

# *EM-X14M*

USER MANUAL

**Rugged Mobile Computing Solutions**

March, 2023

**Note**

The information in this manual is subject to change without notice.

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# Chapter 1

## **READY TO START**

This chapter first tells you step by step how to get the device up and running. Then, you will find a section briefly introducing the external components of the device.

# GET THE DEVICE RUNNING

## OPEN BOX TO CHECK

After unpacking, you should see the following standard items:

- X14M Rugged Notebook

- Power Cord



- Battery



- Power Adapter



# CONNECT THE POWER SUPPLY

**Note:** Use only the power adapter provided with this product. Using other power adapters may damage your device.

**Note:**

- The battery will be shipped to you in transport mode, which protects the battery from charging or discharging. When you install the battery for the first time and connect the notebook to AC power, the battery will automatically exit this mode for you to start using.
- Connecting the power adapter will begin charging the battery. Refer to Chapter 3 for charging instructions.

It must be connected to AC power supply when it is turned on for the first time.

1. Open the waterproof plug of DC port.



2. Insert the DC head of the power adapter into the DC port of the device.
3. Plug the female end of the power cord into the power adapter and the male end into the power outlet.



4. The power outlet supplies power to the device through an adapter. Now you can power on the device.

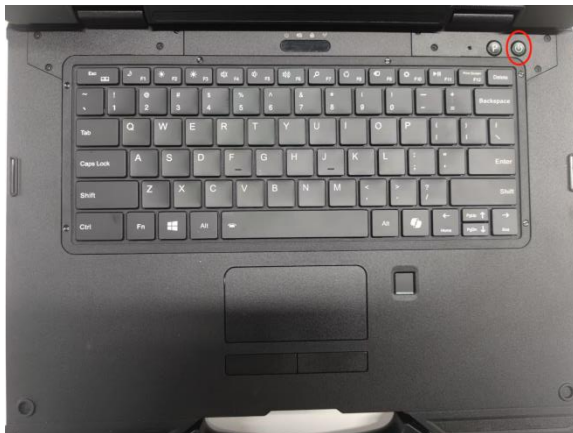
# TURN ON AND OFF THE DEVICE

## TURNING ON

1. Release the latch on the top cover, then lift the screen cover. You can adjust the screen angle for optimal image clarity.





2. Press the power button (🔌) The operating system Microsoft Windows will start.



# TURNING OFF

After completing your work, you can power it off or leaving it in Sleep or Hibernation mode:

To ...	Do this...
Power off (Shutdown)	Click  → [Power] → [Shutdown]. Shutdown
Sleep	Use any of the following methods: <ul style="list-style-type: none"><li>● Press the power button.</li><li>● Close the screen cover.</li><li>● Click  → [Power] → [Sleep].</li></ul>
Hibernation	This item does not appear in the power menu by default. If you want to set up this mode, please go to Windows Settings to set it up.

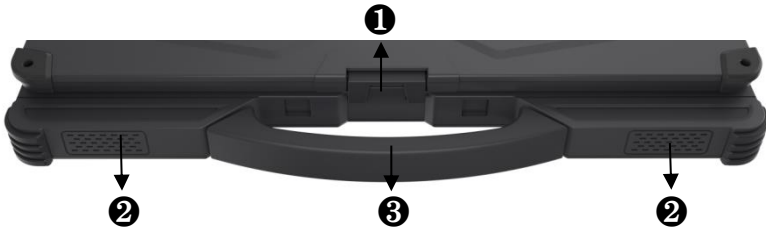
\* [Sleep] is a default function for this action. You can change the result of this action through Windows Settings.

# DEVICE APPEARANCE

**Note:** Depending on the special model you purchased, the look and colour of the device may be different from the graphics shown in this manual.

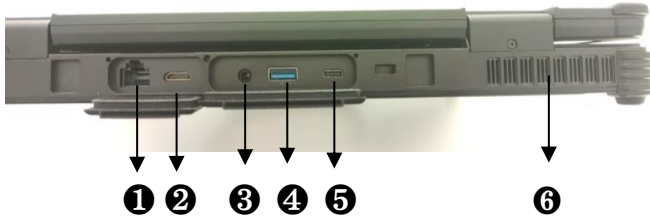
**Note:** Please open the waterproof plug before using the ports or device. When not using ports or device, please completely cover the waterproof plug to isolate water and dust. (If the protective cover is equipped with a locking mechanism, ensure it is securely locked.)

## FRONT COMPONENTS



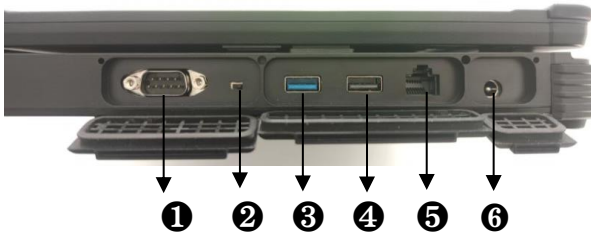
SYMBOL	COMPONENTS	DESCRIPTION
①	Top Cover Latch	Used to secure the top cover.
②	Stereo Speakers	Play the device sounds.
③	Handle	A convenient solution for carrying the device.

# REAR COMPONENTS



<b>SYM BOL</b>	<b>COMPI NENTS</b>	<b>DESCRIPTION</b>
<b>①</b>	<b>RJ45 Gigabit Ethernet Port</b>	Connects to a LAN network cable.
<b>②</b>	<b>HDMI Port</b>	Connects to an HDMI display or projector.
<b>③</b>	<b>3.5mm Audio Port</b>	Connects to speakers using a 3.5mm audio cable for audio playback.
<b>④</b>	<b>USB3.0 Port</b>	Connects to USB devices.
<b>⑤</b>	<b>Type-c Port</b>	Compatible with devices supporting Thunderbolt or USB-C.
<b>⑥</b>	<b>Ventilation Holes</b>	Designed for heat dissipation.

