

**TREKSTOR**<sup>®</sup>  
Enjoy now.



**SurfTab**<sup>®</sup> xiron 10.1 pure

**OPERATING INSTRUCTIONS**

EN

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We hope you enjoy your TrekStor SurfTab xiron 10.1 pure.  
Please read the following passages carefully to familiarise yourself with the functions of this product and how to operate it.

**IMPORTANT!**

Follow the safety information in Section 2.

**IMPORTANT!**

These operating instructions are part of the product and contain important information in regard to safety, use and disposal of the tablet.

Please keep these instructions in a safe place for future reference. Should the device change hands, pass these instructions on to the new owner.

Up-to-date product information is available on the TrekStor website:  
[www.trekstor.de](http://www.trekstor.de)

Visit [www.trekstor-onlineshop.de](http://www.trekstor-onlineshop.de) for additional products and accessories.

## 1) About the SurfTab xiron 10.1 pure

The TrekStor SurfTab xiron 10.1 pure is a tablet with 10.1-inch multi-touch IPS HD screen for surfing the Internet, using apps and playing music, videos and games.

Only use the device for its intended purpose. The manufacturer is not liable for damages resulting from improper use. Furthermore, the manufacturer shall not be responsible for damages or loss of data and any subsequent damage caused.

## 2) Safety information

These instructions use the following warning symbols and key words:



**DANGER**

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



**CAUTION**

*Follow instructions to avoid injuries and material damage.*



**WARNING**

*Follow instructions to avoid material damage.*



**NOTE**

*Further information about the use of the device.*

## Operational safety



**CAUTION**

*Those who, as a result of their physical, sensory or mental capabilities, or lack of experience or knowledge, are not in a position to use the product safely must not be allowed in the vicinity of the product without supervision or instruction by a person responsible for their safety. Supervise children around the product.*



**DANGER**

*Keep packaging materials out of reach of children (e.g., plastic sheets). There is a danger of suffocation.*



**DANGER**

*Some accessories can pose a choking hazard for babies and young children. Keep these accessories out of reach of babies and young children.*



**DANGER**

*Never open the casing of the device or the charger: This may cause an electrical shock, short circuit or fire!*



**DANGER**

*Do not insert any object into the ports or openings of the device or charger: This may cause an electrical shock, short circuit or fire!*

**DANGER**

*Do not cover the device or charger during operation or while charging. This may cause the device/charger to overheat and potentially catch fire!*

**CAUTION**

*This device can generate high sound volumes. Never listen at high volumes for long periods. Doing so can result in immediate or gradual hearing damage. Remember: Permanent hearing damage may only emerge later in life. You may become used to listening to high volumes over time, making them appear normal to you. However, your hearing may have already been damaged. The higher you set the volume, the more quickly your hearing can be damaged.*

**DANGER**

*Your safety is very important to us! Safety always has first priority in road transport. Protect yourself and other road users by operating the device only if the traffic situation allows it and you do not endanger or hinder anyone. Adjust the volume of the device for your safety so that you can continue to react to all the sounds around you. Local legislation in force applies.*

**WARNING**

*Do not exert excessive pressure on the display, as it may break.*



*Avoid using USB cables over 3 m in length.*



*Exposing the device to electrostatic discharge can interrupt the data transfer between the device and the computer or impair the functions of the device. Should this happen, disconnect the device from the USB port and reconnect it or rebuild the WiFi connection from scratch.*

## Repair

**WARNING**

*No parts inside the device require maintenance or cleaning.*

**WARNING**

*Should the device become wet, turn it off immediately. Ensure the device is checked for operational safety before using it again.*

## Intended operating conditions



*Protect the device from extremely high or low temperatures and fluctuations in temperature. Use it at an ambient temperature between 10°C and 40°C.*



*Do not place the device near a heat source and protect it from direct sunlight.*



