E14217
First Edition / August 2018

IN SEARCH OF INCREDIBLE

E-Manual

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Table of Contents

About this manual 7
- Conventions used in this manual 8
- Typography 8

Safety precautions 9
- Using your Notebook PC 9
- Caring for your Notebook PC 10
- Proper disposal 11

Chapter 1: Hardware Setup

Getting to know your Notebook PC 14
- Top View 14
- Bottom 17
- Right Side 19
- Left Side 21

Chapter 2: Using your Notebook PC

Getting started 26
- Charge your Notebook PC 26

Gestures for the touch screen panel and touchpad 29
- Using touch screen panel gestures 29
- Using the touchpad 31

Using the keyboard 36

Chapter 3: Working with Chromebook

Starting for the first time 38
Sign-in area 39
- Browse as Guest 39
- User account 40

Using your desktop 41
- Apps list 41
- Status area 43

Connecting to the Internet 46
- Enabling your Wi-Fi connection 46
- Switching to a new Wi-Fi network connection 46
- Adding a network connection 47
- Chrome browser 49

Printing documents 51
- Saving PDF files 51
- Google Cloud Print 53

Managing your files 58
- Files app 58
- Google Drive 62

Resetting your Notebook PC 66
- Using Powerwash 66

Turning your Notebook PC off 68
- Using Chromebook 68
- Using the power button on your Notebook PC 68

Putting your Notebook PC to sleep 68

Tips and FAQs

Useful tips for your Notebook PC 70
Hardware FAQs 71
Software FAQs 73

Appendices

Internal Modem Compliancy 76
Overview 76
Network Compatibility Declaration 77
Non-Voice Equipment 77
Federal Communications Commission Interference Statement 80
FCC Radio Frequency (RF) Exposure Caution Statement 81
Wireless Operation Channel for Different Domains 81
Coating Notice 81
Compliance Statement of Innovation, Science and Economic Development Canada (ISED) 82
Déclaration de conformité de Innovation, Sciences et Développement économique Canada (ISED) 82
UL Safety Notices 83
Power Safety Requirement 84
TV Notices 84

REACH 84
Macrovision Corporation Product Notice 84
Prevention of Hearing Loss 84
Nordic Lithium Cautions (for lithium-ion batteries) 85
CTR 21 Approval (for Notebook PC with built-in Modem) 86
ENERGY STAR complied product 88
Global Environmental Regulation Compliance and Declaration 88
ASUS Recycling/Takeback Services 89
Rechargeable Battery Recycling Service in North America 89
Regional notice for California 89
Regional notice for Singapore 89
Regional notice for India 90
Notices for removable batteries 90
Avis concernant les batteries remplaçables 90
Simplified EU Declaration of Conformity 91

About this manual

This manual provides information about the hardware and software features of your Notebook PC, organized through the following chapters:

Chapter 1: Hardware Setup

This chapter details the hardware components of your Notebook PC.

Chapter 2: Using your Notebook PC

This chapter shows you how to use the different parts of your Notebook PC.

Chapter 3: Working with Chromebook

This chapter provides an overview of using the Chromebook.

Tips and FAQs

This section presents some recommended tips, hardware FAQs, and software FAQs you can refer to for maintaining and fixing common issues with your Notebook PC.

Appendices

This section includes notices and safety statements for your Notebook PC.

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.

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.

Safety precautions

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.

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.

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.

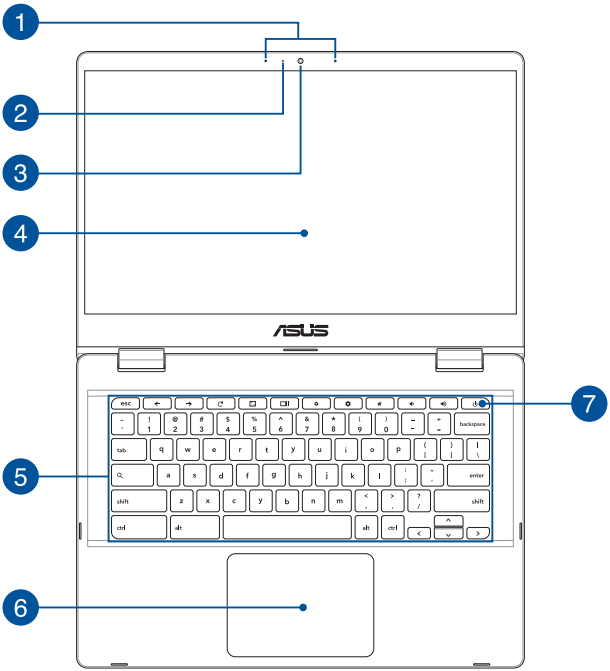
Do not throw the battery in municipal waste. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

Chapter 1: Hardware Setup

Getting to know your Notebook PC

Top View

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.



1 Array microphones

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

2 Camera indicator

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

3 Camera

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

4 Display panel

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

Touch screen panel (on selected models)

This high-definition touch screen panel provides excellent viewing features for photos, videos, and other multimedia files on your Notebook PC. It also allows you to operate it using touch screen gestures.

NOTE: For more details, refer to the *Using touch screen panel gestures* section in this manual.