# RIGHT-SIDE COMPONENTS



<b>SYM BOL</b>	<b>COMPI NENTS</b>	<b>DESCRIPTION</b>
<b>①</b>	<b>RS232 Serial Port</b>	Used for connecting computer peripherals via a serial interface.
<b>②</b>	<b>RF Switch</b>	Enables or disables the device's RF signal.
<b>③</b>	<b>USB3.0 Port</b>	Connects to USB devices.
<b>④</b>	<b>USB2.0 Port</b>	Connects to USB devices.
<b>⑤</b>	<b>RJ45 Gigabit Ethernet Port</b>	Connects to a LAN network cable.
<b>⑥</b>	<b>DC Power Jack</b>	Connects to the power adapter.

# LEFT-SIDE COMPONENTS



1



SYM BOL	COMPI NENTS	DESCRIPTION
1	Expansion Interface	Optional M.2-2280 PCIe interface ×1 for connecting an SSD, with an additional option for M.2 E-Key interface ×1 for custom modules.
	(Illustration)	

# TOP COMPONENTS

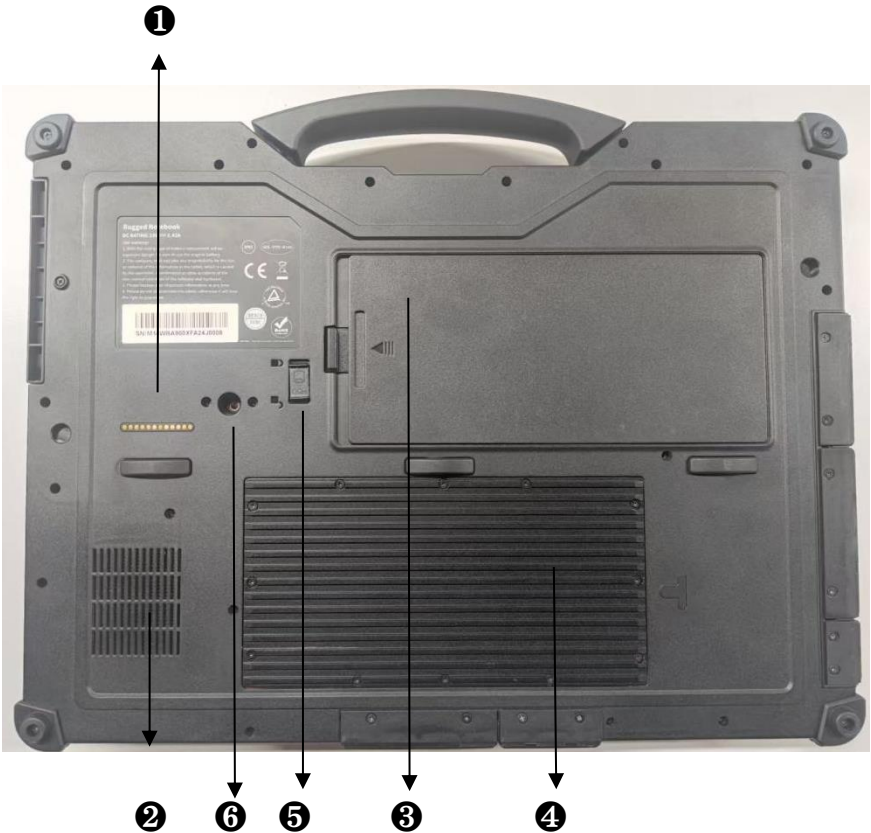


SYM BOL	COMPI NENTS	DESCRIPTION
❶	<b>Camera</b>	Used to enable video functionality. The privacy shutter can also forcibly shield the camera.
❷	<b>LCD Screen</b>	Displays the device' s visual output.
❸	<b>Microphone</b>	Used to capture external sounds.

<b>4</b>	<b>Keyboard</b>	The computer input device.
<b>5</b>	<b>Touchpad</b>	The pointing device for the computer.

<b>SYM BOL</b>	<b>COMPINENTS</b>	<b>DESCRIPTION</b>
	<b>Indicator Lights</b>	
<b>6</b>	 <b>Power</b>	Glows solid blue when the device is powered on.
	 <b>Battery</b>	Glows solid red when charging, flashes red when the battery is removed.
	<b>Hard Drive Indicator</b>	Flashes when the system performs read/write operations on the hard drive.
	<b>Caps Lock</b>	Glows solid red when the Caps Lock key is enabled on the keyboard.
	<b>4G Indicator</b>	Lights up when the device' s 4G module is recognized.
<b>7</b>	<b>Fingerprint Sensor</b>	Used for fingerprint login, preventing unauthorized use of your computer.
<b>8</b>	<b>P Button</b>	Press and hold for more than 1 second to turn off the screen display; press again to turn the screen back on.
<b>9</b>	<b>Power Button</b>	Controls the power on/off of the device (defaults to sleep mode when turned off).

# BOTTOM COMPONENTS



SYM BOL	COMPINE NTS	DESCRIPTION
❶	Pogopin	An expansion interface defined by USB standards.
❷	Air Intake Hole	Works with the ventilation holes to dissipate heat.
❸	Removal Battery	A removable battery that supports hot-swappable replacement.
❹	SSD/Memory Installation Location	Open the cover to replace the SSD. Memory modules can also be upgraded. <b>Note:</b> This is not a hot-swappable device. Please do not remove the device while the system is powered on.
❺	HDD Hard Drive Lock	Locks the inserted HDD enclosure.
❻	Drainage Hole	Helps expel any water that may have flowed into the keyboard.