*Never expose the device to humidity, condensation or moisture.*



*Ensure you use and store the device in a dust-free environment.*

## Power supply



### **CAUTION**

*Only ever use the original charger or a charger with the correct voltage and amperage to prevent damage to the device. If you have to resort to a universal charger, pay attention to the polarity of the charging device as well as the voltage and amperage. Your device may suffer irreparable damage if these specifications are not properly adhered to.*



### **CAUTION**

*Do not use or charge the device if the battery is damaged or leaks.*

## Care and maintenance



*Never clean the surface of the device with solvents, paint thinners, cleaning agents or other chemical products. Use a soft, dry cloth or a soft paintbrush.*

## Information on the memory capacities indicated



*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 the device indicated by your operating system may differ from the stated storage capacity, as a portion of the total storage is also used by the operating system and system applications.*

### 3) Technical specifications

#### Technical specifications SurfTab

Processor (CPU)	Cortex A7 quad core processor, 1.2 GHz
RAM	1 GB DDR3
Storage capacity	16 GB
Graphics processing unit (GPU)	Mali-400 MP2
Display type	10-point capacitive multi-touch IPS HD display
Display size	10.1" (25.7 cm)
Screen resolution	1280 x 800
Aspect ratio	16:10
Camera	5 MP / 2 MP
Interfaces	Micro-USB 2.0 (with host function), camera, memory card reader, audio out, microphone, WiFi, Bluetooth® 4.0, Miracast™
Supported memory cards	microSD, microSDHC (max. 32 GB)*
Dimensions (W x H x D)	approx. 261 x 172 x 11,5 mm
Weight	approx. 560 g
Housing material	plastic (rubber)
Operating system	Android™ 5.1.1 (Lollipop)
Supported operating systems	Linux®, Mac OS® (from OS X 10.6), Windows® (Windows 10, 8, 7, Vista™)
Battery	lithium polymer**

\* It is not possible to guarantee 100 per cent compatibility of microSD cards.

\*\* The battery in this product cannot be easily replaced by users themselves.

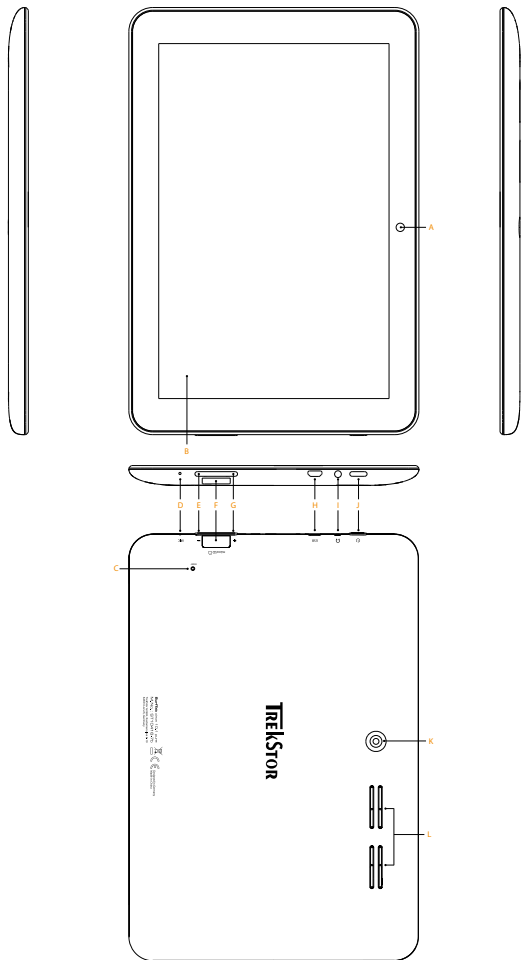


## Technical specifications USB power adapter

Model:	K-E30502000E1
Input voltage:	100 - 240 V ~, 50/60 Hz
Input current:	0,35 A
Output voltage:	5,0 V
Output current:	2000 mA
Manufacturer:	Shenzhen Bestgk Technology Co., LTD.

