

SURFTAB Y10



EN OPERATING INSTRUCTIONS

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1. Welcome

We hope you enjoy your new Surftab Y10.

The online operating instructions, the enclosed Quick Start Guide and the additional brochure "Product Safety and Legal Information" are direct components of the product.

Please read all three documents carefully before you turn on your device. They contain important information about device safety, usage and disposal.

Please keep these documents in a safe place and pass them on in full to the new owner if the device changes hands.

In order to be able to work with maximum efficiency and safely, as well as to protect the device from possible dangers, please familiarize yourself with all operating and safety instructions.

These operating instruction describes the basic functions of your Surftab. For information on the operation of individual apps, please refer to the instructions of the individual apps.

2. Intended use

The Surftab is a Android tablet that can be used for surfing the Internet, running a number of apps, gaming, and streaming and viewing music, images, and videos.¹

Never use the device for anything other than its intended purpose. Malfunctions may otherwise occur. Intended use includes observing all instructions contained in the technical documentation. The manufacturer is not liable for damages resulting from improper use or modification of the device.

Furthermore, the manufacturer shall not be held liable for damage or for loss of data or any subsequent damage caused as a result.

The manufacturer shall reserve the right to constantly further develop the product. Changes may be made without any direct reference to them in the user's manual. As a result, the information contained in the user's manual does not need to reflect the current technical design.

Unauthorized modifications to the device (particularly installing external firmware not approved by the manufacturer or modifications to the device hardware) will invalidate the warranty.

¹ Not all of the applications you will need are pre-installed at the factory. You can download those apps from the Google Play Store™. Some apps must be purchased.

3. Explanation of Safety Symbols and Keywords

This booklet uses the following safety symbols and keywords:

 WARNING

Indicates possible danger to life and/or danger of severe, irreversible injuries

 CAUTION

Follow instructions to avoid injuries and material damage

NOTICE

Follow instructions to avoid material damage

 ADVICE

Additional information about using the device

4. General Safety Information



WARNING

Risk of multiple injuries due to reduced physical, sensory, or mental capabilities and/or lack of knowledge or practical experience

- Children and vulnerable individuals may only use the device under direct supervision.

Risk of suffocation and severe injuries from accessories and packaging materials

- Keep accessories and packaging materials out of reach of babies, young children, and pets.
- Do not insert accessories and/or parts of the device into orifices such as your mouth, ears, or eyes.

Risk of electric shock or electrocution from live components

- Do not insert objects into the device's ventilation slots.
- Do not open the power adapter.
- Do not touch the power adapter if your hands are wet.
- Do not short out the device and/or charger.

Risk of electric shock or electrocution and/or fire hazard from unsafe connections

- Make sure the power cord is not bent, crimped, or damaged in any other way.
- Never use the power cord or plug if they are damaged.
- Only use the included power adapter and only connect it to a suitable and professionally installed power outlet. Please read and observe the specifications on the power adapter's label.
- Do not use power outlets if they are loose.
- If the power adapter is defective, contact customer service.

Fire hazard and/or risk of burns from damaged or leaking batteries

- Do not use or charge the device if the battery is damaged or leaking.
- Avoid skin contact with the device and/or battery if the battery is leaking. Wear protective gloves if it is not possible to avoid touching the device/battery in such cases.
- Immediately wash your hands thoroughly in the event of skin contact with the battery substrate.
- If the battery substrate comes into contact with your eyes, rinse them out with plenty of water and consult a physician immediately.

Risk of hearing loss through the use of headsets, earbuds, or headphones

The device can generate high sound levels when using headsets, earbuds, or headphones. This may result in hearing loss if your ears are exposed to high sound levels over an extended period of time. The higher you set the volume, the more quickly your hearing can be damaged. Hearing loss may occur slowly over time.

- Do not listen to music or other audio files for an extended period of time at high volumes.
- Lower the volume before connecting your headset, earbuds, or headphones.
- When using headsets, earbuds, or headphones, make sure the acoustic emissions do not exceed an A-weighted sound level of 80 dB.
- Always set the volume at the lowest level where you can still clearly hear the audio track being played without causing discomfort.
- Do not increase the volume once you have become accustomed to that sound level.
- Adjusting the default settings for the equalizer can boost the device's volume levels.
- Changing the settings of pre-installed software (for example, the operating system, firmware, drivers) can also increase volume levels.

Risk of multiple injuries due to reduced attentiveness

- Safety is the top priority while driving. For this reason, it is prohibited to use the device while operating a motor vehicle.
- Always be aware of your immediate surroundings to avoid putting yourself or others at risk.
- When using a headset, earbuds, or headphones in public, adjust the volume so that you can still hear noises or sounds in your surroundings. Distractions or being cut off from your surroundings may lead to accidents. It is illegal to use headsets, earbuds, or headphones while operating a motor vehicle in some regions.

Risk of interference with other electronic devices that transmit high-frequency signals

- Switch off the device in safety or security zones where the use of mobile devices is prohibited (e.g., when the plane is taking off or landing, in hospitals, or near medical equipment). Obey the corresponding signs and warnings and strictly observe the instructions contained on them.
- You are allowed to use the device in airplane mode with the permission of the flight crew once the aircraft has taken off. Please note that use of the device may interfere with the plane's electronic navigation systems.
- Refrain from using the device near other electronic devices.

Risk of multiple injuries and fire/explosion hazard in potentially explosive atmospheres

- Operating the device in potentially explosive atmospheres, such as at filling stations, on construction sites, or in chemical plants, is prohibited.
- Switch off the device if you are in areas that contain potentially explosive materials (e. g., gas, fuel, chemicals, particulate matter, grain, dust, or metal powders). Sparks could cause an explosion or fire.
- Obey the corresponding signs and warnings in these areas and strictly observe all instructions contained on them.



CAUTION

Risk of fire or explosion when using non-approved chargers and power adapters

- Only use the included power adapter or an equivalent power adapter to charge the battery.
- If the power adapter is defective, only exchange it for an equivalent power adapter. Please note the information in the technical specifications of the power adapter or contact customer service.

Risk of multiple injuries from slipping, tripping, or falling

- Do not expose the device and/or power adapter to vibrations and/or any form of impact.
- Do not drop the device and/or power adapter. Do not use the device/power adapter if it has been dropped and/or is damaged. Have a qualified service technician check the device/power adapter before restarting it.
- Always ensure that the power cord is installed securely.
- Do not allow the power cord to knot or kink.

Risk of adverse effects to health in the case of a known predisposition to photosensitivity

- If members of your family have been known to exhibit manifestations of photosensitivity (e.g., seizures when using similar devices), it is advisable to consult a physician before operating the device.
- Watching videos and/or playing video games with rapid frame rates over an extended period of time may trigger a seizure or lead to fainting. Cease all use of the device if you are feeling unwell and wait an appropriate amount of time before starting to use it again.
- If you are experiencing muscle cramps or feeling disoriented while using the device, cease all use of the device immediately and consult a physician.