5 Keyboard

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

NOTE: The keyboard layout differs by model or territory.

6 Touchpad

The touchpad 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 touchpad* section in this manual.

7 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.

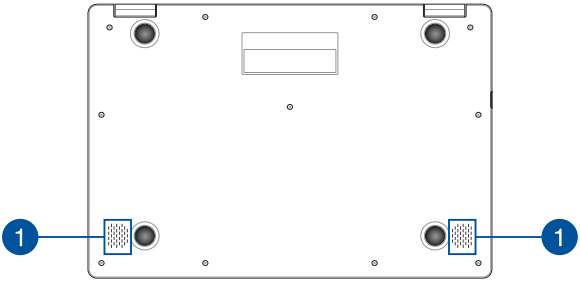
Bottom

NOTE: The bottom side may vary in appearance depending on model.

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 ASUS service center or authorized retailers for product service or assistance on proper disassembly or assembly of the product.



1 Audio speakers

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

Right Side

1 USB 3.1 Gen 1 port

The USB 3.1 (Universal Serial Bus 3.1) Gen 1 port provides a transfer rate of up to 5 Gbit/s and is backward compatible to USB 2.0.

2 USB 3.1 Gen 1 Type-C™/DisplayPort/ Power (DC) input combo port

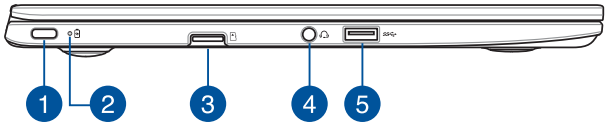
The USB 3.1 (Universal Serial Bus 3.1) Gen 1 Type-C™ port provides a transfer rate of up to 5 Gbit/s and is backward compatible to USB 2.0. Use a USB Type-C™ adapter to connect your Notebook PC to an external display. Insert the bundled power adapter into this port to charge the battery pack and supply power to your Notebook PC.

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

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

IMPORTANT! It may take longer to fully charge your Notebook PC through a low-voltage power source. Use only the bundled power adapter to charge the battery pack and supply power to your Notebook PC.

Left Side



1 USB 3.1 Gen 1 Type-C™/DisplayPort/ Power (DC) input combo port

The USB 3.1 (Universal Serial Bus 3.1) Gen 1 Type-C™ port provides a transfer rate of up to 5 Gbit/s and is backward compatible to USB 2.0. Use a USB Type-C™ adapter to connect your Notebook PC to an external display. Insert the bundled power adapter into this port to charge the battery pack and supply power to your Notebook PC.

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

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

IMPORTANT! It may take longer to fully charge your Notebook PC through a low-voltage power source. Use only the bundled power adapter to charge the battery pack and supply power to your Notebook PC.

2 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:

Color	Status
Solid White	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%.
Solid White	The Notebook PC is running on battery mode.

3 MicroSD card slot

This built-in memory card reader slot supports microSD, microSDHC, and microSDXC card formats.

4 Headphone/Headset jack

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

NOTE: This port does not support three-conductor 3.5 mm microphones.

5 USB 3.1 Gen 1 port

The USB 3.1 (Universal Serial Bus 3.1) Gen 1 port provides a transfer rate of up to 5 Gbit/s and is backward compatible to USB 2.0.

Chapter 2: Using your Notebook PC

Getting started

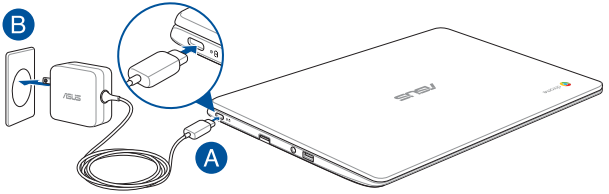
Charge your Notebook PC

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

B. 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.



IMPORTANT!

Power adapter information:

- Input voltage: 100-240Vac
- Input frequency: 50-60Hz
- Rating output current: 3A (45W)
- Rating output voltage: 15V

IMPORTANT!

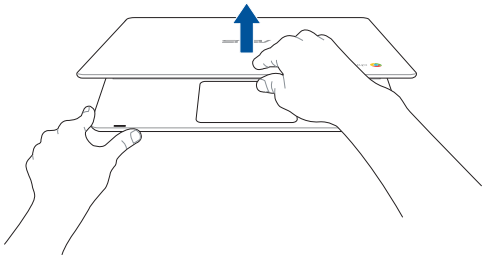
- Locate the input/output rating label on your Notebook PC and ensure that it matches the input/output rating information on your power adapter. Some Notebook PC models may have multiple rating output currents based on the available SKU.
- Ensure that your Notebook PC is connected to the power adapter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

Lift to open the display panel and your Notebook PC will turn on automatically



NOTE: You can also press the power button to turn your Notebook PC on or off.

Gestures for the touch screen panel and touchpad

Gestures allow you to launch programs and access the settings of your Notebook PC. Refer to the following illustrations when using hand gestures on your touch screen panel and touchpad.

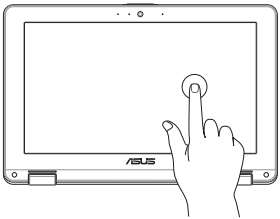
NOTE:

- The following screenshots are for reference only. The touch screen panel's appearance may vary depending on model.
- The touch screen panel is available on selected models.

