TPS530 FAQ

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Content

1 .Why it can not turn on?

a). Check the power adapter
please check if the power adapter has 9-12V output.

b). Check the power cable
  Please check the power cable is connected well or not.

c). Check the switch
  Please check the if switch is in "On" state.

2. Why it always shows "Android" when turn on

Please upgrade the firmware with the flash tool.

3. How to enable NFC option

The NFC of the TPS530 is a special NFC. It enabled NFC by default.
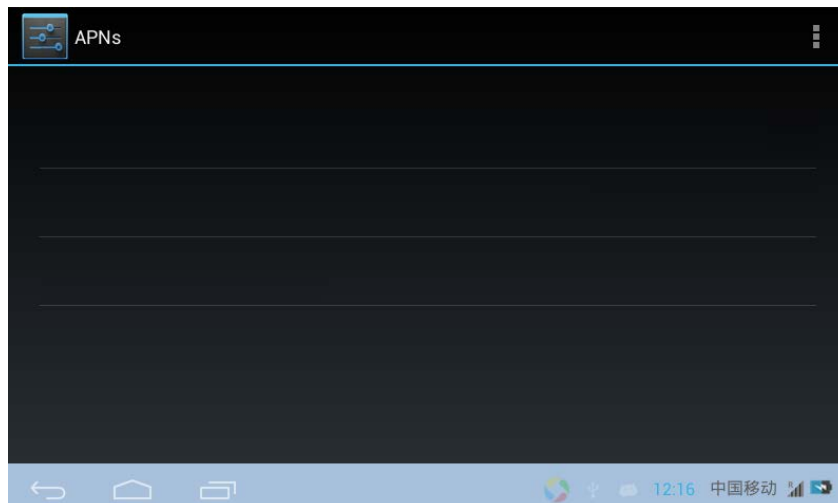The option under "Settings->More->NFC" is no using.
Please ignore the option   "Settings->More->NFC".
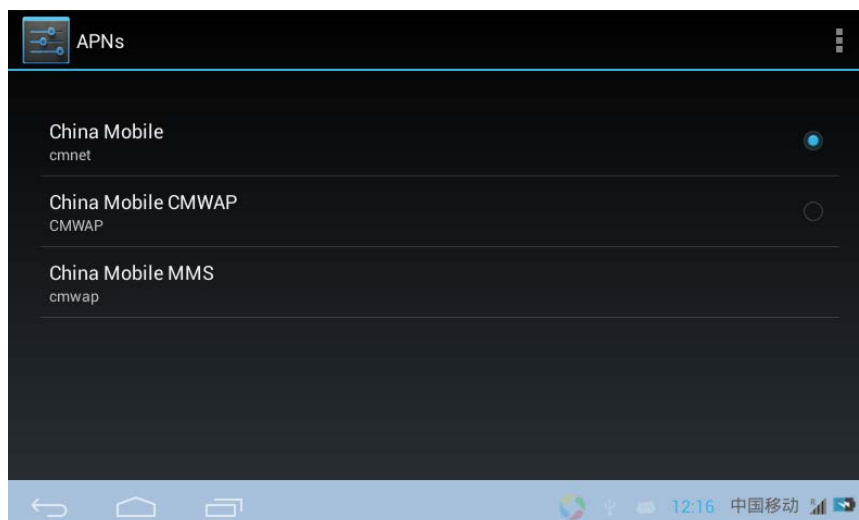
4.How to check the firmware version number

Turn on the device. Enter into Setting-> About Phone.
The "build number" is the firmware version number.

5. How to judge the device detected SIM CARD

a). Install the SIM CARD. Turn on the device.
b). Enter into Setting->More…->Mobile Networks->Access Point Names.
   If there is not any APNS, it means the device has not detected any SIM card.

   If there is some APNS, it means the device has detected SIM card.

6. Can not detect SIM CARD?

If it shows this icon on the status bar, it means that it does not detect the SIM card.

a). Check the installation of the SIM card.
    Check whether the SIM card is installed well or not. Try to install the SIM card again.
b). Check the direction of the SIM card.
    Check whether the installation direction of the SIM card is correct or not. If not, install again.
c). Check the SIM CARD slot.
    Check whether the SIM CARD slot is normal or not.
d). Scratch the metal spring of the SIM card slot.
    Maybe the surface of the metal spring becomes oxidation. Try to scratch the metal spring of the SIM card slot with emery cloth or knife.