- To avoid tiring or straining your eyes, please note the following:
 - Only use the device indoors under suitable lighting conditions and avoid harsh light.
 - Hold the device at an appropriate distance from yourself.
 - Ensure that the display is clean.
 - Adjust the screen's brightness and/or contrast settings to a level that is comfortable for a crisp, clear display.
 - Take regular breaks when using the device.

Risk of impairment to the musculoskeletal system and supporting tissue from use over longer periods of time

- Repetitive movements (e.g., use of keyboard/touch screen or playing games for an extended period of time) may result in pain in the hands, arms, shoulders, neck and shoulder region, and in other parts of the body. To avoid tiring or straining your musculoskeletal system and supporting tissue, please note the following:
 - Always assume a relaxed posture when using the device.
 - Change your position regularly and take frequent breaks to move around.
 - Press lightly when typing.
- Take regular breaks.
- If you are experiencing discomfort similar to that indicated above while using the device, cease all use of the device immediately and consult a physician.
- Do not rest the device on your lap or other parts of your body when in use. The device may heat up, resulting in discomfort or injury (e. g., minor burns).

NOTICE

To avoid potential malfunctions and/or damage to the device caused by environmental factors, please note the following:

- The recommended humidity for operating, charging, and storing the device is between 30 and 70 percent.
- The recommended ambient temperature for operating, charging, and storing the device is between 5° C and 30° C. Temperatures above or below this may adversely affect the charging capacity and service life of the device and battery and cause damage to the device.
- Protect the device from rapid temperature fluctuations. Condensation from humidity can damage the device and may result in danger to the user.

- Shield the device from direct sunlight (e. g., in the car) and do not store it near a heat source to prevent the display and device from malfunctioning and avoid the risk of the battery exploding.
- Keep the device away from open flames such as candles, fireplaces, and campfires to avoid the risk of the battery exploding.
- Do not expose your device to rain or to dripping or splashing water.
- Do not use the device outdoors during a storm.
- Should the device become wet, turn it off immediately. Ensure that the device and/or the power adapter are checked by a qualified person before using it again.
- Use the device in a dust-free environment.
- Magnetic fields may cause the device to malfunction and/or the battery to discharge.

To prevent possible damage to your device:

- Do not charge your device on standard USB ports such as those found on desktop or laptop computers.
- Take care to wind the cord loosely.
- Moisture, dense smoke, and fumes may lead to malfunctions and/or damage the device's housing.



ADVICE

The storage capacity indicated on the packaging and in the technical specifications refers to the total storage capacity of your device. The storage capacity of your device as indicated by the operating system may differ from the specified storage capacity, as a portion of the total storage is also used by the operating system and system applications.

5. Technical specifications

Technical specifications of the device

Processor (CPU):	MT8163/MT8765* processor, up to 1.5 GHz, 64-Bit ARMv8 Cortex-A53 quad core
Operating system:	Android™ 9 Pie
RAM:	2 GB DDR 3
Storage capacity:	32 GB
Graphics processing unit (GPU):	Mali-T720 MP2
Display size:	10.1" (25.7 cm)
Display type:	10-point capacitive multi-touch HD IPS display
Screen resolution:	1280 x 800 Pixel

Aspect ratio:	16 : 10
Camera:	Front: 0.3 MP; rear: 2 MP
Speaker:	Stereo speaker
Microphone:	yes
Interface:	Micro-USB 2.0 (host), memory card reader, SIM card slot*, audio out/mic in (3.5 mm)
Network:	WiFi 802.11a/b/g/n: 2.4 GHz/5 GHz, GSM/2G (850/900/1800/1900 MHz)*, UMTS/3G (900/2100 MHz)*, LTE/4G (800/1800/2100/2600 MHz)*, Bluetooth 4.0, Miracast™
Supported memory cards:	microSD(HC/XC) up to 256 GB, Micro-SIM*
Dimensions (B x H x T):	ca. 244 x 162 x 9.2 mm
Weight:	ca. 474 g
Material/Colour:	Plastic/Black
Playable video formats:	MPEG-4.10 H.264/AVC (MP@L4.1, HP@L4.0), MPEG-4.2 SP/ASP (e. g. Xvid)
Video container formats:	AVI, MKV, MOV
Gaming:	3D games, G-Sensor games, Classic games, Touch games
Supported picture formats:	JPEG, PNG, GIF, BMP
Playable audio formats:	MP3, WAV, OGG, FLAC, AAC
Type of battery:	Lithium polymer (3,7 V / 5000 mAh / 18,500 Wh)
Charge by:	Micro-USB
Power supply:	Power adapter (100 V – 240 V)
More:	G-Sensor, GPS
Languages:	Multilanguage support via Android™ 9
Operation and storage:	Temperatures 5 °C bis 30 °C Relative humidity 30 % bis 70 %

