

AIWO LAPTOP

MANUAL

September 2021

Revised Edition V1

For all AIWO' laptop Models

Some functions are only available for certain configurations

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1. INFORMATION

1.1. Basic Configuration

Processor Manufacture: Intel

Memory Capacity: 8GB/16GB

Processor Type: i7

Graphics Card Type: Integrated Card/ NVIDIA RTX 2070S OR NVIDIA RTX 3060

Screen Size: 14.5 Inch OR 15.6 Inch

Display Ratio: 16:9

Display resolution: 1920x1080

Plugs Type: Custom

Hard Drive Type: SSD

Video Memory Type: GDDR4

Operating System: Windows 10

Processor Main Frequency: 2.30GHz

Processor Core: 4 Core

Refresh Rate: 144Hz

WLAN: WiFi 802.11 a/b/g

Keyboard language: English

Gaming keyboard: RGB Backlit

SSD: 512GB OR 1TB

Screen: 14.5 Inch OR 15.6 Inch

Resolution: 1920*1080

Battery: 4000mAh 11.4V big Battery

Warranty (Year): 2-Year

Port: USB 3.0

1.2. Statement

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Under no circumstances is AIWO liable for any of the following: (1) third-party claims

Against you for damages; (2) loss of, or damage to, your records or data; or (3) special,

Incidental, or indirect damages or for any economic consequential damages (including lost profits or savings), even if AIWO, its suppliers or your reseller is informed of their possibility.

1.4. Conventions used in this manual

To highlight key information in this manual, some text are presented as follows:

IMPORTANT! This message contains vital information that must be followed to complete a task.

NOTE: This message contains additional information and tips that can help complete tasks.

WARNING! This message contains important information that must be followed to keep you safe while performing tasks and prevent damage to your Notebook PC's data and components.

1.4.1. Icons



The icons below indicate the devices you can use for completing a series of tasks or procedures on your Notebook PC.



= Use the touch pad.

= Use the keyboard.

1.4.2. Typography

Bold = This indicates a menu or an item that must be selected.

Italic = This indicates sections that you can refer to in this manual.

1.5. Safety precautions

1.5.1. Using your Notebook PC

This Notebook PC should only be used in environments with ambient temperatures between 5°C (41°F) and 35°C (95°F).

Refer to the rating label on the bottom of your Notebook PC and ensure that your power adapter complies with this rating.

Do not leave your Notebook PC on your lap or near any part of your body to prevent discomfort or injury from heat exposure.

Do not use damaged power cords, accessories, and other peripherals with your Notebook PC.

While powered on, ensure that you do not carry or cover your Notebook PC with any materials that can reduce air circulation.

Do not place your Notebook PC on uneven or unstable work surfaces.

You can send your Notebook PC through x-ray machines (used on items placed on conveyor belts), but do not expose them to magnetic detectors and wands.

Contact your airline provider to learn about related in-flight services that can be used and restrictions that must be followed when using your Notebook PC in-flight.

1.5.2. Caring for your Notebook PC

Disconnect the AC power and remove the battery pack (if applicable) before cleaning your Notebook PC. Use a clean cellulose sponge or chamois cloth dampened with a solution of nonabrasive detergent and a few drops of warm water. Remove any extra moisture from your Notebook PC using a dry cloth.

Do not use strong solvents such as thinners, benzene, or other chemicals on or near your Notebook PC.

Do not place objects on top of your Notebook PC.

Do not expose your Notebook PC to strong magnetic or electrical fields.

Do not use or expose your Notebook PC near liquids, rain, or moisture.

Do not expose your Notebook PC to dusty environments.

Do not use your Notebook PC near gas leaks.

1.5.3. Proper disposal



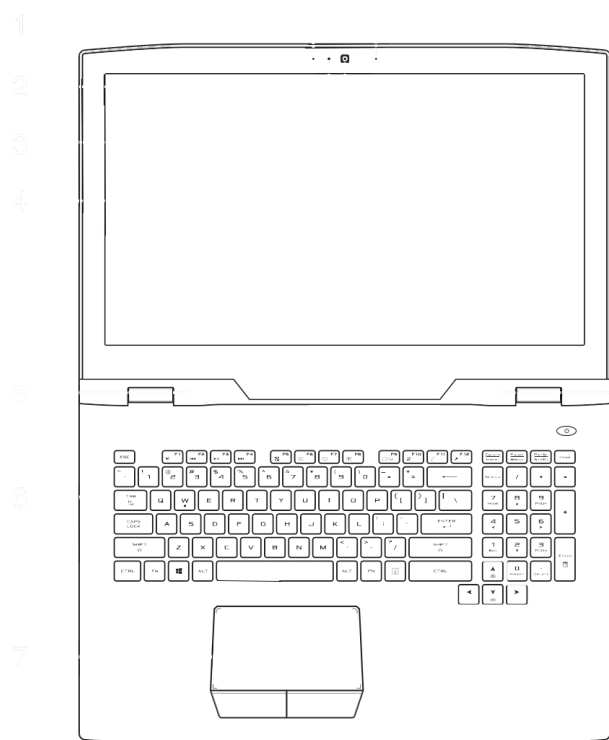
Do not throw your Notebook PC in municipal waste. This product has been designed to enable proper reuse of parts and recycling. The symbol of the crossed out wheeled bin indicates that the product (electrical, electronic equipment and mercury-containing button cell battery) should not be placed in municipal waste. Check local regulations for disposal of electronic products.



Do not throw the battery in municipal waste. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

2. HARDWARE SETUP

2.1. Getting to know your Notebook PC



NOTE: The keyboard's layout may vary per region or country. The Notebook view may also vary in appearance depending on the Notebook PC model.

2.1.1. Array microphones

The array microphones feature echo canceling, noise suppression, and beam forming functions for better voice recognition and audio recording.

2.1.2. Camera indicator

The camera indicator lights up when the built-in camera is in use.