## 4) Package contents

- TrekStor SurfTab xiron 10.1 pure
- Micro-USB cable
- USB host adapter cable
- USB power adapter (100 V - 240 V)
- Quick guide
- Product safety and legal information






## 5) Controls and connections

- A) Front camera
- B) Touch screen
- C) Reset
- D) Microphone
- E) Volume -
- F) Memory card slot
- G) Volume +
- H) Micro-USB socket / Charging socket
- I) Audio out socket
- J) On/off switch
- K) Rear camera
- L) Speaker

## 6) Charging the SurfTab

Please fully charge your SurfTab before you use it for the first time. Connect your SurfTab to a plug socket using the USB cable and power adapter. The SurfTab is fully charged when the two-colour status LED turns yellow. Charging via a PC generally take longer than charging via a plug socket.

-  *The maximum battery life is reached after approximately ten charging cycles.*
-  *The battery should be recharged to between 40 and 60 per cent every 6 months or so if the device is not being used.*
-  *It is better for Li-ion batteries if you 'shallow' charge them, as this increases their lifespan. You should generally avoid discharging the battery below 40 per cent of its capacity, as 'deep' charges can result in greater loss of capacity by causing irreversible reactions in the electrodes.*

## 7) Switching on the SurfTab

After you have charged your SurfTab, you can switch it on. Press the on/off switch for three to five seconds to start the device. As soon as the device is switched on, the lock screen appears. Place your finger on the lock symbol on the screen and drag the lock symbol to the top. Your SurfTab will now display the home screen.

- i** If you are using your new SurfTab for the first time, a configuration assistant will appear to help you configure the first important settings on your SurfTab. The settings that you specify here (for example, language or WiFi) can be altered again later on the applications menu under "SETTINGS".

## 8) Elements on the home screen



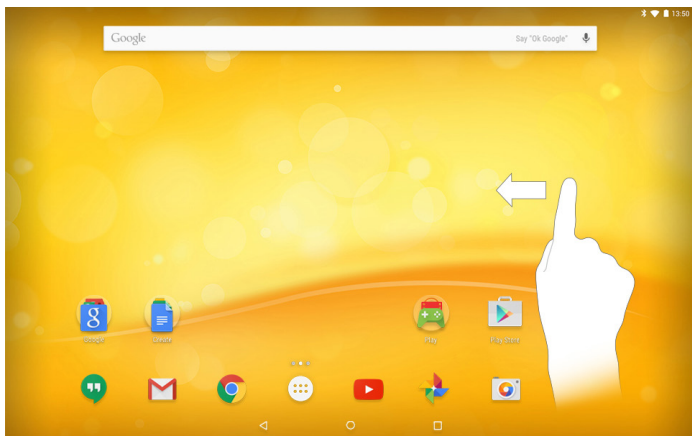
- A) Google™ Search
- B) Google™ language search
- C) Back to the previous screen
- D) Home icon (back to the home screen)
- E) Applications menu
- F) View all open elements
- G) Quick start bar

## 9) Using the touch screen

### Scrolling

The home screen of your SurfTab extends several pages to the right of the first window. You can set up these pages by placing apps or widgets on the possible further pages (see Section 10). Slide your finger from right to left (or the reverse) across the screen to access these pages.

**i** Above the quick start bar, the point bar displays the number of pages you have set up. The page you are currently on is highlighted.

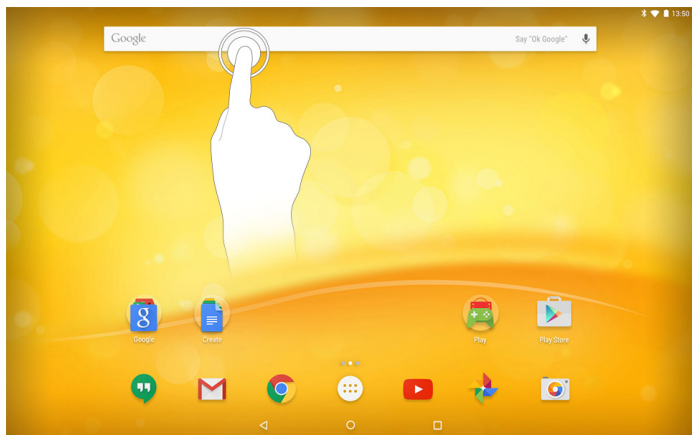


In an open window (for example, in a menu, browser, app or in folders), you "drag" the screen by sliding it in the direction you require with your finger.