Using touch screen panel gestures

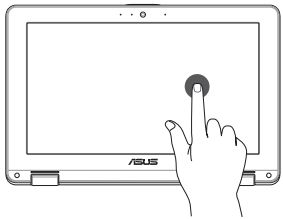
The gestures allow you to launch programs and access the settings of your Notebook PC. The functions can be activated by using the hand gestures on your Notebook PC's touch screen panel.

Tap



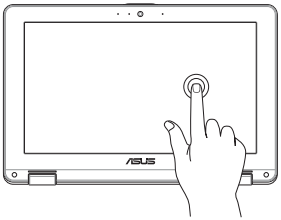
Tap to select an item and launch it.

Double tap



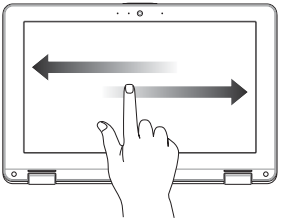
Double tap to select a block of text.

Tap and hold



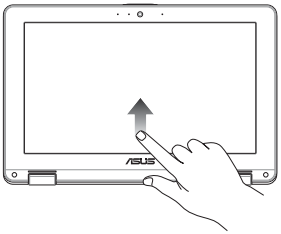
Tap and hold an item until a menu appears (if available), and you may tap to select an action from the menu.

Slide to the right or left



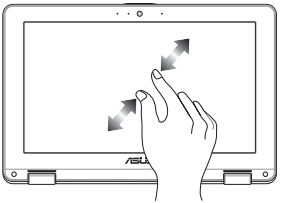
Slide to the right or left to go backward or forward through your web browsing history.

Bottom edge swipe



Slide your fingertip upward from the bottom edge of the screen to toggle on and off the auto-hide shelf.

Pinch or stretch



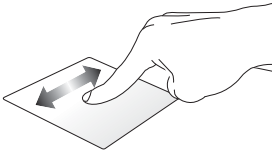
Use two of your fingertips to pinch or stretch on the screen to zoom out or zoom in.

Using the touchpad

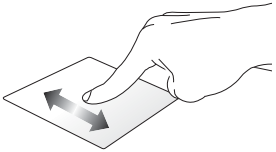
Moving the pointer

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

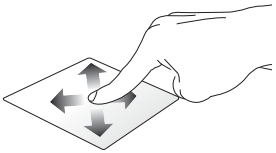
Slide horizontally



Slide vertically

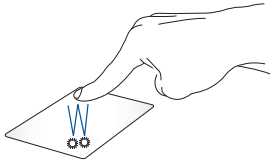


Slide diagonally



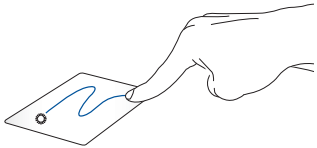
One-finger gestures

Tap/Double-tap



- Tap an app to select it.
- Double-tap an app to launch it.
- Double-tap on an active screen to minimize or maximize it on your display panel.

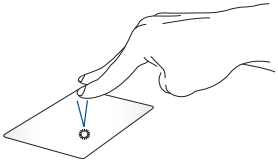
Drag and drop



Tap on an active screen then slide the same finger without lifting it off the touchpad. To drop the screen to its new location, lift your finger from the touchpad.

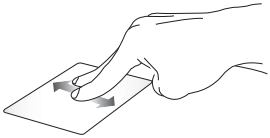
Two-finger gestures

Tap



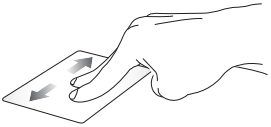
Tap two fingers on the touchpad to simulate the right-click function.

Two-finger scroll (up/down)



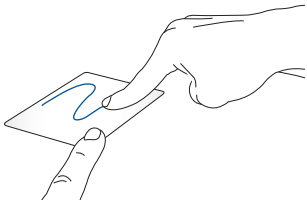
Slide two fingers to scroll up or down.

Two-finger scroll (left/right)



Slide two fingers to scroll left or right.

Drag and drop



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

Three-finger gestures

Swipe left/Swipe right

If you opened multiple tabs on your web browser, swipe three fingers left or right to switch between these tabs.

Swipe up

Swipe up to see an overview of all the screens currently opened on Chromebook.

Using the keyboard

The following shortcut keys on your Notebook PC's keyboard can be used to launch programs and functions while using your Chromebook.

Goes back to the previous page

Moves to the next page

Reloads your current web page

Activates full-screen mode for the currently opened screen

Switches to the next window

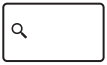
Decreases display brightness

Increases display brightness

Turns off the speaker volume

Turns down the speaker volume

Turns up the speaker volume



Activates the search box

Chapter 3: Working with Chromebook

Starting for the first time

When you start your Notebook PC for the first time, please follow the series of following steps to configure your Chromebook:

1. Press the power button on your Notebook PC. Wait for a few minutes until the setup screen appears.
2. From the setup screen, select your preferred option from the drop-down button beside the following items:
   - Select your language
   - Select your keyboard
   - Select a network

   Once finished, click/tap **Continue**.
3. Carefully read the **Chrome OS Terms** then select **Accept and Continue**.
4. In the following sign-in screen, input the **Email** and **Password** of your Google account. If you don't have a Google account yet, you may create one by clicking on the **create a Google Account** link.