2.1.3. Camera

The built-in camera allows you to take pictures or record videos using your Notebook PC.

2.1.4. Display panel

The high-definition display panel provides excellent viewing features for photos, videos, and other multimedia files on your Notebook PC.

2.1.5. Audio speakers

The built-in audio speakers allow you to hear audio straight from the Notebook PC. Audio features are software-controlled.

2.1.6. Keyboard

The keyboard provides full-sized QWERTY keys with a comfortable travel depth for typing. It also enables you to use the function keys, allows quick access to Windows®, and controls other multimedia functions.

NOTE: The keyboard layout differs by model or territory.

2.1.7. Touch pad

The touch pad allows the use of multi-gestures to navigate onscreen, providing an intuitive user experience. It also simulates the functions of a regular mouse.

NOTE: For more details, refer to the Using the touch pad section in this manual.

2.1.8. Power button

Press the power button to turn your Notebook PC on or off. You can also use the power button to put your Notebook PC to sleep or hibernate mode and wake it up from sleep or hibernate mode.

In the event that your Notebook PC becomes unresponsive, press and hold the power button for at least four (4) seconds until your Notebook PC shuts down.

2.1.9. Numeric keypad

The numeric keypad toggles between these two functions: for numeric input and as pointer direction keys.

NOTE: For more details, refer to the Using the numeric keypad section in this manual.

2.1.10. Bottom

WARNING! The bottom of the Notebook PC can get warm to hot while in use or while charging the battery pack. When working on your Notebook PC, do not place it on surfaces that can block the vents.

IMPORTANT! Battery time varies by usage and by the specifications for this Notebook PC. The battery pack cannot be disassembled.

Purchase components from authorized retailers to ensure maximum compatibility and reliability. Consult an AIWO service center or authorized retailers for product service or assistance on proper disassembly or assembly of the product.

2.2. Compartment cover

This cover protects the reserved spaces in your Notebook PC for the removable SSD (M.2 2280 slot), HDD (Hard Disk Drive) and RAM (Random Access Memory) modules.

NOTE: For more details, refer to the Chapter 5: Upgrading your Notebook PC section in this manual.

2.2.1. Air vents

The air vents allow cool air to enter and warm air to exit the Notebook PC.

WARNING! Ensure that paper, books, clothing, cables, or other objects do not block any of the air vents or else overheating may occur.

2.2.2. Memory card reader

This built-in memory card reader supports SD card formats.

2.2.3. USB 3.1 Gen 2 port

The USB 3.1 (Universal Serial Bus 3.1) Gen 2 port provides a transfer rate of up to 10 G bit/s and is backward compatible to USB 2.0.

2.2.4. LAN port

Insert the network cable into this port to connect to a local area network.

2.2.5. USB 3.1 Gen 2 Type-C™ M/Thunderbolt 3 combo port

The USB 3.1 (Universal Serial Bus 3.1) Gen 2 Type-C™ port provides a transfer rate of up to 10 G bit/s and is backward compatible to USB 2.0. Use a Thunderbolt 3 adapter to connect your Notebook PC to a Display Port, VGA, DVI, or HDMI external display and experience high-resolution display features via Intel® Thunderbolt™ technology.

NOTE: Transfer rate of this port may vary per model.

2.2.6. USB 3.1 Gen 2 port with USB Charger+

The USB 3.1 (Universal Serial Bus 3.1) Gen 2 port provides a transfer rate of up to 10 G bit/s and is backward compatible to USB 2.0. The ⚡ icon indicates this port's USB Charger+ feature which allows you to quick-charge mobile devices.

2.2.7. Microphone input jack port

The microphone input jack port is used to connect your Notebook PC to an external microphone.

2.2.8. Headphone/Headset/Microphone jack

This port allows you to connect amplified speakers or headphones. You can also use this port to connect your headset or an external microphone.

2.3. Front

2.3.1. Icon

The status indicators help identify the current hardware status of your Notebook PC.



Power indicator

The power indicator lights up when the Notebook PC is turned on and blinks slowly when the Notebook PC is in sleep

mode.

Two-color battery charge indicator

The two-color LED provides a visual indication of the battery's charge status. Refer to the following table for details:

Drive activity indicator

Color	Status
Solid Green	The Notebook PC is plugged to a power source and the battery power is between 95% and 100%.
Solid Orange	The Notebook PC is plugged to a power source, charging its battery, and the battery power is less than 95%.
Blinking Orange	The Notebook PC is running on battery mode and the battery power is less than 10%.
Lights off	The Notebook PC is running on battery mode and the battery power is between 10% to 100%.

This indicator lights up when your Notebook PC is accessing the internal storage drives.

Airplane mode indicator

This indicator lights up when the Airplane mode in your Notebook PC is enabled.

NOTE: When enabled, the Airplane mode disables all wireless connectivity.

Number lock indicator

This indicator lights up when the number lock function is activated. This allows you to use some of the keys on your keyboard for numeric input.

2.3.2. Audio speakers

The built-in audio speakers allow you to hear audio straight from your Notebook PC. Audio features are software-controlled.

The air vents allow cool air to enter and warm air to exit the Notebook PC.

WARNING! Ensure that paper, books, clothing, cables, or other objects do not block any of the air vents or else overheating may occur.

2.3.3. Power (DC) input port

Insert the bundled power adapter into this port to charge the battery pack and supply power to your Notebook PC.

WARNING! The adapter may become warm to hot while in use. Ensure not to cover the adapter and keep it away from your body while it is connected to a power source.

IMPORTANT! Use only the bundled power adapter to charge the battery pack and supply power to your Notebook PC.

2.3.4. Dual-Mode Mini Display Port

This port allows you to connect your Notebook PC to an external display.

2.3.5. HDMI port

This port is for the HDMI (High-Definition Multimedia Interface) connector and is HDCP compliant for HD DVD, Blu-ray, and other protected content playback.