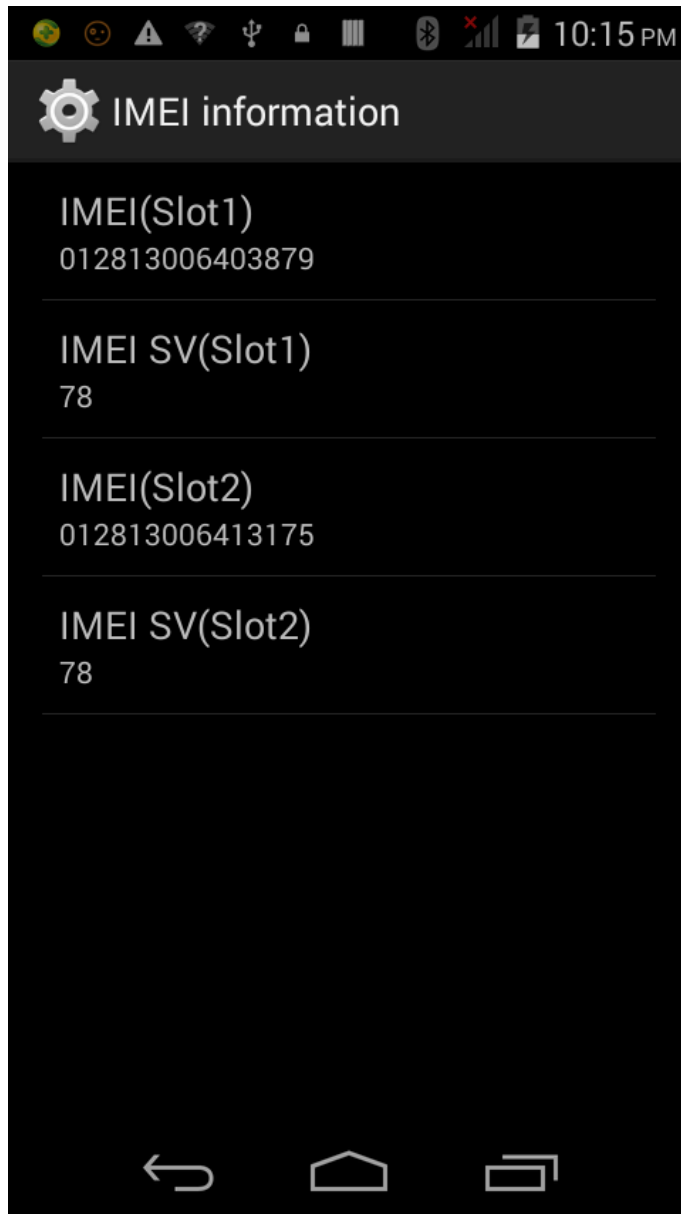## 7. How to judge the device detected the wireless module

7.1 Do not install the SIM CARD. Turn on the device. Enter into Setting->About phone->Status.

If it can check out the "Baseband version", it can detect the wireless module.

7.2 Do not install the SIM CARD. Turn on the device. Enter into Setting->About phone->Status-> IMEI Information.
If it can check out the "IMEI code", it can detect the wireless module.

Otherwise, it can not detect the wireless module. You should ask the factory or agent for more help.

8.Why not show the wireless signal

a). Check if the device detects the SIM card.
b). Check the antenna is installed well or not.
c). Check if the SIM CARD is according with the Specifications of the TPS530.
If your SIM card not belongs to these bands, please change the SIM card with correct SIM card.
d). Check whether the device can detect the wireless module or not.
d). Check the wireless Signal strength and Service state.
    Settings->"About Phone" ->"Status"-> "Signal strength" and "Service state" .

