221009

2in1 Portable Computer

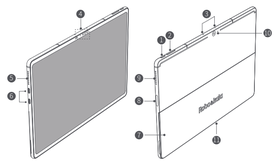
Quick Start & Service Guide

Robo&kala

TW220

122mm x 100mm

Device Overview



1. Power Button
2. Volume Button
3. Microphone *2
4. Front Camera / Sensor
5. Left Speaker
6. USB Type-C*2
7. Kickstand
8. Smart Pen Charging Area
9. Right Speaker
10. Rear Camera/Indicator
11. Magnetic Keyboard Contact

⚠ All illustrations in this manual are for your reference only and may differ from the final product. Please refer to the actual product and read the manual carefully before use!

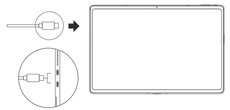
Initial Setup

Power on/off & Charging Instructions

Power on: When using your computer for the first time, connect the included power adapter and USB Type-C cable to charge the battery,press the power button to power on your computer. Once the battery is on, press the power button for 3 seconds to power on the computer.

Sleep Mode: When the computer is turned on, tap the power button or close the keyboard cover,and the computer will be in sleep mode.

Power off: Click ⊞ - ⏻ to power off, or hold down the power button until the power-off screen is displayed, and then swipe down.



⚠ To force your computer to power off, hold down the power button for 12 seconds at least. Note all unsaved data will be lost or damage!

⚠ Using an unapproved or incompatible power adapter or charger,may cause device damage or other safety hazards!

Operating Instruction

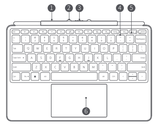
Adjusting the Kickstand

You can adjust the tablet angle using the back kickstand.Grasp either side of the kickstand and gently open it until you reach the desired angle.The maximum opening angle of the kickstand is 165 degrees, and use beyond 165 degree angle will cause damage.

⚠ To prevent damage kickstand hinge, do not apply excessive pressure to the kickstand!

Attaching Keyboard

Place the keyboard on a level surface, make the pogo pin upward. Grasp either side of the tablet, and align the keyboard golden pogo-pin with the tablet central.After the pogo pin positioner enters the tablet hole, it will click, and the keyboard is successfully connected.

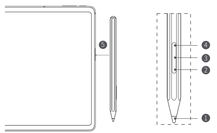


1. Hinge
2. Pogo-Pin Positioner
3. Pogo-Pin
4. Keypad
5. Bluetooth Pairing / Backlight Adjustment Key / Battery Indicator
6. Touchpad

⚠ If the tablet and keyboard exceed the maximum acceptable opening and closing angle, they will fall off automatically. Beware of falling damage!

Attaching Accessories (Smart Pen)

Before using the smart pen, make sure the tablet is powered on. Once the smart pen is attached to the tablet, it will be charged automatically. The LED indicator flashes quickly, when the smart pen needs to be charged. Once it is charged, the LED indicator will stay on.
The smart pen will automatically switch to power saving mode if the smart pen is not used for 1 minute. When its tip touches the tablet screen again, the smart pen will switch back to the using mode.



1. Stylus Tip
2. Erase Button
3. LED Indicator
4. Right-Click Button
5. Magnetic Charging Area

⚠ The smart pen is an optional accessory and is sold separately. It can only be charged while attached to the tablet.
Please be cautious, the smart pen contains sensitive electronic components, dropping it may cause damage!

Using and Activating

⚠ Before using the device, please read the Microsoft Software License Terms and the Robo&kala User Software License Agreement and Privacy Statement carefully.
To learn how we protect your personal privacy, please visit : www.robo-kala.com/privacy-policy.

Activate Windows: Computer activated automatically when connected to internet for the first time.

More Information

Please visit support.robo-kala.com.

Important Safety Information

⚠ To avoid personal injury, property damage, or accidental device damage, please read all the safety information in this manual before using your device.

