

RTC-I116

User's Manual



With Microsoft Windows 10/11
With Linux

Table of Contents

Chapter 1. About this manual	5
1.1 Introduction.....	5
1.2 Precautions and safety.....	5
1.3 Recycling and disposal instructions.....	5
1.4 Regulatory information.....	5
1.5 Product application scenario.....	5
Chapter 2. Product overview	8
2.1 RTC-I116.....	8
2.3 System specification parameter	15
Chapter 3. Function use	18
3.1 Power management.....	18
3.2 Wireless network	22
3.3 Bluetooth (Win 10).....	23
3.4 4G (Win10).....	29
3.5 GPS	34
Chapter 4. Accessories and power.....	36
4.1 Checking the Package.....	36
4.2 Power Connection	37
Chapter 5. Battery description.....	39
5.1 Power adapter	39
5.2 Battery pack.....	39
Chapter 6. Product maintenance	43
6.1 Protective tablet	43
6.2 Tablet maintenance	43
6.3 Carry it on long trips.....	45

Chapter 7. FAQ and Warranty47

7.1 Preliminary inspection items 47

7.2 Restart 47

7.3 Warranty and after-sales service 47

Chapter 1. About this manual



1. About this manual

1.1 Introduction

This is the user manual of RTC-I116, which mainly includes the introduction of the application environment of the product, appearance description, product characteristics, technical parameters, common function Settings, machine installation, precautions and after-sales common problem diagnosis. This manual is designed to help users solve the problems encountered in the process of use, in order to better use RTC-I116, please be sure to read this manual in detail.

1.2 Precautions and safety

- Before using the RTC-I116, be sure to read the tablet instructions carefully and follow the prompts.
- Do not apply too much pressure or hit the screen seriously; otherwise, the LCD panel may crack, causing injury. If the LCD panel is damaged, do not touch the liquid inside, because the liquid will irritate the skin.
- Use only the original AC/DC adapter on the terminal. Using an unapproved AC/DC adapter can cause electrical problems and even cause a fire or electrical failure.
- Do not disassemble the terminal. Maintenance should be carried out by the supplier. If the terminal or accessories are damaged due to faulty operation or unauthorized repair, the warranty is void. If the warranty seal is damaged, the warranty is void.
- Back up all important data regularly.
- In no event shall Supplier be liable for any direct, indirect, consequential or incidental damage and/or any loss of data arising from the use or inability to use the hardware and software, even if Supplier has been advised of the possibility of such damage.

1.3 Recycling and disposal instructions



Do not discard this product or recycle electronic equipment at will.

1.4 Regulatory information



If you need CE, FCC, RoHS and other documents that meet the requirements, please consult the contact window of Da Wen Tablet.

1.5 Product application scenario

RTC-I116 is an 11.6-inch three-defense reinforced tablet launched by Darveen for the military three defense industry, equipped with Intel 12th gen high-performance processor, benchmark frequency

1.3GHz, up to 4.4GHz, pre-installed Windows operating system, with excellent protection performance and functionality, It is widely used in medical, construction, mining, transportation, agriculture and Marine fields, whether in military defense, outdoor exploration, field collection, construction engineering, sea navigation, or logistics and transportation, and can meet the needs of various harsh environments. It can effectively prevent the interference of the external environment such as water, dust, and external force impact, and maintain the stable operation of the equipment.

Chapter 2. Product overview



2. Product overview

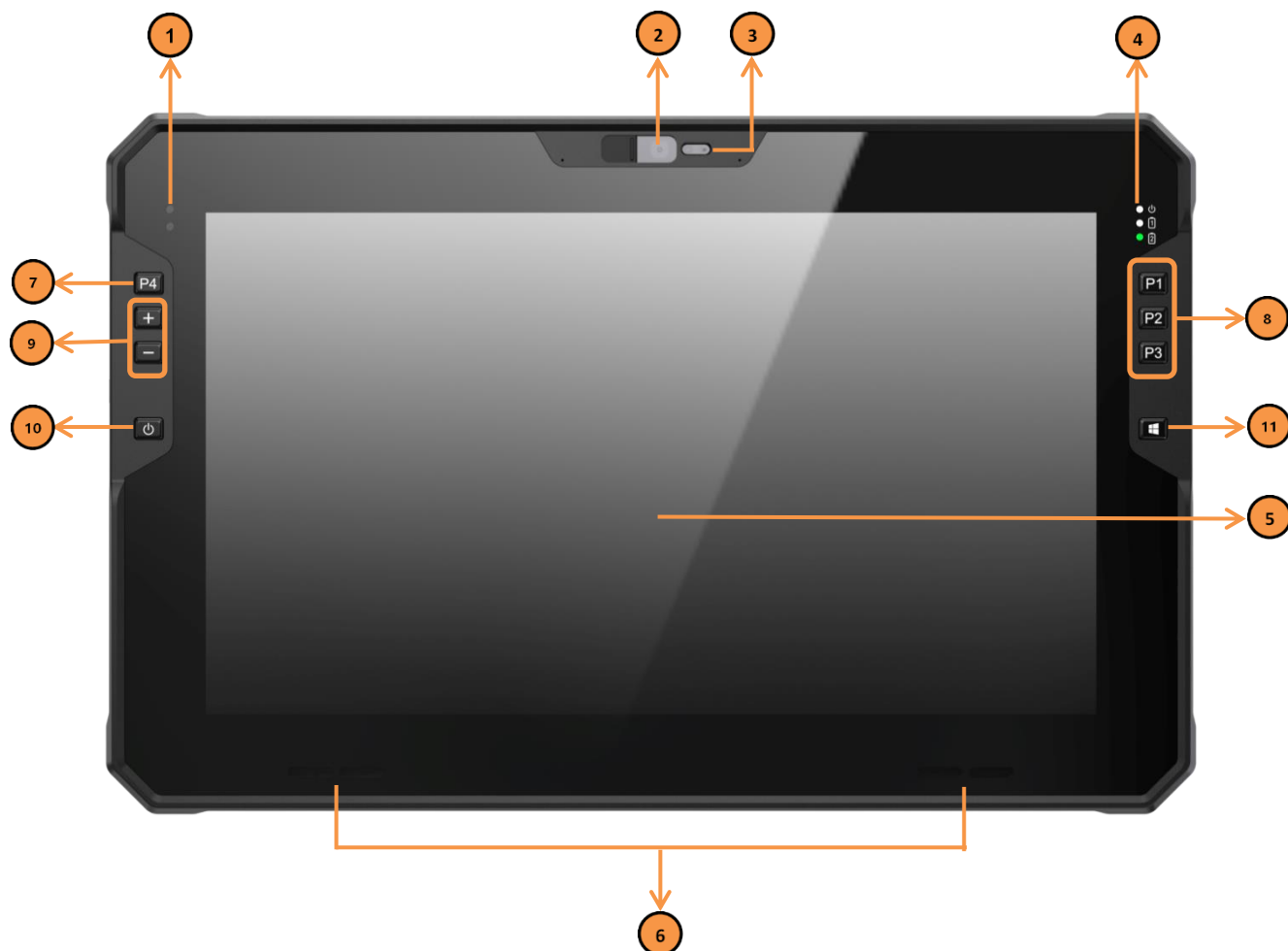
2.1 RTC-I116

Congratulations on your purchase of RTC-I116, RTC-I116 is an 11.6 inch three-defense reinforced plate launched by Darveen for the military three defense industry. Equipped with Intel 12th gen high-performance processor, base frequency 1.3GHz, Rui frequency up to 4.4GHz, pre-installed Windows operating system, can fully play Microsoft Windows data processing capabilities in the mobile environment, optimize the application and network management capabilities, While maintaining the flexibility of multitasking applications. RTC-I116 adopts industrial regulation high-brightness capacitive touch screen, IP66 protection level, meets 1.22m anti-drop, various wireless communication modes, supports 4G LTE,WIFI,BT,GPS and other communication, ultra-long life, built-in large-capacity dual lithium battery, and the battery is removable, optional module: 1D/2D scanning code, RFID UHF, NFC, ID card (second generation) and so on.

- Equipped with Intel 12th gen high-performance processor, benchmark frequency 1.3GHz, Rui frequency up to 4.4GHz,
- 11.6 inch brightness 1000cd/m² high brightness capacitive touch screen
- IP66 protection grade, meet 1.22m fall prevention
- Avariety of wireless communication modes, support 4G LTE,WIFI,BT, GPS and other communication
- Long life, built-in large capacity dual lithium battery, and the battery is removable
- Optional modules: 1D/2D scanning code, RFID UHF, NFC, ID card (second generation)

2.2 Appearance view

Front component



ID	Item	Description
1	Ambient light sensor	Detects the brightness level of visible light in the current environment
2	Front camera	It is used for taking pictures and making video calls
3	Front camera status indicator	Displays whether the front camera is working
4	Power and battery indicators	It is used to display the on-off status and battery charging and discharging status
5	Touch screen	For finger portable operation
6	Stereo speaker	Make media sound
7,8	Custom buttons (P1~P4)	Custom function buttons, P1 and P4 are the default quick code scanning functions.
9	Volume + , -	Adjust audio output devices such as speakers and headphones

10	Power switch	Used for power management, such as on/off, sleep, and hibernation
11	Windows key	Quick actions such as calling the Start menu and quick return to the desktop

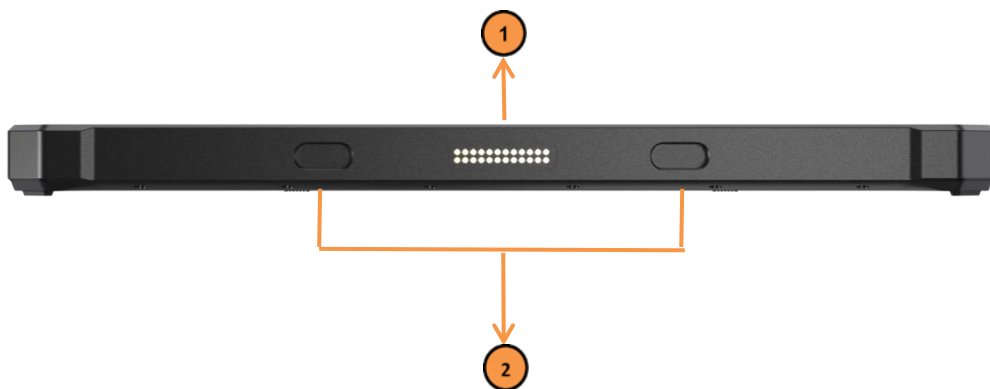
Description of Custom Function buttons

The screenshot shows a configuration window for custom function buttons. It features a dropdown menu labeled 'Select The Desired Button:' with 'P1' selected. Below this are several radio button options: 'Launch Application', 'Barcode Trigger', 'Camera Trigger', 'Torch', 'Keycode', and 'Disable'. Each option is associated with a numbered callout (1-7). The 'Launch Application' section includes a text input field and a 'Browse' button. The 'Keycode' section includes three numeric input fields and a 'Confirm' button. A separate section titled '+/- Button Setting' contains radio buttons for 'Volume adjustment' and 'Brightness adjustmer', with a 'Confirm' button. Callout 8 points to the '+/- Button Setting' section, and callout 9 points to the 'Brightness adjustmer' option.