2.3.6. USB 3.1 Gen 2 port

The USB 3.1 (Universal Serial Bus 3.1) Gen 2 port provides a transfer rate of up to 10 G bit/s and is backward compatible to USB 2.0.

3. HOW TO USE

3.1. Getting started

3.1.1. Charge your Notebook PC

Connect the AC power cord to the AC/DC adapter.

Connect the DC power connector into your Notebook PC's power (DC) input port.

Plug the AC power adapter into a 100V~240V power source.

Charge the Notebook PC for 3 hours before using it in battery mode for the first time.

NOTE: The power adapter may vary in appearance, depending on models and your region.

NOTE: If you plan on using the system under high load, repeat the steps above to connect the second power adapter.

IMPORTANT!

Power adapter information:

Input voltage:	100-240Vac
Input frequency:	50-60Hz
Rating output current:	14A (280W)
Rating output voltage:	20V

IMPORTANT!

Locate the input/output rating label on your Notebook PC and ensure that it matches the input/output rating information on your power adapter. Some Notebook PC models may have multiple rating output currents based on the available SKU.

Ensure that your Notebook PC is connected to the power adapter before turning it on for the first time. We strongly recommend that you use a grounded wall socket while using your Notebook PC on power adapter mode.

The socket outlet must be easily accessible and near your Notebook PC.

To disconnect your Notebook PC from its main power supply, unplug your Notebook PC from the power socket.

WARNING!

Read the following precautions for your Notebook PC's battery: Only AIWO-authorized technicians should remove the battery inside the device (for non-removable battery only). The battery used in this device may present a risk of fire or chemical burn if removed or disassembled.

Follow the warning labels for your personal safety.

Risk of explosion if battery is replaced by an incorrect type.

Do not dispose of in fire.

Never attempt to short-circuit your Notebook PC's battery.

Never attempt to disassemble and reassemble the battery (for non-removable battery only).

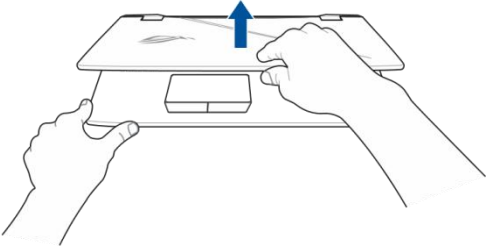
Discontinue usage if leakage is found.

The battery and its components must be recycled or disposed of properly.

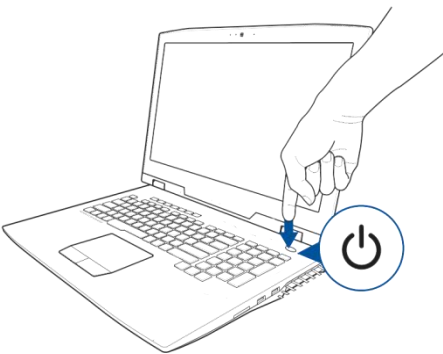
Keep the battery and other small components away from children.

3.1.2. Open

Lift to open the display panel



Press the power button

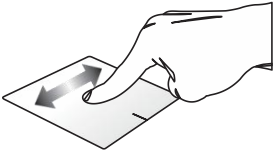


3.2. Using the touch pad

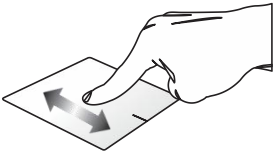
3.2.1. Moving the pointer

You can tap anywhere on the touch pad to activate its pointer, then slide your finger on the touch pad to move the pointer onscreen.

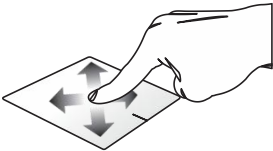
Slide horizontally



Slide vertically

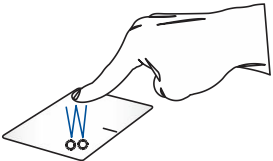


Slide diagonally



One-finger gestures

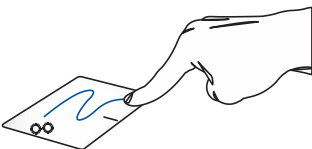
Tap/Double-tap



Tap an app to select it.

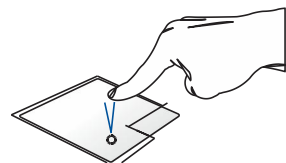
Double-tap an app to launch it.

Drag and drop

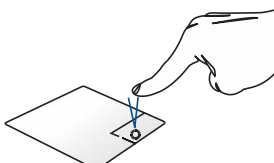


Double-tap an item, then slide the same finger without lifting it off the touch pad. To drop the item to its new location, lift your finger from the touch pad.

Left-click



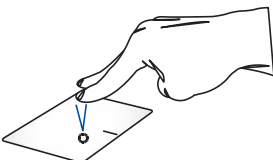
Right-click



- Click an app to Click this button to open the click menu.
- Double-click an app to launch it.

3.2.2. Two-finger gestures

Tap



Tap two fingers on the touch pad to simulate the right-click function.

Two-finger scroll



Two-finger scroll (left/right)



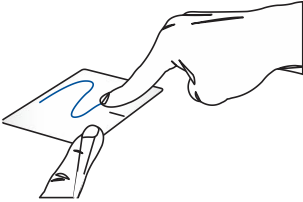
Zoom out



Zoom in



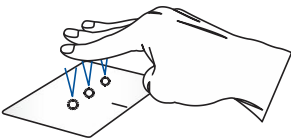
Drag and drop



Select an item then press and hold the left button. Using your other finger, slide on the touch pad to drag the item, lift your finger off the button to drop the item.

3.2.3. Three-finger gestures

Tap



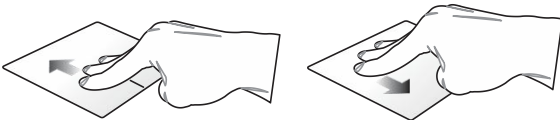
Tap three fingers on the touch pad to invoke Cortana.