   If you want to skip this sign-in process, you may also click/tap **browse as Guest** to proceed.
5. Once the setup process is complete, the web browser is launched and you may start working on Chromebook.

Sign-in area

After turning on your Notebook PC, the sign-in screen appears so you can choose to work on Chromebook using either of the following options:

IMPORTANT! Ensure you have Internet connection before choosing any of the following sign-in options.

Browse as Guest

This option is recommended if you simply want to browse online or let others use your Notebook PC. Downloaded files, browser history, and cookies are not stored once you sign out as guest.

User account

Use this option to access apps and other programs offered in Chromebook and save downloaded files, apps, and browser histories right into your user account.

Signing in to your user account

Select the user account you want to use then type your password on the **enter password** field.

Adding a user account

Refer to the following steps if you want to add a new user account:

1. Click/Tap **Add user** on the bottom part of the sign-in area.
2. In the following screen, input the new **Email** and **Password** you would like to add as a user account. Your email account must be Gmail. To create a new Google account, click/tap the **create a Google Account** link.
3. Click/Tap **Sign in**.

Using your desktop

Apps list

Start working on your Notebook PC by launching apps that can be accessed after signing in to your user account. These apps enable a variety of functions that can help you maximize the features of your Notebook PC.

To launch the apps list, click/tap on the launcher.

NOTE: When browsing as a guest, only the icon appears on your launcher.

Adding apps on the launcher

To add more apps on the launcher:

1. Click/Tap .
2. Right-click on the apps you want to add on the launcher then select **Pin to shelf**.

Deleting apps from the launcher

To delete any of the apps you currently have on the launcher:

1. Right-click on the apps you want to delete.
2. Select **Unpin**.

Configuring the apps settings

To configure your apps' appearance once launched:

1. Right-click on the apps you want to configure.
2. Select any of the following options:
   - **Open as regular tab**
   - **Open as pinned tab**
   - **Open as window**
   - **Open maximized**

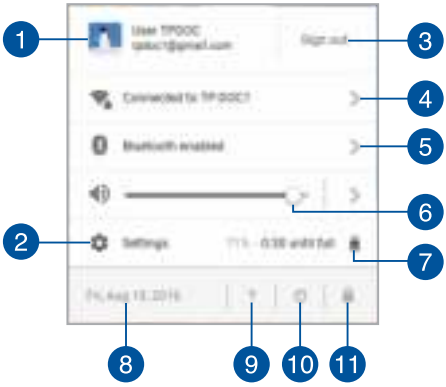
Status area

At a glance, the status area displays an overview of your Google user account information. It also allows you to change the settings of your Notebook PC and your current user account.

Launching the status area

To launch the status area, click/tap anywhere on the status area box on the lower right corner of your desktop screen.

Inside the status area



1 User account

This shows the currently used Google user account.

2 Settings

Click/Tap this option to access your Chromebook settings.

3 Sign out

Click/Tap this option to sign out from the current user account.

4 Network

Click/Tap this option to view your current network connection, available network connections, and the network settings.

5 Bluetooth

Click/Tap this option to enable or disable your Bluetooth feature and manage other Bluetooth devices.

6 **Volume**

Drag the volume slider to the left or to the right to turn the volume up or down on your Notebook PC.

7 **Battery status**

This shows the current battery life percentage of your Notebook PC. It also calculates the remaining time before your battery becomes discharged or fully-charged again.

8 **Date and time**

Click/Tap this option if you want to adjust the date and time settings of your Notebook PC.

9 **Chromebook help**

Click/Tap this option to access the Chromebook help center.

10 **Shutdown**

Click/Tap this option to sign out of your current log in session and turn off your Notebook PC.

11 **Lock**

Click/Tap this option to lock your current session and return to the sign in area.

Connecting to the Internet

Internet connection is a must for you to work on Chromebook. Connect to the Internet wirelessly using a Wi-Fi connection.

Enabling your Wi-Fi connection

To enable your Wi-Fi connection:

1. Launch the status area.
2. Select **No network** > **Turn Wi-Fi on**.

Switching to a new Wi-Fi network connection

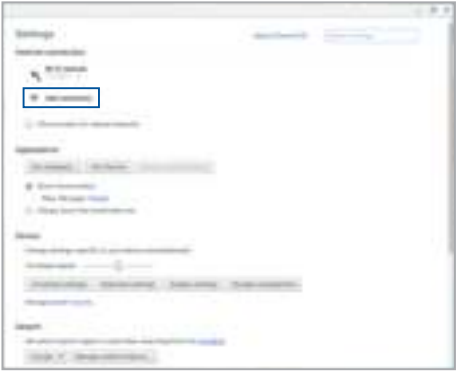
By default, your Notebook PC uses the Wi-Fi network you chose during the setup process when you used your device for the first time. In case you need to choose a new network connection, refer to the following steps:

1. Launch the status area.
2. Select your current Wi-Fi network connection.
3. Select your new Wi-Fi network connection from the current list of networks then type in the corresponding password, if necessary.

