

# No power up when connected to Charger?

**Q : The device battery is completely discharged, So I connect device to charger and try to boot on but nothing happens. Why?**

**A :** You need to leave the charger connected to device for **at least 30 minutes** before trying to power up the device. This should enable the battery to charge to a level to be able to activate the device when you try to power up the device.

**Tip:** We recommend that you use the wall charger to charge the device.

You will not be able to simultaneously charge and use your tablet if you are connected to a PC's USB port. The USB connection on a PC does not provide enough power for you to charge and use the device at the same time. If you need to simultaneously use and charge the device, we recommend you use the factory travel charger.