ID	Item	Description
1	Select The Desired Button	Select one of the buttons from P1 to P4
2	Launch Application	Select the application that needs to be launched quickly
3	Barcode Trigger	Set as the barcode scanning button
4	Camera Trigger	Set as Quick Camera Launch
5	Torch	Set to turn on the flashlight

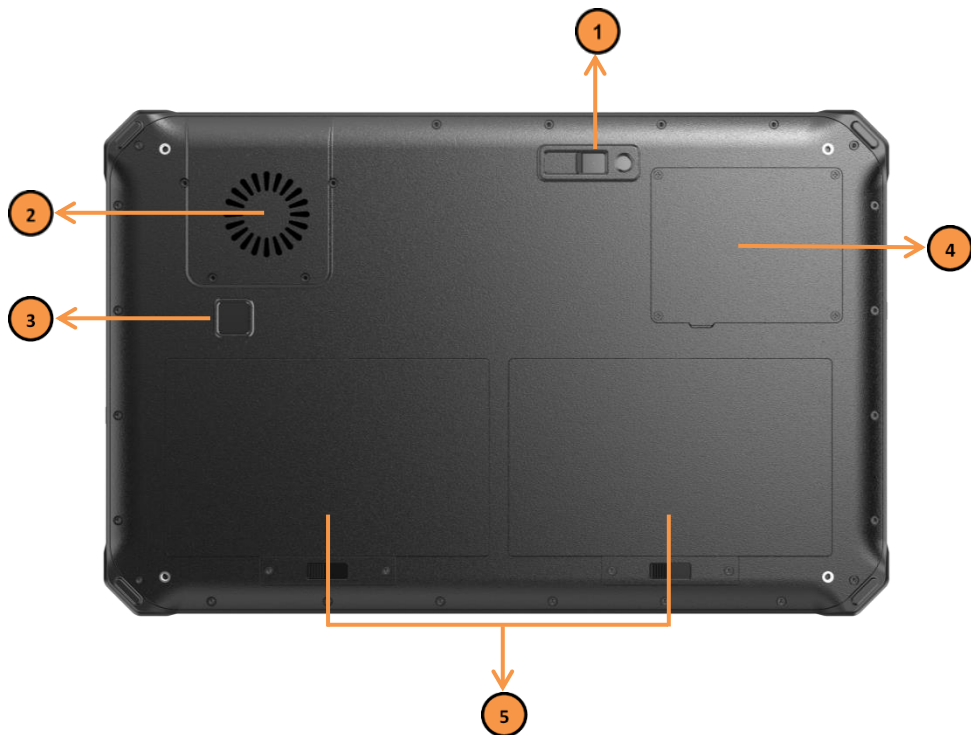
6	Keycode	Set the required key values
7	Disable	Disable the function of this button
8	Volume adjustment	The + and - buttons are set to adjust the volume(default)
9	Brightness adjustment	The + and - buttons are set to adjust the brightness

2.2.1 Bottom component



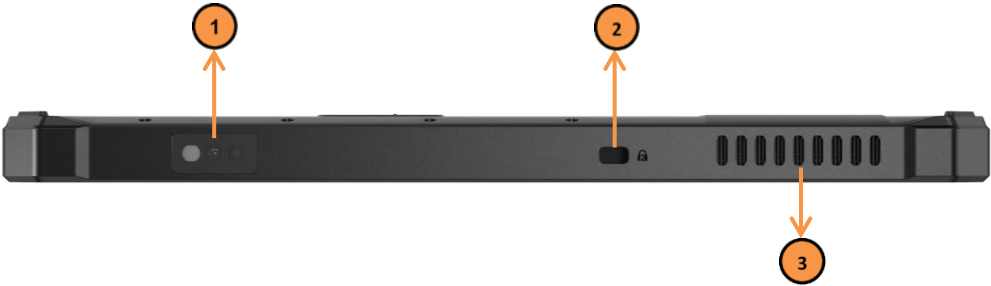
ID	Item	Description
1	POGO PIN holds the groove	The Dock is used in a fixed position
2	POGO PIN contact	The Dock is used to connect extended functions

2.2.2 Back component



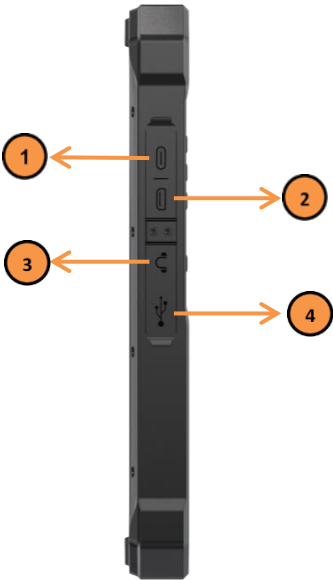
ID	Item	Description
1	Rear camera	For photograph
2	Heat dissipation fan inlet	Incoming cold air
3	Fingerprint region	Windows Hello screen unlock use
4	Function extension window	Optional features such as SSD quick removal, NFC and ID Card
5	battery	58Wh dual batteries, hot-swappable

2.2.3 Upper component



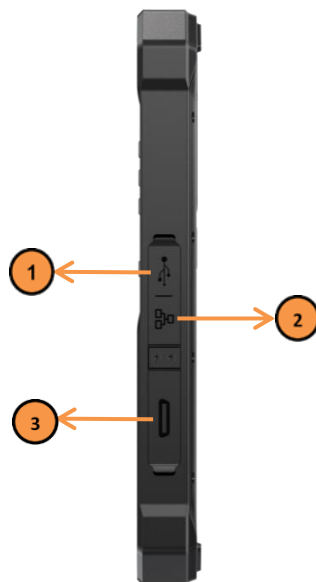
ID	Item	Description
1	2D Barcord read	Scan QR code to use (optional)
2	Kensington security keyhole	Lock the flat plate connection cable in the specified position
3	Heat dissipation fan outlet	Dissipate CPU heat

2.2.4 Left side component



ID	Item	Description
1	Type-c interface	Battery charging and OTG function
2	Mini-HDMI interface	HD video output
3	3.5mm headphone jack	Headset and microphone combination port
4	USB3.0 interface	Used to connect Type-A peripherals

2.2.5 Right side component



ID	Item	Description
1	USB3.0 interface	Used to connect Type-A peripherals
2	RJ45 Gigabit network	Connect to the Internet and use network communication
3	Serial port	Extended function (optional)

2.3 System specification parameter

Note: Detailed specifications are as follows. All specifications are subject to change without notice unless otherwise specified.

Basic parameter	Apparent dimension	315 x 203 x 20 mm (12.40 x 7.99 x 0.79 in)
	Wight	1580g
	Colour	black
	Display screen	11.6 inch 16:9 TFT IPS screen, resolution 1920*1080, brightness 1000cd/m ²
	Touch screen	10 touch capacitive touch screen, G+G, liquid crystal glass, hardness 7H
	camera	The front 5MP prime focus camera and the rear 12MP autofocus camera
	loudspeaker	8Ω/2W, stereo dual speakers
	battery	Removable polymer lithium-ion dual battery, 7.7V, 3800mAh, 58Whr
	Endurance time	6 hours (default 30% brightness for 1080P video playback)
System configuration	CPU	Intel 12th Core I5-1235U processor, 10 cores, 12 threads, embedded 12 MB SmartCache, base frequency 1.3GHz, core frequency 4.4GHz (I7-1255U optional)
	GPU	Intel® Iris® Xe Graphics eligible
	RAM	16GB DDR5 (selectable 32GB)
	ROM	256GB M.2 NVMe PCIe SSD(selectable 1TB)
	sensor	Gravity sensors, light sensors, gyroscopes
Network configuration	WIFI	Wi-Fi 6E (802.11ax) 2.4, 5, 6 GHz (160MHz)
	Bluetooth	BT5.3 (BLE) 48Mbit/s Transmission distance: 300m
	4G	LTE-FDD: B1/B3/B5/B7/B8/B20/B28 LTE-TDD: B34/B38/B39/B40/B41 WCDMA/HSPA+:B1/B5/B8
	GPS	GPS, GLONASS, BeiDou

Software configuration	Operating system	Windows 10 (Windows11 and Linux versions optional)
Data acquisition	NFC	13.56MHz supports ISO/IEC 14443A/14443B/15693/18092/MIFARE protocol, the card reading distance is 2~5cm
	Fingerprint	Windows Hello Fingerprint unlock
(Optional)	RFID	High frequency 13.56MHZ, support ISO/IEC 14443A/14443B/15693 protocol UHF PR9200 / R2000
	2D Barcord	Optical resolution :5mil, scanning speed :50 times /s
	ID card	Second generation ID card module
I/O interface	SIM Card slot	Nano SIM *1
	USB Type-C	Type-C *1, Charging, OTG
	USB Type-A	USB 3.0 *2
	Headphone jack	Standard 3.5mm interface *1
	HDMI	Mini HDMI 1.4a *1
	Ethernet	RJ45 *1 ,10/100/1000M
	Pogo Pin	Bottom 24pin*1 (charging port, USB signal connection base)
Buttons and indicators	Function key	Function key *4 (P1, P2, P3, P4)
	Power key	Power key *1
	Volume key	Volume + *1, volume - *1
	Pilot lamp	Charge indicator *1, battery indicator *2, front camera status indicator *1
Protection configuration	Drop height	1.2m composite wood floor startup status
	IP Rate	IP66
	Operating temperature	-20 °C ~ 60 °C (-4 to 140°F)
	Storage temperature	-30 °C ~ 70 °C (-22 to 158°F)
	Humidity	95% , 40 °C (104°F), non-condensing

Chapter 3. Functional Use



3. Function use

3.1 Power management

3.1.1 Startup

Press the power button to start RTC-I116. If RTC-I116 does not power on, check that the power is connected properly and try again



When RTC-I116 runs, the operating system starts, and a Windows startup LOGO appears on the screen for a short period of time, followed by the Windows desktop window.