Swipe left/Swipe right



If you opened multiple apps, swipe three fingers left or right to switch between these apps.

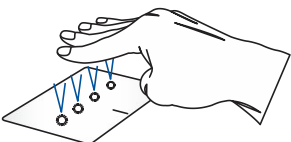
Swipe up Swipe down



Swipe up to see an overview of all Swipe down to show the desktop. the apps currently opened.

3.2.4. Four-finger gestures

Tap



Tap four fingers on the touch pad to invoke Action Center. Customizing your touch pad, Launch All settings from the Action Center. Select Devices, then select Mouse & touch pad. Adjust the settings to your preference.

3.3. Using the keyboard

3.3.1. Function keys

The function keys on your Notebook PC's keyboard can trigger the following commands:

 +  Turns the speaker on or off

 +  Skips to previous track or rewind

 +  Plays or pauses

 +  Skips to next track or fast forward

 +  Toggles the fan mode

 +  Turns the display panel on or off

 +  Decreases display brightness

 +  Increases display brightness

 +  Toggles the display mode

NOTE: Ensure that the second display is connected to your Notebook PC.

 +  Enables or disables the touch pad

 +  Puts the Notebook PC into Sleep mode

 +  Turns Airplane mode on or off

NOTE: When enabled, the Airplane mode disables all wireless connectivity.

 +  Increases brightness for the backbit keyboard

 +  Decreases brightness for the backbit keyboard

Turns the speaker volume down

Turns the speaker volume up

Turns the microphone on or off

Launches the AURA application

Launches the X box LIVE application

Starts X Split recording/streaming

Opens the Gaming Center application

3.3.2. Windows® 10 keys

There are two special Windows® keys on your Notebook PC's keyboard used as below:

 Launches the Start menu

 Displays the drop-down menu

 Using the numeric keypad

NOTE: The numeric keypad layout may differ by model or territory but the usage procedures remain the same.

The numeric keypad on your Notebook PC can be used for numeric input or as pointer direction keys.



Press  to toggle between using the keypad as number keys or as pointer direction keys.

4. WORKING

4.1. Starting

When you start your Notebook PC for the first time, a series of screens appear to guide you in configuring your Windows® 10 operating system.

To start your Notebook PC for the first time:

Press the power button on your Notebook PC. Wait for a few minutes until the setup screen appears.

From the setup screen, pick your region and a language to use on your Notebook PC.

Carefully read the License Terms. Select I accept.

Follow the onscreen instructions to configure the following basic items:

Personalize Get online, Settings Your account

After configuring the basic items, Windows® 10 proceeds to install your apps and preferred settings. Ensure that your Notebook PC is kept powered on during the setup process.

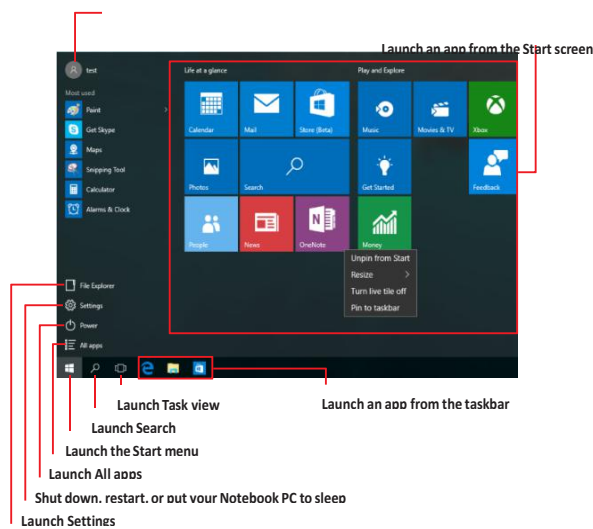
Once the setup process is complete, the Desktop appears.

NOTE: The screenshots in this chapter are for reference only.

4.1.1. Start menu

The Start menu is the main gateway to your Notebook PC's programs, Windows® apps, folders, and settings.

Change account settings, lock, or sign out from your account



Launch File Explorer

You can use the Start menu to do these common activities:

Start programs or Windows® apps

Open commonly used programs or Windows® apps

Adjust Notebook PC settings

Get help with the Windows operating system

Turn off your Notebook PC

Log off from Windows or switch to a different user account

4.1.2. Launching the Start menu



Position your mouse pointer over the Start button  in the lower-left corner of your desktop then click it.



Press the Windows logo key  on your keyboard.

Opening programs from the Start menu

One of the most common uses of the Start menu is opening programs installed on your Notebook PC.



click to



Use the arrow keys to browse
Press  to launch it.

Position your mouse pointer over the program then

NOTE: Select All apps at the bottom of the left pane to display a full list of programs and folders on your Notebook PC in alphabetical order.

4.1.3. Windows® apps

These are apps pinned on the right pane of the Start menu and displayed in tiled-format for easy access.

NOTE: Some Windows® apps require signing in to your Microsoft account before they are fully launched.

4.2. Working with Windows® apps

Use your Notebook PC's touch pad or keyboard to launch, customize, and close apps.

Launching Windows® apps from the Start menu



launch it.

Position your mouse pointer over the app then click to



Use the arrow keys to browse through the apps. Press  to launch an app.

Customizing Windows® apps

You can move, resize, unpin, or pin apps to the taskbar from the Start menu using the following steps:

4.2.1. Moving apps



Position your mouse pointer over the app, then drag and drop the app to a new location.



Re sizing apps Position your mouse pointer over the app and right-click it, then click Resize and select an app tile size.



Use the arrow keys to navigate to the app.

Press  or  +  (on selected models), then select Resize and select an app tile size.

4.2.2. Unpinning apps



Position your mouse pointer over the app and right-click it, then click Unpin from Start.

Use the arrow keys to navigate to the app.



Press  or  +  (on selected models), then select Unpin from Start.

Pinning apps to the taskbar



Position your mouse pointer over the app and right-click it, then click Pin to taskbar.

Use the arrow keys to navigate to the app.



