

MPH-MB003A

MPH-MB003B

ENGLISH

ESPAÑOL

PORTUGUÊS



Safety and warranty information
Informações de segurança e garantia
Información de seguridad y garantía

ID Screen

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Idemia Identity & Security France, SAS, n° 440 305 282 RCS Nanterre



Safety and warranty information



www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on **Radio waves** section.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.

Download Quick Start Guide

Please type the following link into your web browser to download the Quick Start Guide (English version):

<https://shared.idemia.com/support/IDScreen-Quick-Start-Guide-Idemia.pdf>



Safety and use

We recommend that you read this chapter carefully before using your tablet. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY:

Given that studies show that using a tablet while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their Device when the vehicle is not parked.

When driving, do not use your tablet and headtablet to listen to music or to the radio. Using a headtablet can be dangerous and forbidden in some areas.

When switched on, your tablet emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your tablet on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from tablet RF energy.

• CONDITIONS OF USE:

You are advised to switch off the tablet from time to time to optimize its performance.

Switch the tablet off before boarding an aircraft.

Switch the tablet off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, tablets can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the tablet off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the tablet is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the tablet, you should hold it against the ear on the opposite side to the device, if any.



Do not let children use the tablet and/or play with the tablet and accessories without supervision.

Your tablet is a unibody device, the back cover and battery are not removable. If you disassemble your tablet the warranty will not apply. Disassembling the tablet may damage the battery, and may cause leakage of substances that could create an allergic reaction.

Always handle your tablet with care and keep it in a clean and dust-free place.

Do not allow your tablet to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is 0°C to +45°C.

At over 45°C the legibility of the tablet's display may be impaired, though this is temporary and not serious.

Do not open, dismantle or attempt to repair your tablet yourself.

Do not drop, throw or bend your tablet.

Do not use the tablet if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only battery chargers, and accessories which are recommended by IDEMIA and its affiliates and are compatible with your tablet model. IDEMIA and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your tablet.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights. These seizures or blackouts may occur even if a person never had a previous seizure or blackout.

• BATTERY:

Please note your tablet is a unibody device, the back cover and battery are not removable. Observe the following precautions:

- Do not attempt to open the back cover,
- Do not attempt to eject, replace and open battery,
- Do not puncture the back cover of your tablet,
- Do not burn or dispose of your tablet in household rubbish or store it at temperature above 70°C.

Tablet and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

Dispose of used batteries according to the instructions.

CAUTION:

- Do not replace the battery with an incorrect battery model or type.
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut a battery as it can result in an explosion.
- Do not leave the battery in an extremely high temperature environment that can result in an explosion or the leakage of flammable liquid or gas.
- Do not leave the battery under extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.
- Do not use in low air pressure at high altitude condition.
- Do not use under excessive (high or low) temperatures.



This symbol on the product, accessories or documentation indicates that neither the product nor its accessories (chargers, headphones, connection cable etc.) can be disposed of along with other general household waste.



This symbol on the battery indicates that the battery for this product should not be disposed of at the end of the battery life along with other general household waste.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• POWER

Input rating (PC in/Power in/Pogo in) : 5VDC, 2A;

Output rating (USB-A): 5VDC, 1.2A;

• CHARGER

Mains powered charger will operate within the temperature range of: 0°C to 40°C.

The charger designed for your tablet meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Supplier	TEN PAO INTERNATIONAL LIMITED 31779290-000- 05-19-7
Reference	S008ACM0500200
Input Voltage	100-240Vac
Input alternative current frequency	50/60Hz
Output voltage	5.0V
Output current	2.0A
Output power	10W
Average active efficiency	78.7%
Efficiency at low load	/
No-load power consumption	0.10W

Radio waves.....

Specific Absorption Rate (SAR)

THIS DEVICE IS COMPLIANT WITH ALL INTERNATIONAL DIRECTIVES CONCERNING EXPOSURE TO RADIO WAVES

Your mobile device is designed not to exceed the limits for exposure to radio waves recommended by international guidelines and those in force in EU.