# Chapter 2

# OPERATE YOUR DEVICE

This chapter provides information about the use of the device.

If you are new to device, reading this chapter will help you learn the operating basics. If you are already a Notebook user, you may choose to read only the parts containing information unique to your Notebook.

**Note :**

- Do not expose your skin to the Notebook when operating it in a very hot or cold environment.
- The Notebook can get uncomfortably warm when you use it in high temperatures. As a safety precaution in such a circumstance, do not place the Notebook on your lap or touch it with your bare hands for extended periods of time. Prolonged body contact can cause discomfort and potentially a burn.

# Use the Touchscreen

Your keyboard features the standard functions of a full-sized computer keyboard, along with the ability to use special functions via the Fn key.

The standard functions of the keyboard can be categorized into four main types:

- Typing Keys
- Cursor Control Keys
- Numeric Keys
- Function Keys

## Typing Keys

Typing keys refer to the traditional keys found on a typewriter, with additional special-purpose keys such as **Ctrl**, **Esc**, and lock keys. The **Control (Ctrl)** and **Alternate (Alt)** keys are typically used in combination with other keys to perform specific program functions. The **Escape (Esc)** key is usually used to stop a process, such as exiting a program or canceling a command. Its function depends on the software you are using.

## Cursor Control Keys

Cursor control keys are primarily used for moving and editing.



**Note:** The cursor is the pointer on the screen that indicates your current typing position. Its shape can vary depending on the software you' re using; it may appear as a line, block, or any other shape.

## Numeric Keys

The typing keys include a set of 10 numeric keys as shown in the image below:

(Include the relevant image or diagram here)



## Function Keys

The top row of the keyboard contains the **F1** through **F12** function keys. These keys have multiple functions and execute specific commands defined by individual programs.

## Fn Key

The **Fn** key, located in the lower-left corner of the keyboard, is used in combination with other keys to perform additional functions. To activate a function, press and hold the **Fn** key, then press the other key.

# Hotkeys


Hotkeys refer to key combinations that, when pressed together, trigger special functions on the computer. Most hotkeys operate in a cycle, switching to a different function or option each time the hotkey combination is pressed.

Icons on the keys help you identify the corresponding hotkey functions. The hotkey functions are explained below:

Key	Description
FN+Esc	Toggle the touchpad on or off.
FN+F1	Sleep mode button; its function depends on the Windows power settings.
FN+F2	Decrease screen brightness.
FN+F3	Increase screen brightness.
FN+F4	Mute or unmute system sound output.
FN+F5	Decrease volume.
FN+F6	Increase volume.
FN+F7	Open Windows search.
FN+F8	Open online voice recognition.
FN+F9	Open the device connection interface, including wireless displays and audio devices.

FN+F10	Open Windows Settings.
FN+F11	Play/pause media.
FN+F12	Windows screenshot.

## Windows Key

 The Windows logo key opens the **Start** menu. When used in combination with other keys, it can perform specific functions in various software.

# Using the Touchpad

**Note:** Do not use sharp objects (such as pens) to touch the surface of the touchpad to avoid damage.

**Note:**

- Press **Fn + Esc** to toggle the touchpad on or off.
- To ensure optimal touchpad performance, keep your fingers and the surface of the touchpad clean and dry. When touching the surface, use a gentle tap, not a heavy press.

The touchpad serves as the pointing device for interacting with your computer. It controls the position of the pointer (cursor) on the screen and allows for selection via tapping.



The touchpad consists of a rectangular surface (working area) and left/right buttons. To use the touchpad, place your fingertip on the surface. The rectangular area acts as a scaled-down version of the screen—when you move your fingertip on the touchpad, the pointer on the screen will follow. If your fingertip reaches the edge of the surface, simply lift your finger and place it on the other side to continue.

Here are some common terms you should know when using the touchpad:

Term	Operations
------	------------

Point	Move your fingertip to position the cursor arrow over the item you wish to select.
Click	Press and quickly release the left button, or tap anywhere on the touchpad.
Double-click	Press the left button quickly twice in succession, or double-tap quickly on the touchpad.
Drag and drop	Press and hold the left button, then move your finger to the desired location (drag). Release the button when the item is placed in the new location (drop). Alternatively, double-tap the touchpad and, on the second tap, keep your finger in contact with the surface. Then move your finger to drag the selected item to the desired position. Once your finger is lifted from the surface, the item will be placed in its new position.

**Note:** If you switch the left and right mouse button functions, you will not be able to use the "tap" gesture on the touchpad as a substitute for clicking the left button.

# Touchpad Gestures in Windows 10

For additional touchpad settings, go to **[Settings]** > **[Devices]** > **[Mouse and Touchpad]**.

## Changing Touchpad Settings

You may want to adjust the touchpad settings to suit your needs. For example, left-handed users can swap the left and right mouse button functions to make it easier to use the right button in place of the left one, and vice versa. Additionally, you can change the pointer size and its movement speed on the screen.

# Network and Wireless Connectivity

## Using LAN (Local Area Network)

The built-in 10/100/1000M LAN (Local Area Network) module allows your computer to connect to a network. Insert one end of the network cable into the RJ45 port on your computer and the other end into a network hub.



# Using WLAN (Wireless Local Area Network)


The computer's built-in WLAN (Wireless Local Area Network) feature supports the IEEE 802.11ax standard.