Press  or  +  (on selected models), then select Pin to taskbar.

Pinning more apps to the Start menu



From All apps, position your mouse pointer over the app you want to add to the Start menu and right-click it, then click Pin to Start.



From All apps, press  or  +  (on selected models) on the app that you want to add to the Start menu, then select Pin to Start.

4.2.3. Task view

Quickly switch between opened apps and programs using the task view feature, you can also use task view to switch between desktops.

4.2.4. Launching task view



Position your mouse pointer over the  icon on the taskbar and click it.



Press  +  on your keyboard.

4.2.5. Snap feature

The Snap feature displays apps side-by-side, allowing you to work or switch between apps.

4.2.6. Snap hot spots

You can drag and drop apps to these hot spots to snap them into place.

4.2.7. Using Snap



Launch the app you wish to snap.

Drag the title bar of your app and drop the app to the edge of the screen to snap.

Launch another app and repeat the above steps to snap another app. Launch the app you wish to snap.



Press and hold the  key, then use the arrow keys to snap the app.

Launch another app and repeat the above steps to snap another app.

4.2.8. Action Center



Action Center consolidates notifications from apps and presents a single place where you can interact with them. It also has a really useful Quick Actions section at the bottom.



4.2.9. Launching Action Center



Position your mouse pointer over the  icon on the taskbar and click it.



Press  +  on your keyboard.



4.3. Other keyboard shortcuts



Using the keyboard, you can also use the following shortcuts to help you launch applications and navigate Windows® 10.



Launches Start menu



Launches Action Center



Launches the desktop



Launches the File Explorer



Opens the Share panel



Launches Settings



Launches Connect panel



Activates the Lock screen



Minimizes all currently active windows



Launches Search

Launches Project panel Opens the Run window

Opens Ease of Access Center

Opens the context menu of the Start button

Launches the magnifier icon and zooms in your screen

Zooms out your screen

Opens Narrator Settings

Connecting to wireless networks

Wi-Fi

Access emails, surf the Internet, and share applications via social networking sites using your Notebook PC's Wi-Fi connection.

IMPORTANT! Airplane mode disables this feature. Ensure that Airplane mode is turned off before enabling the Wi-Fi connection of your Notebook PC.

4.3.1. Connecting Wi-Fi

Connect your Notebook PC to a Wi-Fi network by using the following steps:

Use  Select the  icon from the taskbar.

Select the  icon to enable Wi-Fi.

Select an access point from the list of available Wi-Fi connections.

Select Connect to start the network connection.

NOTE: You may be prompted to enter a security key to activate the Wi-Fi connection.

4.3.2. Bluetooth

Use Bluetooth to facilitate wireless data transfers with other Bluetooth enabled devices.

IMPORTANT! Airplane mode disables this feature. Ensure that Airplane mode is turned off before enabling the Bluetooth connection of your Notebook PC.

Pairing with other Bluetooth-enabled devices

You need to pair your Notebook PC with other Bluetooth-enabled devices to enable data transfers. Connect your devices by using the following steps:

 Launch Settings from the Start menu.

Select Devices, then select Bluetooth to search for Bluetooth-enabled devices.

Select a device from the list. Compare the pass code on your Notebook PC with the pass code sent to your chosen device. If they are the same, select Yes to successfully pair your Notebook PC with the device.

NOTE: For some Bluetooth-enabled devices, you may be prompted to key in the pass code of your Notebook PC.

4.3.3. Airplane mode

Airplane mode disables wireless communication, allowing you to use your Notebook PC safely while in-flight.

NOTE: Contact your airline provider to learn about related in-flight services that can be used and restrictions that must be followed when using your Notebook PC in-flight.

Turning Airplane mode on

 Launch Action Center from the taskbar.

icon to select the  enable Airplane mode.

Turning  Press  + . Airplane mode off

 Launch Action Center from the taskbar.

icon to select the  enable Airplane mode.

 Press  + .

4.4. Connecting to wired networks

You can also connect to wired networks, such as local area networks and broadband Internet connection, using your Notebook PC's LAN port.

NOTE: Contact your Internet Service Provider (ISP) for details or your network administrator for assistance in setting up your Internet connection.

To configure your settings, refer to the following procedures.

IMPORTANT! Ensure that a network cable is connected between your Notebook PC's LAN port and a local area network before performing the following actions.

Configuring a dynamic IP/PP Poe network connection

 Launch Settings.

Select Network & Internet.

Select Ethernet > Network and Sharing Center.

Select your LAN then select Properties.

Select Internet Protocol Version 4(TCP/IPv4) then select Properties.

Select Obtain an IP address automatically then select OK.

NOTE: Proceed to the next steps if you are using PP Poe connection.

Return to the Network and Sharing Center window then select Set up a new connection or network.

Select Connect to the Internet then select Next.

Select Broadband (PP Poe).

Type your User name, Password, and Connection name then select Connect.

Select Close to finish the configuration.

Select  on the taskbar then select the connection you just created.

Type your user name and password then select Connect to start connecting to the Internet.

Configuring a static IP network connection

 Repeat steps 1 to 5 under Configuring a dynamic IP/PP Poe network connection.

Select Use the following IP address.

Type the IP address, Sub net mask and Default gateway from your service provider.

If needed, you can also type the preferred DNS server address and alternate DNS server address then select OK.

Turning your Notebook PC off

You can turn off your Notebook PC by doing either of the following procedures:

 • Launch the Startmenu, then select  > Shut down to do a normal shutdown.

From the log-in screen, select  > Shut down.

 • Press  +  to launch Shut down

Windows. Select Shut down from the drop-down list then select OK.

If your Notebook PC is unresponsive, press and hold the power button for at least four (4) seconds until your Notebook PC turns off.

4.5. Putting your Notebook PC to sleep

To put your Notebook PC to Sleep mode:

- Launch the Start menu, then select  Power >

Sleep to put your Notebook PC to sleep.

- From the log-in screen, select  Sleep.