These guidelines, developed by an independent scientific body (ICNIRP), include a significant safety margin to ensure people's safety, regardless of age or level of health.

The unit of measurement used for these guidelines is the SAR (Specific Absorption Rate).

For mobile devices, the maximum SAR allowed is 2.0 W/kg for the head and body at 5mm and 4.0 W/kg for the body at 0mm.

The maximum SAR values for this model, permitted in accordance with the ICNIRP Guidelines, are:

SAR values for EU countries: the SAR values shown below are valid only for devices intended to be used within the European Union.

Maximum SAR Values

	Concerned Device	Maximum Authorized Value
SAR at body (5mm)	1.50 W/kg	2.0 W/kg
SAR at limbs (0 mm)	3.13 W/kg	4.0 W/kg

The SAR testing has been performed on this device according to the standards*.

During testing, ID Screen radios are set to the maximum transmission power and placed in positions relative to the body that simulate uses when worn or carried against the torso of the body, with 5mm of distancing.

To meet RF exposure guidelines, the device must be worn at least this distance away from the body.

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your device is automatically decreased when full power is not needed for the call.

The lower the power output of the device, the lower its SAR value.

Furthermore, it is not recommended to leave the mobile device in close proximity to the abdomen of pregnant women, as well as the lower abdomen of children and adolescents.

Respect the restrictions of use specific to certain places (hospital, airplane, petrol station, schools, etc.).

Follow the safety instructions in certain places and turn the device off when requested.

Organisations such as the World Health Organisation and the Food and Drug Administration of the United States have suggested that if people are concerned and wish to reduce their exposure, they can use a hands-free accessory to keep the wireless device away from the head and body during use, or to reduce the time spent using the device.

More information on this subject provided by the WHO can be found at: <http://www.who.int/peh-emf/research>

As devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the tablet at least 5 mm away from the body. Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with WLAN features, only connect to trusted WLAN networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.



*These tests are performed in accordance with standards EN 50360, EN 50566, EN 62209-1 and EN 62209-2.

FCC Regulations:

This tablet 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.

This tablet 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.

FCC Note:

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

RF Exposure Information (SAR)

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.



During SAR testing, this device is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage near the body. Although the SAR is determined at the highest certified power level, the actual SAR level of the while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on

FCC ID: ZBW-MPHMB003.

For this device, the highest reported SAR value for usage near the body is 1.30 W/kg.

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

Licenses



The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by IDEMIA and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

IDEMIA IDScreen MPH-MB003A/MPH-MB003B Bluetooth Declaration ID D049062

This equipment may be operated in all European countries.

Regulatory information..

We hereby declare that the type of ID Screen radio equipment complies with Directive 2014/53/EU.

The full text of the Declaration of Conformity is available at the following address:

<https://shared.idemia.com/support/IDScreen-Regulatory-Information-Idemia.pdf>

ENGLISH

General information

- **Internet address:** www.idemia.com

Your tablet operates with the following frequency bands and maximum radio-frequency power:

Frequency bands	Maximum radio-frequency power/dBm
EGSM 900	33 dBm
DCS 1800	30.5 dBm
WCDMA B1	24 dBm
WCDMA B8	24 dBm
LTE B1	25 dBm
LTE B3	25 dBm
LTE B4	24 dBm
LTE B7	24.5 dBm
LTE B8	24.5 dBm
LTE B20	25 dBm
LTE B28A/B	25.5 dBm
LTE B38	25.5 dBm
LTE B40	24 dBm
Bluetooth	10 dBm (GFSK) -2 dBm (GFSK BLE-1M) 9 dBm ($\pi/4$ DQPSK) 9 dBm (8DPSK)
WiFi 2.4 GHz	17.5 dBm (802.11b) 14.5 dBm (802.11g) 13.5 dBm (802.11n)
WiFi 5 GHz	16 dBm (802.11a) 15 dBm (802.11n) 14 dBm (802.11ac)



This product works in all of the following countries. The 5150-5350 MHz band is limited to indoor use only.