* depending on model

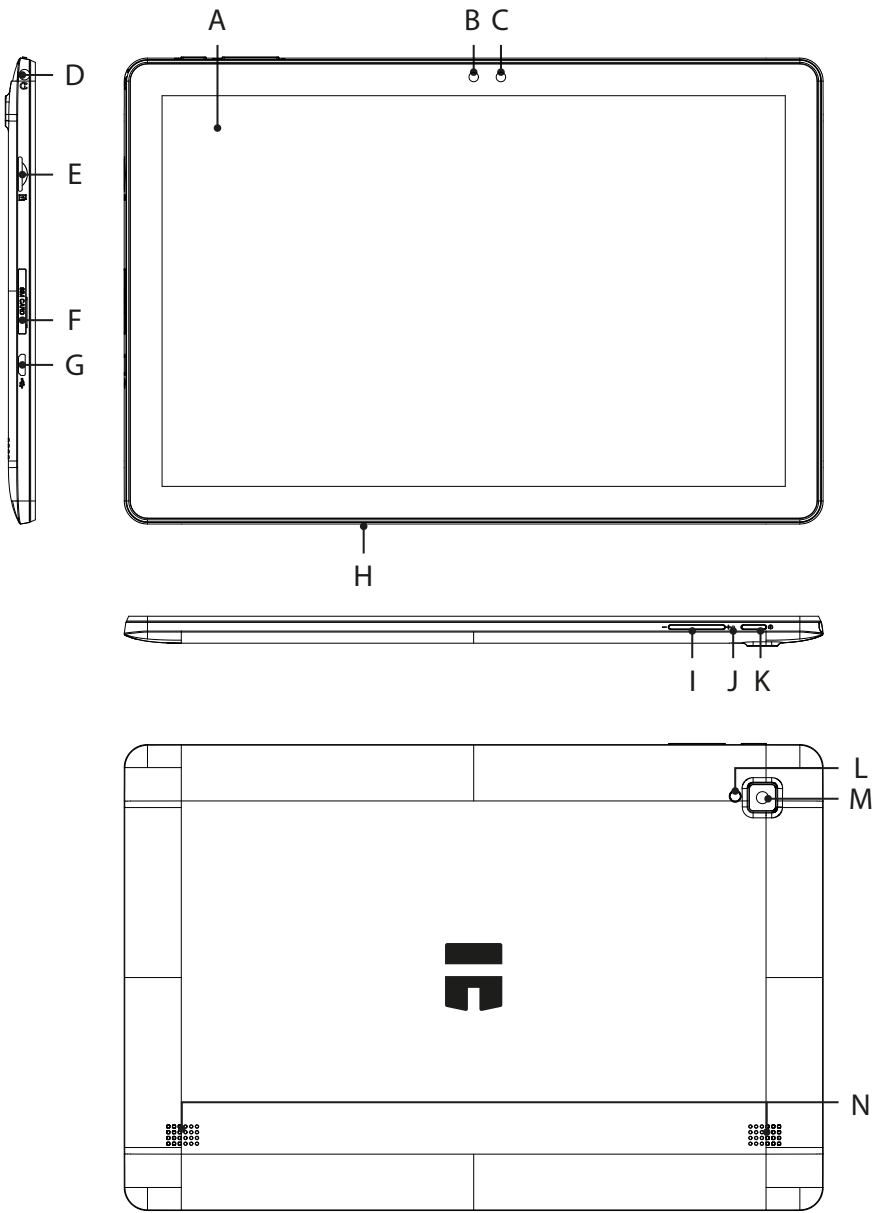
Technical specifications of the power adapter

Model:	K-T100502000E
Input voltage:	100 - 240 V ~ , 50/60 Hz
Input current:	0,35 A max.
Output:	DC 5 V/2000mA
Manufacturer:	Dongguan Bestgk Smark Technology Co. LTD

6. Package contents

- TREKSTOR SURFTAB Y10
- Micro-USB cable
- USB host adapter cable
- Power adapter (100 V - 240 V)
- Cleaning cloth
- Quick guide
- Important safety and legal information

7. Controls & Ports



- | | |
|---|-------------------|
| A) Touch Screen | H) Microphone |
| B) Front Camera | I) Volume control |
| C) (Flash)light | J) Reset |
| D) Audio port | K) On/off switch |
| E) Memory card slot | L) (Flash)light |
| F) Micro-SIM card slot* | M) Rear camera |
| G) Micro-USB socket/
charging socket | N) Stereo speaker |

* depending on model

8. Starting up the Surftab for the first time

Charging the Surftab

Please fully charge your Surftab before you use it for the first time. To charge the Surftab, connect the Micro USB plug on the power adapter supplied to the socket on the Surftab. Then plug the power adapter into a socket.

NOTICE

Only leave the power adapter connected to the power socket until the Surftab is fully charged. Disconnect the power adapter from the power socket first and then remove the charging cable from your Surftab.

NOTICE

The maximum battery life is reached after approximately 10 charging cycles.

NOTICE

The battery should be recharged to between 40 and 60 per cent every 6 months or so if the Surftab is not being used.

Switching on the Surftab

Press the On/off switch for about 5 seconds to switch on the Surftab. The Surftab starts up.

A setup assistant appears directly after the tablet has started up for the first time. Follow the setup assistant's instructions to set up your Surftab.

During the setup process, the setup assistant will prompt you to sign in with your Google account. In order to make full use of all the features of the Surftab, we highly recommend that you sign in with your Google account at this point.

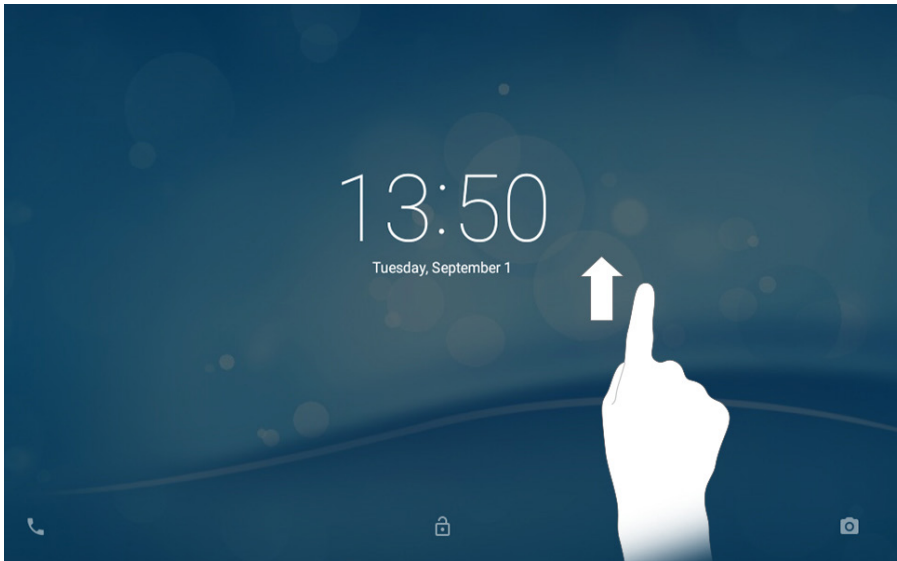


NOTICE

If you do not have a Google Account, tap "OR CREATE A NEW ACCOUNT" and create a new Google Account.

Your Surftab will be configured once you complete the setup process. This may take a few minutes. Do not switch off the Surftab during this period!

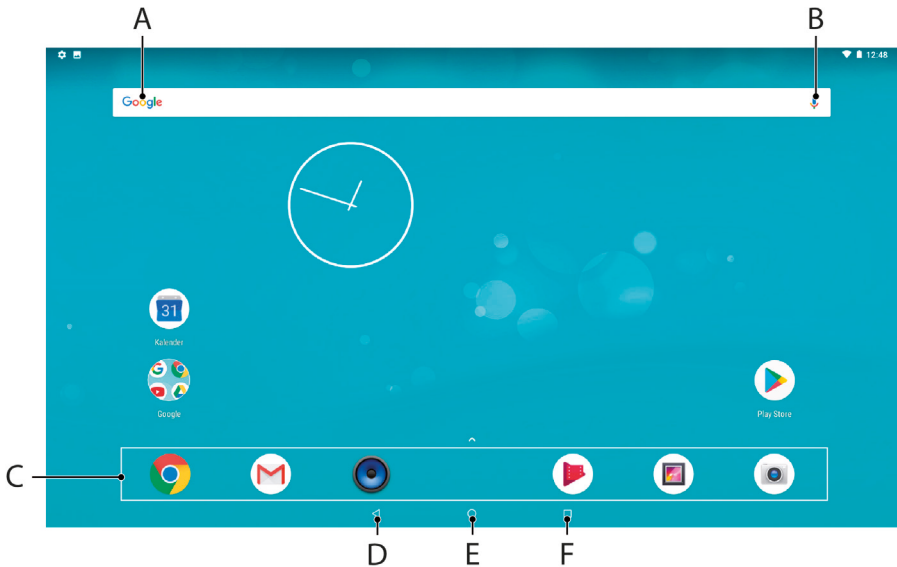
Each time you turn on the Surftab after setting it up, the lock screen will appear during start up. To unlock the screen, drag the lock screen upwards from bottom to top with your fingertip.