 Press  +  to launch Shut Down Windows.

Select Sleep from the drop-down list then select OK.

NOTE: You can also put your Notebook PC to Sleep mode by pressing the power button once.

5. Power-On Self-Test (POST)

5.1. The Power-On Self-Test (POST)

The POST (Power-On Self-Test) is a series of software-controlled diagnostic tests that run when you turn on or restart your Notebook PC. The software that controls the POST is installed as a permanent part of the Notebook PC's architecture.

Using POST to access BIOS and Troubleshoot

During POST, you can access the BIOS settings or run troubleshooting options using the function keys of your Notebook PC. You may refer to the following information for more details.

5.1.1. BIOS

The BIOS (Basic Input and Output System) stores system hardware settings that are needed for system startup in the Notebook PC.

The default BIOS settings apply to most conditions of your Notebook PC. Do not change the default BIOS settings except in the following circumstances:

An error message appears onscreen during system boot up and requests you to run the BIOS Setup.

You have installed a new system component that requires further BIOS settings or updates.

WARNING! Using inappropriate BIOS settings may result to system instability or boot failure. We strongly recommend that you change the BIOS settings only with the help of a trained service personnel.

5.1.2. Accessing BIOS

Enter the BIOS settings by using any of the following methods:

Restart your Notebook PC then press  during POST.

Launch the Start menu, and choose Settings > Update & security > Recovery, then select Restart now under Advanced startup. When you enter the Advanced startup screen, select Troubleshoot > Advanced options > UEFI Firmware Settings > Restart.

5.1.3. BIOS Settings

NOTE: The BIOS screens in this section are for reference only. The actual screens may differ by model and territory.

5.1.4. Boot

This menu allows you to set your boot option priorities. You may refer to the following procedures when setting your boot priority.

Windows® 10 allows you to do any of the following recovery options:

Keep my files - This option allows you refresh your Notebook PC without affecting personal files (photos, music, videos, documents).

Using this option, you can restore your Notebook PC to its default settings and delete other installed apps.

Remove everything - This option resets your Notebook PC to its factory settings. You must backup your data before doing this option.

Go back to an earlier build - This option allows you to go back to an earlier build. Use this option if this build is not working for you.

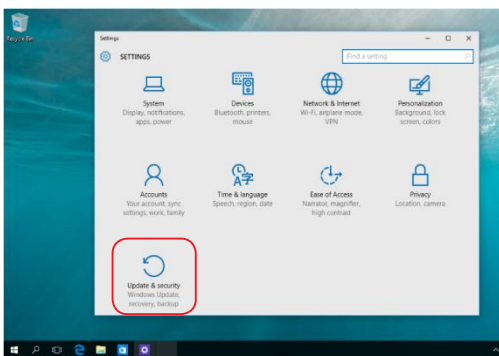
Advanced startup - Using this option allows you to perform other advanced recovery options on your Notebook PC such as: Using a USB drive, network connection or Windows recovery DVD to startup your Notebook PC.

Using Troubleshoot to enable any of these advanced recovery options: System Restore, System Image Recovery, Startup Repair, Command Prompt, UEFI Firmware Settings, and Startup Settings.

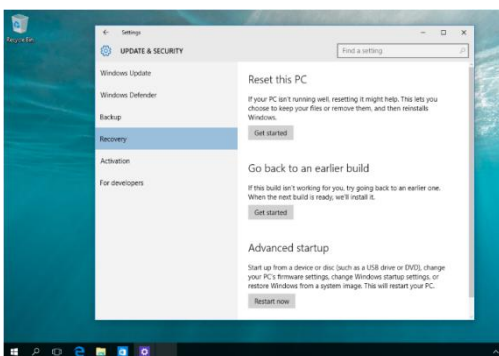
5.1.5. Performing a recovery option

Refer to the following steps if you want to access and use any of the available recovery options for your Notebook PC.

Launch Settings and select Update and security.



Under the Update and security option, select Recovery then select the recovery option you would like to perform.



5.2. Upgrading your Notebook PC

5.2.1. Removing the compartment cover

Pull the rubber cover to expose the screw underneath.

IMPORTANT! The rubber cover is designed to be attached to the Notebook PC's compartment cover. DO NOT force to detach it or completely remove it from the compartment cover.

Remove the screw from the Notebook PC's compartment cover.

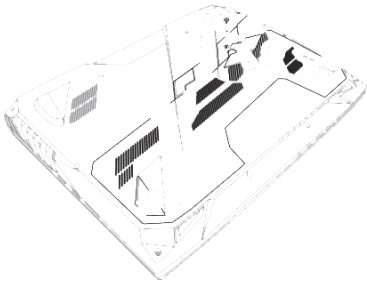
Pull out the compartment cover and remove it completely from your Notebook PC.

To reattach the compartment cover:

Align and reattach the cover of the compartment.

Secure the cover using the screw you removed earlier.

Put the rubber cover in place.



5.2.2. Installing a RAM module

Upgrade the memory capacity of your Notebook PC by installing a RAM (Random Access Memory) module in the memory module compartment. The following steps show you how to install a RAM module into your Notebook PC:

WARNING! Disconnect all the connected peripherals, any telephone or telecommunication lines and power connector (such as external power supply, battery pack, etc.) before removing the compartment cover.

IMPORTANT! Visit an authorized service center or retailer for information on RAM module upgrades for your Notebook PC. Purchase RAM modules from authorized retailers of this Notebook PC to ensure maximum compatibility and reliability.

NOTE: The appearance of your Notebook PC's bottom side and RAM module may vary per model but the RAM module installation remains the same.

It is recommended that you install the RAM module under professional supervision. You may also visit an authorized service center for further assistance.

Remove the compartment cover.

NOTE: For more details, refer to the Removing the compartment cover section in this manual.

Align and insert the RAM module into the RAM module slot.

Push down the RAM module until it clicks in place.