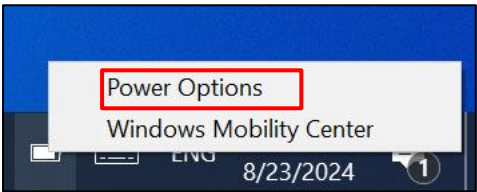
3.1.2 Status light

When the power button is pressed, the green power indicator lights up

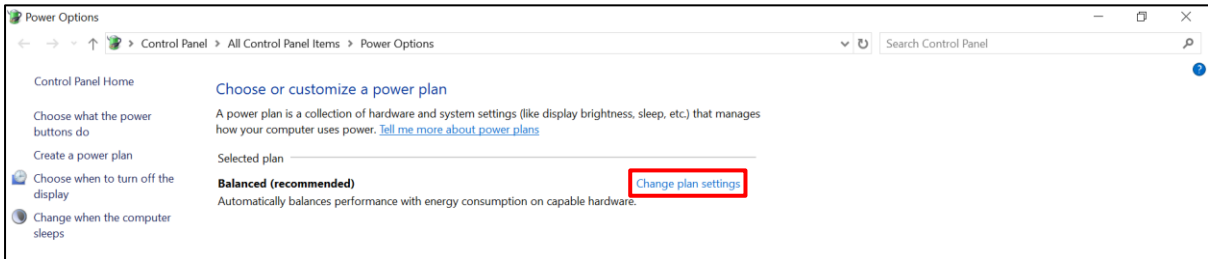
Icon	Item	Description
	Power source	When the system starts running, the green LED power light is on. When the system is turned off or hibernated, the LED power light is off. During sleep, the LED power light breathes.
	Battery 1	Battery indicator status: Steady on: The battery is being charged Off: no charge or battery is fully charged Blinking: If the battery is lower than 10%, a charging message is displayed
	Battery 2	

3.1.3 Set a power management policy

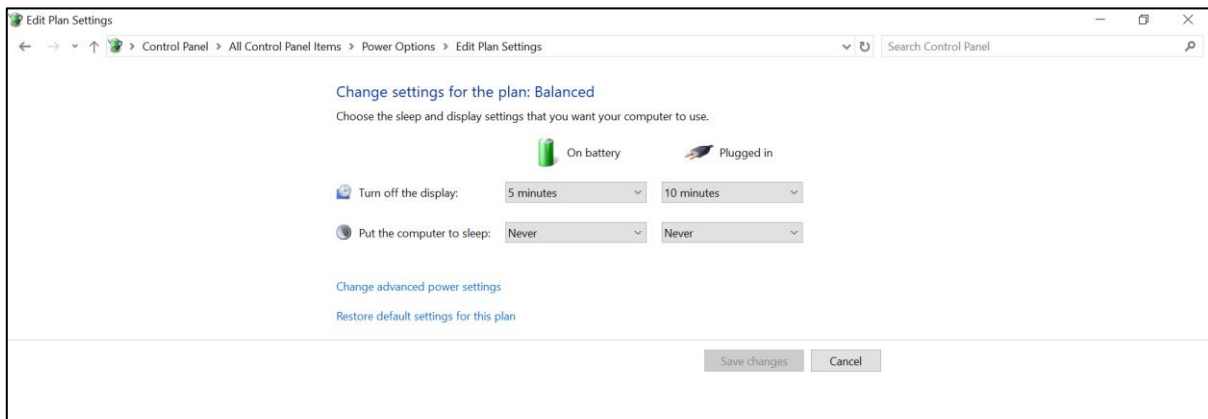
1. Right-click the battery icon on the taskbar on the desktop () .
2. Then select the **power option**.



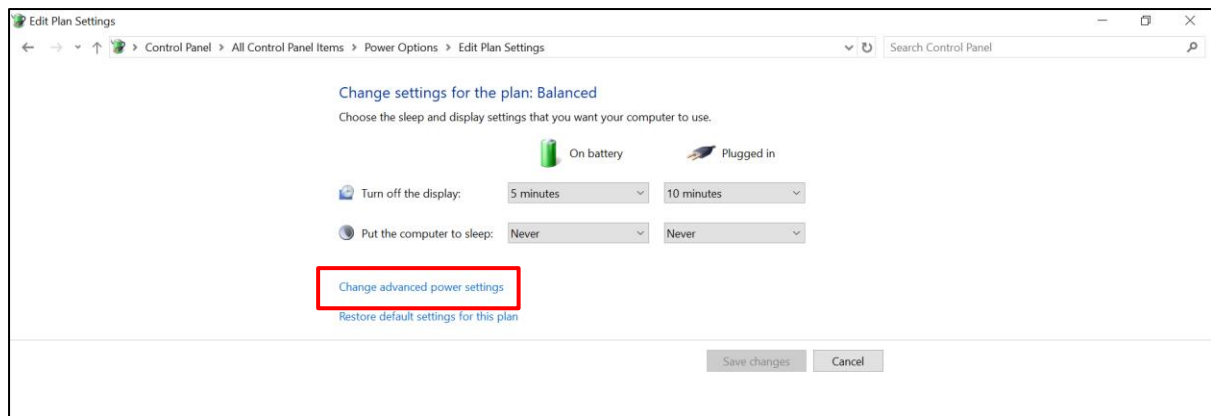
3. To customize power options, click **Change Plan Settings**.



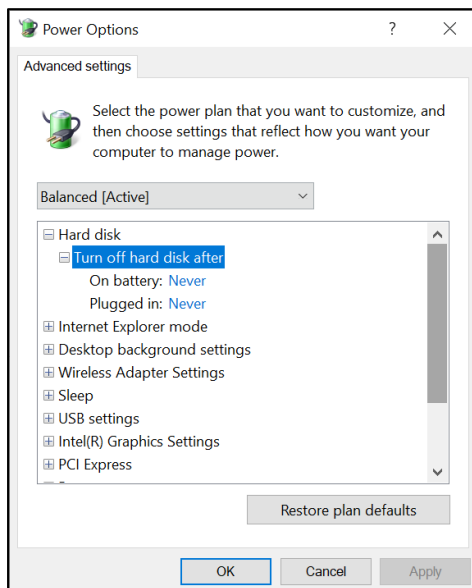
4. Set the time to **turn off the monitor** and **put the computer to sleep** as required (or use the default time)



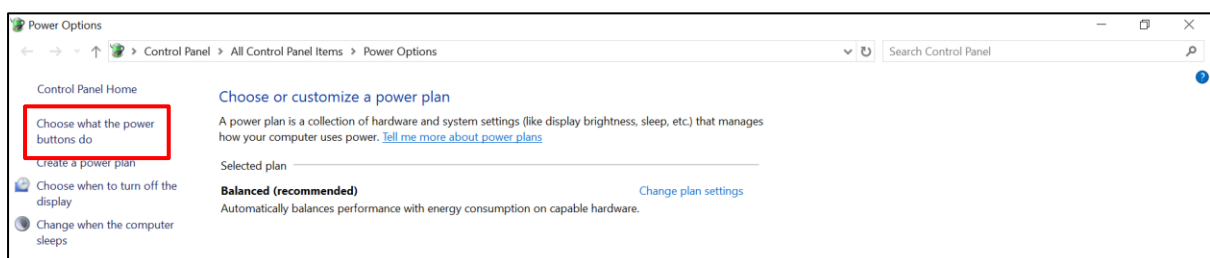
5. Click Change Advanced Power Settings.



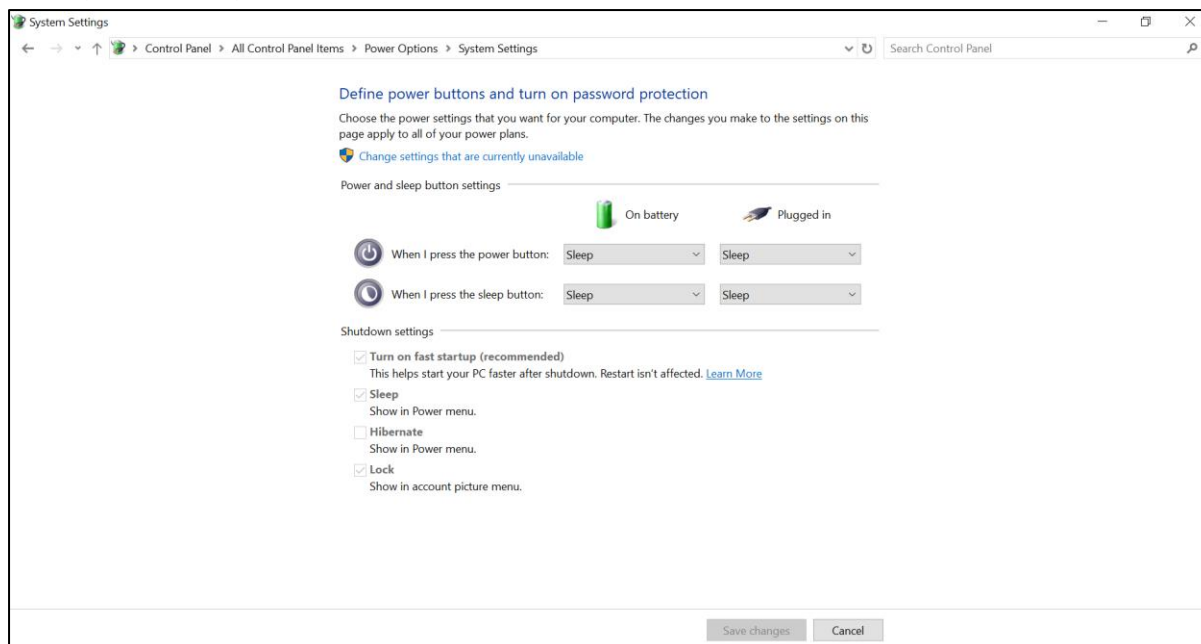
6. Hard Disk - Turn off hard disk after this time set to: **Never**
 USB Settings - USB Selective Pause is set to: **Disabled**
 You can also use the default system configuration.



7. Click Choose what the power buttons do.



8. Set the **power button function** (default is Sleep), which can be set not to take any action, hibernate, shut down, turn off the monitor.



