

9 Making the most of your tablet

9.1 FOTA Upgrade

Use the FOTA (Firmware Over The Air) Upgrade tool to update your tablet's software. To access **Updates**, from the app list, tap **Settings > System > System Update**.

If you want to update the system, tap **CHECK FOR UPDATES** and when that's finished, your tablet will have the latest version of the software.

During FOTA downloading or updating, to avoid errors in locating the correct update packages, do not change your default storage location.

ECO design technical information

Cobalt in the battery:

- $x < 33.71\text{g}$

Tantalum in capacitors:

- 0g

Neodymium in loud speakers, vibration motors, and other magnets:

- $x > 0.36g$

Gold in all components:

- $x > 0.02g$

Recyclability rate R_{cyc} :

- 83.10%

The indicative percentage of recycled content for the product or a part thereof:

- not known

Ingress protection rating:

- IP54

Minimum battery endurance in cycles in number of cycles:

- 1000Cycle

Licenses



Bluetooth SIG, Inc. licensed and certificated TCL
9469X Bluetooth Declaration ID D067687



Wi-Fi Alliance certified

10 Troubleshooting.....

Before contacting the service center, here are some instructions to help you troubleshoot your device:

- For optimal operation, fully charge the battery.
- To improve the tablet's performance, remove unnecessary files or apps on your tablet.
- Update your tablet's software, go to **Settings > System > System Update**.
- Reset your tablet via **Erase all data (factory reset)**. Tap **Settings > System > Reset** options. Another method is to hold down the **Power** key and the **Volume up** key at the same time when your tablet is powered off, and then select. All your tablet data will be lost permanently. It is strongly advised to fully back up your tablet data before resetting.

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 switch it 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 **Power** key to reset. This eliminates any abnormal OS booting issues caused by third party applications.
- If neither method is effective, reset the tablet by pressing the Power key and the Volume up key at the same time, selecting a language, and then selecting **Wipe data/Factory reset**. Press the **Volume** key to select, and press the **Power** key to confirm each selection.

My tablet has not responded for several minutes

- If your tablet doesn't respond, turn off your tablet by pressing and holding the **Power** key until it turns off and then restart it again.
- If your tablet has a removable battery, remove the battery and reinsert it, then restart the tablet.
- If it still doesn't work, reset the tablet.

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, reset the tablet or update software.

My tablet can't charge properly

- Make sure that you are using the **TCL** charger that comes with the tablet.
- If your tablet has a removable battery, make sure that your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger.
- 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 charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 40°C (104°F)).
- When abroad, check that the voltage input is compatible.

My tablet can't connect to the internet

- 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.

I can't use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure that this feature doesn't require an **TCL** accessory.

I can't connect my tablet to my computer

- Check to make sure the USB port is not broken. If it's not working, try another USB port on your computer.
- Make sure USB drivers are properly installed.
- If you are using a Windows computer, make sure it supports MTP mode. If you are using a Mac, make sure to install Android File Transfer from www.android.com/filetransfer/.

I can't download new files

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

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 240 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.
- Turn off Bluetooth, Wi-Fi, or GPS when not in use.

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

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

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

- After a 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, complete Google account recovery procedures.
- If you still cannot access your tablet, apply to the authorized repair center, but remember that it will not be regarded as warranty case.

I forget some passwords/codes/keys on tablet

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

11 Specifications.....

Processor:

Media Tek Helio P60T

Platform:

Android 13

Memory:

256GB ROM + 6GB RAM

Dimensions (LxWxT):

257.04*161.64*6.95 mm

Weight:

462g

Display:

2000 *1200 pixels

GPS:

GPS

Connectivity:

- Bluetooth BT5.0
- Wi-Fi 802.11a/b/g/n/ac
- USB Type-C

Camera:

- 8 megapixel front camera
- 8 megapixel rear camera

Audio supported formats:

AAC LC, HE-AACv1 (AAC+), HE-AACv2 (enhanced AAC+), AAC ELD (enhanced low delay AAC), AMR-NB, AMR-WB, FLAC, MP3, MIDI, Vorbis, PCM/WAVE

Battery ⁽¹⁾:

Capacity: 8000mAh

Expansion Slot:

microSD™ memory card
(Availability of microSD card depends on market)

Note: Specifications are subject to change without prior notice.

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.

TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the carrier exclusively.

⁽¹⁾ The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.

12 Battery

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open battery;
- Do not puncture the back cover of your device;
- Do not burn or dispose of your device in household rubbish or store it at temperature above 60°C (140°F);
- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.

- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Improper battery use may result in a fire, explosion or other hazard.
- Do not replace an embedded battery pack. Improper replacement may present a risk of fire, explosion, leakage or other hazard. Contact the manufacturer for replacement.
- This device shall only be connected to CTIA Certification certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

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