# SOSPIRO-AS10LXPRO

USER MANUAL

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Overview

This tablet uses Android technology™ and it is important to familiarize yourself with the operation in its entirety to ensure proper use and obtain a better result. Senwa Global International is not responsible for the improper use of the tablet.

Senwa Global International may change the device without prior written notice and reserves the right to interpret the performance of the tablet. Due to the different versions of software and mobile operators, the appearance of your tablet could be different from the one shown here; please refer to your tablet for more details.

The operation of this equipment is subject to the following two conditions: (1) this equipment or device may not cause harmful interference and (2) this equipment or device must accept any interference, including that which may cause its unwanted operation.

About SOSPIRO-AS10LXPRO
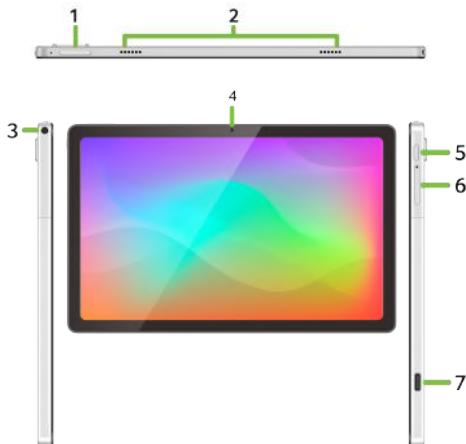
1. Volume buttons +/-
2. Earphone Speaker
3. Audio Connector
4. Front Camera
5. Power Button
6. SD and SIM Card Cover
7. Charge Port

8

9

10
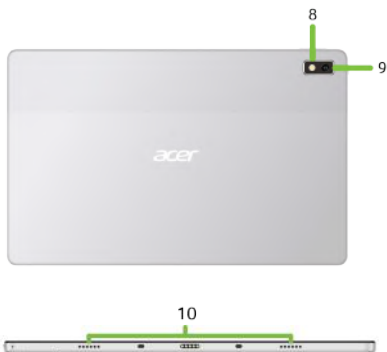
| 8 | Flash | | 10 | Speaker |
| 9 | Rear Camera | | | |

Main Buttons

The tablet contains the following buttons:

- Power Button

The power button is located on the right side of the tablet. Press and hold this button to power on the tablet. Press once to turn off the screen and lock the tablet after use. If you hold down the button an options dialog will appear, you can select several of the following options (Power Down, Restart).

- Volume Buttons

The volume buttons are located on the right side of the tablet. Press the buttons to adjust the tone and application volume.

In the lower margin of the tablet screen, you will find the navigation buttons:

- Go Back

Press the *Go Back* button to open the screen you were working on previously. Once you've gone back to the main screen, you won't be able to go back further in your activity history.

- Home

Press the *Home* button to open the main screen. You can see an extension this screen. scrolling left or right.

- Recent

Press the *Recent* button to access previously opened apps. Swipe up to close an app.

Main Functions

The main way to control Android functions is to use your finger to manipulate elements on the touch screen:

• Press

Press the screen with your finger to interact with elements on the screen, such as app icons and settings, to type letters and symbols using the on-screen keyboard, or to choose buttons on the screen.

• Press and Hold

Press and hold an item on the screen to trigger an action.

• Drag

Press and hold an item, and without separating your finger from the screen, move your finger across the screen to move the item to the desired location.

• Swipe

To swipe, move your finger across the screen without pausing.

• Quick application change

Click on the *Recent* button to open the app you were using previously. This feature allows you to switch between apps quickly without having to select them each time in the list of apps.

• Using the keyboard

You can enter text using the on-screen keyboard. The keyboard is predictive and will suggest words as you type. Once you're done typing, press the *Go Back* button to hide the keyboard.

Main Screen

The main screen of your tablet allows you to perform several functions:

- The main screen allows quick access to your applications. To set the apps, press and hold the app in the app list and drag it to where you want to place it.
- Swipe up from the icon to access all apps.
- The top margin of the screen is the status bar, which contains basic information.
- Swipe down from the top of the screen to see detailed notifications. Press a notification to open the related app or swipe right or left to delete it. You can also press CLEAR ALL to delete all notifications.
- From the notification panel, swipe down to see quick settings for the tablet's basic functions.
- Press the icon to edit the quick settings panel or tap the icon to view the tablet's settings.