3.1.4 Shutdown

When you're done, you can turn off the power or put the tablet to sleep or hibernate

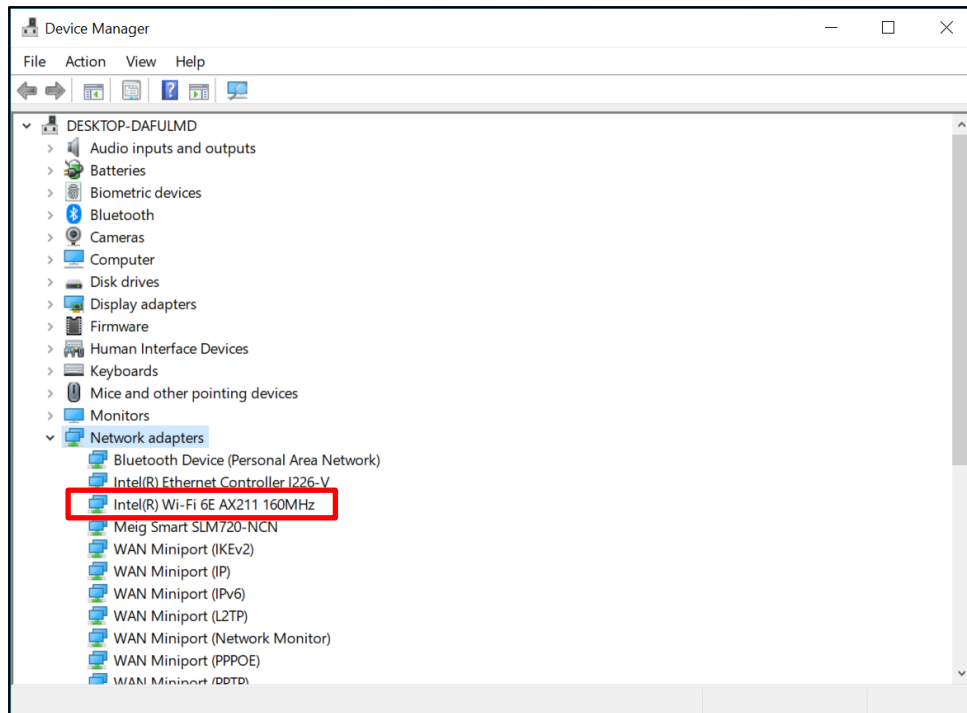
1	Power off	Click in the lower left corner of the desktop  →  → [Power off]
2	Sleep	Use either of the following methods: • Press the power button • Click  →  → [Sleep]
3	wake up	In the case of a black screen, Short press [power button] Or click the touch screen to wake up the screen.
4	Dormancy	By default, this item does not appear in the [power] menu。 If you want to use this feature, go to the Power button function of Windows [Power Options] to set it up.

- [Sleep] Default function for power button. You can change the result of the power key through the above power management policy Settings.

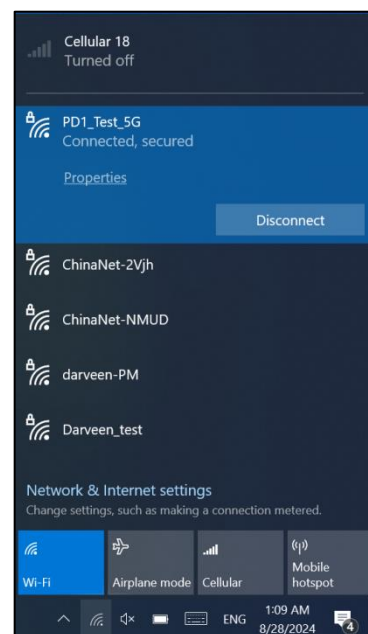
3.2 Wireless network

3.2.1 WIFI connection

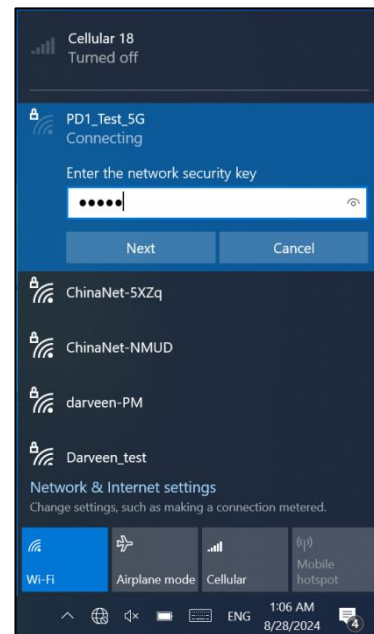
1. Verify that drivers for wireless modules, such as wireless network card (Wi-Fi 6E AX211), are installed by looking at Device Manager or Programs and Features.



- 2. Click on the Network signal icon in the
- lower right corner of your desktop to view
- a list of wireless signals,
- Select the WIFI signal to connect,
- enter the correct password, click Next,
- Check Auto Connect and click OK.



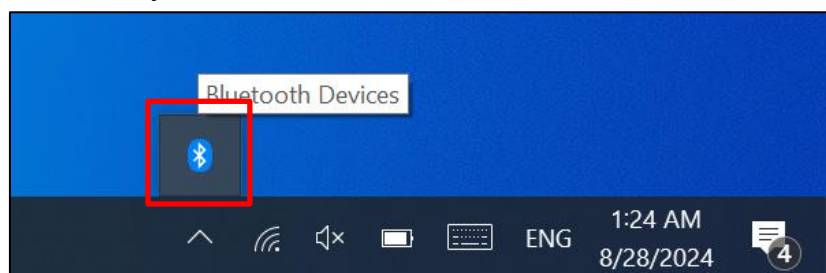
3. At this time, the wireless network is properly connected, and you can use the wireless network to access the Internet.



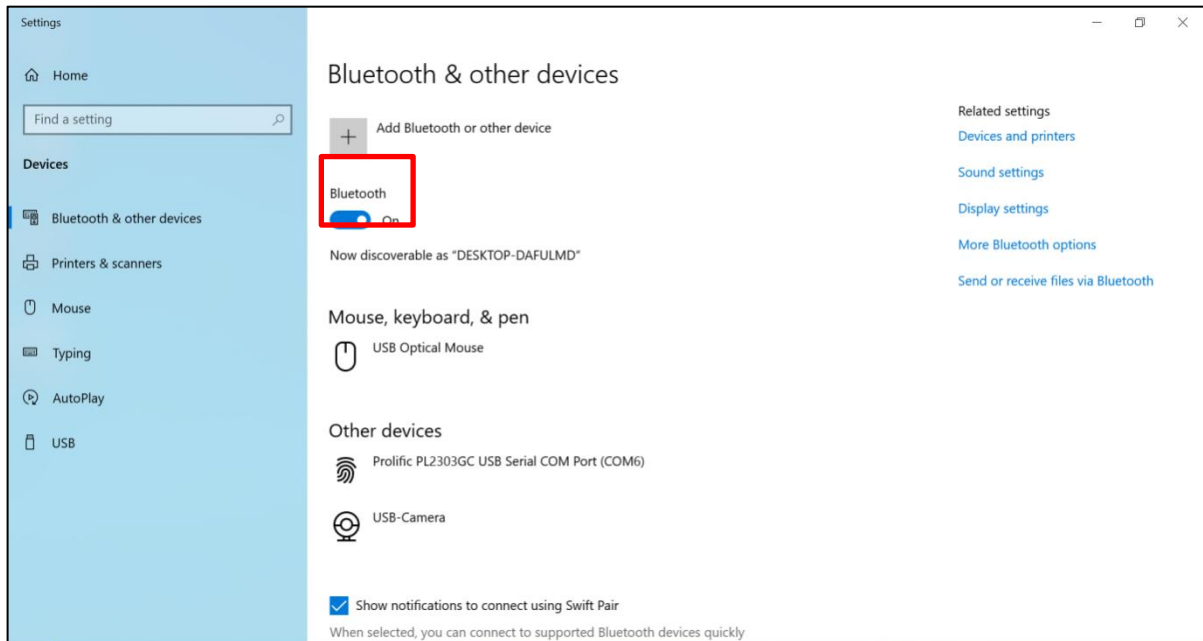
3.3 Bluetooth (Win 10)

3.3.1 Turn on Bluetooth

1. Double-click the Bluetooth icon in the taskbar drawer in the lower right corner of the desktop screen to turn on your Bluetooth device;