## Turning WLAN Radio On / Off


### Turning WLAN Radio On:

Click  · [Settings] · [Network & Internet] · [WLAN], and toggle the WLAN switch to [On].

### Turning WLAN Radio Off:

• You can turn off WLAN radio by following the same steps as turning it on. To quickly disable all wireless radios at once, you can enable Airplane Mode. Click  · [Settings] · [Network & Internet] · [Airplane Mode], and toggle the switch to [On].

## Connecting to a Wireless Network

1. Ensure that the wireless network feature is enabled (as described above).
2. Click the network icon in  the taskbar at the bottom right.
3. Select the network you want to connect to from the wireless network list and click [Connect].
4. Depending on your settings, you may be prompted to enter a password. Please contact your network administrator or service provider for this information.

For more information about setting up a wireless network, refer to Windows

online help.

# Using Bluetooth Functionality

Bluetooth enables short-range wireless communication between Bluetooth devices without the need for cables. By utilizing Bluetooth technology, data can pass through walls, pockets, and bags as long as the two devices are within effective range.

## Turning Bluetooth Radio On / Off

### To Turn On the Bluetooth Radio:

Click  → [Settings] → [Devices] → [Bluetooth], and toggle the Bluetooth switch to [On].


### To Turn Off the Bluetooth Radio:

You can turn off Bluetooth radio by following the same steps as turning it on.

To quickly disable all wireless radios at once, you can enable Airplane Mode.

Click  · [Settings] → [Network & Internet] → [Airplane Mode], and toggle the switch to [On].

## Connecting to Other Bluetooth Devices

1. Ensure Bluetooth functionality is enabled (as described above).
2. Make sure the Bluetooth device you want to connect to is powered on, in discoverable mode, and within range (refer to the device' s manual for setup instructions).
3. Click  → [Settings] → [Devices] → [Bluetooth] .
4. Select the device you want to connect to from the search results.

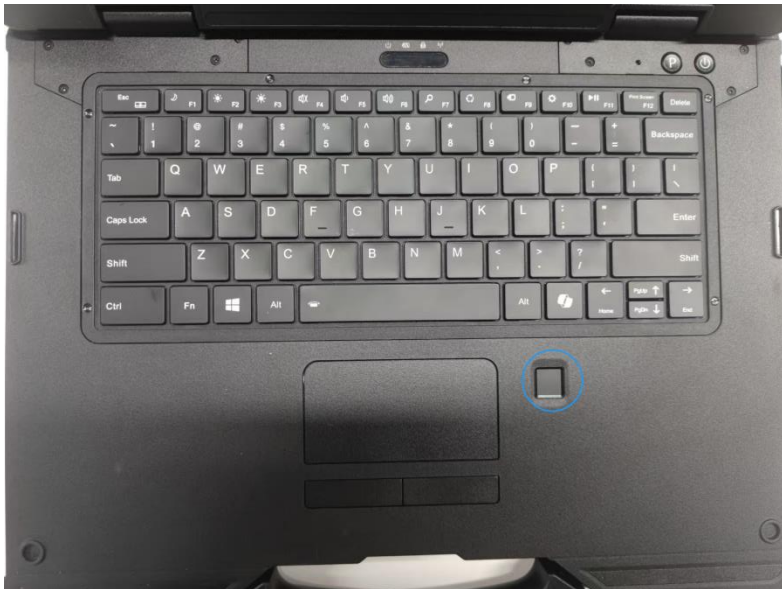
5. Depending on the type of Bluetooth device, you may need to enter relevant information.

For more detailed information on Bluetooth functionality, see Windows online help.

## Using the Fingerprint Sensor

- **Note:**
- 
- For optimal performance, both the sensor surface and your finger should be clean and dry. If necessary, clean the fingerprint sensor. You can use tape to remove dirt and oil from the sensor surface by applying and peeling it off.
- Avoid using the fingerprint sensor when the temperature is below freezing, as moisture on your finger may freeze on the metal surface, causing failure. Additionally, contact with frozen metal may cause frostbite.

The fingerprint sensor provides a powerful verification mechanism through fingerprint recognition. Once your fingerprint is registered, you can use it to log in to Windows and unlock the screen.




Fingerprint Sensor

### Note:

- You must first create a user account and password in Windows before registering a fingerprint.
- The fingerprint login process may take some time, as the system needs to complete hardware and security checks before activating the fingerprint sensor.

### Registering a Fingerprint:

1. Click  · **[Settings]** → **[Accounts]** → **[Sign-in Options]**.
2. Under **[Fingerprint]** on the right, click **[Add]**.
3. Follow the on-screen instructions to complete the fingerprint registration.



# Chapter 3

## **MANAGE POWER**

Your device can be powered by an external AC power source or an internal battery pack.

This chapter provides guidance on effectively using and managing your power supply. For optimal battery performance, please follow the recommended usage precautions.

# Power Adapter

## Important Notes:

- The power adapter is designed exclusively for use with your device. Using it for other purposes may damage the connected devices or the adapter itself.
- The power cord provided with the power adapter complies with local standards where the computer was purchased. If using the computer abroad, consult your dealer to obtain a compatible power cord.
- When unplugging the power adapter, first disconnect it from the wall outlet, then from the computer. Failure to follow this order may expose your computer and adapter to voltage surges, causing potential damage.
- Do not pull on the power cord to unplug it. Always grasp and remove the plug by hand.

The power adapter converts AC power from the wall outlet to the DC power required by your computer. While the adapter is connected, it also automatically charges the battery.

