

Troubleshooting

Note :

The diagnostic tests are intended for Diset S.A. products only. Non-Diset S.A. products, prototype cards, or modified options can give false errors and invalid system responses.

- 1) Obtain as much detailed information as possible about the problem.
- 2) If possible, verify the symptoms by re-creating the failure through diagnostic tests or repeating the operation that led to the problem.

Troubleshooting

Fault types and troubleshooting methods

If you encounter any of the following abnormal conditions during use, please refer to troubleshooting methods:

Can't connect to Wi-Fi:

1. Check the Wi-Fi signal to make sure there is a Wi-Fi signal available in your area.
2. Try restarting your wireless router to see if that resolves the issue.
3. Check the Wi-Fi settings to make sure your tablet is properly connected to the Wi-Fi network.
4. Reset network settings: In the settings menu, select Reset network settings, then reconnect to Wi-Fi.
5. Check if there is a system update available and install it.

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App Crash:

1. It can be due to a software conflict or system issue. You can try the following methods to troubleshoot:
2. Check the background running programs to make sure that there are not too many applications running in the background that are hogging system resources.
3. Update the app: Check if there is an app update available and install it.
4. Restart your device: Press and hold the power button and select the restart option.
5. Factory reset: If none of the above methods can solve the problem, you can try a factory reset. But note that this will delete all your data.

Reduced battery life:

1. Screen brightness is too high: Reduce the screen brightness to reduce battery drain too quickly.
2. Turn off unnecessary functions: Turn off functions that you don't need to use, such as Bluetooth, GPS, etc.
3. Check background apps: Clear background apps to reduce battery consumption.
4. Update System: Check if a system update is available and install it.
5. Replace the battery: If none of the above methods can solve the problem, it may be that the battery has been aging for a long time and needs to be replaced with a new battery.

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The camera doesn't work:

1. Check the camera protector: Make sure the camera isn't obscured by the protector.
2. Restart your device: Press and hold the power button and select the restart option.
3. Check app permissions: Make sure the camera app has permission to access the camera.
4. Update System: Check if a system update is available and install it.

Won't turn on:

1. First check if the power adapter and charging cable are working properly. If you're having trouble with these accessories, try the following:
2. Press and hold the power button for 10-15 seconds to see if you can start the device.
3. Try connecting your computer to see if you recognize the device and charge it.
4. If none of the above methods can solve the problem, it may be that the battery or motherboard is faulty, and it is recommended to contact a professional repairer for inspection.

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Touch screen failure:

1. It could be due to a problem caused by software or hardware. You can try the following methods to troubleshoot:
2. Restart your device: Press and hold the power button and select the restart option.
3. Check the screen protector: Make sure the screen protector isn't obscuring the touchscreen, or replace it with a new one.
4. Check for system updates: Make sure that your device has the latest system updates installed.
5. Factory reset: If none of the above methods can solve the problem, you can try a factory reset. But note that this will delete all your data.

Unable to Charge:

1. Please check the charger and charging port to make sure that the charger and charging cable are not damaged and can work properly.
2. Try using another charger of the same specification for charging.
3. Restart your device: Press and hold the power button and select Restart.
4. If none of the above methods can solve the problem, it may be that the battery or motherboard is faulty, and it is recommended to contact a professional repairer for inspection.