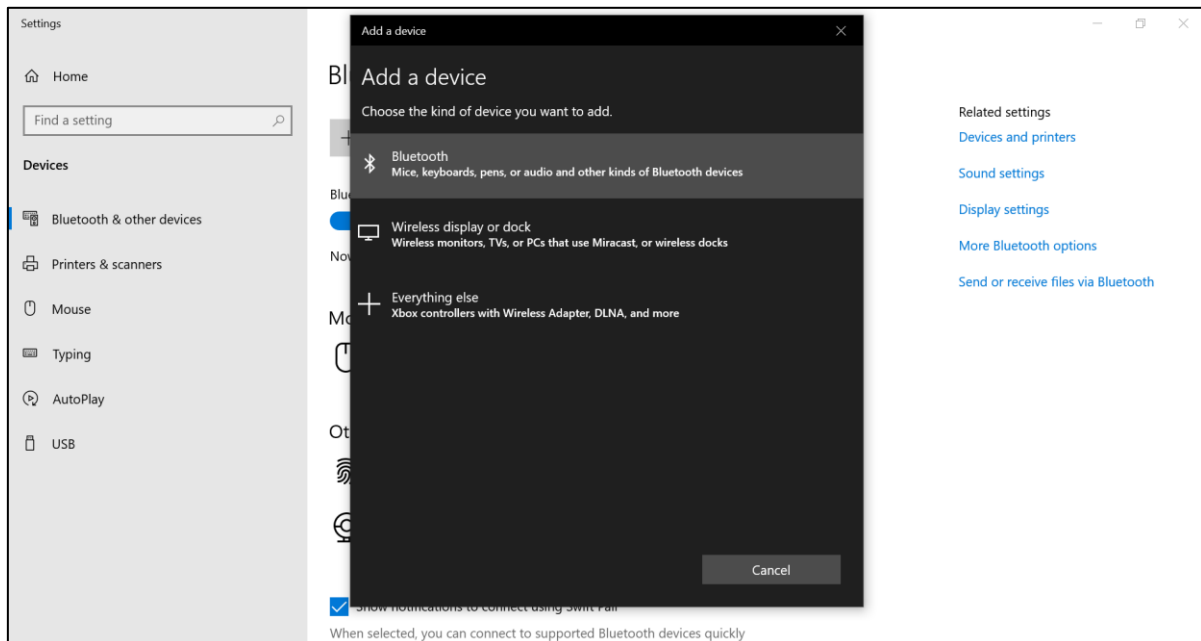


2. Tap Bluetooth again to turn on your Bluetooth device and put it in the discovery state.

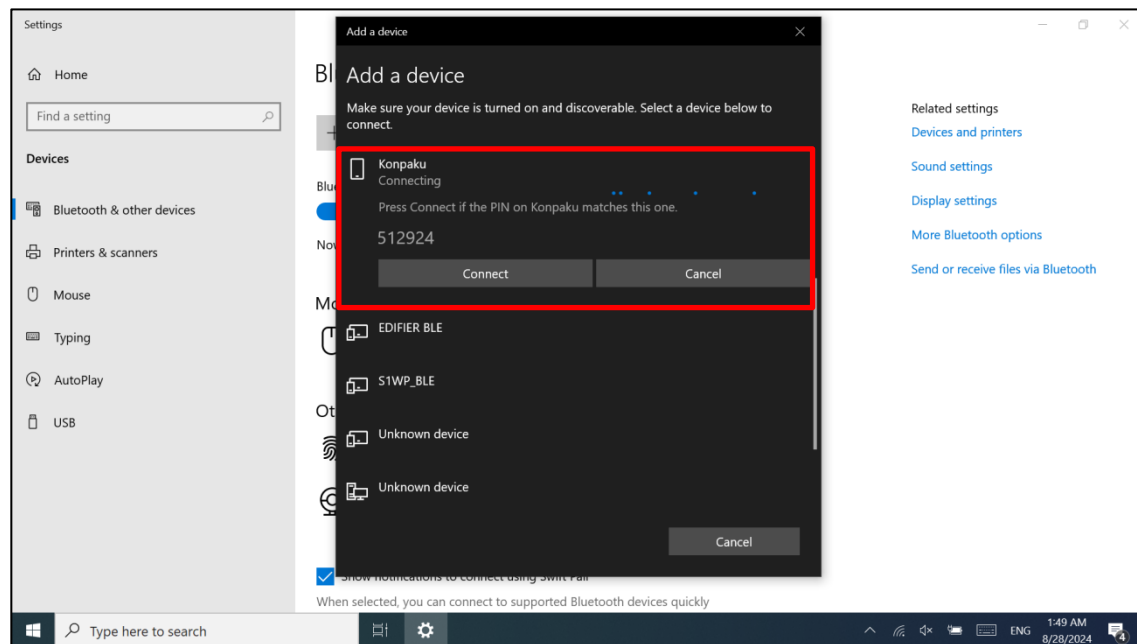
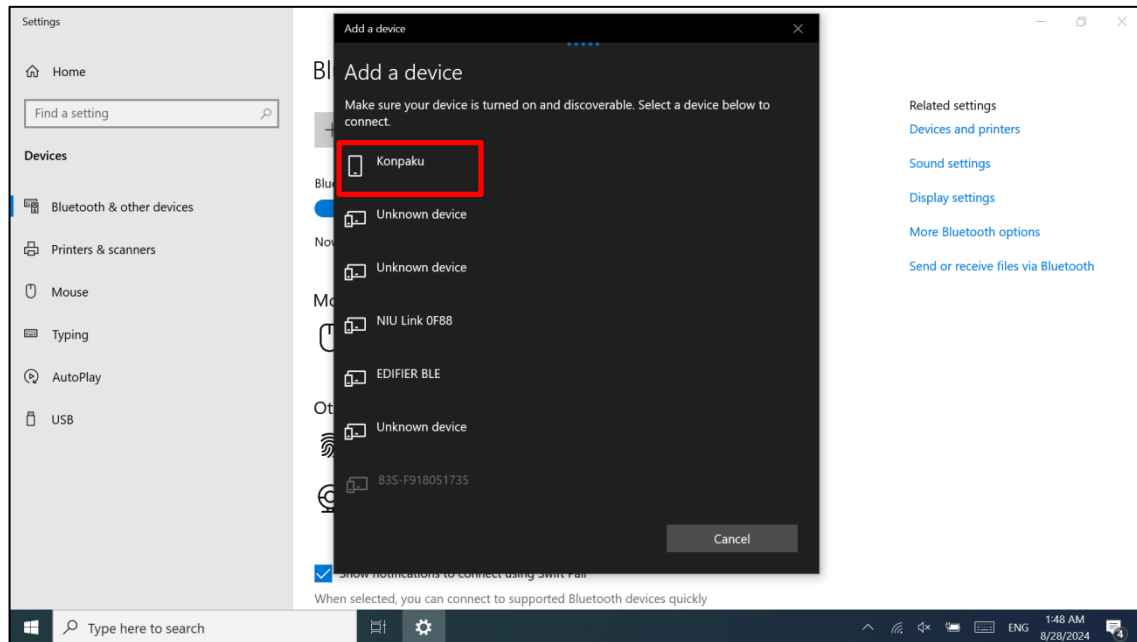


3.3.2 Connect Bluetooth

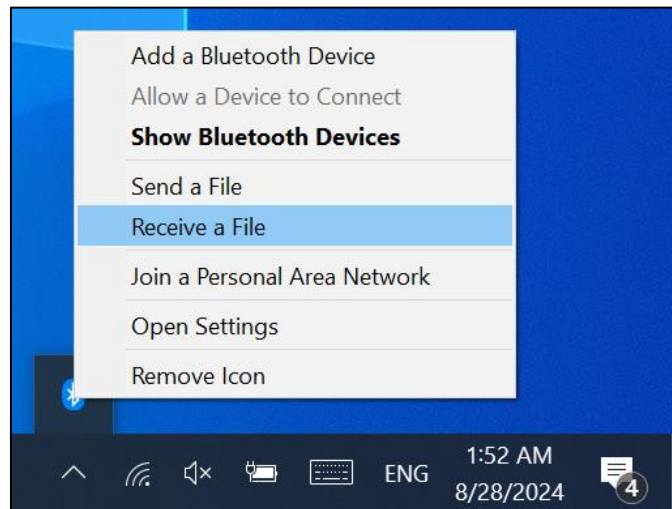
1. Add a Bluetooth device to connect to;



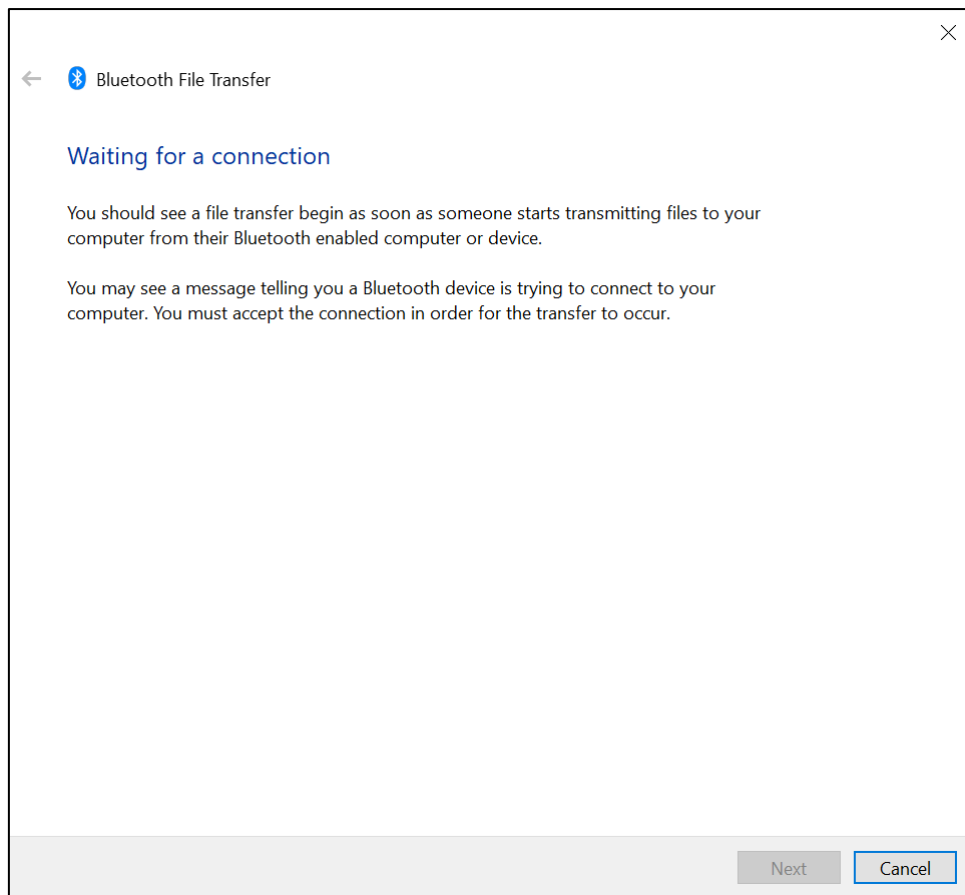
2. For the name of the device you want to connect to, after clicking you will see a matching PIN, making sure the RTC-I116 and the password on the device are the same. This can help you ensure that you are connecting your device to the correct machine and not another computer nearby. You will need to confirm the connection verification code on the RTC-I116 and other machines;



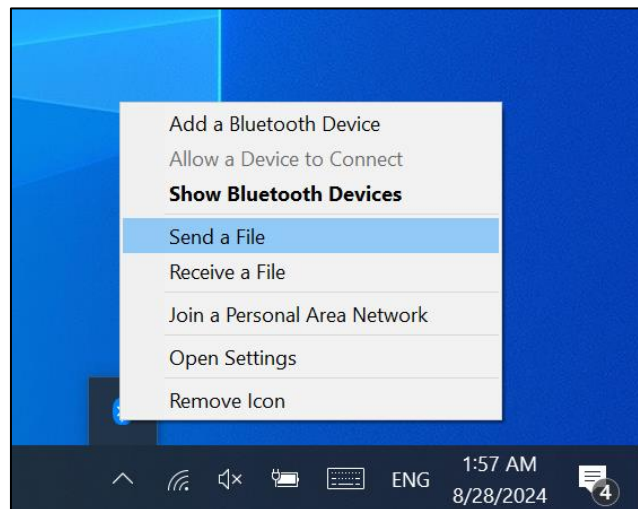
3. Before sending the file to another device, select the following option on the receiving device;