The adapter is compatible with an input voltage range of 100V to 240V AC.

# Battery Pack

The battery pack serves as the internal power source for the device and can be charged via the power adapter.


**Note:**

The battery should only be removed when it is not being charged.

For battery maintenance and usage precautions, please refer to the "Battery Guidelines" section in Chapter 7.

## Charging the Battery

**Note:** The optimal temperature range for charging the battery is between 0°C and 50°C.

To charge the battery, connect the computer to the power adapter, and plug the adapter into a power outlet. When charging is in progress, the two battery indicator lights on the device (  ) will turn red. Once the battery is fully charged, the indicator lights will turn green.

**Important:** Avoid immediately unplugging and reconnecting the power adapter after the battery is fully charged, as this may damage the battery.

# Checking Battery Level

**Note:** The battery level displayed is an estimate. The actual runtime may vary depending on usage patterns, software applications, and power consumption.

After the battery is fully charged, its runtime depends on how you use your device. If your activities require frequent use of peripherals, the battery may drain faster.

The battery icon on the Windows taskbar (bottom right corner) shows the current battery level.

For models with more than one battery pack, the batteries discharge in parallel.

## Low Battery

When the battery is low, immediately connect the power adapter, put the device into sleep mode, or shut it down to prevent data loss.

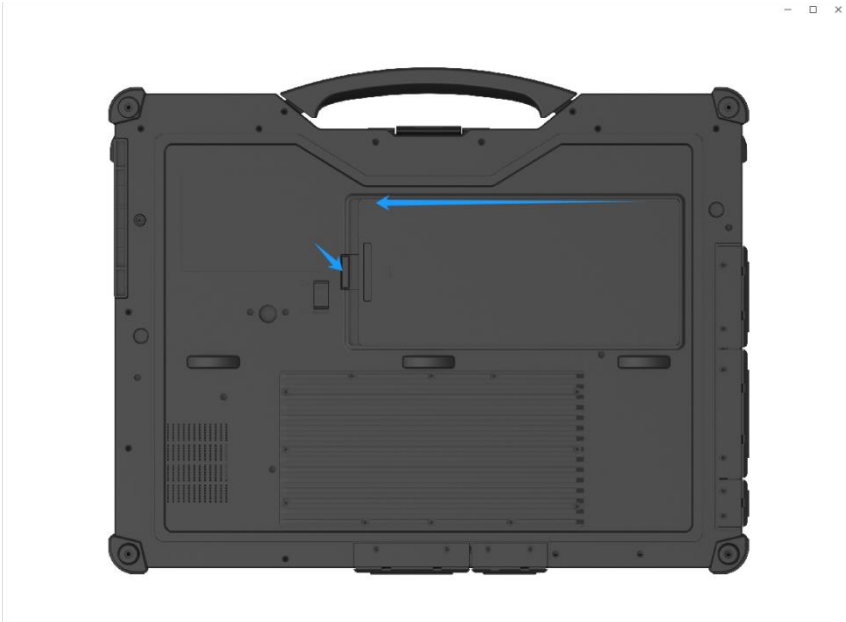
# Replacing the Battery Pack

## Important Notes:

- Incorrect battery replacement may lead to explosion. Always replace the battery with one provided by the manufacturer. Dispose of old batteries following the manufacturer's instructions.
- Do not disassemble the battery pack.
- Prolonged use of the battery may cause it to become hot. Avoid touching a hot battery with bare hands. Place the removed battery in a ventilated area to cool down.

If your computer supports multiple battery packs, you can hot-swap one while the other provides power.

1. Carefully turn the computer upside down.
2. Press the battery latch and slide the battery in the indicated direction to remove it. Replace the battery as needed.



## Power-Saving Tips

To maximize battery runtime, consider the following:

- **Enable Power Management:** Do not disable power-saving features.
- **Adjust Screen Brightness:** Lower the brightness to the minimum comfortable level.
- **Set Display Timer:** Reduce the time before Windows turns off the display.
- **Disconnect Unused Devices:** Unplug external peripherals when not in

use.

- **Disable Wireless Features:** Turn off WLAN and Bluetooth when not needed.
- **Power Off When Idle:** Shut down the device when not in use.

# Chapter 4

# EXPAND YOUR DEVICE

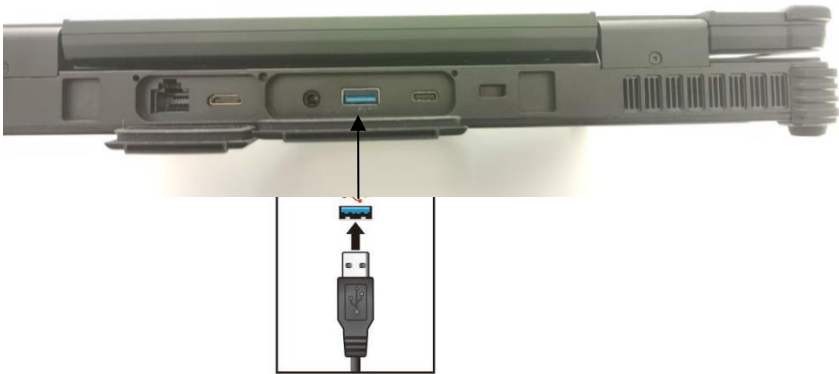
You can expand the capabilities of your device by connecting other peripheral devices.

When using a device, be sure to read the instructions accompanying the device together with the relevant section in this chapter.

# Connecting Peripherals

## Connecting USB Devices

This device is equipped with 4 USB ports, allowing connection to devices such as digital cameras, scanners, printers, and mice.