Adding a network connection

To add a new network connection to your list of networks:

1. Launch the status area.
2. Click/Tap **Settings**.
3. Under **Internet connection**, select **Add connection**.



4. Choose **Add Wi-Fi...** then input the necessary details to setup your new network connection.

5. Click/Tap **Connect** to start connecting to the Internet using this new network connection.

3 **Tab**

The tab allows you to launch multiple sites or applications on your Chrome browser.

4 **Close**

Click/Tap this option to close the current tab.

5 **New tab**

Click/Tap this option to launch a new tab on your Chrome browser.

6 **Address bar**

The address bar displays the current file path or website address of the tab you are viewing. You may also use the address bar to search the web by typing down your search word then press enter.

7 **Bookmark**

Click/Tap this to bookmark the current web page you are viewing.

8 **Minimize/maximize**

Click/Tap this to maximize or minimize your Chrome browser.

9 **Close**

Click/Tap this to close your Chrome browser.

10 **Settings**

Click/Tap to customize the settings of your Chrome browser.

11 **Scroll bar**

Move this bar up or down to scroll up or down the web page.

Printing documents

Using the print feature of your Chromebook, you can save files in PDF format or create hard copies via Google Cloud Print.

Saving PDF files

To save your file in PDF format:

1. Open the file you want to print then press ctrl + p.

2. Select the settings you want to modify then press **Print**.

3. In the next screen that appears, click/tap **Save** and select which location you want to save your file as a PDF then type in your preferred file name.

4. Click/Tap **Save** to create the PDF file into the location and exit.

Google Cloud Print

If you need to create file printouts from your Notebook PC, you may do so using the Google Cloud Print feature. Google Cloud Print allows you to create hard copies using these key ingredients: cloud-based technology, an active Internet connection, and a cloud print enabled printer.

Refer to the following information for details on how to use this feature.

Using Cloud Ready printers

If your printer already supports Google Cloud Print, refer to its user guide to start using it with your Notebook PC.

You may check your printer's compatibility with this feature via this link: **http://www.google.com/cloudprint/learn**

NOTE: If your printer does not appear on the list, you may refer to the *Connecting a classic printer to Google Cloud Print* section in this manual.

Connecting a classic printer to Google Cloud Print

Classic printers are printers that do not automatically support Google Cloud Print and needs to be manually setup for use with Google.

To use a classic printer with your Notebook PC, you need to connect the said printer to Google Cloud Print via a compatible Windows® computer.

IMPORTANT!

- Ensure that you are running a Windows® XP or higher on your computer. When using Windows® XP, ensure that the Windows XP Service Pack 3 (SP3) is already installed.
- You must install the printer to your compatible Windows® computer first before connecting it with Google Cloud Print.
- Ensure that your computer has an installed Google Chrome browser.

To connect classic printers to Google Cloud print:

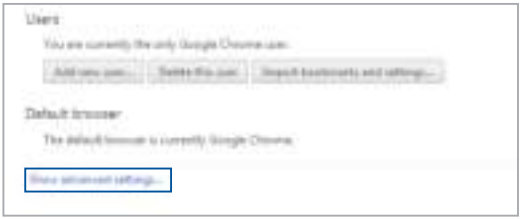
1. Connect your preferred printer to your computer then turn on both devices.

IMPORTANT! Ensure that your printer is already installed to your computer before proceeding with the next steps.

2. Connect your computer to the Internet then open your Google Chrome browser.

3. Click > **Settings**.

4. Click **Show advanced settings...**



5. Scroll down to see **Google Cloud Print** then click **Manage**.

6. Under **Classic printers**, click **Add printers**.

7. Sign in using your Google account.

8. In the next screen, click the printer that you want to connect to Google Cloud Print then click **Add printer(s)**.

9. The following screen appears when you have successfully set up your printer with Google Cloud Print.

Using Google Cloud Print to create printouts

After successfully connecting your printer with Google Cloud Print, you can start printing files from your Notebook PC using the following procedures:

1. Open the file you want to print then press ctrl + P.

2. Under the **Destination** option, click/tap **Change...**

3. From the list of registered printers under **Google Cloud Print**, select the printer you want to use.

4. Configure any additional print options you may want to use then click/tap **Print**.

1 File locations

This column shows you the currently available file locations. This also shows all the external storage devices that are currently connected to your Notebook PC.

2 Search

Click/Tap on the search button to enable the search box. To use the search box, type the file name you want to locate then press

.

3 Switch to list or grid

Click/Tap this option to rearrange your files to a list or a grid view.

4 Minimize/maximize

Click/Tap this to maximize or minimize your Chrome browser.

5 Close

Click/Tap this to close your Chrome browser.

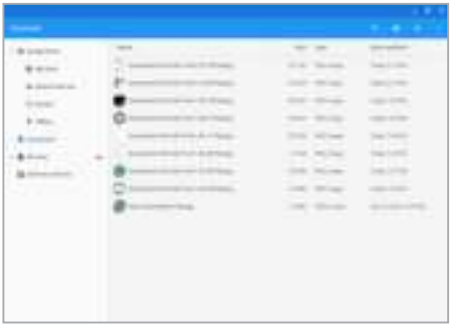
6 Settings

Click/Tap this button to customize the settings of your currently active file location.