**i** Use your fingers or a suitable display stylus (available in specialist shops) to operate the touch screen. Never use ordinary pens or other sharp objects.

## Selecting an element

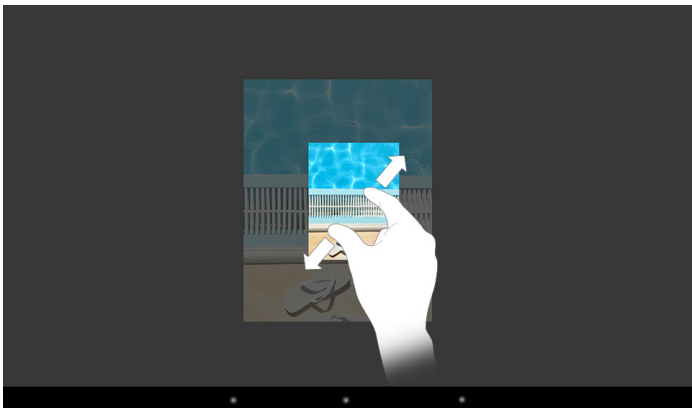
To open an element or select an option, briefly touch the icon you require with your finger.



**i** *If you want to close a recently used element (app, widget, menu), tap the display of all open elements. Place your finger on the element that you want to close and drag the element to the left or right to close it.*

## Enlarging and reducing the view

You can enlarge the display of some views (images, websites etc.). 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.



## Using the display keyboard

If you tap a text field in order to enter text (for example, a Web address), the display keyboard appears. Enter the text in the usual way via the keyboard. Use the "?123" and "~[<" buttons to enter numbers and special symbols. To enter an alternative letter (for example, a letter with an accent or German umlaut), press and hold a particular letter to view the available alternatives.

**i** You can specify further display keyboard settings under "SETTINGS" → "LANGUAGE & INPUT" → "KEYBOARD & INPUT METHODS".

## 10) Personalising the home screen

You can set up the home screen (as well as the additional pages) according to your wishes by adding or removing app shortcuts and widgets and altering the background.

### Adding apps to the home screen

- a) Tap the applications menu in the quick start bar on the home screen. A screen opens showing the apps and widgets that are currently available. Tap "APPS".
- b) Keep pressing the app that you have selected until the home screen appears.
- c) Now drag the selected icon to an empty position of your choice within the selected window. Drag the icon to the page edge to place it on another page.

**i** *You can move an icon placed on your home screen at any time. Hold your finger on the icon that you want to move until you can move it. You can now move the selected icon to any empty position within the indicated window.*

### Adding widgets to the home screen

In addition to apps, you can also add widgets to your home screen.

- a) Tap the applications menu in the quick start bar on the home screen. A screen opens showing the apps and widgets that are currently available. Tap "WIDGETS".
- b) Select the widget and hold it until the window that is currently active appears.
- c) Now drag the selected widget to an empty position of your choice. Drag the icon to the page edge to place it on another page.

### Removing apps and widgets from the home screen

- a) To remove an app or widget from the home screen, tap and hold the respective icon. "REMOVE" or "X" appears at the edge of the screen.
- b) Keep the icon pressed and drag it to "REMOVE" or "X" until this is highlighted in red.