Applications

From the main screen, swipe up on the screen to access all apps. Refer to the tablet for more details.

Quick Settings

	Wi-Fi enabled		Bluetooth ON
	Wi-Fi disconnected		Bluetooth OFF
	No Wi-Fi coverage		Do not disturb activated
	Flashlight ON		Do not disturb disabled
	Flashlight OFF		Automatic rotation enabled
	Data saver enabled		Automatic rotation disabled
	Data saver disabled		Airplane mode ON
	Battery saver mode enabled		Airplane mode OFF
	Battery saver mode disabled		Night light enabled
	Screen Recorder		Night light disabled
	Screen Casting		Share with Nearby

SD and SIM Card Installation

A microSD card is a removable memory card that is used to store various files.

A SIM card carries useful information, including your mobile phone number, PIN (Personal Identification Number), network information, contact data, and short message data. You will need an active SIM card to be able to make phone calls or send messages with the tablet.
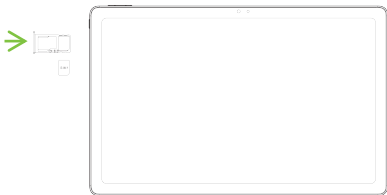
To install both cards,

1. Power off the tablet.
   Note: After powering off the tablet, wait a few seconds before removing or inserting a microSD or SIM card.
2. Remove the microSD card and SIM cover.
3. Insert the cards into their respective slot carefully with the corners of the slot aligned.
4. Follow the on-screen instructions that the tablet provides to finish the installation successfully.

Note: Take special care when handling cards, as friction or bending can damage it. SD and SIM cards are tiny objects. Keep them out of the reach of children to avoid choking risks.

Charge the Battery

The remaining battery charge is indicated by a battery icon in the upper right corner of the screen. You can also add the percentage of the remaining charge by going to the battery settings: Settings-> Battery-> Battery Percentage.

The tablet has an internal rechargeable battery. To charge the battery,

1. Plug the charging cable into the charge port.
2. Insert the charger into a suitable plug.
3. The charge animation disappears when the charge process is complete.

Note: Make sure the charger jack, headphone jack, and USB cable plug are inserted in the correct direction. Inserting them in the wrong direction can cause charge failure or other problems. Before charging, make sure that the standard voltage and frequency of the local mains supply match the voltage and power of the charge.

Charging Base

A separate base accessory (not included) is available for this device. Place the charger in the dock so you can continue to use the tablet while charging.

Wireless Network Connections

The Wi-Fi function allows you to connect to the Internet via Wi-Fi networks. The tablet will search for available Wi-Fi networks within its range. Press a network to connect to it. If the network is open, you will be prompted to confirm that you want to connect to that network. A padlock icon indicates a secure network, which will require entering a password to connect.

Wi-Fi Hotspot

The tablet features *Wi-Fi Hotspot* functionality, which allows you to share your cellular data connection by creating a Wi-Fi connection to which other devices can connect.

To turn it on, go to *Settings-> Internet and Networks-> Hotspots and portable devices* and turn on the option.

Note: Senwa Global International recommends that you select WPA2 PSK as the security method to prevent unwanted connections.

Connect to Bluetooth Devices

The Bluetooth function allows you to connect the tablet to compatible Bluetooth wireless devices.

Before using a Bluetooth device with the tablet, you must pair it. The tablet will search for and display the names of all Bluetooth devices visible in its range. If the device you want to pair with is not listed, make it visible by following the instructions in the manual for the device in question. Once you pair the tablet with the device, they will remain paired unless the connection is manually interrupted.

Connect to a Computer via USB

The tablet can be connected to a computer via a USB cable to transfer music, photos, and other files from your computer to the tablet's SD card and vice versa.

Note: This feature can be used with Windows XP or newer versions of Windows without the need for a driver, connecting your tablet directly to your computer.

Security

To lock the tablet and prevent unwanted presses on the screen, press the power button once.

