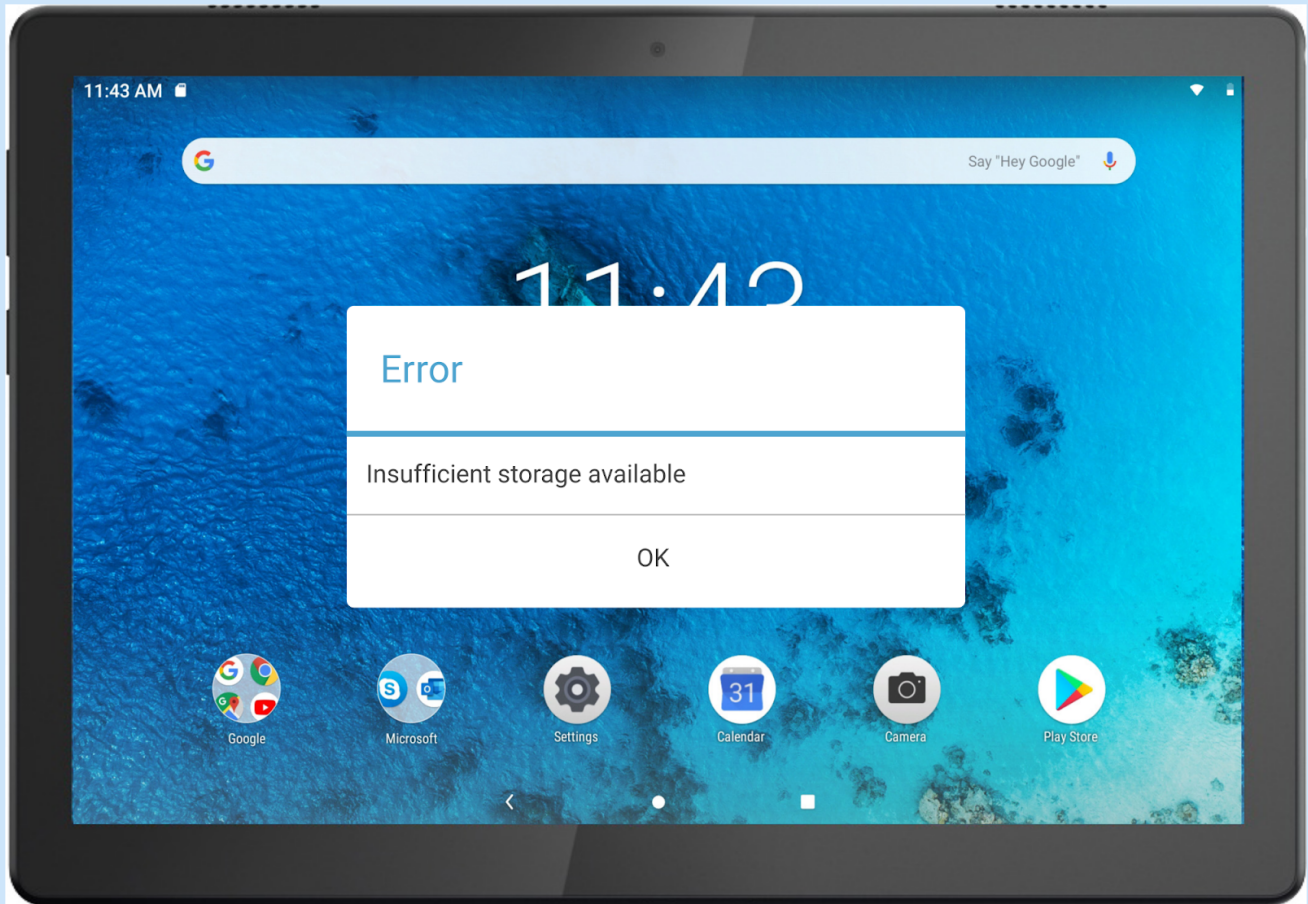


## Troubleshooting



01. Insufficient memory prompt appears during app installation.

- Troubleshooting: Please free up some memory and try to install again.
- Refer to Data Transfer - Method 1: Using USB cable in SD CARD & Data Transfer

02. The Touch screen of the Tablets does not work or is not sensitive.

- Troubleshooting: Please press and hold the power button for more than 8 seconds until the device turns off. Then switch it on again in a normal way.
- Refer to Turning the Tablets Off in Overview section

03. The device does not power on or system crashes.

- Troubleshooting: Please charge the battery for half an hour and then press and hold the power button for more than 8 seconds until the device turns off. Then switch it on again in a normal way.
- Refer Charging (without Rack Charger) and Turning the Tablets Off in Overview section to Charge and to Turn Off the Tablet

#### 04. The device cannot wake up from sleep mode.

- Troubleshooting: Please press and hold the power button for more than 8 seconds until the device turns off. Then switch it on again in a normal way.
- Refer to Turning the Tablets Off in Overview section



**NOTE:** For more detailed information and better understanding on the process, please visit the support site to access the education/ training videos and documents provided.



**NOTE:** The images, illustrations and other material used in this document are for the purpose of graphical representation and reference only. The actual product may differ.