**i** *This action deletes the link to the home screen but does not delete the app itself. To find out how you can completely remove an app from your SurfTab, see section 14.*



## Changing the screen background

- a) Touch an empty area of the screen background until on the lower edge of the screen a window with the following options appears:
    - Wallpaper
    - ES File Explorer
    - Gallery
    - Live Wallpaper
    - Photos
  - b) Tap "WALLPAPER" or "LIVE WALLPAPER" to display the available backgrounds.
  - c) Now scroll through the images, select a motif and confirm your selection via "SET WALLPAPER".
- i** Use the options "ES File Explorer", "Gallery" or "Photos" to set one of your own images as the background.



## 11) Setting up a screen lock

To make the data on your SurfTab more secure, we recommend that you set up a screen lock. Please proceed as follows:

- a) Select "SETTINGS" in the applications menu.
  - b) Drag the list up until you can see the "SECURITY" menu item. Tap "SECURITY".
  - c) Now tap "SCREEN LOCK".
  - d) Now tap the type of screen lock that you require to then set it up.
- i** Whenever you now unlock the screen, you will be prompted for the form of identification that you have set up.
- i** If you have forgotten your password, you can reset it using the recovery mode (see section 18).


## 12) Connecting to the Internet via WiFi

You can connect your SurfTab to the Internet via WiFi. If you would like to establish a connection to a new wireless network, proceed as follows:

- a) Select "SETTINGS" from the applications menu. This is where you will find the "Wi-Fi" item. Tap "Wi-Fi".
  - b) Slide the on/off switch to the right.
  - c) Now all available wireless networks will be displayed in the following window.
  - d) Tap the network that you would like to connect to. An input window appears. Enter the network key ("PASSWORD") for the wireless network you have selected and tap "CONNECT".
  - e) Your SurfTab will connect to the Internet via the wireless network you have selected. You can now surf the Internet using a browser app.
-  *Once you have established a connection to a WiFi network, your SurfTab will automatically connect to it as soon as it is within reach. It is not necessary to re-enter the network key.*
-  *To save power, it is advisable to turn off the WiFi function when it is not in use.*

## 13) Setting up/removing an email account

### Setting up an email account

- a) Make sure that your SurfTab is connected to the Internet.
  - b) Select "E-MAIL" in the quick start bar or on the applications menu.
  - c) Enter a valid email address in the input field. Tap "NEXT" to confirm your entries.
  - d) Enter the associated password in the input field. Tap "NEXT" to confirm your entries.
  - e) You can specify further account settings in the next steps. Confirm the settings that you have specified with "NEXT".
-  *As soon as you have set up the account according to your wishes, the email app is ready for use.*

## Removing an email account

- a) Select "SETTINGS" in the applications menu.
- b) Drag the list up until you can see "ACCOUNTS" and tap this option. Then tap the e-mail icon.
- c) Now tap the account that you wish to remove.
- d) Tap the three vertically stacked dots on the top right side and then select "REMOVE ACCOUNT".
- e) Confirm your selection once again via "REMOVE ACCOUNT" and the account will be deleted.

## 14) Installing/uninstalling apps

### Downloading and installing apps

Thanks to access to Google Play™, your SurfTab allows you to add further apps, widgets, programs and eBooks to the ones that are pre-installed.

The Play Store app is already installed on your SurfTab. You can find it on the applications menu and on the home screen.

**i** *To be able to download apps via the Google Play Store, you require a Google account. If you have not yet set up a Google account, a configuration assistant will start the first time you open the Play Store app. The configuration assistant will guide you through the process of setting up a Google account. You can link an existing Google account to the app or create a new Google account.*

After you have set up your Google account, the app is ready to help you download new apps. To download a new app, follow the instructions of the Play Store app.

As soon as you have installed an app, it will be visible on the applications menu. Either run the app from there or add it to your home screen.