	AT	BE	BG	CH	CY	CZ	DE	DK	DO	EE	ES
EL	FI	FR	HR	HU	IE	IL	IS	IT	LI	LT	LU
LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	TR	UK

• Additional information

The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity by contacting our sales representatives or our hotline (support.bioterminals@idemia.com).

Protection against theft⁽¹⁾

Your tablet is identified by an IMEI (tablet serial number) shown on the packaging label and in the tablet's memory. We recommend that you note the number the first time you use your tablet by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your carrier if your tablet is stolen. This number allows your device to be blocked preventing a third person from using it, even with a different SIM card.

• PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your tablet regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your tablet (including the carrier) disclaim any liability which may result from the improper use of the tablet.

⁽¹⁾ Contact your network carrier to check service availability.



- **Intellectual Property:**

All intellectual property owned by or which is otherwise the property of IDEMIA or its suppliers related to the tablet including but not limited to software, parts or accessories, is proprietary to IDEMIA or its suppliers and protected under applicable laws. Intellectual property includes but is not limited to inventions, patents, trade secrets, copyrights, software, and related documentation and other works of authorship. No title or ownership in the intellectual property is transferred to You.

You will not and will not attempt to modify, prepare derivative works, reverse engineer, decompile, disassemble, or attempt to create source code from the software



Disclaimer

There may be certain differences between the user manual description and the tablet's operation, depending on the software release of your tablet or specific carrier services.

IDEMIA shall not be held legally responsible for such differences, if any, nor for their potential consequences. This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that IDEMIA has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and handsets in complying with Intellectual Property rights. IDEMIA will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this handset or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, IDEMIA disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by IDEMIA, may be subject to paid updates and upgrades in the future; IDEMIA waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the carriers where the handset is used; in no event shall the list of possible applications and software provided with the handsets be considered as an undertaking from IDEMIA; it shall remain merely as information for the purchaser. Therefore, IDEMIA shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the carrier of the purchaser. IDEMIA reserves the right at any time to add or remove Third Party Materials from its handsets without prior notice; in no event shall IDEMIA be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.



Warranty & Limitation of Liability

Your tablet is replaced or repaired in case of any defect or malfunctioning which may occur in conditions of normal use during the warranty period as defined by your vendor.

We invite you to read the conditions of warranty and limitation of liability expressly stipulated by your vendor, as well as the conditions set out below. Should there be any contradiction between the conditions stipulated by your vendor and the conditions set out below, the latest shall prevail.

In case of any defect of your tablet which prevents you from normal use thereof, you must immediately inform your vendor. You undertake to comply with IDEMIA's instructions concerning disposal of your defective tablet.

If the defect is confirmed, your tablet or part thereof will be either replaced or repaired, as appropriate. Repaired tablet and accessories are entitled to a limited warranty period for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty shall not apply to your tablet and/or accessory in case of (without any limitation):

- 1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your tablet is used,
- 2) Connection to any equipment not supplied or not recommended by IDEMIA,
- 3) Modification or repair performed by individuals not authorized by IDEMIA or its affiliates or your vendor,
- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by IDEMIA,
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your tablet will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

The warranty given in this Section constitute the only warranty and obligation made by IDEMIA with respect to your tablet, or any part thereof and are in lieu of all other warranties, written or oral, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, and the remedies stipulated in this Section are the sole and exclusive remedies.



In no event shall IDEMIA or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Troubleshooting

Before contacting the service center, you are advised to follow the instructions below:

- You are advised to fully charge the battery for optimal operation.
- Avoid storing large amounts of data on your tablet as this may affect its performance.
- Use **Factory data reset** and System updates menu to perform tablet formatting or software upgrading (to reset factory data, hold down the **Power** key and the **Volume up** key at the same time under power off mode). ALL User tablet data: contacts, photos, messages and files, downloaded applications will be lost permanently.

and carry out the following checks:

My tablet can't be switched on or is frozen

- When the tablet can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.
- When the tablet falls into a loop during power on animation and the user interface can't be accessed, press and hold the **Volume down** key to enter Recovery mode. This eliminates any abnormal OS booting issues caused by 3rd party applications.
- If neither method is effective, reset the tablet using the **Power** key and the **Volume up** key (holding both together) or update software via the **Updates** application.

