

Title	Innova 7111: Battery Troubleshooting Guide						
Tool #	7111	Creator	David G.	Created/Update Date		T/N #	23-7111-002
Description: Battery Troubleshooting Guide							

If you're facing problems getting your Innova 7111 Tablet to turn on or charge, don't worry! We've got you covered. Below are steps to troubleshoot and ensure your device charges and powers up successfully.

1. Charging Time and Symbol:

- Sometimes, it might take a little while for the charging symbol to appear on your Innova 7111 device. This could take up to a maximum of 4 hours.

2. Begin Charging:

- Plug your charger into your Innova 7111 Tablet to kick-start the charging process.

3. Charging Duration:

- Allow your device to charge for at least 4 hours before using it, or consider leaving it plugged in overnight for the best outcomes.

4. Correct Charger:

- Please ensure you're using the 5V DC 2A charger provided with the tablet. This is the only charger that will work effectively.

5. Charging Indicator:

- Note that there's no specific light indicator indicating that the unit is charging. Even without a light, your device should be charging properly.
- For a brand-new device, we recommend charging your Innova 7111 overnight before you start using it.

Common Charging Issues and Solutions:

1. Delayed Charging Symbol:

- If you plug in the charger and the charging symbol doesn't appear immediately, there's no need to worry. The battery might still be charging, but it can take a bit of time for the symbol to show up.
- Wait for up to four hours, and the charging symbol should eventually appear on your device.

2. Device Won't Turn On:

- If your device doesn't turn on even after plugging in the charger, try being patient. Leave your tablet to charge overnight, and then attempt to power it on again.

3. Charging via USB Port:

- Please note that your Innova 7111 Tablet will only charge when connected to an outlet using the provided 5V DC 2A charger.
- Charging via a USB port will not work, so make sure to use the correct charger and outlet for charging.

If you follow these steps and still encounter issues, don't hesitate to reach out to us for further assistance. Our team is here to help you get the most out of your Innova 7111 Tablet.