To unlock it, press the button again; depending on your security settings, the home screen or an unlock screen will display directly.

To lock with a password, go to *Settings-> Security-> Screen Lock* and select your preferred password method.

IMPORTANT: Do not forget your password. If you forget it, you will not be able to unlock your tablet and you will not be able to access your personal information. Senwa Global International's technical service cannot recover forgotten passwords or information from a tablet with a password. Senwa Global International is not responsible for the use of this function and the consequences that occur in case of forgetting the password.

Face Unlock

A handy way to unlock the phone and view apps is to use face unlock.

Facial recognition is considered less secure than other types of lock because there is a chance that someone who looks like you or who uses an image of your face could unlock your phone.

Make sure your face is clearly visible during registration. Don't wear a mask, sunglasses, or a face-charging shade.

Keep in mind that face unlock might not recognize you if noticeable changes occur in your appearance, such as heavy makeup, facial hair, or glasses.

Live Mode: this function helps to avoid face unlocking with a photograph. When this function is activated, it must flash to unlock; this verifies that it is really you, and not a photo or other object.

Please refer to the Face Unlock section on your phone for more details and usage.

Calls

Make a call to a number in Contacts
Go to the app list, and then press *Contacts.* Swipe up or down to scroll through and select the desired contact.

Make a call to a number from the call log
Go to the app list, and then press *Phone.* Go to menu and select *Log.* Scroll through the call log and press the desired contact to start a call.

Answer incoming calls
Swipe the phone icon up to answer an incoming call, or swipe down to reject the call. Alternatively, when you're using the tablet, press ANSWER or DISMISS.

Manage multiple calls
To answer an incoming call in the middle of a conversation, you can press the gray icon to the right to answer the new call and keep the first call on hold.

Wallpaper

To change the wallpaper:

1. Wallpaper settings
- Go to Settings->-> Wallpaper -> Choose from your own images or device wallpapers

Or

- On the home screen, press and hold the background until a pop-up menu appears. Choose Wallpapers-> Choose from your own images or device wallpapers

2. Choose either album
- Your own images
- Device Wallpapers

3. Choose the Wallpaper layout
- Use to display the standard full-size wallpaper for Portrait mode

Or

- Use to adjust the wallpaper frame according to the display mode of the screen (Vertical/Horizontal)

4. Choose the following to set the wallpaper
- Main Screen
- Lock Screen
- Main and Lock Screen

Settings

Internet and networks

- Make Wi-Fi or Hotspot connections
- Check cellular data consumption
- Suspend data transmission and connections with Airplane Mode

Connected devices

- Connect the tablet with compatible Bluetooth accessories
- Connect an app or service to print directly from the device

Apps and notifications

- Manage your apps; view which ones are running, close them, uninstall them, etc.
- Set notifications for apps

Battery

- Displays detailed information about each app's battery consumption.

Display

- Set the wallpaper image
- Control screen brightness

Scheduled Power On/Off

- Set the time for turning the tablet on and off. This feature allows for fewer interruptions when needed.

Sound

- Configure call volume, multimedia, etc.
- Configure the ring and notification tones of various functions

Storage

- Check the available space in the tablet's memory. Allows you to see the memory used by apps and device storage space.

Privacy

- Manage permissions
- Show notifications

Location

- Configure an app's location function.
- Manage app permissions

Security

- Set different parameters to protect your tablet: Screen Lock, Smart Lock, etc.

Accounts

- Set up your user and guest user information

Accessibility

- Find a list of assistive technologies to help personalize the tablet.

System

- Set the language
- Manage apps
- Set the date and time
- Erase the data stored in the tablet and return it to its initial settings.
- Update the tablet

About the device

- General information about the tablet.

Memory Management

IMPORTANT: The user is ultimately responsible for managing the tablet's storage. Senwa Global International is not responsible for improper use of the tablet.

MicroSD Card Configuration

All forms of external storage for Android must be configured before they can be used. When you power on the tablet, a notification will appear to remind you to set up the card. 2 options will be displayed: Use as additional storage media tablet or portable storage:

Note: Your tablet supports microSD cards up to 128GB.