NOTICE

If you have set up an identification method for your Surftab (see Section 13), you will then have to use this method to unlock the screen.

9. Elements on the start screen



- A) Google™ search
- B) Google™ voice search
- C) Quick start bar
- D) Return icon: Tap this button to go back to the previous screen.
- E) Home icon: Tap this button to go back to the start screen.
- F) View all open elements: Tap this button to view all open elements. To close a recently used element (app, widget, menu), place the tip of your finger on the element you want to close and drag the element to the left or right.



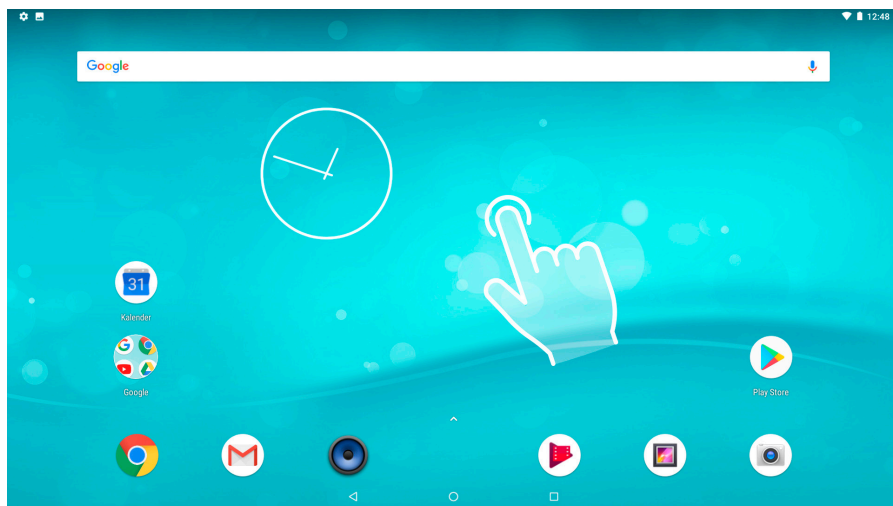
NOTICE

The three elements at the bottom of the screen (View all open elements, Home icon, Return icon) are deliberately hidden in certain apps (for example, in the Camera app) so as not to disturb you while you are using the app. Briefly tap the lower edge of the screen to show these four icons again. The icons will now be shown again for a short time and you can access their features.

10. Using the touch screen

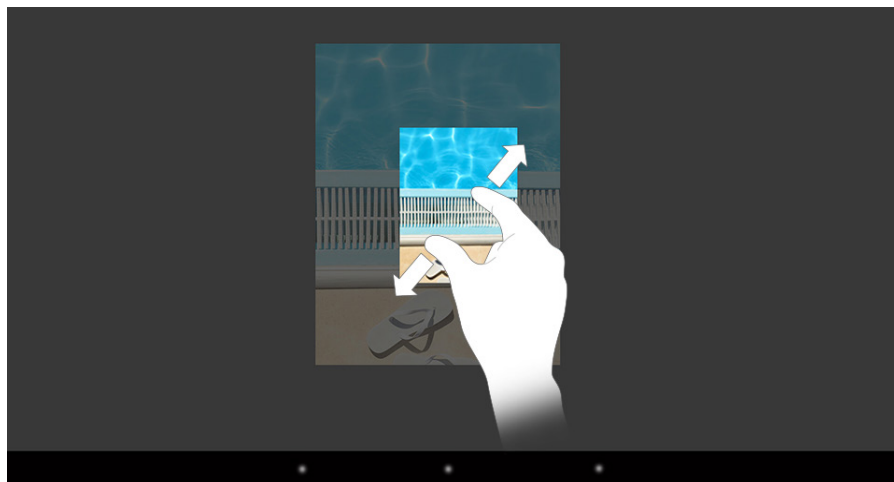
Selecting an element

To open an element or select an option, briefly touch the icon you require with the tip of your finger.



Enlarging and reducing the view

You can change the size of some displays (images, Web pages and so on). Move two fingers apart on the screen to enlarge the display. In reverse, move two fingers towards each other on the screen to reduce the display again.



Scrolling

To scroll on your Surftab screen or in an app, place your fingertip on the screen and drag the screen in the opposite direction:

If you would like to access an element further down on the screen ("scroll down"), drag the screen up with your fingertip. In reverse, you can "scroll up" by dragging the screen down with your fingertip.

If you would like to access an element further to the right on the screen ("scroll to the right"), drag the screen to the left with your fingertip. In reverse, you can "scroll to the left" by dragging the screen to the right with your fingertip.

Using the on-screen keyboard

If you tap a text field in order to enter text (for example, a Web address), the on-screen keyboard appears. Enter text in the usual way using the keyboard. Use the "?123" and buttons to enter numbers and special characters.

To enter an alternative letter (for example, a letter with an accent or German umlaut), press and hold a particular letter. The available alternatives will now be displayed. Tap the alternative letters required.

11. Personalising the home screen

You can set up the home screen as you wish by adding or removing app shortcuts and widgets in the form of icons and altering the background.



NOTICE

You can move an icon located on your home screen at any time. Hold your finger on the icon you want to move until you can move it. You can now drag the selected icon to any empty position within the required window and drop it there.

Adding app shortcuts to the start screen

Proceed as follows to add app shortcuts to the start screen in the form of icons:

- a) Tap on the home screen and make a pulling move upwards. A screen opens showing the apps that are currently available.
- b) Hold down the desired app and drag it upwards until the view changes to the home screen.
- c) Now drag the icon to an empty position of your choice within the indicated window.



NOTICE

If you drag the icon to the page edge, you can place it on another page of the start screen.

Adding widgets to the start screen

In addition to app shortcuts, you can also add widgets to the start screen. To do so, proceed as follows:

- Touch an empty area of the screen background until the word "WIDGETS" appears at the bottom of the screen.
- Tap the word. A screen opens showing the widgets that are currently available.
- Hold down the required widget until the start screen appears again.
- Now drag the icon to an empty position of your choice within the indicated window.