5.2.3. Installing the Hard Disk Drive

Refer to the following steps if you need to install a new HDD (Hard Disk Drive) of your Notebook PC:

IMPORTANT! Purchase an HDD from authorized retailers of this Notebook PC to ensure maximum compatibility and reliability.

WARNING! Disconnect all the connected peripherals, any telephone or telecommunication lines and power connector (such as external power supply, battery pack, etc.) before removing the compartment cover.

NOTE:

The appearance of your Notebook PC's bottom side and HDD may vary per model but the HDD installation remains the same.

It is recommended that you replace the HDD under professional supervision. You may also visit an authorized service center for further assistance.

Remove the compartment cover.

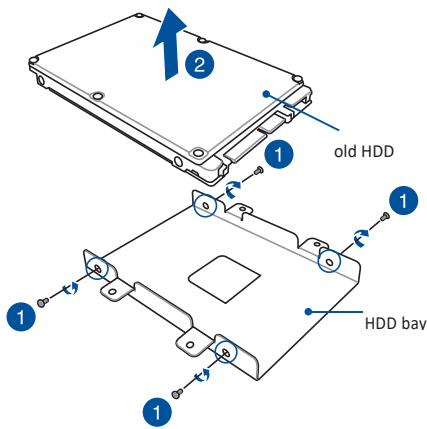
NOTE: For more details, refer to the Removing the compartment cover section in this manual.

Remove the screws securing the HDD bay to the compartment.

(Optional) If an HDD is currently installed in your Notebook PC, disconnect the HDD bay from the HDD port as shown in the illustration below.

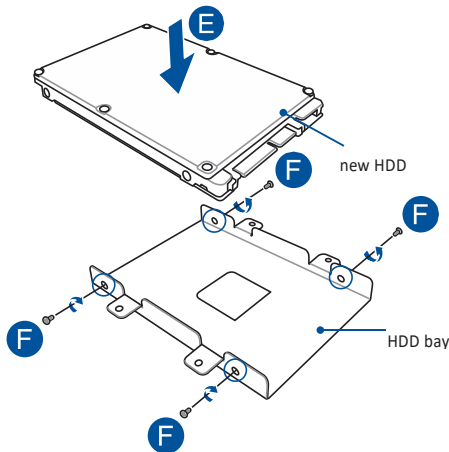
(Optional) If an HDD is currently attached to the HDD bay, refer to the following steps on how to remove the old HDD: 1. Remove all the screws on the sides of the HDD bay.

Remove the HDD bay from the old HDD, then place the old HDD on a flat dry surface with its PCB (Printed Circuit Board) facing up, as shown in the illustration below.



Place the new HDD within the HDD bay as shown below. Ensure that the port connectors of your HDD are not obstructed by any part of the HDD bay.

Reattach and secure the HDD with the screws you removed earlier.



Replace the HDD bay back in the compartment with the HDD connector aligned with the Notebook PC's HDD port. Push the HDD bay until it connects with the Notebook PC.

Secure the HDD bay with the screws you removed earlier.

5.2.4. Installing an M.2 card

Refer to the following steps when installing a compatible M.2 card in your Notebook PC:

IMPORTANT! Purchase your M.2 card from authorized retailers of this Notebook PC to ensure maximum compatibility and reliability.

WARNING! Disconnect all the connected peripherals, any telephone or telecommunication lines and power connector (such as external power supply, battery pack, etc.) before removing the compartment cover.

NOTE: The appearance of your Notebook PC's bottom side and M.2 card may vary per model but the module installation remains the same.

It is recommended that you install the M.2 card under professional supervision. You may also visit an authorized service center for further assistance.

5.2.5. Remove the compartment cover.

NOTE: For more details, refer to the Removing the compartment cover section in this manual.

Align and insert the M.2 card into its card module slot.

Secure the M.2 card in place using the bundled screw.

6. USEFUL TIPS

6.1. tips

To help you maximize the use of your Notebook PC, maintain its system performance, and ensure all your data are kept secured, here are some useful tips that you can follow:

Update Windows periodically to ensure that your applications have the latest security settings. Use an anti-virus software to protect your data and keep this updated too. Unless absolutely necessary, refrain from using force shutdown to turn off your Notebook PC. Always backup your data and make it a point to create a backup data in an external storage drive. Refrain from using the Notebook PC at extremely high temperatures. If you are not going to use your Notebook PC for a long period of time (at least a month), we recommend that you take out the battery if the battery is removable. Disconnect all external devices and ensure you have the following items prior to resetting your Notebook PC: Product key for your operating systems and other installed applications Backup data Log in ID and password Internet connection information

6.2. Hardware FAQs

A black dot, or sometimes a colored dot, appears onscreen when I turn on the Notebook PC. What should I do?

Although these dots normally appear onscreen, they will not affect your system. If the incident continues and subsequently affects system performance, consult an authorized AIWO service center.

My display panel has an uneven color and brightness. How can I fix this?

The color and brightness of your display panel may be affected by the angle and current position of your Notebook PC. The brightness and color tone of your Notebook PC may also vary per model. You may use the function keys or the display settings in your operating system to adjust the appearance of your display panel.

How can I maximize my Notebook PC's battery life? You can try doing any of the following suggestions:

Use the function keys to adjust the display brightness. If you are not using any Wi-Fi connection, switch your system into Airplane mode. Disconnect unused USB devices. Close unused applications, especially those that take up too much system memory. My battery charge indicator does not light up. What's wrong? Check whether the power adapter or battery pack is attached correctly. You may also disconnect the power adapter or battery pack, wait for a minute, then reconnect them again to the power outlet and Notebook PC. If the problem still exists, contact your local AIWO service center for assistance.

Why is my touch pad not working?

Press  +  to enable your touch pad.

When I play audio and video files, why can't I hear any sound from my Notebook PC's audio speakers?

You can try doing any of the following suggestions:

Press  to turn up the speaker volume.

Check if your speakers were set to mute.

Check if a headphone jack is connected to your Notebook PC and remove it.