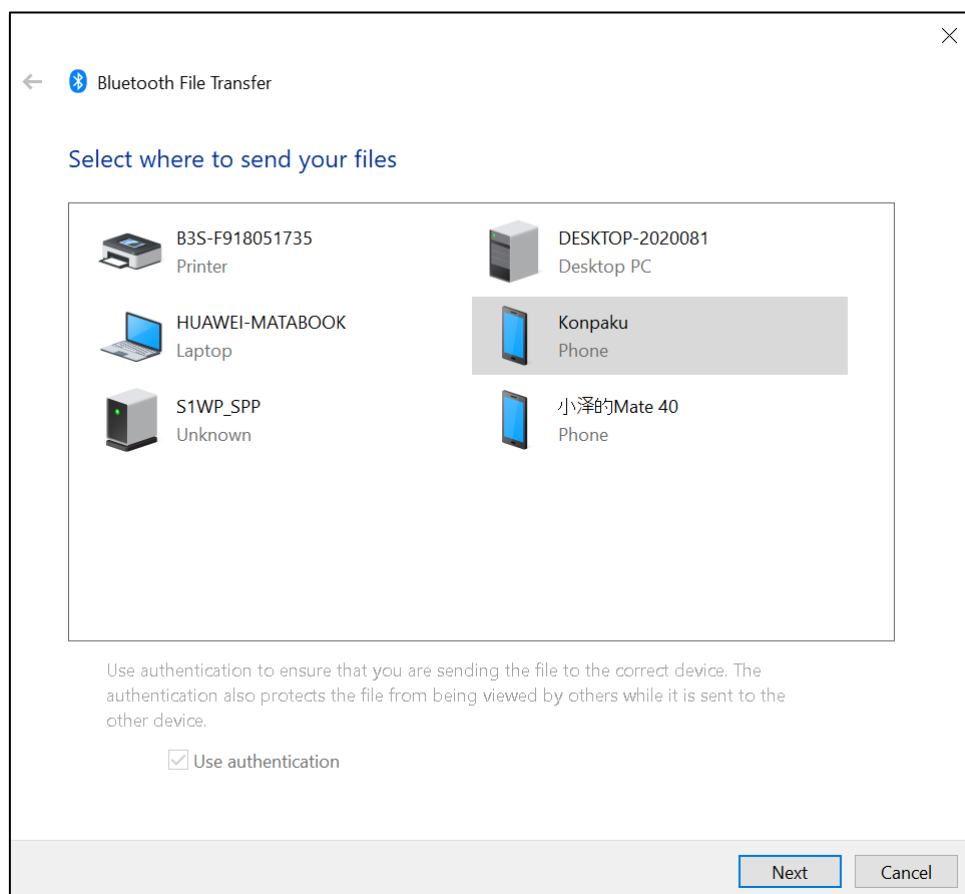
4. Wait for file to receive;



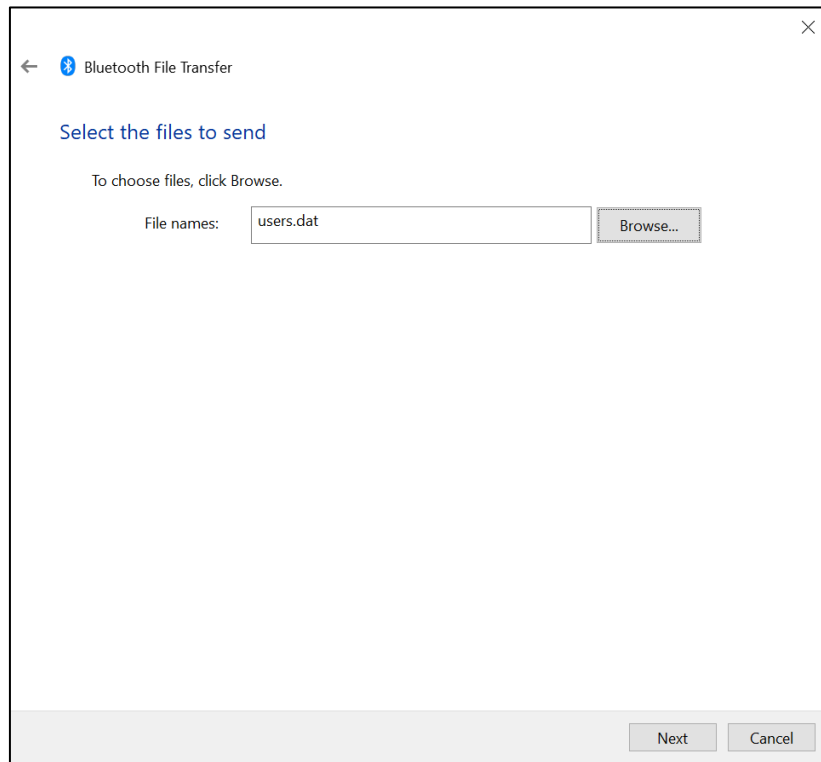
5. Send files to other devices via Bluetooth;



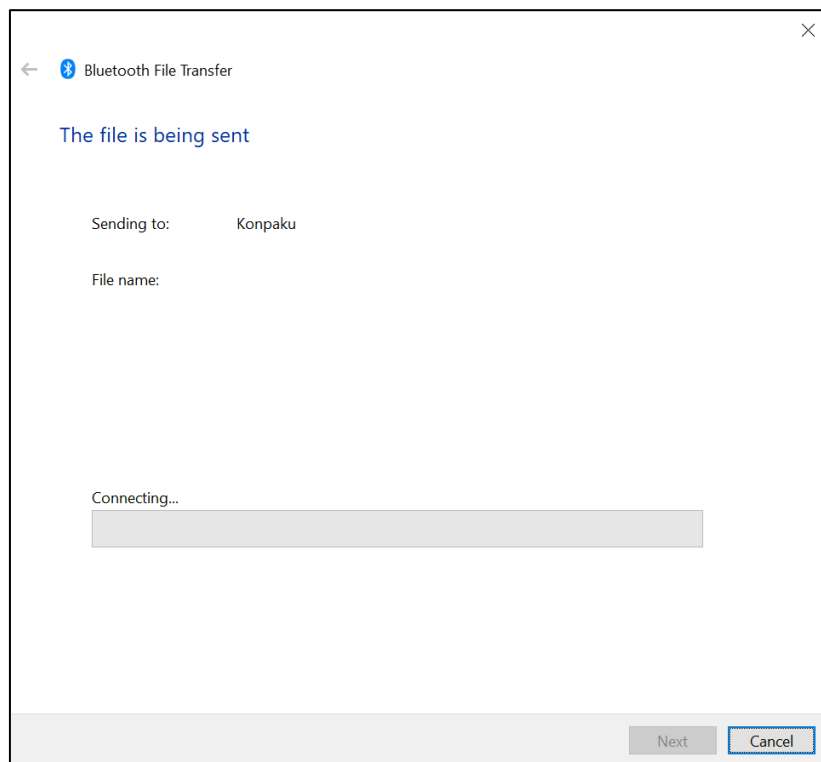
6. Select the device you want to send and click Next;



7. Select the file you want to send and click Next;



8. Click Accept on the mobile phone and wait for the sending success.



3.4 4G (Win10)

3.4.1 SIM card installation

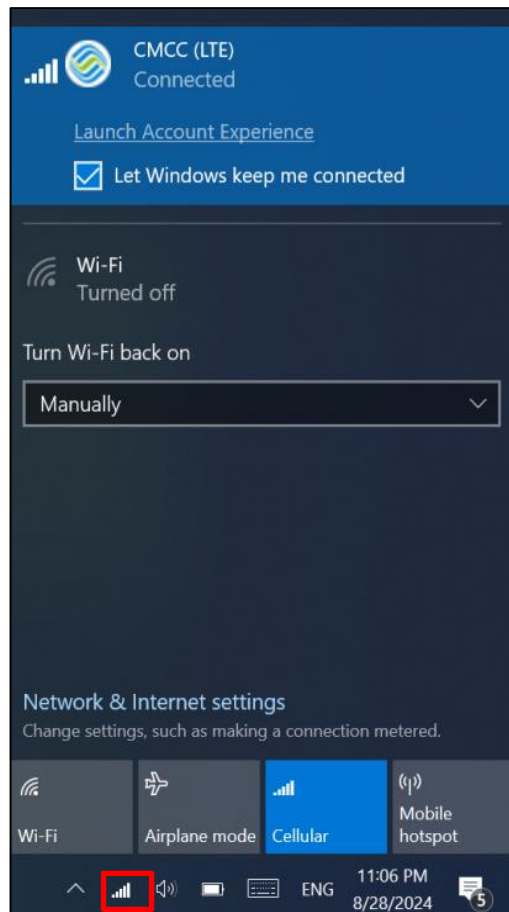
1. Push the battery second latch to the release position (🔓), The battery will automatically spring up and then remove the battery



2. Insert the SIM card into the RTC-I116. The SIM card is Nano-SIM size and the SIM card slot is as follows:

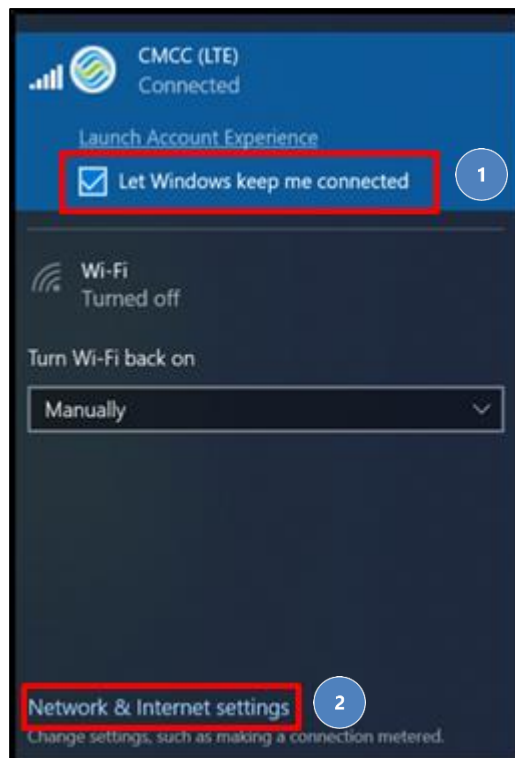


3. After installing the SIM card,
if it shows that it is connected,
The installation is complete. If not,
enter the SIM manually
APN access point corresponding to the
card carrier.