Additional tablet storage

By choosing this option, the microSD Card will be formatted and encrypted. Once formatted, you will be given the option to move all data to the card to free up internal space in the tablet. From this moment on, the tablet treats the microSD Card as an extension of the tablet's own internal storage and your photos, files and apps will be shared between them automatically without having to manage where everything is stored.

Note: If you select the Additional Tablet Storage option, consider backing up the microSD Card data to another medium, as formatting the card will erase all stored data.

Portable storage

Portable storage allows you to move photos and other media between devices by simply inserting the microSD card into another device, such as another tablet or computer. It also allows you to use the tablet as USB Storage when you connect it to a computer via a USB cable, therefore being able to copy files between devices.

Uninstall applications

1. Press and hold the app you want to delete. Move the app icon to UNINSTALL, and then lift your finger off the screen.

2. Confirm you want to uninstall the app.

Note: You can only uninstall applications that have been downloaded. Pre-installed apps cannot be deleted.

Storage

*ATTENTION: This section is only applicable to microSD Cards configured as **Portable Storage**.*

The storage space is divided into two sections: *Shared Internal Storage* and *SD Card*.
- You can copy, move, and delete files between storage spaces
- Press on a folder to view its contents or press on a file to open it with a compatible application.
- Press and hold a folder to view a list of options.
- Press the Go Back button to open the screen you were previously working on.

Note: You can use Files Go or Go Gallery to view, copy, and move files.

To move a folder or file from the tablet's memory to the microSD card, follow these steps:

1. Go to *Settings-> Storage-> Shared Internal Storage*

2. Press and hold on the file or folder to display the options and go to the menu. Select Move to ¨¨

3.   Go to the home directory. Select MicroSD Card.

4.   Press MOVE to complete the function.

Delete data and cache

There are 2 types of data: downloaded data y hidden data. Some apps can store huge amounts of "hidden" data and erasing them is a good way to gain storage space. To delete downloaded and hidden data from an app, open *Settings->Apps y notifications-> App Information.* Search for the app you're interested in. Select *Storage and Cache* and then RELEASE SPACE STORAGE and DELETE HIDDEN.

Note: Deleting data from an app causes the app to behave as if it were installed again; some accounts may need to be set up again. Data deletion and cache options may not be available depending on the application.

Troubleshooting

If you have any problems with the tablet, before taking it to Technical Service, check that you cannot solve your problem with any of the methods offered here. We advise the following:

- Fully charge the battery.
- Avoid saturating the tablet memory and microSD card with apps, photos, music or any other type of data.
- Use *Reset Options* to delete all data from the tablet and return it to its initial settings by going to *Settings-> System-> Reset Options-> Delete All Data*

IMPORTANT: The Factory Restore option will delete ALL personal data; make sure you have it backed up before restoring the tablet.

Common Errors	Solutions
The tablet does not power on or is off.	Remove the battery, check that the contacts are ok and place it again.
	Make sure the battery is charged. Connect the tablet to the charger for at least 20 minutes.
	Delete apps you are not using to free up memory.
	Use a file cleanup app to free up storage space.

Common Errors	Solutions
The tablet doesn't seem to work.	Restart the tablet by powering it off and on normally.
	Remove the battery, place it again and power on the tablet.
	Delete apps you are not using to free up memory.
	Use a file cleanup app to free up space.
The tablet powers off on its own.	Verify that the tablet screen locks when you are not using it and that the Power button is not accidentally pressed.
	Check the battery charge level and recharge it if necessary.
The tablet does not charge properly.	Check that you are using the official Senwa Global International battery and charger.
	Check that the battery is properly positioned and that the contacts are clean and in good condition. Place the battery before connecting the charger.
	Check the battery charge level. A fully discharged battery can take up to 20 minutes to charge before you can turn on the tablet.
	Charge the tablet in a relatively dry environment at a temperature between 0°C and 40°C.
	Check that the charger is plugged into an appropriate voltage plug, especially if you are traveling abroad.