## Connecting a Monitor

Your device supports an HDMI interface. Ensure the monitor is connected using the correct cable according to specifications.



# Connecting Serial Devices

The device has one RS-232 serial port, which can connect to compatible serial devices.



# Connecting Audio Devices

Your device includes a 3.5mm combo audio port for headphones and microphones.



**Safety Warning:**     
To prevent potential hearing damage, avoid prolonged listening at high volume

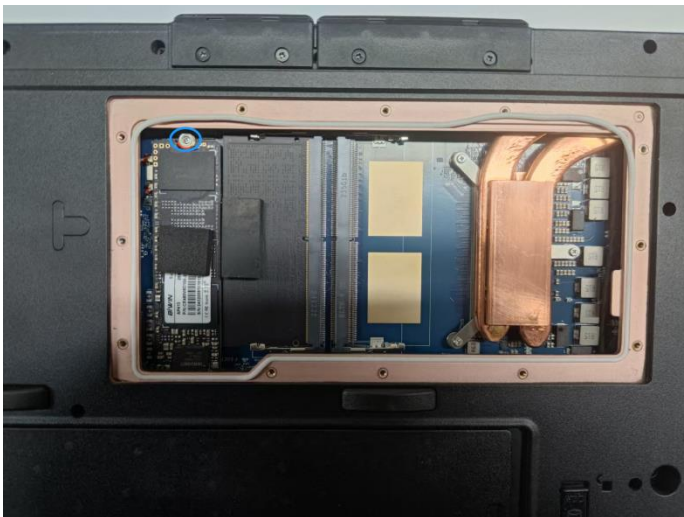
levels.

# Replacing the SSD/Memory Module

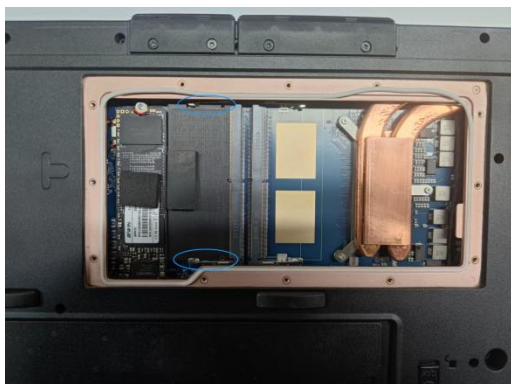
1. Power off the device and unplug the power adapter.
2. Carefully turn the device upside down.
3. Remove the battery pack.
4. Unscrew the SSD module cover.



5. Remove the SSD module cover.
6. Unscrew and slide out the existing SSD module.



7. Insert the new SSD module.
8. Tighten the screws to secure the SSD module.
9. Memory module replacement follows a similar procedure. Refer to the diagram for guidance.



# Chapter 5

## BIOS SETUP

The BIOS Setup Utility is a program used to configure the device's BIOS settings. BIOS (Basic Input/Output System) acts as a communication layer between the device's hardware and software and is referred to as firmware. Its function is to translate software commands from other layers into commands that the device hardware can understand. Your device requires BIOS settings to identify components and activate specific features.


This chapter tells you how to use the BIOS Setup Utility.

# When and How to Use

You need to run BIOS Setup Utility when:

- You see an error message on the screen requesting you to run BIOS Setup Utility.
- You want to restore the factory default BIOS settings.
- You want to modify some specific settings according to the hardware.
- You want to modify some specific settings to optimize the system performance.

To run BIOS Setup Utility:

1. Click  → **[Settings]** → **[Update & Security]** → **[Recovery]**. Under **[Advanced startup]**, click **[Restart Now]**. In the boot options menu, click **[Troubleshoot]** → **[Advanced options]** → **[UEFI Firmware Settings]**. Click **Restart**.
2. When the BIOS setup screen appears:

In general, you can use the external keyboard, use the arrow keys to move around and + / - keys to change the setup values. Keyboard information can be found at the bottom of the screen.

## Note:

- **Model Variations:** The available options may differ depending on your device model.
- **System Configuration:** Some settings may or may not be visible,

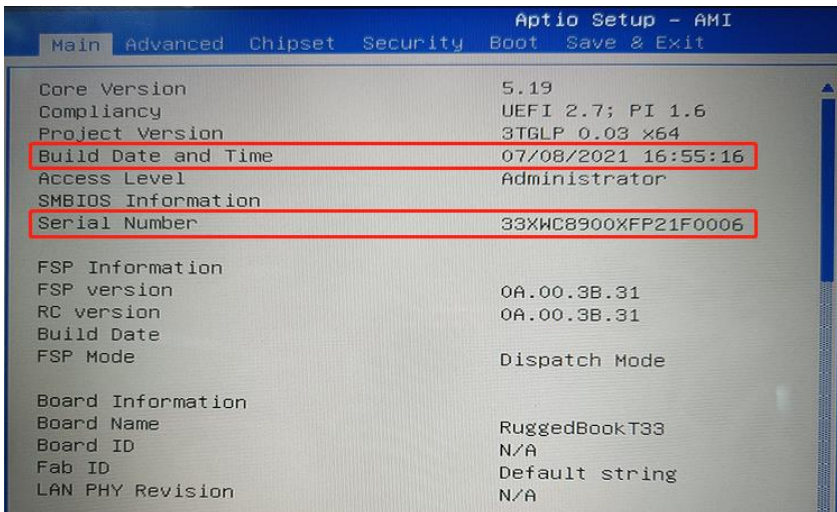
depending on your device's hardware configuration.