NOTICE

If you drag the icon to the page edge, you can place it on another page of the start screen.

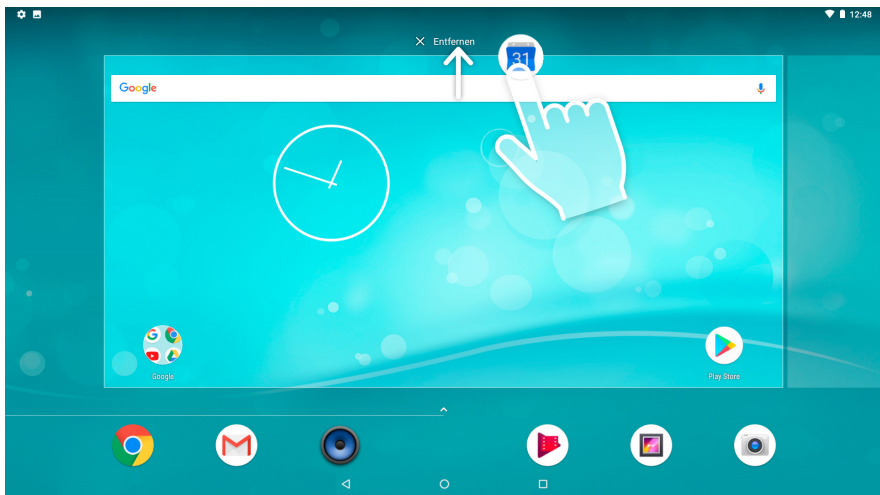


NOTICE

To access an icon that is on a page other than the first page of the start screen, simply scroll to the relevant page (see Section 10, "SCROLLING").

Removing app shortcuts and widgets from the start screen

- To remove an app shortcut or widget from the start screen, hold down the respective icon until the following symbol appears in the top in the left of the screen: "X".
- Drag the icon over the symbol. As soon as you release the icon it will be removed from the start screen.



NOTICE

This action only deletes the link between the app/widget and the start screen, not the app/widget itself. To find out how to remove an app completely from your Surftab, see Section 19.

Changing the screen background

- a) Touch an empty area of the screen background until the word "WALLPAPERS" appears at the bottom of the screen.
- b) Tap the word. A view of all the background images saved on the Surftab will be displayed.

NOTICE

If you tap "MY PHOTOS" in the row of available background images, this will take you to the image gallery of your photos and you can select one of these photos as your background.

- c) Select your image and confirm your selection by tapping "SET WALLPAPER" at the upper left of the screen.

12. Opening Settings



The button for opening Settings can be found in the Applications menu. It can be identified by its icon, a cogwheel symbol. Tap the icon to open Settings.

13. Setting up an identification method for screen lock

To make the data on your Surftab more secure, we recommend that you set up an identification method for the screen lock. To do so, proceed as follows:

- a) Call up Settings (see Section 12).
- b) Scroll down in Settings and tap "SECURITY" (padlock symbol).
- c) Tap "SCREEN LOCK" in the following view.
- d) Select the required identification method from the options offered by tapping it.

NOTICE

The following options are available for selection: "NONE", "SWIPE", "PATTERN", "VOICE UNLOCK", "PIN" and "PASSWORD".

An assistant guides you through the process of setting up the identification method.

NOTICE

Once setup is complete, you will need to identify yourself using the selected method every time you want to unlock the screen.

14. Changing the display language

- a) Call up Settings (see Section 12).
- b) Scroll down in Settings and tap first "SYSTEM" and then "LANGUAGES & INPUT" (globe symbol).
- c) Tap "LANGUAGE" in the following view.
- d) Scroll down until the language you require is displayed.
- e) Tap the required language and drag them to the top of the list. The Surftab will now use the selected language as the display language.

15. Connecting the Surftab to the Internet

Connecting to a stationary wireless network (WiFi)

- a) Call up Settings (see Section 12).
- b) In Settings, tap "Wi-Fi". You are now in the WiFi menu.
- c) Use your fingertip to move the slider for WiFi from left to right. The word "ON" appears in the top left of the screen.

The Surftab searches for all available wireless networks nearby and then displays them as a list.

- d) Tap the network you wish to connect to. An input window opens.
- e) Enter the network key ("PASSWORD") of the wireless network you have selected and tap "CONNECT".

The Surftab now connects to the wireless network and displays the word "CONNECTED" below the selected wireless network if the connection is successful.

You can now surf the Internet as usual using the Internet browser.

NOTICE

To deactivate the WiFi function, use the tip of your finger to move the WiFi slider in the top right of the WiFi menu from right to left. The word "OFF" appears in the top left of the screen.

Connect to a wireless mobile network (via LTE*)

The LTE function of your Surftab allows you to browse online without having to connect to any Wi-Fi networks. You dial in to the network via your mobile operator.

Insert SIM card

Switch off your device completely before inserting the Micro-SIM card. The card will not be recognised if the device is in standby mode.



NOTICE

When inserting the SIM card or memory card, make sure that you stick the card into the correct slot: SIM cards should only be inserted into the SIM card slot and memory cards only into the memory card slot.

The SIM card slot is located on the left side of the tablet (see chapter 7, point F).

a) Open the flap with your fingers over the notch.



NOTICE

Do not use pointed and sharp tools, as for example needles. This can damage the device.

b) Slide the SIM card into the SIM card slot, the golden contacts on the SIM card face down. The bevelled corner is located at the left.

c) Close the flap again.



NOTICE

When you switch your Surftab on again after inserting the SIM card, you will have to enter the relevant PIN number.

Specify settings for LTE mode

To adjust the LTE mode to your needs, access the settings (see chapter 12) and tap "Mobile data". Here, for example, you can view information about mobile data, or enable/disable mobile data.



NOTICE

If the mobile data does not load, please contact your mobile provider.

* depending on model

16. Launching the Internet browser/ Entering an Internet address



The browser can be found in the form of an app in the Applications menu. The browser app is recognisable from its icon, a blue globe with the title "BROWSER".

Open the browser app in the Applications menu.

To enter an Internet address (URL), tap the search bar displayed centrally at the top of the window. The on-screen keyboard appears.

You can enter the URL using the on-screen keyboard and then confirm with the input symbol (green circle with white arrow to the right) on the on-screen keyboard.

17. Sending and receiving e-mails with the Surftab

With the help of a suitable app, the Surftab offers you the option of sending and receiving e-mails directly with your Surftab.

The e-mail app is located in the Applications menu. The app is recognisable from its icon, a white and red envelope icon with the title "GMAIL".

Ideally, you will have created a Google account or signed in with your existing Google account during the initial setup process when you first switched on your Surftab. In this case, the e-mail app will be ready to use as soon as you have set up the Surftab.