Accessing files stored on your Notebook PC

The Downloads folder inside the Files app is where your Notebook PC stores all types of files downloaded online or saved on your Notebook PC.

To access these files, simply launch the Files app then select the Downloads folder and click/tap the file you want to open.



Moving files to another folder

If you want to move files from one location to another inside the Files app, refer to the following procedures:

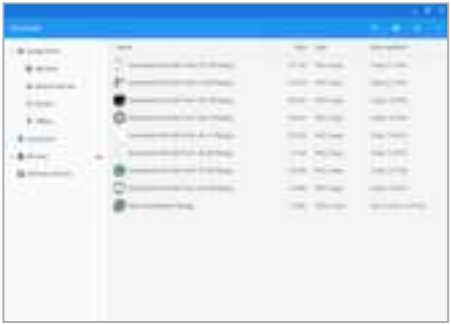
1. Open the file location where the file is currently placed.
2. Select the file(s) you want to move then drag and drop the file(s) into the new file location.

Unmounting devices

To ensure that your devices are safely disconnected from your Notebook PC, unmount them first via Files app using the following steps:

1. Click/Tap > .

2. Select the device you want to unmount then click/tap .



3. Once the unmounted device no longer appears on the file locations column, you may remove the device from your Notebook PC.

Creating a new folder

If you want to create a new folder inside any of the current file locations of your Notebook PC, refer to the following steps:

1. In the Files app screen, select the file location where you want to create a new folder.

2. Press ctrl + e to create a new folder.

Google Drive

Google Drive is a 15GB cloud storage system you can access on your Notebook PC via your Google account. It allows you to sync and access your files across other devices such as mobile phones, tablet PCs, and other Notebook PCs.

There are two ways in which you can access Google Drive on your Notebook PC: via the Files app or by launching the Google Drive app.

Launching Google Drive via the Files app

Google Drive under the Files app allows you to see all the files that are currently stored in your Google Drive. It also allows you to quickly move files from the Downloads folder into your Google Drive.

To launch Google Drive via the Files app:

1. Click/Tap > .

2. Select **Google Drive** to view all the files currently stored in it under the following categories:

   - **My Drive** - Lists all stored files.
   - **Shared with me** - Lists all files that are shared from other Google accounts.
   - **Recent** - Lists all recently opened files.
   - **Offline** - Lists all files that can be accessed offline.

Moving your downloads to Google Drive

By default, all the files downloaded on your Notebook PC are stored inside the Files app. You can move these files to your Google Drive using the following procedures:

1. Click/Tap > .

2. Click/Tap **Downloads** then select the Google docs, files, or folders that you want to move then drag and drop these selected items into **Google Drive**.

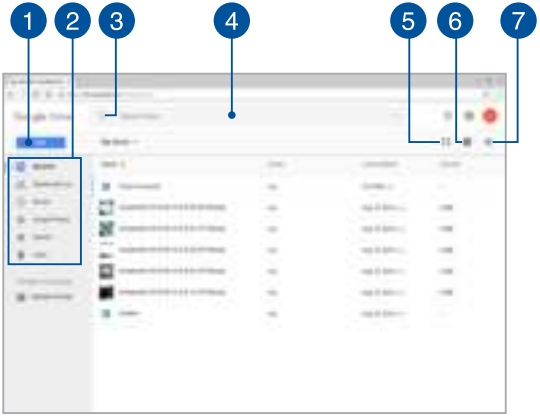
Launching the Google Drive app

By accessing the Google Drive app, you can customize its settings and maximize the use of Google Drive.

> **IMPORTANT!** Ensure that you are connected to the Internet when launching the Google Drive app.

To launch the Google Drive app, click/tap > .

Inside the Google Drive app



1 Create/Upload

Click/Tap this option to create a new file that is automatically saved in your Google Drive or upload files or folders from another location into your Google Drive.

2 File locations

This column shows you the currently available file locations inside your Google Drive.

3 Search

Click/Tap this button to start searching for the indicated file name.

4 **Search box**

Type the name of the file, folder, or Google document that you want to find inside Google Drive then press enter or click/tap .

5 **Switch to list or grid**

Click/Tap this option to rearrange your files to a list or a grid view.

6 **Details and activity**

Click/Tap this option to show the activity log of your Google Drive account and the details of your **My Drive** file location.

7 **Settings**

Click/Tap this button to customize the settings of your Google Drive.

Resetting your Notebook PC

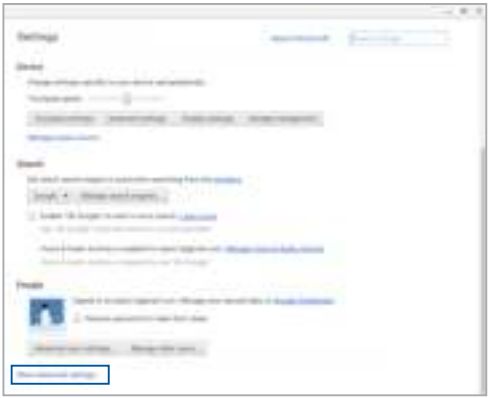
In case you need to reset your Chromebook to its default settings, you may do so using Powerwash.