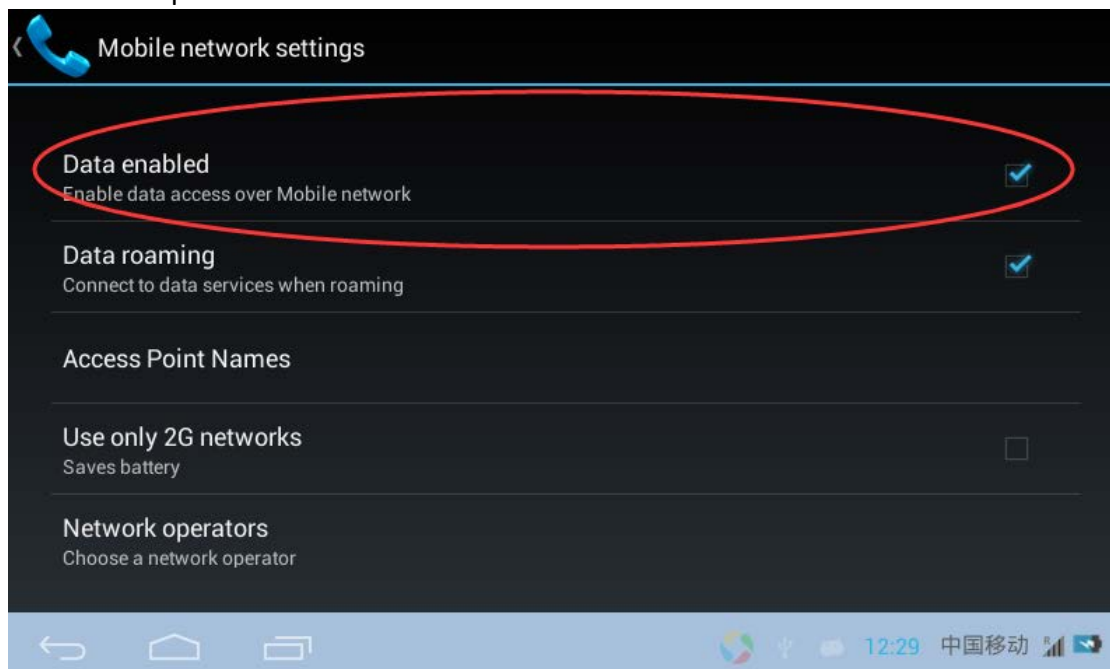If the Service state is "In service", it is normal.

9. How to active wireless data connection

The precondition of wireless data connection is that it must install SIM CARD.
a). Enable the option "Data enabled".
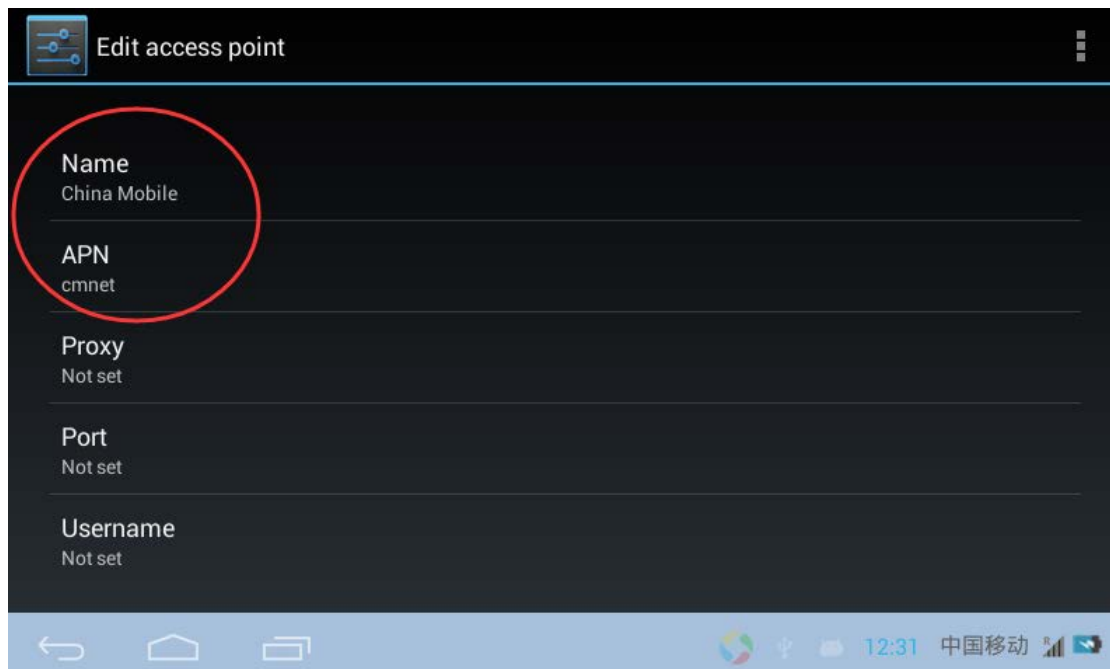Settings->More...->Mobile Networks.
Enable the option "Data enabled".