If you have skipped this step, you need to set up the e-mail app before you can use it.

Setting up the app

- a) Connect your Surftab to the Internet (see Section 15).
- b) Open the e-mail app ("GMAIL"). A configuration assistant appears.
- c) Follow the configuration assistant's instructions to set up the app.



NOTICE

During the setup process, the configuration assistant will prompt you to enter an e-mail address and the associated password. Enter the details of the account you want to use to send and receive e-mails directly on your Surftab. This can be a Gmail account or an account with another provider.

The app will be ready to use as soon as the configuration process is complete.

Receiving e-mails

If there is an active Internet connection, the e-mail app will notify you automatically as soon as an e-mail is received by the linked account. An envelope symbol appears in the top left of the screen (similar to a dark "M" on a white background).

Open the e-mail app and tap on the new e-mail to read it.

Sending e-mails

Proceed as follows to send e-mails using the e-mail app:

- a) Connect your Surftab to the Internet (see Section 15).
- b) Open the e-mail app ("GMAIL").
- c) In the following view, tap the pen symbol at the bottom (red circle with white pen). This opens a window for writing a new e-mail.
- d) Enter the recipient address on the "TO" line.
- e) Enter the subject of the e-mail on the "SUBJECT" line.
- f) Enter the text of the e-mail in the "COMPOSE EMAIL" window.



NOTICE

To add an attachment to an e-mail, tap the paperclip symbol top right and select the "ATTACH FILE" option. The file explorer appears. Scroll to the required file in file explorer and tap it. The Surftab jumps back to the e-mail app and shows the selected file as part of the new e-mail.

- g) Once you have finished entering all the details, you can send the e-mail. To do this, tap the arrow symbol top right (right next to the paperclip symbol).



NOTICE

If you want to make further changes to e-mail settings before sending an e-mail, tap the three bullet points on the far right of the screen at the top. A selection of options for further e-mail editing will be displayed.

18. Downloading and installing apps from the Play Store

The Play Store app is located in the Applications menu with the title "PLAY STORE".



The following two requirements must be met in order to download apps from the Play Store:

1. Your Surftab must be connected to the Internet.

To connect, follow the instructions in Section 15.

2. You must have a Google account and be signed in with it on your Surftab.

Ideally, you will have created a Google account or signed in with your existing Google account during the initial setup process when you first switched on your Surftab. In this case, you just need to open the Play Store, search for the app you want and tap "INSTALL".



NOTICE

You can search the Play Store using the search bar at the top of the screen or by tapping the required category.

The selected app will be downloaded and installed. The app will then be located in the Applications menu.

If you do not yet have a Google account or are not signed in with it, you must perform these steps. As soon as you open the Play Store an assistant appears to guide you through the process of signing in with your Google account or setting up a new Google account.



NOTICE

You will have to pay for some apps. If you download an app that you have to pay for, the Play Store will use the payment method you selected when setting up your Google account or setting up your Surftab for the first time to pay for your purchase.

19. Uninstalling apps

Proceed as follows to uninstall apps that you have downloaded:

- a) Call up Settings (see Section 12).
- b) In Settings, tap "APPS & NOTIFICATIONS". A list of all installed apps appears.
- c) Scroll to the app you want to uninstall and tap the app.
- d) Tap "UNINSTALL" in the following view.
- e) Confirm your selection in the next window that appears by tapping "OK". The app will be uninstalled.

NOTICE

Only uninstall apps that you have downloaded. Deleting or disabling system apps can lead to malfunctions or impede the functionality of your Surftab.

20. Using the camera

Your Surftab has a front camera. To use the camera, you must first open the camera app provided.

The camera app is located in the Applications menu. The app is recognisable from its icon, a camera lens with the title "CAMERA". Open the camera app in the Applications menu.

NOTICE

When you open the app for the first time, a quick configuration assistant appears to help you set up the app as you want it.

The following functions are available when the camera app is open:



- A) Switch between the front and rear camera
- B) Flash mode
- C) Additional settings for photos and videos
- D) Return icon: Tap this button to go back to the previous screen.
- E) Home icon: Tap this button to go back to the start screen.

- F) Applications menu: Tap this button to open the Applications menu.
- G) Change to video mode (tap to start recording and tap a second time to stop recording).
- H) Trigger photo: Tap this button to take a photo
- I) Photo mode



NOTICE

You can zoom in on or away from your subject in both photo and video mode. Move two fingers apart simultaneously on the screen to zoom in and together again to zoom out.

21. Transferring files between the Surftab and other devices

Transferring files via Bluetooth®

To transfer files to another device via Bluetooth, the other device must be Bluetooth enabled. A file management program must be installed on your Surftab. A program of this type is already installed on your Surftab in the form of a file explorer app.

The file explorer app is located in the Applications menu. The app is recognisable from its icon, a blue circle with a white folder icon titled with the title "FILES".



NOTICE

You can only transfer images to other devices via Bluetooth with the help of the File Manager. If you want to transfer other file formats (for example, text files, PDFs etc.) via Bluetooth, download an appropriate file explorer app and install it on the Surftab.

Proceed as follows to transfer files between the Surftab and another device via Bluetooth.

- a) Enable the Bluetooth function on the device you want to connect and make the device visible to other devices if necessary. To do so, refer to the operating instructions of the device to be connected.
- b) Call up Settings (see Section 12).
- c) Tap "CONNECTED DEVICES" and then "BLUETOOTH" in Settings. You are now in the Bluetooth menu.
- d) In the Bluetooth menu top right, use the tip of your finger to move the slider for Bluetooth from left to right. The word "ON" appears in the top left of the screen.

The Surftab searches for all available Bluetooth devices nearby and then displays them as a list.

- e) Tap the device that you wish to connect to. The Surftab establishes a connection with the selected device and sends what is known as a "BLUETOOTH PAIRING CODE" to the device you want to connect to.
- f) Check that the code displayed on the device to be connected matches the code displayed on the Surftab and confirm on the Surftab by tapping "PAIR".



NOTICE

You may also have to confirm the pairing procedure on the device you want to connect to.

- g) Once a connection has been established, the connected device appears at the very top of the Surftab Bluetooth menu under the heading "PAIRED DEVICES".
- h) Exit Settings by returning to the start screen (see Section 9).
- i) Open the file explorer app ("FILES") in the Applications menu.
- j) Scroll to the image you want to send via Bluetooth.
- k) Tap the image to open it.
- l) Tap the symbol at the bottom of the image: 
And then tap on: 
- m) A list of all connected Bluetooth devices appears.
- n) Tap the device you want to send the image to. The Surftab will send the selected file to the required device.
- o) You may have to confirm receipt of the image on the destination device.



