

These instructions will help you resolve issues with unresponsive tablet screens, remove forgotten Patterns, PINs or Passwords. You can fix software related glitches, like having difficulty disabling the Talk Back feature, when the device hasn't responded as expected after the tablet has been restarted. You'll also be able to perform a hard reset that will restore your tablet to original factory settings.

Unresponsive Tablet Screen

If you are not experiencing issues with your tablet responding to touch, move to the "Preparing for Hard Reset" section below.

If your tablet's screen is on, but the screen does not respond to touch, hold down the Power button for at least 10 seconds. The tablet will power off and back on again.

Any further troubleshooting cannot be completed if the screen is still unresponsive and cannot be turned off. If this is the case, disconnect the tablet from the power source and allow the battery to cycle off.

If you are still experiencing issues after completing steps to correct an unresponsive tablet screen, continue to the "Preparing for Hard Reset" section.

Preparing for Hard Reset

- ▶ Charge the battery to at least 20%, leave the tablet off and unplug the tablet.
- ▶ Gently remove the tablet cover from the side opposite the buttons. **Be careful not to damage the tablet buttons when removing the cover.** **Note:** When you later replace the cover, place it carefully OVER THE BUTTONS FIRST, then press the opposite side of the tablet into the cover.
- ▶ Inspect and ensure the *Volume* and *Power* buttons are working and not damaged. If the tablet buttons do not work, you will not be able to hard reset your tablet.
- ▶ The tablet must be turned off to complete the Hard Reset steps.

If you are unable to complete any of the steps above, you can call StandUp Wireless Customer Care to see if you are eligible for a warranty replacement.

Hard Reset – Android Recovery Instructions

If the screen is responsive but the tablet is still locked, try these steps to remove a forgotten PIN, Password or Pattern for your tablet model.

VORTEX TAB8, SKY OCTA X, BLU M8L, BLU M8L (T310), ALCATEL TABLETS:

Step 1: Turn the tablet off by holding the *Power* button, then tap Power off. If the tablet cannot be powered off, disconnect the tablet from the power source and allow the battery to cycle off.

Step 2: Hold down the *Volume Up* button and the *Power* button at the same time. Let go of the buttons once the screen lights up and the logo title appears. The Android Recovery screen will appear; use the *Volume* buttons to navigate the menu and the *Power* button to select an option.

Step 3: Using the *Volume Down* button, scroll down and select the "Wipe data/factory reset" option with the *Power* button. You will see the confirmation of the device being wiped in the bottom left corner. It will show "Data wipe complete" at the bottom when the process is finished.



Android Recovery Screen

Step 4: Use the *Volume* buttons to scroll up or down to “Reboot system now” and use the *Power* button to choose the “Reboot system now” option to start the tablet as usual and begin setup.

To exit the screen and restart the tablet without erasing, choose “Reboot system now.”

NUU TABLET:

Step 1: Turn the tablet off by holding the *Power* button, then tap Power off. If the tablet cannot be powered off, disconnect the tablet from the power source and allow the battery to cycle off.

Step 2: Turn the device on by holding down the *Volume Down* and *Power* buttons simultaneously until the Tablet vibrates or the logo appears, quickly releasing the *Power* button but holding the *Volume Down* button.

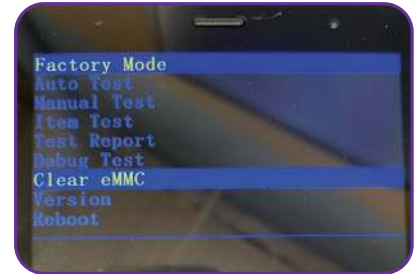
If the device completely powers on, turn the tablet off and start over. Step 1 may take a few attempts.

Step 3: Once the Factory Mode screen appears, release the *Volume Down* button. Use the *Volume Down* button to scroll down to the option “**Clear eMMC**” and use the *Power* button to select “**Clear eMMC.**” The tablet screen will go black. Your Tablet is being restored to original factory specifications and will reboot once complete.

It may take several minutes for the device to reboot.

To exit without erasing your tablet, choose “Reboot,” to restart your tablet.

Step 4: You’ll now be prompted to set up your tablet from start screen. If you’re using a Google email account, you’ll be prompted to sign into your account before using the tablet again.



Factory Mode - English



Factory Mode - Chinese

SKY ELITE T8:

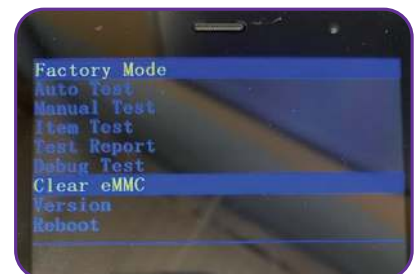
Step 1: Turn the tablet off by holding the *Power* button, then tap Power off. If the tablet cannot be powered off, disconnect the tablet from the power source and allow the battery to cycle off.

Step 2: Turn the device on by holding down the *Volume Down* and *Power* buttons at the same time until the tablet vibrates or the logo appears, then quickly release the *Power* button but continue holding the *Volume Down* button.

If the device completely powers on, turn the tablet off and start over. Step 1 may take a few attempts.

Step 3: Once the Factory Mode screen appears, release the *Volume Down* button. Use the *Volume Down* button to scroll down to the option “**Chinese characters eMMC**” and use the *Power* button to select “**Chinese characters eMMC.**” The tablet screen will go black and wipe the device, and reboot.

It may take several minutes for the device to reboot.



Factory Mode - English



Factory Mode - Chinese

Step 4: Set up the tablet from the blue start screen. If you're using a Google account, you'll be prompted to sign back into your account before using the tablet again.

To exit the screen, choose "Reboot," to restart the tablet without erasing the device.

SKY OCTA, SKY OCTA MAX, SKY OCTA PLUS:

Step 1: Turn the tablet off by holding the *Power* button, then tap Power off. If the tablet cannot be powered off, disconnect the tablet from the power source and allow the battery to cycle off.

Step 2: Turn the device on by holding down the *Volume Down* and *Power* buttons simultaneously until the Tablet vibrates or the logo appears, quickly releasing the *Power* button but holding the *Volume Down* button.

If the device completely powers on, turn the tablet off and start over. Step 1 may take a few attempts.

Step 3: Once the Factory Mode (with Chinese characters) screen appears, release the *Volume Down* button.

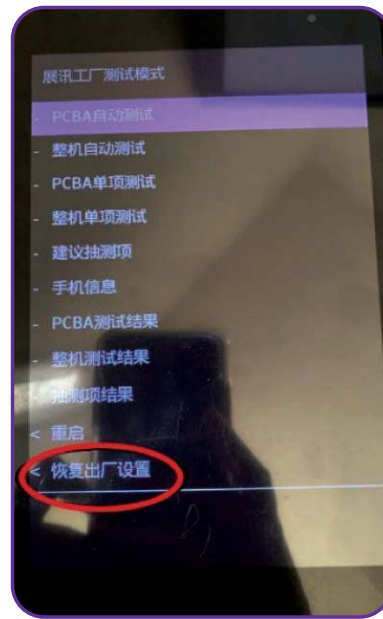
Step 4: Use the *Volume Down* button to scroll down to the last option or tap the last option in the list. Tap the last option on the screen to erase and reboot the tablet." The tablet screen will go black, wipe the device, and reboot.

It may take several minutes for the device to reboot.

To exit the screen, choose "Reboot," to restart the device without erasing the tablet.



Factory Mode screen
English



Factory Mode screen
Chinese