What should I do if my Notebook PC's power adapter gets lost or my battery stops working?

Contact your local AIWO service center for assistance.

My Notebook PC cannot do keystrokes correctly because my cursor keeps on moving. What should I do?

Make sure that nothing accidentally touches or presses on your touch pad while you type on the keyboard. You can also

disable your touch pad by pressing  + .

Instead of showing letters, pressing the "U", "I", and "O" keys on my keyboard displays numbers. How can I change this?

Press the  key or  +  (on selected models) on your

Notebook PC to turn off this feature and use the said keys for inputting letters.

I overclocked the system and now my screen freezes. What should I do?

Press and hold the power button for twenty (20) seconds and release. Your Notebook PC will re-boot and load the default ratio settings automatically.

I have disabled sleep mode, but why does my Notebook PC still go into sleep mode when I close the lid?

Closing the lid when the system is under high load forces your Notebook PC to go into sleep mode to prevent overheating.

6.3. Software FAQs

When I turn on my Notebook PC, the power indicator lights up but nothing appears on my screen. What can I do to fix this?

You can try doing any of the following suggestions:

Force shutdown your Notebook PC by pressing the power button for at least four (4) seconds. Check if the power adapter and battery pack are inserted correctly then turn on your Notebook PC.

If the problem still exists, contact your local AIWO service center for assistance.

What should I do when my screen displays this message: "Remove disks or other media. Press any key to restart."? You can try doing any of the following suggestions:

Remove all connected USB devices then restart your Notebook PC. Remove any optical discs that are left inside the optical drive then restart. If the problem still exists, your Notebook PC might have a memory storage problem. Contact your local AIWO service center for assistance. My Notebook PC boots slower than usual and my operating system lags. How can I fix this?

Delete the applications you recently installed or were not included with your operating system package then restart your system.

My Notebook PC does not boot up. How can I fix this?

You can try doing any of the following suggestions: Remove all connected devices to your Notebook PC then restart your system. If the problem still exists, contact your local AIWO service center for assistance.

Why can't my Notebook PC wake up from sleep mode?

You need to press the power button to resume your last working state. Your system might have completely used up its battery power. Connect the power adapter to your Notebook PC and connect to a power outlet then press the power button.

7. Appendices

7.1. Overview

On 4th August 1998 the European Council Decision regarding the CTR 21 has been published in the Official Journal of the EC. The CTR 21 applies to all non voice terminal equipment with DTMF-dialling which is intended to be connected to the analogue PSTN (Public Switched Telephone Network).

CTR 21 (Common Technical Regulation) for the attachment requirements for connection to the analogue public switched telephone networks of terminal equipment (excluding terminal equipment supporting the voice telephony justified case service) in which network addressing, if provided, is by means of dual tone multi-frequency signaling.

7.2. Network Compatibility Declaration

Statement to be made by the manufacturer to the Notified Body and the vendor: "This declaration will indicate the

networks with which the equipment is designed to work and any notified networks with which the equipment may have inter working difficulties.”

Statement to be made by the manufacturer to the user: “This declaration will indicate the networks with which the equipment is designed to work and any notified networks with which the equipment may have inter-working difficulties. The manufacturer shall also associate a statement to make it clear where network compatibility is dependent on physical and software switch settings. It will also advise the user to contact the vendor if it is desired to use the equipment on another network.”

Up to now the Notified Body of CETECOM issued several pan-European approvals using CTR 21. The results are Europe’s first modems which do not require regulatory approvals in each individual European country.

7.3. Caution

- a. the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- b. the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit;
- c. the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-pinpoint operation as appropriate.
- d. Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LELAND devices.

8. Safety Notices

8.1. UL notices

Required for UL 1459 covering telecommunications (telephone) equipment intended to be electrically connected to a telecommunication network that has an operating voltage to ground that does not exceed 200V peak, 300V peak-to-peak, and 105V rm, and installed or used in accordance with the National Electrical Code (NFPA 70).

When using the Notebook PC modem, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

Do not use the notebook PC near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.

DO NOT use the Notebook PC during an electrical storm. There may be a remote risk of electric shock from lightning.

DO NOT use the Notebook PC in the vicinity of a gas leak.

Required for UL 1642 covering primary (non-rechargeable) and secondary (rechargeable) lithium batteries for use as power sources in products. These batteries contain metallic lithium, or a lithium alloy, or a lithium ion, and may consist of a single electric chemical cell or two or more cells connected in series, parallel, or both, that convert chemical energy into electrical energy by an irreversible or reversible chemical reaction.

DO NOT dispose the Notebook PC battery pack in a fire, as they may explode. Check with local codes for possible special disposal instructions to reduce the risk of injury to persons due to fire or explosion.

DO NOT use power adapters or batteries from other devices to reduce the risk of injury to persons due to fire or explosion. Use only UL certified power adapters or batteries supplied by the manufacturer or authorized retailers.

8.2. Prevention of Hearing Loss



To prevent possible hearing damage, do not listen at high volume levels for long periods.

8.3. Coating Notice

IMPORTANT! To provide electrical insulation and maintain electrical safety, a coating is applied to insulate the device except on the areas where the I/O ports are located.

8.4. Global Environmental Regulation Compliance and Declaration

AIWO follows the green design concept to design and manufacture our products, and makes sure that each stage of the product life cycle of AIWO product is in line with global environmental regulations.

8.5. AIWO Recycling/Take back Services

AIWO recycling and take back programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components as well as the packaging materials.

8.6. Notices for removable batteries

- Risk of explosion if battery is replaced by an incorrect type.
- The battery and its component must be recycled or disposed of properly.

8.7. Simplified EU Declaration of Conformity

AIWO hereby declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Full text of EU declaration of conformity is available

The WiFi operating in the band 5150-5350 MHz shall be restricted to indoor use for countries listed in the table

FCC Caution:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception,

which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

FCC ID: 2A4BF-AIWO1401