# Menu Descriptions

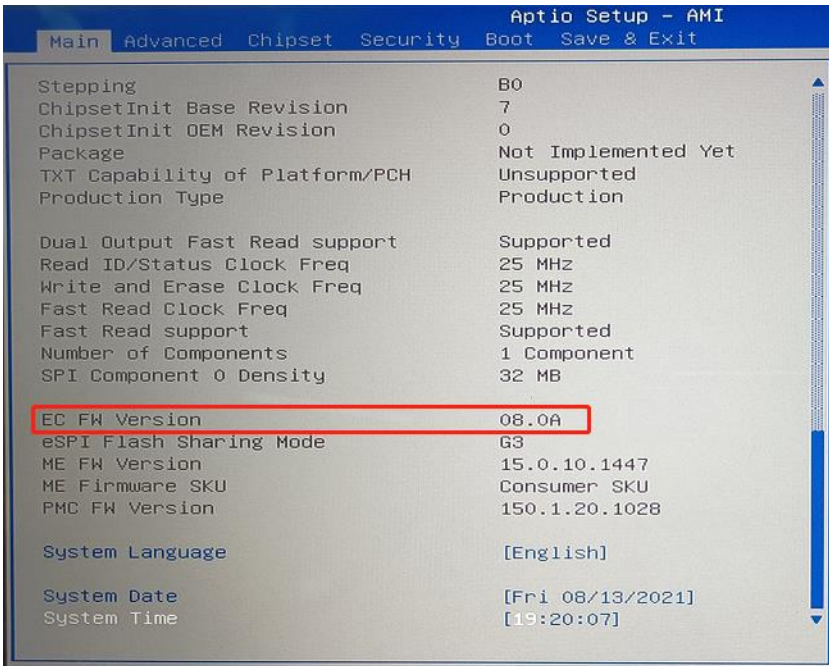
## Main Menu

The Main menu contains the various system settings.

- **Build Date and Time** (BIOS version date): Records the BIOS version.
- **Serial Number** (SN): Records the factory code.



- **EC FM Version:** Displays EC firmware information.



- **System Language:** Sets the system language.
- **System Date:** Configures the system date.
- **System Time:** Configures the system time.

## Advanced & Chipset Menus

- The advanced and chipset menus contain developer debugging options and should not be modified.

## Security Menu

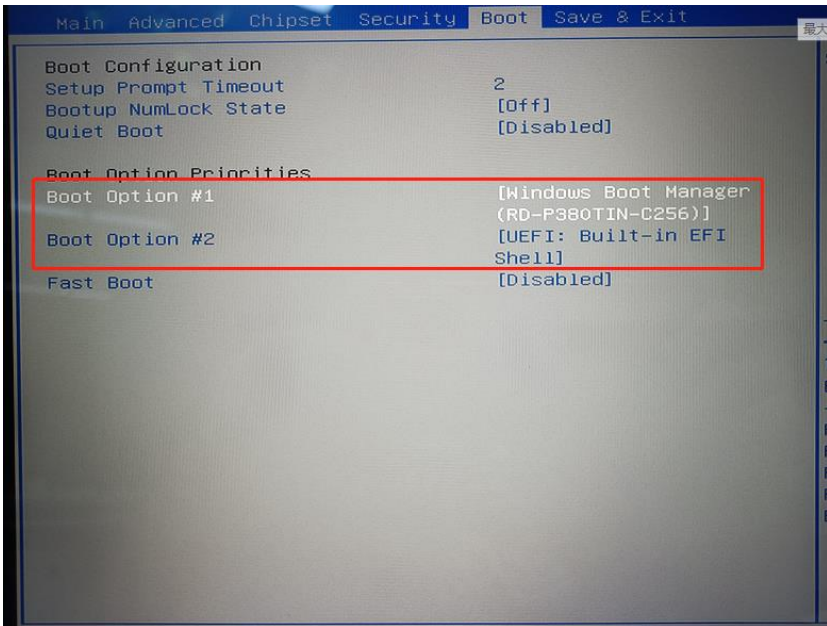
The Security menu contains the security settings, which safeguard your system against unauthorized use.

## Note :

- ●You can set the user password only when the supervisor password has been set.
- ●If both the administrator and user passwords are set, you can enter any of them for starting up the system and/or entering BIOS Setup. However, the user password only allows you to view/change the settings of certain items.
- ●A password setting is applied right after it is confirmed. To cancel a password, leave the password empty by pressing the **Enter** key.
- ●**Set Administrator / User Password** : Sets the supervisor/user password. You can set the supervisor / user password to be required for starting up the system and / or entering BIOS Setup.
- ●**Secure Boot** : Set up the safe boot function. This item can only be used after the supervisor password is set. (Secure Boot secure boot function can prevent unauthorized firmware, operating system, or UEFI driver from running during boot.)

## Boot Menu

The Boot menu sets the sequence of the devices to be searched for the operating system.



## Save & Exit Menu

The Save & Exit menu displays ways of exiting BIOS Setup Utility. After finishing with your settings, you must save and exit so that the changes can take effect.

- **Save Changes and Exit:** Saves the changes you have made and exits BIOS Setup Utility.
- **Discard Changes and Exit:** Exits BIOS Setup Utility without saving the changes you have made.
- **Save Changes and Reset:** Saves the changes you have made and restart the device.

- **Discard Changes and Reset:** Restart the device without saving the changes you have made.
- **Restore Default:** Load the factory default values of all items.
- **Save as User Defaults:** Save user default settings.
- **Restore User Defaults:** Load factory default values for all items.
- **Saves Changes:** Save the changes you have made.
- **Discard Changes:** All items are restored to their original values.