NOTICE

Deactivate the Bluetooth function on both devices after successful transfer in order to save power. To deactivate the Bluetooth function on the Surftab, in the Bluetooth menu top right, use the tip of your finger to move the slider for Bluetooth from right to left. The word "OFF" appears in the top left of the screen.

Transferring files between the Surftab and a PC

- a) Connect the Micro-USB plug of a Micro-USB to type A USB cable to the Micro-USB port of your Surftab and the USB type A plug of the cable to a USB port on your PC.



NOTICE

Make sure when connecting the Surftab that it is not in stand-by mode and the screen is unlocked. If stand-by mode is enabled or the screen is locked, data transfer is not possible for security reasons.

- b) A few moments later, the internal memory of the Surftab will be displayed on the left as a drive in the file browser of your PC. ("SURFTAB").
- c) Click "SURFTAB" on the left in the file browser of your PC and then in the centre "INTERNAL STORAGE". All files in the internal memory of the Surftab will be displayed.
- d) Click the folder containing the file you want to copy.
- e) Right-click the file you want to copy. The context menu opens as a drop-down window. Click "COPY" in the context menu.
- f) Click "THIS PC" on the left in the file browser of your PC and double-click on the required destination folder to open it.
- g) Right-click a free area in the destination folder. The context menu appears.
- h) Click "PASTE" in the context menu. The file will be copied to the selected folder.

22. Reset and recovery mode

Resetting the Surftab (Reset)

If the Surftab "freezes" and no longer responds, you can reset it.

- a) Call up Settings (see Section 12).
- b) In Settings, tap "SYSTEM"
- c) Tap "RESET OPTIONS" on the following screen.
- d) Tap "RESET TABLET" in the bottom centre.
- e) Tap "CLEAR ALL"

WARNING

Saved files will not be lost if the Surftab is reset.

Putting the Surftab into recovery mode/loading factory settings

"Recovery-Modus" allows you to load factory settings, delete forgotten passwords or delete the memory of the Surftab, for instance.

WARNING

System relevant settings can be configured in recovery mode. Only use recovery mode if you have the relevant technical knowledge!

Proceed as follows to load recovery mode:

- a) Switch off your Surftab completely (see Section 23).
- b) Once the Surftab has switched off, press the "VOLUME(+)" button and hold it down.
- c) Also press the On/off switch and hold both buttons down.
- d) As soon as the TrekStor logo appears, release both buttons.
A few moments later the recovery mode menu appears.

Use both volume control buttons to navigate in recovery mode. Briefly press the On/off switch on the device to select an option.

Proceed as follows to load factory settings:

WARNING

If you load factory settings, all the files saved on your Surftab (photos, text files, bookmarks, apps etc.) and all the settings you have configured (background, passwords etc.) will be deleted!

- a) Navigate to "WIPE DATA / FACTORY RESET".
- b) Confirm your selection by briefly pressing the On/off switch.
Tap: "YES -- DELETE ALL USER DATA"
- c) Navigate to "YES" and confirm your selection by briefly pressing the On/off switch.
- d) Navigate to "REBOOT SYSTEM NOW" in the following window and confirm your selection by briefly pressing the On/off switch.

The Surftab now exits recovery mode, deletes all data, loads the factory settings and then starts as normal.

As soon as the process is finished, the configuration assistant appears just like the first time you started using your Surftab.

23. Switching off the Surftab

Standby

Briefly press the On/off switch to put the Surftab in standby mode. Press it again quickly to take the Surftab out of standby mode.

Shutting down/Switching off

Proceed as follows to shut down and completely switch off the Surftab:

- a) Hold down the On/off switch for around 2 seconds. A selection window appears.
- b) Tap "POWER OFF" in the selection window. The Surftab shuts down and turns off.

24. Useful tips on saving energy

- Deactivate the WiFi function when it is not in use.
- Deactivate the Bluetooth connection when it is not in use.
- Only leave the tablet connected to the socket until the battery is fully charged.
- Switch to standby mode when the tablet is not in use or switch it off completely.

25. Troubleshooting/FAQ

In the following, you will find a list of frequently asked questions along with the appropriate answers and proposed solutions.

Why does my Surftab show less storage space than indicated on the packaging?

The storage capacity indicated on the packaging and in the technical specifications refers to the total storage capacity of your Surftab. However, a portion of the total storage is also used by the operating system and system applications.

Why am I getting no sound from my Surftab?

You may have connected headphones to your Surftab.

When headphones are connected, the speakers of the Surftab are automatically disabled.

Disconnect the headphones from the Surftab in order to activate the speakers again. If there is still no sound from the speakers, check whether the sound on the Surftab is switched on and whether the volume is set high enough.

Why is my WiFi not shown in the list of available wireless networks on my Surftab?

Firstly, make sure that you have enabled the WiFi function on your Surftab and that you are within range of the network.

If the required network is still not showing in spite of these steps, it may be that visibility of the network has been restricted in the router settings ("suppressed SSID"). Check if this is the case in the router settings.

To connect to a network with suppressed SSID, go to the WiFi menu via Settings and tap the three bullet points in the WiFi menu top right.

Tap "ADD NETWORK" in the drop-down window that appears, enter the network SSID and tap "SAVE".

Why does my Surftab just switch off sometimes?

If the energy level of the battery falls below a critical level, the Surftab displays a corresponding warning.

If you ignore these warnings, the Surftab will turn off in order to counteract total discharge of the battery.

Total discharge can lead to a situation where it is no longer possible to charge the Surftab. For this reason, connect the tablet to the charger at this point at the latest in order to prevent data loss and damage to the battery.

My Surftab won't switch on. What can I do?

The battery may not be sufficiently charged to allow the Surftab to switch on. Connect the Surftab to the charger (see Section 7) to recharge the battery.

What can I do if the internal storage of my Surftab is full or almost full?

To relieve the pressure on the internal storage of your Surftab and free up storage space, you can transfer media files stored on the Surftab (for example, images, videos or text files) to an external storage device (for example, a USB stick or suitable memory card) or you can delete apps that you no longer require.

Can I install apps that I have downloaded onto my Surftab on external storage devices (such as SD cards, a USB stick etc.)?

No, this is not possible. You can install apps only on the Surftab.

How do I access external storage devices (USB stick, SD card)?

When you connect an external storage device, the Surftab displays a message to the effect that a device has been connected.

As soon as this message disappears, you can access the data using a file explorer app (for example, "ES FILE EXPLORER" or "FILEBROWSER" etc., available in the Play Store) and manage it (copy, delete, edit).

26. Glossary

Apps/applications

An app (abbreviation of the word "APPLICATIONS") or application is a program that you can download from the Play Store, for example, and install on your Surftab.

Games, programs for playing back images and music files, word processing programs and a lot more are available.