**i** *To be able to download programs, apps or eBooks, your SurfTab has to be connected to the Internet.*

**i** *Some apps must be purchased before you can download them. The Google Play Store provides instructions on choosing the correct payment system and on making payments.*

## Uninstalling apps

To remove apps you have installed on your SurfTab, proceed as follows:

- Tap "SETTINGS" in the applications menu.
- Drag the menu up with your fingertip until you can see "APPS". Tap "APPS".
- Drag the menu to the left with your fingertip until you reach the "DOWNLOADED" or "ALL" category.
- Tap the app that you want to remove with your fingertip and select "UNINSTALL" in the window that appears. Confirm once more with "OK" and the app will be uninstalled.

**i** You can only uninstall apps that you installed yourself. Factory-installed apps that are integrated into the system can only be "DISABLE". Deactivating apps that have been integrated into the system can impede the functionality of your SurfTab.

## 15) Using the camera

Tap the camera icon in the applications menu or in the quick start bar. The following screen appears:



### Taking a photo


Hold the SurfTab with the camera in the required direction and press the shutter button (15 B). The picture is saved and the SurfTab briefly displays a preview of the photo.

## Accessing additional camera settings


- a) 3 vertically stacked dots appear on the upper right of the screen when camera mode is activated. Click here to:
- switch between cameras (15 A)
  - display reference lines (15 C) or
  - activate the self timer (15 D).

Tap the symbol to activate respectively to deactivate the respective mode.

- b) Slide your finger from left to right across the display. You can specify camera settings on the top right side of this window. To do so, tap the icon "Settings".

 *To exit the camera mode, briefly tap the edge of the display to show the task bar.*

## Editing photos

- a) Briefly tap the lower edge of the display to show the task bar. Now tap the home icon to exit camera mode.
- b) Open the gallery by tapping the "PHOTOS" symbol in the applications menu or in the quick start bar.
- c) Now tap the photo that you would like to edit.   
The following symbol appears on the bottom left of the screen:
- d) Tap this symbol. Various editing options (regarding exposure, framing, cropping and colour settings) are now displayed beneath the photo.
- e) Tap the desired option and save your change by tapping the checkmark on the bottom right of the screen and then confirming with "SAVE" on the top right.

 *The SurfTab now saves a new picture. The original picture is not overwritten.*

## Recording a video

- a) Swipe from left to right across the screen and select the "Video" option icon on the left side of the screen.
- b) Then tap the video symbol on the right side of the screen to start recording.
- c) Tap the stop symbol (square) on the right side of the screen to stop recording.

## Zooming

You can zoom in on or out of your subject both in photo and in video mode. Move two fingers apart on the screen to zoom in and move two fingers towards each other again to zoom out.

**i** *To exit the camera mode, briefly tap the home icon on the lower edge of the display.*

## 16) Connecting other devices

### Connecting the SurfTab to a computer

- a) Connect the SurfTab to your computer with the Micro-USB cable provided.
- b) A short moment later, the memory of the SurfTab will be shown as an external drive in your computer's file explorer. From here you can load, copy, delete or move files as usual.

### Connecting a USB device

External USB devices such as USB-Sticks can be connected directly via the Micro-USB socket of the SurfTab or by using the Micro-USB host adapter cable provided.

**i** *To be able to move files between your SurfTab and an external storage device, you need an app that functions as a file browser (such as the "ES FILE EXPLORER" or the "FILEBROWSER").*


- a) Connect the external USB storage device to the SurfTab and wait approximately 20 seconds.
  - c) You can now load, copy, delete or move files as usual using your file explorer app.
- i** *The power supply of the SurfTab may not be sufficient to ensure that all the functions of the connected USB device work properly. For this reason, make sure that you supply additional power to external USB devices via a charging cable.*

## Connecting another device via Bluetooth®

- a) Select "SETTINGS" in the applications menu. You will find the "BLUETOOTH" item in the menu column. Tap "BLUETOOTH" with your fingertip.
- b) Slide the on/off switch for Bluetooth to the right.
- c) Activate the Bluetooth function on the device you want to connect and make the device visible to other Bluetooth devices, if necessary. To do so, refer to the instructions in the operating manual of the device.
- d) A list of all available Bluetooth devices in the vicinity will appear.
- e) Tap the device you want to connect. Then confirm by tapping "PAIR".
- f) You may also have to confirm pairing on the device you want to connect.