Using Powerwash

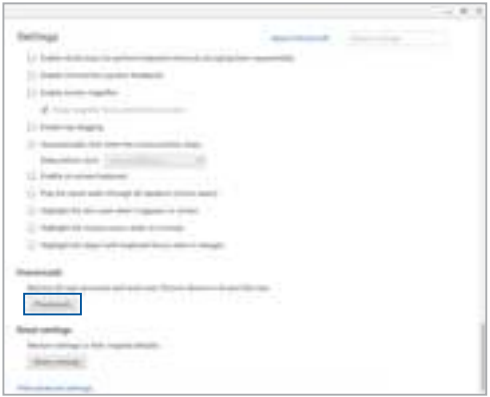
WARNING!

- Backup all your data before performing this option.
- All data stored locally in your Notebook PC are deleted when using Powerwash. However, your Google Drive accounts and other data synchronized with these accounts are not going to be affected.

1. Launch the status area then select **Settings**.
2. Scroll down then click/tap **Show advanced settings...**



3. Click/Tap **Powerwash**.



4. When prompted, click/tap **Restart**.
5. In the next window, click/tap **Powerwash** to proceed.

Turning your Notebook PC off

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

Using Chromebook

1. Launch the status area.
2. Click/Tap .

Using the power button on your Notebook PC

You can also use this option to turn off your Notebook PC in case it becomes unresponsive.

> **IMPORTANT!** Save your files before performing this option to prevent loss of important data.

To do this, press the power button on your Notebook PC for at least four (4) seconds until your Notebook PC turns off.

Putting your Notebook PC to sleep

To put your Notebook PC on Sleep mode, press the power button once.

Tips and FAQs

Useful tips for your Notebook PC

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:

- 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:
  - Backup data
  - Log in ID and password
  - Internet connection information

Hardware FAQs

1. **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 ASUS service center.

2. **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.

3. **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.
   - Disconnect unused USB devices.
   - Close unused applications, especially those that take up too much system memory.

4. 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 ASUS service center for assistance.

5. 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.

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

Contact your local ASUS service center for assistance.

7. 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 touchpad while you type on the keyboard.

Software FAQs

1. 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 ASUS service center for assistance.

2. 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 ASUS service center for assistance.

3. 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.

4. 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 ASUS service center for assistance.

5. 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.

Appendices

Internal Modem Compliancy

The Notebook PC with internal modem model complies with JATE (Japan), FCC (US, Canada, Korea, Taiwan), and CTR21. The internal modem has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems you should contact your equipment supplier in the first instance.

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 signalling.

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.

Non-Voice Equipment

Answering machines and loud-speaking telephones can be eligible as well as modems, fax machines, auto-dialers and alarm systems. Equipment in which the end-to-end quality of speech is controlled by regulations (e.g. handset telephones and in some countries also cordless telephones) is excluded.

This table shows the countries currently under the CTR21 standard.

Country	Applied	More Testing
Austria[1]	Yes	No
Belgium	Yes	No
Czech Republic	No	Not Applicable
Denmark[1]	Yes	Yes
Finland	Yes	No
France	Yes	No
Germany	Yes	No
Greece	Yes	No
Hungary	No	Not Applicable
Iceland	Yes	No
Ireland	Yes	No
Italy	Still Pending	Still Pending
Israel	No	No
Lichtenstein	Yes	No
Luxemburg	Yes	No
The Netherlands[1]	Yes	Yes
Norway	Yes	No
Poland	No	Not Applicable
Portugal	No	Not Applicable
Spain	No	Not Applicable
Sweden	Yes	No
Switzerland	Yes	No
United Kingdom	Yes	No

This information was copied from CETECOM and is supplied without liability. For updates to this table, you may visit http://www.cetecom.de/technologies/ctr_21.html.

1 National requirements will apply only if the equipment may use pulse dialling (manufacturers may state in the user guide that the equipment is only intended to support DTMF signalling, which would make any additional testing superfluous).

In The Netherlands additional testing is required for series connection and caller ID facilities.

Federal Communications Commission Interference Statement

This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the Federal Communications Commission (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.

WARNING! The use of a shielded-type power cord is required in order to meet FCC emission limits and to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used. Use only shielded cables to connect I/O devices to this equipment. You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

(Reprinted from the Code of Federal Regulations #47, part 15.193, 1993. Washington DC: Office of the Federal Register, National Archives and Records Administration, U.S. Government Printing Office.)

FCC Radio Frequency (RF) Exposure Caution Statement

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To maintain compliance with FCC RF exposure compliance requirements, please avoid direct contact to the transmitting antenna during transmitting. End users must follow the specific operating instructions for satisfying RF exposure compliance.

A minimum separation distance of 0 cm must be maintained between the user's body and the device, including the antenna during body-worn operation to comply with the RF exposure requirements in Europe.

Wireless Operation Channel for Different Domains

N. America	2.412-2.462 GHz	Ch01 through Ch11
Japan	2.412-2.484 GHz	Ch01 through Ch14
Europe ETSI	2.412-2.472 GHz	Ch01 through Ch13

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.