- To prevent possible hearing damage, do not listen at high volume levels for long periods.
- Ideal operating temperatures are 0 °C to 35 °C. Ideal storage temperatures are –10 °C to +35 °C. Extreme heat or cold may damage your device.
- Using an unapproved or incompatible power adapter, charger or battery may cause fire, explosion or other hazards.Please dispose of the used battery according to the instructions.
- Unplug the charger from electrical outlets and the device when not in use for long.
- Keep the device away from excessive heat and direct sunlight. Do not place it on or in heating devices, such as microwave ovens, stoves, or radiators. Batteries may explode if overheated.
- Dispose of the device, battery and other accessories in accordance with local regulations, and they should not be disposed of with household garbage.
- The device has a built-in, non-removable battery. Do not remove the battery, otherwise the device may be damaged. Take the device to an authorized service center to have the battery replaced.
- Keep the device and its accessories away from rain or moisture, as this may cause a fire or electric shock hazard.
- The radio wave may affect the performance of medical device, such as hearing aids, cochlear implant, and pacemakers. Consult your service provider for more information.
- Pacemaker manufacturers recommend that a minimum distance of 15 cm be maintained between a device and a pacemaker to prevent potential interference with the pacemaker.
- Please dispose of plastic bags carefully. Keep plastic bags away from babies and children to avoid suffocation.

FCC Regulatory Compliance

Body worn operation

The device complies with RF specifications when used at a distance of 0.0 cm from your body. Ensure that the device accessories, such as a device case and device holster, are not composed of metal components. Keep the device away from your body to meet the distance requirement.

Certification information (SAR)

This device is also designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA).The SAR limit adopted by the USA is 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported to the FCC for this device type complies with this limit. The highest SAR value reported to the FCC for this device type when using in portable exposure conditions is 1.466 W/kg.

FCC statement

This device complies with Part 18 of the FCC Rules.
(a) Max. Electric Field Emissions: 13.10V/m
Max. Magnetic Field Emissions. 0.73V/m
(b) The maintenance of the system is the responsibility of the manufacturer.
(C) To prevent interference, the product should be as far away from devices operating at the same frequency as possible.

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.
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.
Caution: Any changes or modifications to this device not expressly approved by Shenzhen Ntmer Technology Co., Ltd. for compliance could void the user's authority to operate the equipment.
Restrictions in the 5 GHz band:
Within the 5.15 to 5.25 GHz band, UNII devices will be restricted to indoor operations to reduce any potential for harmful interference to co-channel Mobile Satellite System (MSS) operations.

Trademarks Declaration

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For more information, please visit www.robo-kala.com.

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Contact Us

Official Customer Service: please visit support.robo-kala.com and select"Online Service".
Service Email:support@ntmer.com

After-sales Service Policy

Dear customer, thank you for using our products. We will provide you with excellent after-sales service as follows:
The product may be returned if there are quality issues within 7 days of your purchase. Within 15 days of purchase, the product can be exchanged due to product quality issues. You may enjoy free warranty service during the whole 12 months of the warranty period.

To protect your legitimate rights and interests, please note the following:
1. A valid purchase certificate must be issued by the sales unit at the time of purchase.
2. The warranty card and proof of purchase should be properly kept by the user and will not be replaced if lost.
3. If the product fails due to non-human reasons, you can contact the merchant for free maintenance within the warranty period with the warranty card and purchase certificate.

⚠ During use, one of the following conditions is not covered by the warranty:
1. Exceeded the warranty period.
2. Damage caused by product dropping or liquid ingress and other human causes.
3. Failure caused by unauthorized disassembly, modification, etc.
4. Malfunctions caused by the use environment that does not meet the product requirements.
5. Failure or damage caused by force majeure factors (such as fire, earthquake, lightning strike, etc.).
6. Damage caused by use not in accordance with the instructions or operation manual.
7. The warranty card or purchase certificate does not match the product serial number, or is altered.
8. The product SN barcode is torn off or damaged, and it is blurred and unrecognizable.

Product Name：Portable Computer
Model: TW220
Input：15V ⎓3A
Manufacturer：Shenzhen Ntmer Technology Co., Ltd.

N505001001

N1包装标准图纸

料号：XXXXXXXXXXXX　　版本：1.0
物料描述(名称)：N1 快速指南
图纸发布日期：2022年10月09日

材料：

材质：80g双铜纸+双面单色印刷+风琴折页

基本结构工艺：

模切线：

公差：　±0.2 mm

尺寸：mm

基本印刷工艺：
每色

Pantone cool gray 11C