## Connecting to a television via Miracast™

Miracast technology is a peer-to-peer standard for image transfer. The SurfTab supports this standard and enables wireless transfer of image and sound from the SurfTab to a WiFi and Miracast-enabled television device.

 *The SurfTab can connect to your television via Miracast only if the television also supports Miracast technology. Please check with your television manufacturer if necessary.*

Proceed as follows to connect your SurfTab to a Miracast-enabled television:

- a) First, take all of the necessary steps to prepare your Miracast-enabled television for the Miracast transfer (consult your television's operating instructions for details).
- b) Select "SETTINGS" in the applications menu on the SurfTab.
- c) Activate the WiFi function on the SurfTab. To do so, select "Wi-Fi" and drag the on/off switch for WiFi to the right.
- d) Further down in the menu column you will find the "DISPLAY" menu item. Tap "DISPLAY".
- e) Tap "CAST SCREEN".
- f) At the top right of the display you will find 3 vertically stacked dots. Tap here.
- g) Tap "ENABLE WIRELESS DISPLAY" in this window.
- h) A list of all available Miracast devices will appear. Tap the device that you wish to connect to.
- i) A short time later, the selected device will show the display of the SurfTab.

- i** *If your television device does not support Miracast technology, a "Miracast dongle" can be used to connect the SurfTab via Miracast. In this case, you must ensure that the selected dongle is compatible with both the SurfTab and your television.*

## 17) Activating standby mode

If you do not want to use your SurfTab for a while, press the on/off switch briefly to put the SurfTab into standby mode and save power. To exit standby mode, briefly press the on/off switch again.

Once you have reactivated the SurfTab, it will initially display the lock screen. Place your finger on the lock symbol and drag it to the top. Your SurfTab will now display the home screen.

- i** *If you previously set up a screen lock, you must now identify yourself using the method that you chose in order to unlock the SurfTab.*
- i** *Standby mode is activated automatically when the SurfTab is not used for a certain time. You can specify the period of time after which the SurfTab automatically goes into standby mode under "SETTINGS" → "DISPLAY" → "SLEEP".*

## 18) Reset and recovery mode

### Resetting the SurfTab (Reset)

If your SurfTab freezes and no longer responds, you can force a shutdown by pressing and holding the on/off switch for approximately 10 seconds. Then you can the SurfTab switch on again as usual.

### Putting the SurfTab into recovery mode/loading the factory settings

The "recovery mode" allows you to reset the device to its factory settings, delete forgotten passwords or delete the memory of the SurfTab, for instance.

- !** *As system-related settings can be specified in recovery mode, you should only use this mode if you have the necessary technical knowledge.*

- Please switch off your SurfTab.
- Press the "volume control -" button and keep it pressed.
- Also press the on/off switch and keep it pressed.
- As soon as the TrekStor logo appears, release both buttons.
- The SurfTab now displays the recovery mode menu.
- Use the volume control buttons to navigate through the menu and use the on/off switch to select an option.



- i** To restore the SurfTab to its factory settings, select the option "WIPE DATA/FACTORY RESET". Confirm your selection in the following menu by selecting "YES -- DELETE ALL USER DATA". **WARNING:** All the files that you have stored (photos, text files, bookmarks and so on) and the settings that you have specified (background, passwords and so on) will be deleted.
- g) To exit the recovery mode, use the volume button to select the "REBOOT SYSTEM NOW" option and confirm by pressing the on/off switch. Your SurfTab now exits the recovery mode and restarts.

## 19) Switching off the SurfTab

- a) Press the on/off switch for approximately two to four seconds to switch off the device.
- b) Tap "POWER OFF".

## 20) Notes on copyright and trademarks

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For further information visit: <http://www.gnu.org/licenses/gpl>

For additional informations concerning Source Code please consult: [www.trekstor.de/opensource/](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.