My tablet has not responded for several minutes

- Restart your tablet by pressing and holding the **Power** key.
- If it still doesn't work, use **Factory data reset** to reset the tablet or use the **Updates** application to update software.

My tablet turns off by itself

- Check that your screen is locked when you are not using your tablet, and make sure that the **Power** key is not accidentally pressed while the screen is unlocked.
- Check the battery charge level.



- If it still doesn't work, use **Factory data reset** to reset the tablet or the **Updates** application to update software.

My tablet can't charge properly

- Make sure that you are using the **IDEMIA** charger that comes with the tablet.
- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

My tablet can't connect to a network or "No service" is displayed

- Try connecting in another location.
- Verify the network coverage with your carrier.
- Check with your carrier that your SIM card is valid.
- Try connecting at a later time if the network is overloaded.

My tablet can't connect to the internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your tablet's internet connection settings.
- Make sure that you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
- Make sure that the chip on your SIM card is not damaged or scratched.
- Make sure that the service of your SIM card is available.

I can't make a call

- Make sure that you have dialled a valid number and have touched **Call**.
- For international calls, check the country and area codes.
- Make sure that your tablet is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your carrier (credit, SIM card valid, etc.).
- Make sure that you have not barred outgoing calls.

- Make sure that your tablet is not in Airplane mode.

I can't receive calls

- Make sure that your tablet is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your carrier (credit, SIM card valid, etc.).
- Make sure that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your tablet is not in Airplane mode.

The caller's name/number does not appear when a call is received

- Check that you have subscribed to this service with your carrier.
- Your caller has concealed his/her name or number.

I can't find my contacts

- Make sure that your SIM card is not broken.
- Make sure that your SIM card is inserted properly.
- Import all contacts stored in SIM card to tablet.

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the **Volume up/down** key.
- Check the network strength.
- Make sure that the receiver, connector or speaker on your tablet is clean.

I can't use the features described in the manual

- Check with your carrier to make sure that your subscription includes this service.
- Make sure that this feature does not require an **IDEMIA** accessory.

When I select a number from my contacts, the number can't be dialled

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country code when calling a foreign country.

I can't add a contact

- Make sure that your SIM card contacts are not full; delete some files or save the files in the tablet contacts (i.e. your professional or personal directories).

My callers can't leave messages on my voicemail

- Contact your network carrier to check service availability.

I can't access my voicemail

- Make sure that your carrier's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your tablet memory availability as it might be full.
- Contact your network carrier to check service availability and check MMS parameters.
- Verify the server center number or your MMS profile with your carrier.
- The server center may be swamped. Try again later.

SIM card PIN locked

- Contact your network carrier to obtain the PUK code (Personal Unblocking Key).

I can't connect my tablet to my computer

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the USB debugging checkbox.
- Check that your computer meets the requirements for Smart Suite installation.
- Make sure that you're using the right cable from the box.

I can't download new files

- Make sure that there is sufficient tablet memory for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your carrier.

The tablet can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your tablet is visible to other users.
- Make sure that the two tablets are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 135 minutes).

- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The tablet becomes warm following prolonged calls, game playing, internet surfing or running other complex applications

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your tablet return to normal temperature.

After Factory data reset is performed, I can't use my tablet without entering Google account credentials

- After reset is performed, you must enter the original Google account credentials that were used on this tablet.
- If you don't remember your Google account credentials, please complete Google account recovery procedures.
- In case you don't succeed in it, please apply to the authorized repair center, but remember that it will not be regarded as warranty case.

The tablet doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (access **Settings > Sound > Do Not Disturb**) is not activated.
- Press the **Volume up/down** key to adjust volume.

I forget some passwords/codes/keys on tablet

- Perform **Factory data reset**.
- If you still cannot access your tablet, please apply to the authorized repair center, but remember that it will not be regarded as warranty case.