Common Errors	Solutions
There is no cellular coverage.	Move to a place with cellular coverage.
	Verify that the area you are in has coverage from your carrier.
	Confirm that your SIM Card is valid.
	Try manually connecting to a network through the Settings menu.
	In case of a saturated network, try to connect later.
The tablet does not connect to the internet.	Check that you have internet access in the number associated with your SIM.
	Check your internet access settings with your carrier.
	Make sure you have cellular coverage.
	In case of a saturated network, please try again later.
Invalid SIM Card.	Verify that you have inserted the SIM Card correctly.
	Verify that your SIM Card is not scratched or otherwise damaged.
	Check that your SIM Card is valid and has the service activated.

Common Errors	Solutions
Unable to make calls.	Verify that you have dialed a valid number and used the Call button.
	For international calls, verify that you have entered the appropriate prefixes.
	Check that you have cellular coverage and that the network is not saturated.
	Check that your SIM Card is valid and that it has active service.
Unable to make calls.	Verify that outgoing calls are not restricted.
	Verify that certain tablet numbers are not restricted.
	Verify that Airplane Mode is not enabled.
Calls cannot be received.	Verify that the tablet is turned on and connected to an unsaturated network.
	Check that your SIM Card is valid and that it has active service.
	Verify that there is no call forwarding activated.
	Verify that certain tablet numbers are not restricted.
	Verify that Airplane Mode is not enabled.
When you receive a call, the name/phone number is not displayed.	Verify that your operator supports this function and that you have contracted this service.
	The sender may have intentionally concealed their identity.

Common Errors	Solutions
Cannot view contacts.	Verify that your SIM Card is not damaged.
	Check that your SIM Card is inserted correctly.
	Verify that you have followed the steps to import your contacts in the Contacts section.
The sound quality of the call is poor.	Adjust the volume of the call using the volume keys on the side.
	Verify that you are in an area with good cellular coverage.
	Check that the microphone and the headset/speaker are clean and not obstructed by any object.
Cannot call a number from contacts.	Make sure you have entered the number correctly in your contact.
	If you are abroad, check that international prefixes are included.
Cannot add a contact.	Verify that your SIM Card is not full and that you have free memory on your tablet.
	Be sure to confirm that you want to save a contact when you have entered the data by clicking on the OK key.
Messages cannot be left on voicemail.	Contact your carrier to verify that the service is activated.

Common Errors	Solutions
Cannot access voicemail.	Make sure you are in an area with good cellular coverage.
	Check with your carrier that the service is activated.
Cannot send or receive MMS.	Verify that you have free memory on your tablet.
	Contact your operator to verify that the service is activated and check the connection parameters.
	In case of saturated network, please try again later.
The PIN code for SIM Card is locked.	Contact your carrier to request the PUK code (unlock key).
Cannot connect the tablet to the computer.	Verify that you have connected the tablet to the computer with a USB cable and that the cable is in good condition.
	Make sure the tablet and computer are turned on.
	Verify that you have a microSD card inserted into the tablet.
Google Play displays an empty list of installed apps.	Since the screen principal pulse *Settings* y select *Apps and notifications-> View the apps*. Find the application "Google Play". Press *FORCE STOP*. Then select *Storage Space* y in continuation *press DELETE DATA*.
Google Play doesn't update apps.	

Safety Warnings

- Keep out of reach of children

Keep the tablet and all its accessories out of the reach of young children, to avoid choking risks.

- Safety on the road is a priority

Do not use mobile devices while driving. Use a hands-free kit if you need to call or receive an important call and are driving. In some countries, calling or receiving calls while driving is illegal.

- Turn off the tablet on the plane

Wireless devices can cause interference in aircraft. The use of a mobile device during a flight is illegal and dangerous. Please make sure your tablet is turned off during the flight.

- Turn off the tablet when entering dangerous areas

Strictly respect laws, codes and regulations on the use of mobile devices in risk areas. Turn off your tablet before entering a place susceptible to explosion, such as gas stations, oil depots, chemical plants, or sites where any flammable or explosive material is handled.

- Respect all special regulations

Follow the special regulations in force in each case, such as in hospitals, and always turn off your tablet when its use is prohibited or when it may cause interference or be dangerous in any way.