## 21) Notes on disposal

### Disposal



*This symbol indicates that this product and/or the battery used contain components that are harmful to the environment and/or human health if not disposed of correctly. As the owner of a used electrical or electronic device, you may not dispose of this device together with unsorted domestic waste.*



*Remove the battery from the device before disposing of your old device. Contact your city or municipal authority for information on how to correctly dispose of the device and its battery.*

### 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.*

## 22) Notes on liability and warranty

The manufacturer shall reserve the right to constantly further develop the product. These changes may be made without any direct reference to them in the operating instructions. As a result, the information contained in the operating instructions does not need to reflect the current technical design.

The statutory warranty period for consumer products is 24 months. There is no warranty beyond this.

Unauthorised modifications to the device (particularly installing external firmware not approved by the manufacturer or modifications to the device hardware) may result in a loss of all warranty claims.

# EC DECLARATION OF CONFORMITY

As manufacturer and importer respectively:

**TrekStor GmbH, Berliner Ring 7, 64625 Bensheim, Germany**

herewith declares that the products

**Product:** SurfTab xiron 10.1 pure (ST10416-7b)

**Type:** Mobile Internet Device

comply with the following directive(s):

- **99/5/EC** Radio Equipment and Telecommunications Terminal Equipment
- **2004/108/EC** EMC Directive: Electromagnetic Compatibility
- **2009/125/EC** Ecodesign and energy labeling
- **2011/65/EU** RoHS: Hazardous substances in electrical and electronic equipment
- **2006/95/EC** Low Voltage Directive

The following norms were consulted to assess conformity:

- **EN 300 328 V1.8.1**  
Electromagnetic compatibility and Radio spectrum Matters (ERM); Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques
- **EN 301 489-1 V1.9.2 EMC and ERM**  
EMC standard for radio equipment and services; Part 1: Common technical requirements
- **EN 301 489-17 V2.2.1**  
Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment; Part 17: Specific conditions for 2,4 GHz wideband transmission systems.
- **EN 50566:2013 SAR**  
Product standard to demonstrate compliance of radio frequency fields from handheld and body-mounted wireless communication devices used by the general public (30 MHz - 6 GHz)
- **EN 62479:2010 SAR**  
Assessment of the compliance of low power electronic and electrical equipment with the basic restrictions related to human exposure to electromagnetic fields (10 MHz to 300 GHz)
- **EN 55022:2010+AC:2011 EMC**  
Information technology equipment – Radio disturbance characteristics – Limits and methods of measurement
- **EN 55024:2010 EMC**  
Information technology equipment – Immunity characteristics – Limits and methods of measurement
- **EN 61000-3-2:2006 EMC**  
Part 3-2: Limits – Limits for harmonic current emissions (equipment input current  $\leq$  16 A per phase)
- **EN 61000-3-3:2013 EMC**  
Part 3-3: Limits – Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply
- **EC 278/2009 Ecodesign - Power supplies**
- **EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011:**  
Information technology equipment – Safety – Part 1: General requirements

The CE symbol confirms that this product conforms with the above mentioned norms and regulations.

The manufacturer also declares the conformity of the product according to the following directives:

- **2006/1907/EC** REACH: Regulation concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals
- **2004/850/EC SCCP:** REACH relating to short chain chlorinated paraffins
- **2013/1272/EU PAH:** REACH as regards polycyclic aromatic hydrocarbons

Bensheim, 02.06.2016

*S Szmigiel*  
Shimon Szmigiel, CEO

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

- Take a look at our FAQ section, where you will find answers to the most frequently asked questions about your product.
- Carefully read the operating instructions. The detailed operating instructions are available under "Downloads" or on the respective product detail page under "Download".
- 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 reach our service team here:

**Service form**      [www.trekstor.de/support-en.html](http://www.trekstor.de/support-en.html)

**Service hotline**    +44 (0) 33 33365896\*

\* Calls from landlines are charged at the respective telephone rates.  
Mobile rates may vary.