Audio out/mic in

This description of the audio port on your Surftab indicates that you can connect simple headphones or earphones (audio signal out) to the port as well as a headset with microphone (audio/microphone signal in).

Bluetooth®

Bluetooth is a standardised wireless interface on your Surftab that enables a wireless exchange of data between your Surftab and other suitable peripheral devices.

Multi-touch display

A touch display is a screen that responds to command inputs via pressure points (for example, from a finger or a stylus pen).

The multi-touch display is an extension of the "simple" touch display:
It can simultaneously recognise the input of multiple pressure points. The multi-touch display is the most important element for operating your Surftab.

On-screen keyboard

The on-screen keyboard is a digital keyboard that allows you to enter text. The on-screen keyboard appears on your screen ("On Screen") as soon as you tap an input field.

To write in the input bar, all you need to do is tap the letters you require on the on-screen keyboard.

Play Store

The Play Store is an online store offered by Google with lots of useful and interesting apps that you can download to your Surftab.

See Section 17 for information on how to download apps from the Play Store. Note that you need to pay for some apps (paid apps are clearly labelled as such in the Play Store).

USB

USB stands for "UNIVERSAL SERIAL BUS" and is the name of a cable-based interface on your Surftab.

It is used to connect peripheral devices and exchange data between your Surftab and external devices such as a USB stick or a PC.

27. Notes on copyright and trademarks

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28. Notes on disposal and recycling

Notes on disposal



This symbol on the device and in the accompanying documentation indicates that the device must be disposed of separately from normal household waste. This device (and the battery it uses) contain valuable raw materials such as rare earths and precious metals as well as components that are harmful to the environment and/or human health if not disposed of properly. By properly disposing of used appliances and batteries, you are making a vital contribution to conserving resources, minimizing pollution, and protecting the environment as best as possible.

Under European law you are required as a consumer to dispose of electronic waste and used batteries/appliances separately. As per national laws and provisions and/or EU Directives 2012/19/EU and 2006/66/EC, electronic waste and used batteries must be taken to the appropriate collection centers.

In EU member states, you can dispose of electrical or electronic equipment free of charge at special collection points near you. For more information, please contact your local authority or local authority. In some member states the retailer is obliged to take back the old equipment free of charge when buying new equipment. For further information, please contact your dealer.

Please note: Improper disposal of used appliances and batteries is a criminal offense in certain countries.

Notes on recycling



Your device and its sales packaging consist of valuable raw materials, which must be recycled in the interest of environmental protection.



Contact your city or municipal authority for information on the correct method of disposal.

Information on disposal in non-EU countries

These symbols only apply in the European Union. Information on proper disposal of these devices is available from your local competent authority or from the retailer.

29. Notes on the warranty

The warranty period is 12 months. A warranty of 6 months applies to batteries. Unauthorised modifications to the device (in particular, installing external firmware not approved by the manufacturer or modifying the device's hardware) may void the warranty.

30. Support information

If you have questions about your product or problems, please proceed as follows:

- Carefully read the operating instructions.
- Take a look at our FAQ section of our website, where you will find answers to the most frequently asked questions about your product.
- Check whether you have entered the correct settings on your device using the product features and functions as points of reference.
- Consult the respective product detail page for up-to-date information (such as newly available firmware updates) on your product.

If you have taken these measures and the problem persists, please contact our service team directly.

Our professional service employees will discuss all of the additional necessary steps with you and provide individual support to help you quickly and easily continue to address your concern.

Directly contacting us, the manufacturer, via our service hotline or by filling out our service form allows us to address your concern more quickly and allows you to benefit from high-quality consulting and support.

You can find out how to reach our service team here:

www.trekstor.de/support

Open Source Software

This product contains software which might in whole or in part be free software under license of Free Software Foundation (FSF). This is subject to terms and conditions of GNU General Public License (GPL) as well as Lesser General Public License (LGPL).

For further information visit

<http://www.gnu.org/licenses/gpl>

For additional informations concerning Source Code please consult

<http://www.trekstor.de/opensource/>

Disclaimer of liability

Since this is concerning free software Contributor does not give any guarantee about free software as far as permitted by law.

Please be aware that this disclaimer is not concerning regular use of hardware and regular warranty of this device itself.

The manufacturer hereby confirms that the SurfTab Y10 complies with the essential requirements and other relevant provisions of Directive 2014/53/EU.

WiFi device

Frequency range

BT/BT LE: 2402 - 2480 MHz

WLAN: 2412 - 2472 MHz

5150-5725 MHz

GPS: 1575.42 MHz

RF Output Power max.

BT/BT LE: 0,64 dBm (2402 - 2480 MHz)

WLAN: 0,24 dBi (2412 - 2472 MHz)

0.64 dBi (5150 - 5725 MHz)

GPS: 0,82 dBi (1575.42 MHz)

WiFi 5GHz:

Operations in the 5.15-5.35 GHz band are restricted to indoor usage only.

LTE device

Frequency range

BT/BT LE:	2402 - 2480 MHz
WiFi:	2412 - 2472 MHz, 5150 - 5725 MHz
GPS:	1575.42 MHz
2G:	
GSM 900:	TX 880 - 915 MHz / RX 925 - 960 MHz
DCS 1800:	TX 1710 - 175 MHz / RX 1805 - 1880 MHz
3G:	
WCDMA 2100:	TX 1922 - 1978 MHz / RX 2112 - 2168 MHz
WCDMA 900:	TX 882 - 913 MHz / RX 927 - 958 MHz
LTE:	
Band 1:	TX 1920 - 1980 MHz / RX 2110 - 2170 MHz
Band 3:	TX 1710 - 1785 MHz / RX 1805 - 1880 MHz
Band 7:	TX 2500 - 2570 MHz / RX 2620 - 2690 MHz
Band 20:	TX 832 - 862 MHz / RX 791 - 821 MHz

RF Output Power max.

GPS:	-0,06 dBi (1575.42 MHz)
BT/BT LE:	0,6 dBi (2402 - 2480 MHz)
WiFi:	0,6 dBi (2412 - 2472 MHz)
WiFi:	-1,67 dBi (5150 - 5725 MHz)
2G:	
GSM 900:	27.24 dBm (880 - 915 MHz)
DCS 1800:	24.17 dBm (1710 - 1785 MHz)
3G:	
WCDMA 2100:	17.59 dBm (1922 - 1978 MHz)
WCDMA 900:	17.84 dBm (882 - 913 MHz)
LTE:	
Band 1:	17.30 dBm (1920 - 1980 MHz)
Band 3:	17.32 dBm (1710 - 1785 MHz)
Band 7:	18.25 dBm (2500 - 2570 MHz)
Band 20:	16.65 dBm (832 - 862 MHz)

WiFi 5GHz:

Operations in the 5.15-5.35 GHz band are restricted to indoor usage only.

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