b). Set APN parameters
Settings->More...->Mobile Networks->Access Point Names.
Then select the correct APN. And set the correct APN parameters. Specially, for some operator's SIM, it needs to set the user name and password.
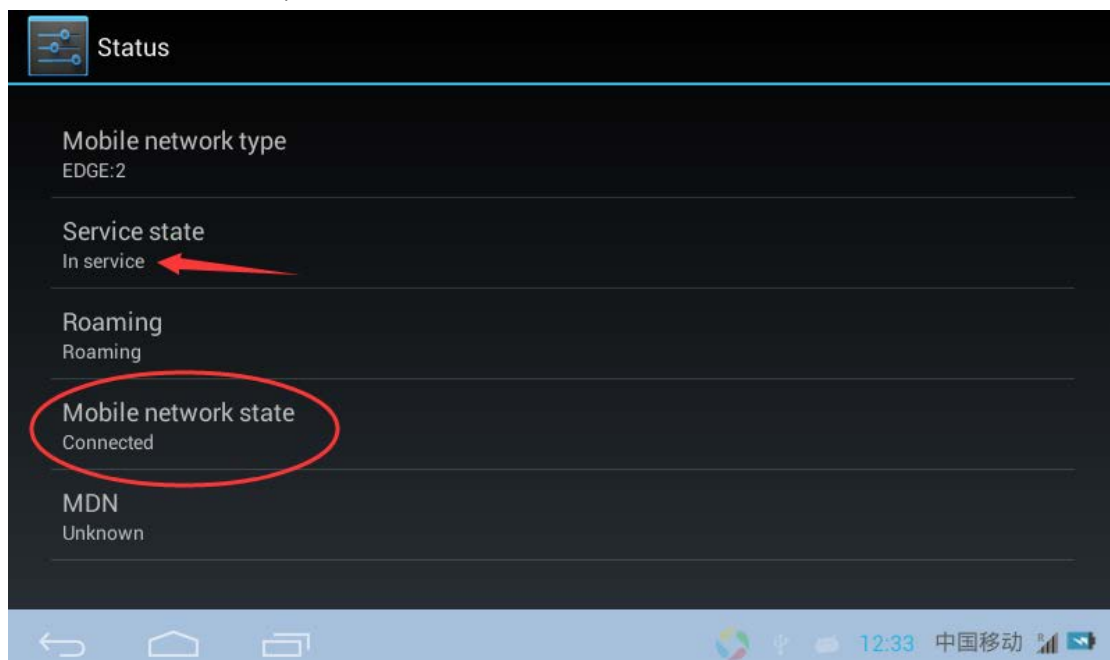
10. How to check the wireless data is connected

a). Check the Mobile network state.
Settings->"About Phone" ->"Status"-> "Mobile network state".
If it is "Connected", it means the wireless data connected.
If it is "Disconnected", it means the wireless data has not connected.

b). Try to login to website.
Run the IE browser. Then input a web site in the URL and enter. If it can connect to

the website, the wireless data is connected.

After the wireless data communication connected, it will show an icon in the status bar.

11. Can not connect to internet via wireless data

Check the above steps 5 to 10.

12. How to switch SIM CARD

a) Settings->More-> SIM card Settings.
b) It shows two options "SIM CARD1" and "SIM CARD2'.
c) Select the SIM card you want.

13. The WIFI can not connected

a) Check if the "WLAN" is "On".
b) Select one WIFI hotspot.
c) Input the correct WIFI password, and save it; Check if the password is correct.
d) After the WIFI connected, it will show a WIFI icon in the status bar.
e) If it does not show the WIFI icon in the status bar, try to turn off the "WLAN" and turn on again.
f) If still can not connect WIFI, please try to reboot the device.

14. The touch screen does not work

When touch the screen with finger, but the focus is not in where the finger touch.
a) Check the cable which connecting the touch screen. Try to disconnect the cable. Then connect it again.
b) Try to reload the OS.
c) Maybe the touch screen becomes bad. Please try to change the touch screen.
d) If still has the same problem, maybe the problem is on the screen. Then ask manufacture for parts to repair it.

15. Why the screen shows nothing when turn on after reload a new firmware?

Maybe you load an un-correct version firmware. Please load the correct version firmware.