

Title	Innova 7111: Dead Battery						
Tool #	7111	Creator	David G.	Created/Update Date		T/N #	23-7111-002
Description: This guide aims to address issues faced by users for a potential dead battery.							

1. When a newly purchased Innova 7111 tablet doesn't power on.
2. When the tablet seems unresponsive or "dead" during or after charging.

Initial Steps:

- Charging System: Always use the charging system provided with the tablet.
- Micro USB Port Access: Open the flap covering the micro USB port. Ensure the flap doesn't interfere with the charging cable's connection.
- Store Shelf Scenario: If the SDS 7111 tablet has been idle on a store shelf for an extended period, it might require an extended charge time before use.

Troubleshooting:

1. Charging Time: It might take up to 4 hours before the charging symbol appears on your Innova 7111. For best results, consider charging the device overnight.

2. Charging Method:

- Connect the provided 5V DC 2A charger to the Innova 7111 and plug it into an outlet.
- Note: The tablet does not charge when connected via a USB port. Always use the provided charger for effective charging.
- No Light Indicator: The Innova 7111 doesn't have a light indicator to show it's charging. Always give it ample time to charge, preferably overnight, before attempting to use.

Common Charging Issues:

a. Delayed Charging Symbol:

- Problem: After plugging in the charger, the charging symbol doesn't show up immediately.
- Solution: The battery is still charging. Wait for up to four hours and the charging symbol should appear.

b. Device Doesn't Power On After Charging:

- Problem: The device doesn't turn on even after being plugged in.
- Solution: Leave the device connected to the charger overnight and attempt to power it on the next day.

c. Incorrect Charging Method:

- Problem: The tablet doesn't turn on when trying to charge via a USB port.
- Solution: The tablet will only charge when connected to an outlet using the 5V DC 2A charger. Ensure you're not attempting to charge through a standard USB port.

Warranty & Repair Assessment:

- If the tablet was purchased within one year:
- Confirm its warranty status.
- Gather the customer's details: name, address, and email.
- If the tablet was purchased beyond one year:
- Inform the customer about potential repair costs.
- Collect the customer's details and provide shipping instructions if a repair is needed.

Conclusion:

Ensure you're using the correct charging methods and accessories for your Innova 7111 tablet. If problems persist, consider reaching out to the manufacturer or place of purchase for additional assistance.