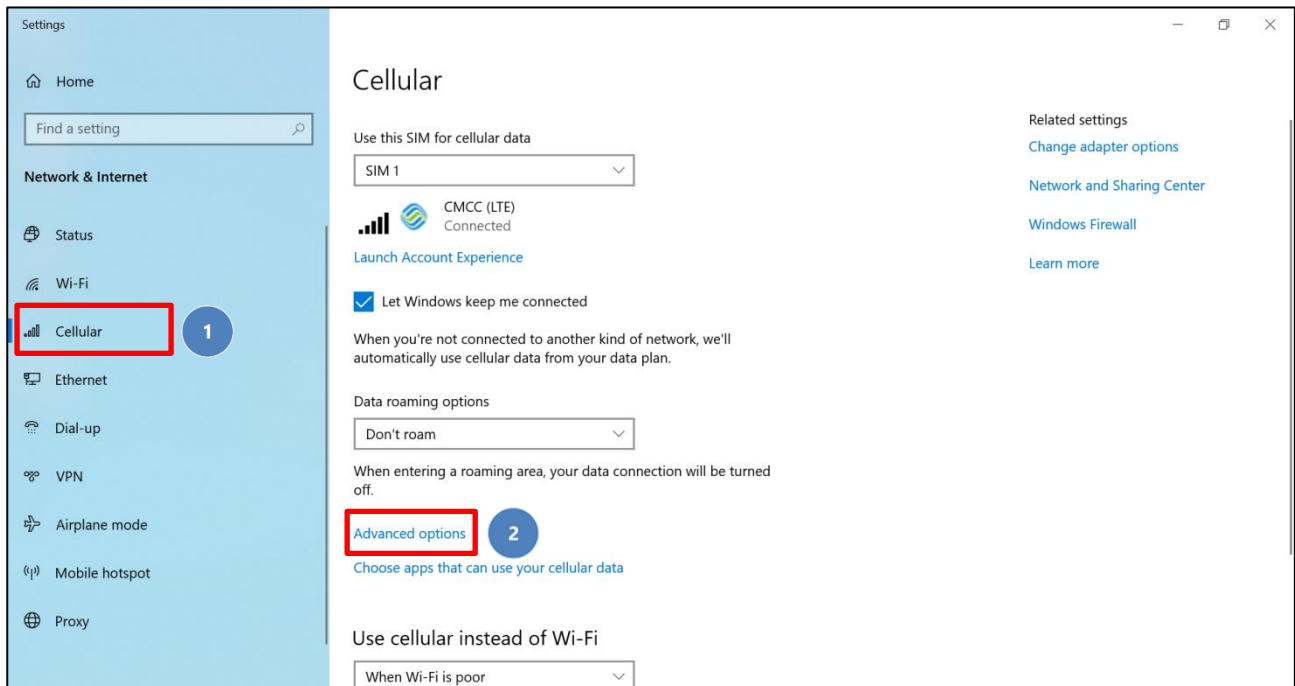


3.4.2 4G Settings

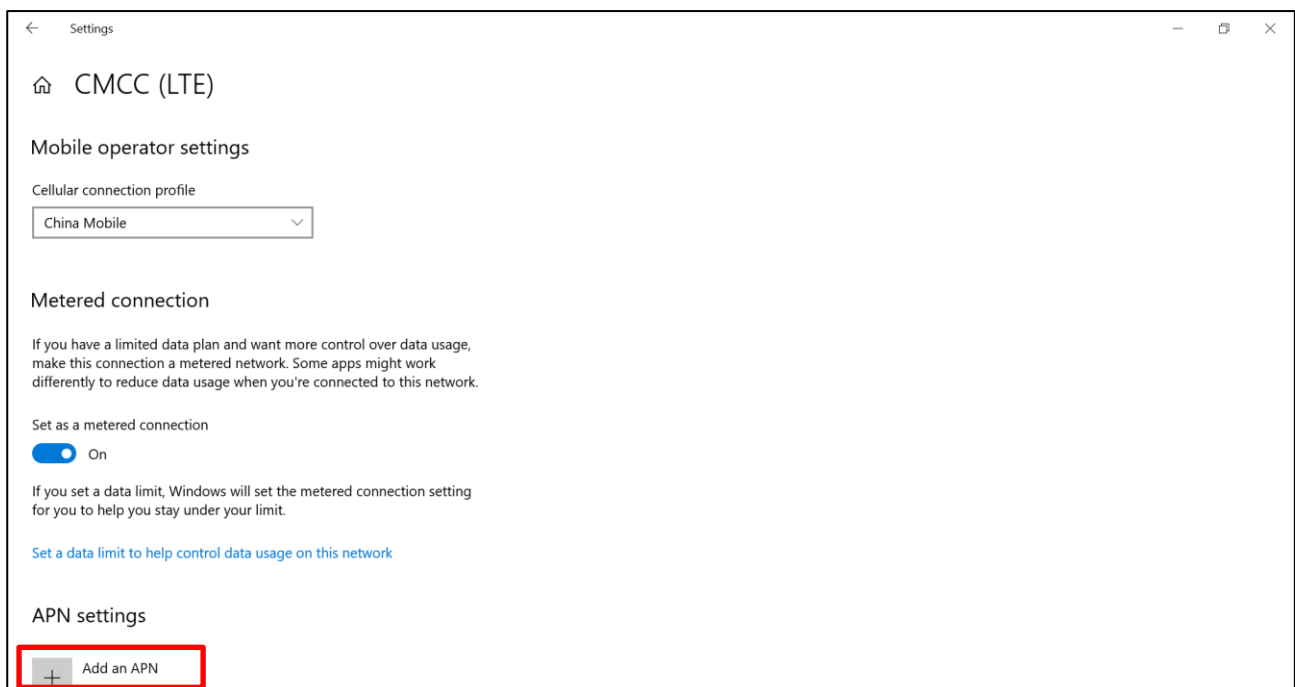
1. After the SIM card is installed,
Check "**Let Windows keep me connected**",
Then click on
"Network and Internet Settings"
Further set the APN, as shown below:



2. Select **"Mobile Network"** and click **"Advanced Options"** to set APN.



3. After entering **"Advanced Options"**, scroll down to **"Access Point Settings"** and click **"Add Access Point"**.



4. The profile name can be customized, the APN of each carrier is different, China Mobile is "cmnet", China Unicom is "3gnet", and China Telecom is "ctnet".

Settings

APN

Profile name

custom 1

APN

cmnet 2

User name

User name

Password

Password

Type of sign-in info

None

IP type

Default

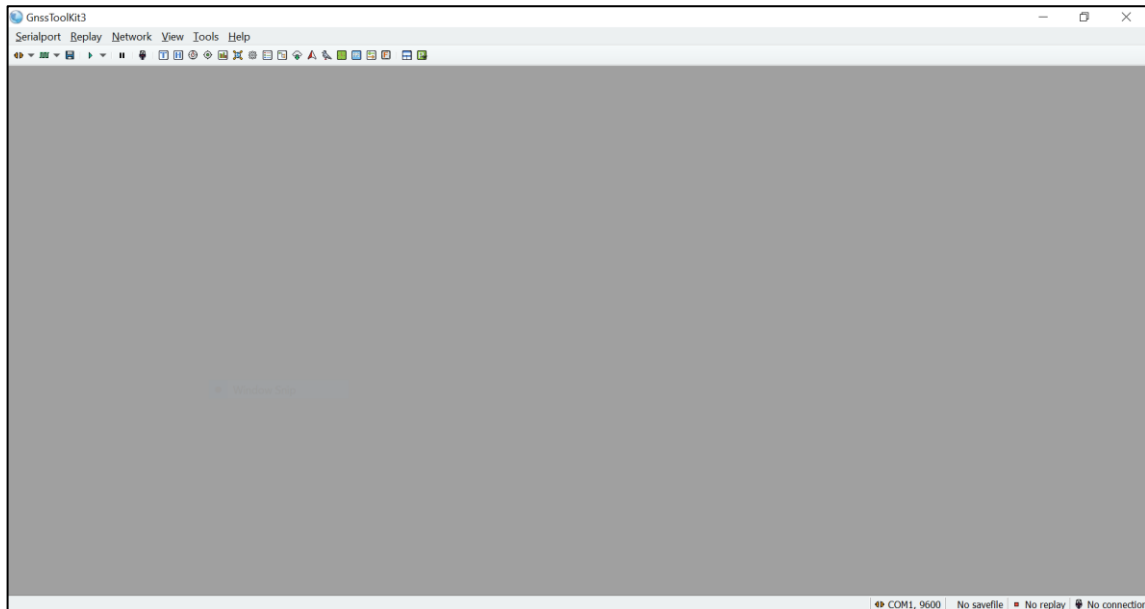
APN type

5. After the APN setting is complete, restart the computer, and you can connect to the 4G network and surf the Internet normally.

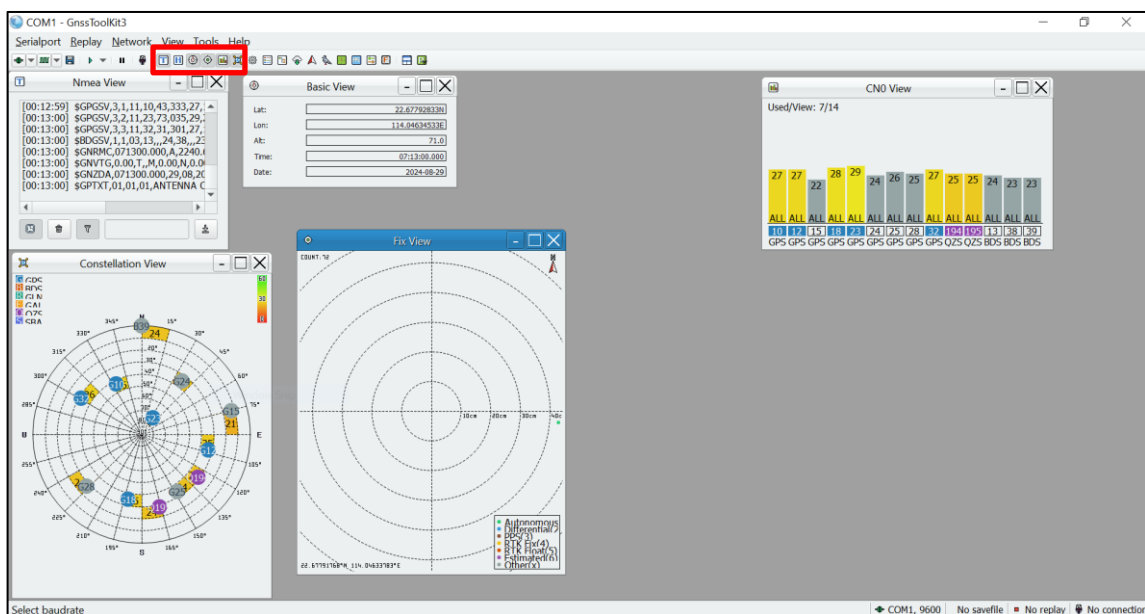
3.5 GPS

3.5.1 GPS use and testing

1. Open the software  GnssToolKit3.exe on the RTC-I116
2. The startup screen of GNSSToolKit3 software is as follows:



3. Open the receiving icon of the serial port (). The default configuration of the GPS serial port is COM1, baud rate is 9600bps. Open the window view of NMWA, base, anchor point, load to noise ratio and star position, etc., and wait to obtain the GPS latitude and longitude information.