Compliance Statement of Innovation, Science and Economic Development Canada (ISED)

This device complies with *Innovation, Science and Economic Development Canada* license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

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

CAN ICES-3(B)/NMB-3(B)

Déclaration de conformité de Innovation, Sciences et Développement économique Canada (ISED)

Le présent appareil est conforme aux CNR d'*Innovation, Sciences et Développement économique Canada* applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

La bande 5150-5250 MHz est réservée uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

CAN ICES-3(B)/NMB-3(B)

UL Safety 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 rms, 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 electrochemical 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.

Power Safety Requirement

Products with electrical current ratings up to 6A and weighing more than 3Kg must use approved power cords greater than or equal to: H05VV-F, 3G, 0.75mm^2 or H05VV-F, 2G, 0.75mm^2.

TV Notices

Note to CATV System Installer—Cable distribution system should be grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable – installation should include bonding the screen of the coaxial cable to the earth at the building entrance.

REACH

Complying with the REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals) regulatory framework, we publish the chemical substances in our products at ASUS REACH website at http://csr.asus.com/english/REACH.htm.

Macrovision Corporation Product Notice

This product incorporates copyright protection technology that is protected by method claims of certain U.S.A. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only *unless otherwise authorized by Macrovision Corporation*. Reverse engineering or disassembly is prohibited.

Prevention of Hearing Loss

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

Nordic Lithium Cautions (for lithium-ion batteries)

CAUTION! Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. (English)

ATTENZIONE! Rischio di esplosione della batteria se sostituita in modo errato. Sostituire la batteria con un una di tipo uguale o equivalente consigliata dalla fabbrica. Non disperdere le batterie nell'ambiente. (Italian)

VORSICHT! Explosionsgefahr bei unsachgemäßen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenem ähnlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers. (German)

ADVARSELI! Lithiumbatteri - Eksplosionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage til leverandøren. (Danish)

VARNING! Explosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion. (Swedish)

VAROITUS! Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan laitevalmistajan sousittelemaan tyyppiin. Hävitä käytetty paristo valmistagan ohjeiden mukaisesti. (Finnish)

ATTENTION! Danger d'explosion si la batterie n'est pas correctement remplacée. Remplacer uniquement avec une batterie de type semblable ou équivalent, recommandée par le fabricant. Jeter les batteries usagées conformément aux instructions du fabricant. (French)

ADVARSEL! Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner. (Norwegian)

(Japanese)

ВНИМАНИЕ! При замене аккумулятора на аккумулятор иного типа возможно его возгорание. Утилизируйте аккумулятор в соответствии с инструкциями производителя. (Russian)

CTR 21 Approval (for Notebook PC with built-in Modem)

Danish

Dutch

English

Finnish

French

German

Greek

Italian

Portuguese

Spanish

Swedish

ENERGY STAR complied product

ENERGY STAR is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy helping us all save money and protect the environment through energy efficient products and practices.

All ASUS products with the ENERGY STAR logo comply with the ENERGY STAR standard, and the power management feature is enabled by default. The monitor and computer are automatically set to sleep within 10 and 30 minutes of user inactivity. Users could wake your computer through click the mouse, press any key on the keyboard, or press the power button.

Please visit http://www.energystar.gov/powermanagement for detail information on power management and its benefits to the environment. In addition, please visit http://www.energystar.gov for detail information on the ENERGY STAR joint program.

NOTE: Energy Star is NOT supported on FreeDOS and Linux-based products without power management.

Global Environmental Regulation Compliance and Declaration

ASUS follows the green design concept to design and manufacture our products, and makes sure that each stage of the product life cycle of ASUS product is in line with global environmental regulations. In addition, ASUS disclose the relevant information based on regulation requirements.

Please refer to http://csr.asus.com/english/Compliance.htm for information disclosure based on regulation requirements ASUS is complied with:

Japan JIS-C-0950 Material Declarations

EU REACH SVHC

Korea RoHS

ASUS Recycling/Takeback Services

ASUS recycling and takeback 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.

Please go to http://csr.asus.com/english/Takeback.htm for detailed recycling information in different regions.

Rechargeable Battery Recycling Service in North America

For US and Canada customers, you can call 1-800-822-8837 (toll-free) for recycling information of your ASUS products' rechargeable batteries.

Regional notice for California

WARNING

Cancer and Reproductive Harm -
www.P65Warnings.ca.gov

Regional notice for Singapore

Complies with IMDA Standards DB103778

This ASUS product complies with IMDA Standards.

Regional notice for India

This product complies with the "India E-Waste (Management) Rules, 2016" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls (PBBs) and polybrominated diphenyl ethers (PBDEs) in concentrations exceeding 0.1% by weight in homogenous materials and 0.01% by weight in homogenous materials for cadmium, except for the exemptions listed in Schedule II of the Rule.

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.

Avis concernant les batteries remplaçables

- La batterie de l'appareil peut présenter un risque d'incendie ou de brûlure si celle-ci est retirée ou désassemblée.
- La batterie et ses composants doivent être recyclés de façon appropriée.

Simplified EU Declaration of Conformity

ASUSTek Computer Inc. 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 at https://www.asus.com/support/.

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

AT	BE	BG	CZ	DK	EE	FR
DE	IS	IE	IT	EL	ES	CY
LV	LI	LT	LU	HU	MT	NL
NO	PL	PT	RO	SI	SK	TR
FI	SE	CH	UK	HR		

CE