- Medical equipment

Use mobile devices with caution near medical devices, such as pacemakers, hearing aids, and other electronic medical devices, as the tablet can cause interference to this type of equipment.

- Interference

The conversation quality of any mobile device can be affected by radio interference. Inside the tablet, there is an antenna located under the microphone; do not touch the antenna area during a conversation to avoid possible deterioration of sound quality.

- Qualified service

Only qualified personnel should repair the device. Repairing the tablet on your own can pose a serious danger and invalidates the warranty.

- Accessories and batteries

Use only official accessories and batteries. Once the battery charge is complete, do not leave your tablet connected to the power supply for an extended period of time; the tablet is not designed to remain

connected to the electrical current source for a long time and doing so could cause damage to the device or be dangerous.

- Respect local rules

Use the tablet sensibly and appropriately, respecting the laws, rules, uses and customs of each area.

- Emergency calls

Make sure the tablet is turned on and in service, enter the emergency number (it will vary depending on the country you are in), and then press the dial key. Indicate your location and declare your situation briefly. Do not end the call until prompted.

IMPORTANT: Like the rest of the mobile devices, this tablet does not necessarily support all the functions described in this manual in case of problems of transmission of the mobile network. In addition, some networks do not yet support emergency call service. Therefore, don't rely solely on the tablet for essential communications, such as first aid. For more information, consult your local network operator.

- Airbags

Do not place the tablet or its accessories in the expansion area of the car's airbags; doing so could cause personal injury if the airbag system is activated.

- Take care of your hearing and eyesight

When using the headphones, be sure to adjust the volume carefully, avoiding hearing music too loud, as it could damage your hearing ability. Also, do not place the screen of your tablet too close to your eyes and try to keep some light on in the environment while using it.

Precautions

This tablet is carefully designed with detailed finishes. Please take special care when using it. The following suggestions will help extend the life of your tablet and ensure the warranty period:

- Keep the tablet dry and away from rain, moisture, and any other liquid substances that can oxidize electronic circuits.
- Do not use or store the tablet in places with dust or other suspended particles to prevent damage to the device.
- Do not expose the tablet to any heat source, such as radiators or dryers. High temperatures shorten the life of electronic circuits and damage the battery and some plastic parts.
- Do not store the tablet in extremely cold or hot environments. This tablet is designed to be used in environments with ambient temperatures ranging between 0ºC (32ºF) and 35ºC (95ºF); Continuous exposure to very high or low temperatures can cause moisture buildup inside the tablet, damaging electronic circuits by moving from a cold to a more temperate zone and shortening battery and device life.
- Do not throw or hit the tablet, as it could destroy the internal circuits and high-precision components that make it up.
- The tablet can be inspected by X-ray machines, such as those used on airport control conveyor belts, but should not be exposed to magnetic detectors or manual scanners.
- Do not use cleaning products to clean your tablet. Use only a clean, dry cloth.
- Do not paint the tablet. This could clog the moving parts and grooves or vents of your device.

FCC Precaution

Any change or modification not expressly approved by the party responsible for its compliance, could nullify the user's authority to operate the equipment:

This device complies with section 15 of the FCC Regulations. 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 unwanted operation

Note: This equipment has been tested and proven to meet the limits for a Class B digital device in accordance with Section 15 of the FCC Regulations. These limits are designed to provide reasonable protection against harmful interference in a residential facility. 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 causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is advised to attempt 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 the receiver
- Connect the equipment to a power outlet in a different circuit than the one the receiver is connected to
- Consult the dealer or an experienced radio/TV technician for assistance

FCC Radiation Exposure Statement:
The device has been tested and comply with FCC SAR limits.

Cellular Operation Bands

The phone can operate in the following cellular radio frequency (RF) bands:

> GSM: 850 MHz
> PCS: 1900 MHz
> WCDMA: B2/B4/B5
> 4G: B2/B4/B5/B7/B66

Nominal Product Characteristics

Operating voltage: 3,8Vcc
Input adapter: 100-240Vca 50/60Hz 0,5A
Output: 5,0Vcc 2A

Models: SOSPIRO-AS10LXPROS

Support Information:
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