Chapter 4. Accessories and power



4. Accessories and power

4.1 Checking the Package

Open the package and inspect all parts for shortages and damage.
The main components are: RTC-I116 rugged tablet, power cord, adapter

1	RTC-I116 rugged tablet	
2	100W5A Power cord	
3	65W PD adapter	

4.2 Power Connection

The power supply must be connected for the first time

1. Open the waterproof plug of the Type-C port. (Flat front, waterproof plug on left side)



Open the waterproof cover on the left

2. Insert the Type-C power cable of the power adapter into the Type-C port of the tablet.
3. Plug the female end of the power cable into the power adapter and the male end into the power socket.
4. The power outlet supplies power to the panel through an adapter. Now you can power on the tablet.



Chapter 5. Battery description



5. Battery description

Your tablet can be powered by an external Type-C power supply or an internal battery pack. This chapter shows you how to effectively use and manage the power supply. For the best battery performance, you should follow the battery usage precautions

5.1 Power adapter



note:

- The power adapter is for your tablet only. Misuse for any other purpose may damage the attached appliance or adapter
- The power cable attached to the power adapter meets the specifications of the place of purchase. If you want to use this tablet abroad, please consult your dealer for a suitable power cord.
- When unplugging, do not pull the wire, you should hold the plug to pull out.
- Since your tablet runs on direct current, but a power outlet usually provides AC power, the role of the power adapter is to convert the AC power from the power source to the direct current required by the tablet. The battery is automatically charged while connected to the power adapter, which operates in the voltage range from 100V to 240V AC.

5.2 Battery pack

- The battery pack is the internal source of power for the tablet and can be charged via a power adapter.



note: The time to remove the battery pack is limited to when the battery is not being charged.

5.2.1 Battery charging



note: The rechargeable temperature of the battery is between 0 °C and 50 °C.

- Connect the tablet to the power adapter, and plug the power cord of the adapter into the power socket to charge the battery. At this time, the two battery indicators on the tablet will be steady yellow, indicating that charging is in progress. When the battery is fully charged, the battery indicator goes out.

When the battery indicator blinks, connect the adapter, put the tablet to sleep, or turn off the tablet power immediately.



note: After the battery is fully charged, do not immediately unplug and connect the power adapter, as the battery may be damaged.

5.2.2 Replace battery pack



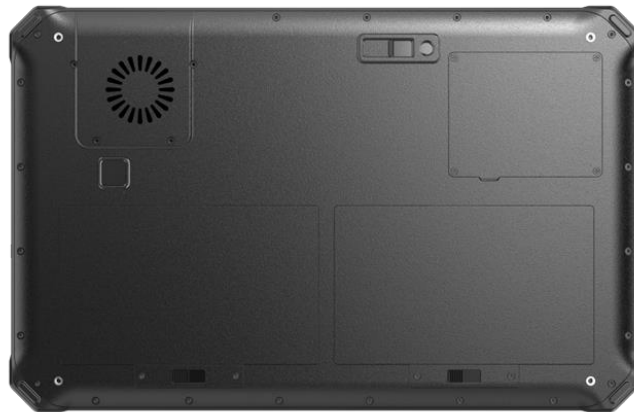
note:

- Battery replacement errors have the potential to cause damage or even explosion. Be sure to use the original battery supplied by the flat plate when replacing the battery. Follow the manufacturer's instructions when discarding old battery packs.
- Do not disassemble the battery pack.
- The battery pack will get hot under prolonged operation. Do not touch the hot battery

pack with your bare hands. After removing the battery pack, place it in a well-ventilated place.

●When replacing the battery pack, make sure that the device is turned off so that the device can save the work in progress.

1. Carefully flip the plate so that the bottom is facing up.



2. Push the two battery pack latches to the unlocked position (🔓).



3. Remove the battery pack



4. Install the battery string

Tilt the front of the battery pack into the battery compartment first, then press the entire battery pack, and the battery latch will spring back to the locked state (🔒) .



Chapter 6. Product maintenance



6. Product maintenance

6.1 Protective tablet

To protect the data integrity of the tablet and the security of the tablet itself, you can protect the tablet in several ways described in this section.

- Use anti-virus measures
- You can install antivirus software to protect your tablet.

6.2 Tablet maintenance

6.2.1 Location criterion

- To ensure optimum performance, use the tablet in the recommended temperature range of 0 °C to 40 °C. (Actual operating temperature depends on product specifications)
- Avoid humidity, extreme temperatures, vibration, direct sunlight and places with a lot of dust when using the slab. Long-term use of tablets in extreme environments can lead to product degradation and shortened product life.
- Do not operate in an environment containing metal dust.
- The plate should be placed on a stable and firm surface. Do not store the tablet on its side or turn it upside down. A strong impact from a drop or blow may damage the slab.
- Do not cover or block any vents on the slab. For example, do not place the tablet on a bed, sofa, rug, or other similar surface. Otherwise, the plate will be damaged due to overheating.
- The tablet will generate high temperatures during operation. Please keep the tablet away from items that are easily damaged by heat.
- Flat panels and appliances that generate strong magnetic fields should be kept at least 13cm away, such as televisions, refrigerators, motors, or large speakers.
- Do not move the plate from cold to warm. If the temperature difference between the two places is higher than 10 °C, water vapor will condense inside the body, which will damage the storage medium.

6.2.2 General criterion

- Do not place heavy objects on the tablet to avoid damaging the screen.
- To protect the LCD screen from damage, do not touch the screen with sharp objects.
- Leaving the LCD screen to display a fixed image for a long time may cause image residue. Limiting the length of time the screen displays static content can help avoid this problem. It is recommended that you use a screen saver or turn off the screen when not in use.
- To extend the life of the screen backlight, turn off the automatic backlight from the power management.

6.2.3 Clean-up criteria

- Do not clean the tablet during tablet startup.
- When cleaning the outside of the fuselage, wipe it with a soft cloth dampened with water or alcohol-free detergent.
- When cleaning the screen, wipe it with a soft cloth that does not remove dandruff.
- If the tablet gets wet with water or other liquids, dry it when you can. Although your tablet is

waterproof, it is not suitable for the tablet to remain continuously wet while it can be wiped dry.

- Flat tablet wet at 0 °C may cause frostbite. Be sure to wipe the wet plate dry.

6.2.4 Battery criteria

- Batteries are consumables, and the following conditions will shorten their service life:
 - Charge the battery frequently.
 - Use, charge or store batteries in high temperature environments.
- In order to avoid accelerating the aging of the battery and extending its service life, the number of charging times should be minimized to avoid the internal temperature rising frequently。
- Charge the battery in a temperature range of 10 °C to 30 °C. Higher ambient temperatures cause battery temperatures to rise. Avoid charging batteries in closed cars and in hot weather conditions.
- It is recommended that you do not charge the battery more than once in a day.
- It is recommended that you charge the battery with the tablet off.
- If you need to remove the battery for storage, in order to maintain the operating efficiency of the battery, please remove it from the plate when the remaining power is 30% to 40%, and then store it in a cool and dark place.
- Note the following when installing or removing batteries:
 - Do not touch the battery terminal. Otherwise, it may cause damage, which may cause the battery or tablet to work improperly
- The input voltage and ambient temperature of the plate directly affect the charging and discharging time of the battery:
 - The charging time is extended when the tablet is active。
 - To shorten the charging time, it is recommended to put the tablet in sleep or hibernate mode.
 - The low temperature will lengthen the charging time and shorten the discharge time.
- When battery power is used at extremely low temperatures, there may be shortened operating time and incorrect power display values. This is due to the chemistry of the battery.
- Do not store the battery for more than six months without charging it.

6.2.4 Touch screen criteria

- Use your finger or touch screen pen to operate on the touch screen. If sharp or metal objects are used, the display may be scratched and damaged, leading to errors.
- Use a soft cloth to wipe the dust off the display. The touch screen surface has a special protective layer to prevent dust from adsorbing on it. If a soft cloth is not used, the special protective layer on the touch screen surface may be damaged.
- Turn off the panel power before cleaning the display. Cleaning the display when it is turned on May cause abnormal operation.
- Avoid pushing too hard on the screen. Do not place items on the screen to avoid screen breakage and damage.
- In low and high temperature conditions, the touch screen response speed may be slow or the touch position may be offset. After reaching room temperature conditions, it can return to normal.

6.3 Carry it on long trips

- Make sure the battery is fully charged
- Power supply should be turned off properly.
- All protective covers should be securely covered to ensure the waterproof performance of the plate.
- Carry a tablet power adapter with you. Use a power adapter as a power supply with a battery charger.
- The tablet must be carried with you on the plane and never hauled in the suitcase.
- If you want to leave the tablet in the car, place it in the trunk to avoid overheating.
- When going through security at the airport, it is recommended that you send the tablet and disk to the X-ray machine (the machine where you put your carry-on luggage) to avoid magnetic field detectors (including the arched door machine you walk through and the handheld detector held by the security officer).
- When traveling overseas with a tablet, check the local national power cord specifications.

Chapter 7. FAQ and Warranty



7. FAQ and Warranty

7.1 Preliminary inspection items

- When you encounter a problem, you may wish to do the following preliminary checks, perhaps at this stage you can solve the problem:
 - Try to identify the source and type of problem.
 - Make sure you power on the peripheral before turning on the tablet.
 - If there is a problem with the external device, make sure that all lines are properly and securely connected.
 - Observe the actual situation. Does any information appear on the screen? How is the light on?
- When you must seek repair Personnel help when the information you provide is as detailed as possible.
- If the problem persists after following the instructions in this chapter, contact your authorized distributor for assistance.

7.2 Restart

- When the tablet crashes due to a problem, you may need to restart the tablet.
- If you determine that the tablet has crashed and you cannot use the restart function provided by the operating system, restart it as follows:
 - Press and hold the power button for more than 5 seconds to force the tablet off. Then turn it on again.

7.3 Warranty and after-sales service

- If the machine fails, contact your original retailer with the product name, serial number and details of the problem.



Darveen Co., Ltd.
Email: sales@darveen.com
www.darveen.com
Darveen Co., Ltd. All Rights Reserved