### The tablet's battery drains quickly and has a short standby time

The length of the tablet's standby time relates to its battery capacity, settings, as well as your usage habits.

The following suggestions should help you extend your device's standby time.

1. Reduce the media volume.
2. Use the Internet in a place with a good signal.
3. Clear unnecessary background apps regularly.
4. If some apps are not frequently used but consume a lot of power, uninstall them to prevent excessive power consumption. Or If your device provides **Cold Room**, put these app in it.
5. Open **Settings** and go to **Battery** > **Power saving optimization**. You can then decide whether to perform optimization.
6. Open **Settings** and go to **Battery** and modify settings in**Auto launch management** to reduce power consumption.
7. If your device provides **Dark mode**, enable this feature to save power.
8. Open **Settings**, search for and access **Data saver**, and turn on the switch to restrict background apps from using mobile data. This will reduce both data usage and power consumption.

**My tablet gets overheated**

It is normal that your device heats up. The faster your tablet consumes power, the more heat it generates. It is recommended that you reduce your tablet's power consumption to prevent it from overheating.

**Solution:**

Go to **Settings** > **Battery** , and check the tablet status, and optimize tablet settings as instructed.

Go to **Settings** > **Battery**, and enable **Power saving mode** or **Ultra saving mode**.

Your device will then consume less power and generate less heat. However, this operation may affect user experience. Perform this operation based on the actual usage situation.

**Suggestions for daily use:**

1. Avoid placing your device in a hot environment or in direct sunlight.
2. Avoid placing your device in a poorly ventilated place, such as on a bed or blanket.
3. Avoid using your device while charging it.
4. Close background apps that are not in use.
5. It is recommended that you do not play music, videos, or games at a high volume for a long time.

**My tablet is slow to respond when I surf the Internet**

Please perform the steps below to troubleshoot:

1. Check the network conditions

If this issue occurs when using an audio or video player, use a similar app and check whether the issue persists.

* If the issue does not occur again, the server of the app in question may not be responding promptly, or there may be an issue with the audio or video file itself. It is recommended that you switch to a lower image quality or sound quality, or update the app to the latest version and try again. If the issue persists, report the issue to the app's customer service.
* If all apps requiring an Internet connection fail to run smoothly, check whether your Mobile data network or Wi-Fi signal is sufficiently strong. If not, connect your device to a network with a stronger signal. Or alternatively, enable Airplane mode, wait for a short while and disable it, and then try again.

You can also reset the network settings and try again.

1. Clean up storage space

* If your device's RAM or storage space is insufficient, the app may freeze while being used. Go to **System Manager**((Via OTA to update) and clean your device's storage space.

1. Clear background apps

If this issue occurs when a large number of apps are running in the background, close the apps that you are not using and try again.

**Find the serial number (SN) on tablets**

**What is an SN?**

SN, or serial number, is a unique number that records information like the date of production and the warranty status of the product. Each product has only one corresponding serial number.

**How to find it?**

Enter \*#06# on the dialer and the SN will appear on your screen (applicable to the phones and tablets that support SIM cards).

### How to enable TalkBack/Screen Reader

**What is TalkBack?**

TalkBack is an Android service that gives spoken feedback and notifications for users with visual impairments. With TalkBack enabled, your device will automatically read the content you touch, select, and activate. While TalkBack is enabled, you will be able to navigate across your device in a significantly different way from the regular mode.

* The voice feedback provided by **TalkBack** is determined by the language engine pre-installed in the system. This means that voice feedback may not be available for all languages.

## **Enable TalkBack**

Go to**Settings** > **Accessibility**, and enable**TalkBack**.

* If **Talkback** or **Screen Reader** is not enabled on your device, your device does not support this function.

**How to reset a tablet to its factory settings**

Go to**Settings** >**System** >**Reset options**>**Factory reset** to erase all data.

A factory reset will erase all data from the storage space of your device, including:

1. Your accounts
2. App data and system settings
3. Installed apps, music files, photos, and all files in the internal storage

* **Make sure to back up your data before a factory reset.**