# Chapter 7

# CARE AND MAINTENANCE

Taking good care of your device will ensure a trouble-free operation and reduce the risk of damage to your device.

This chapter gives you guidelines covering areas such as protecting, storing, cleaning, and traveling.

# Protect the Device

To safeguard the integrity of your data as well as the device itself, you can protect them in several ways as described in this section.

## Using an Anti-Virus Strategy

You can install a virus-detecting program to monitor potential viruses that could damage your files.

## Using a Security Lock

You can use a Kensington standard key security lock to prevent your device from being stolen. Such devices are available at most computer accessory stores.

To use it, wrap the cable around a fixed object, such as a table, then insert the lock head into the security lock slot on your device and secure it with the key. Finally, store the key in a safe place.

# Take Care of the Device

## Location Guidelines

- ●For optimal performance, use the device where the recommended temperature is between 0 °C and 40 °C . (Actual operating temperature depends on product specifications.)
- ●Avoid placing the device in a location subject to high humidity, extreme temperatures, mechanical vibration, direct sunlight, or heavy dust. Using the device in extreme environments for long periods can result in product deterioration and a shortened product life.
- ●Operating in an environment with metallic dust is not allowed.
- ●Place the device on a flat and steady surface. Do not stand the device on its side or store it in an upside-down position. A strong impact by dropping or hitting may damage the device.
- ●Do not cover or block any ventilation openings on the device. For example, do not place the device on a bed, sofa, rug, or other similar surface. Otherwise, overheating may occur that results in damage to the Tablet.
- ●As the device can become very hot during operation, keep it away from objects that are vulnerable to heat.
- ●Keep the device at least 13 cm (5 inches) away from electrical appliances that can generate a strong magnetic field such as a TV, refrigerator, motor, or a large audio speaker.

- ●Avoid moving the device abruptly from a cold to a warm place. A temperature difference of more than 10 °C (18 °F) may cause condensation inside the unit, which may damage the storage media.

## General Guidelines

- ●Do not place heavy objects on top of the device when it is closed as this may damage the display.
- ●To avoid damaging the screen, do not touch it with any sharp object.
- ●LCD image sticking occurs when a fixed pattern is displayed on the screen for a prolonged period of time. You can avoid the problem by limiting the amount of static content on the display. It is recommended that you use a screen saver or turn off the display when it is not in use.
- ●To maximize the life of the backlight in the display, please allow the backlight to automatically turn off as a result of power management.
- ●Do not place heavy objects on top of the device when it is closed as this may damage the display.
- ●To avoid damaging the screen, do not touch it with any sharp object.
- ●LCD image sticking occurs when a fixed pattern is displayed on the screen for a prolonged period of time. You can avoid the problem by limiting the amount of static content on the display. It is recommended that you use a screen saver or turn off the display when it is not in use.
- ●To maximize the life of the backlight in the display, please allow the backlight to automatically turn off as a result of power management.

# Cleaning Guidelines

- - Never clean the device with its power on.
  - Use a soft cloth moistened with water or a non-alkaline detergent to wipe the exterior of the device.
  - Gently wipe the display with a soft, lint-free cloth.
  - If water or liquid is split onto the device, wipe it dry and clean when possible. Though your device is water-proof, do not leave the device wet when you can dry it. • If the device gets wet where the temperature is 0°C (32°F) or below, freeze damage may occur. Make sure to dry the wet device.

# Battery Guidelines

- - The battery pack is a consumable product and the following conditions will shorten its life:
    - when frequently charging the battery pack.
    - when using, charging, or storing in high temperature condition.
  - To avoid hastening the deterioration of the battery pack thereby prolonging its useful life, minimize the number of times you charge it so as not to frequently increase its internal temperature.
  - Charge the battery pack between 10 °C ~ 30 °C (50 °F ~ 86 °F) temperature range. A higher environment temperature will cause the battery pack's temperature to rise. Avoid charging the battery pack inside a closed vehicle and in hot weather condition. Also, charging will not start if the battery pack is not within the allowed temperature range.

- ●It is recommended that you do not charge the battery pack more than once a day. ●It is recommended that you charge the battery pack with the device's power off. ●To maintain the battery pack's operating efficiency, store it in a cool dark place removed from the Tablet and with 30 % ~ 40 % charge remaining.
- ●Important guidelines when using the battery pack. When installing or removing the battery pack take note of the following:
  - – avoid installing or removing the battery pack when the device is in Sleep mode. Abruptly removing the battery pack may cause loss of data or the device may become unstable.
  - – avoid touching the battery pack terminals or damage may occur, thereby causing improper operation to it or the device.
- The device's input voltage and surrounding temperature will directly affect the battery pack's charge and discharge time:
  - – charging time will be prolonged when the device is turned on.
- To shorten the charging time, it is recommended that you place the Tablet in sleep or hibernation mode.
  - – a low temperature will prolong the charging time as well as hasten the discharge time.
- ●When using battery power in an extremely low temperature environment, you may experience shortened operating time and incorrect battery level reading. This phenomenon comes from the chemical characteristics of batteries.

- Do not leave the battery pack in storage for more than six months without recharging it.

# When Traveling

- ●Make sure that the battery pack is fully charged.
- ●Make sure that the device is turned off.
- ●Make sure that all the connector covers are closed completely to ensure the waterproof integrity.
- ●Disconnect the AC adapter from the Tablet and take it with you. Use the AC adapter as the power source and as a battery-charger.
- ●Hand-carry the device. Do not check it in as luggage.
- ●If you need to leave the device in the car, put it in the trunk of the car to avoid exposing the device to excessive heat.
- ●When going through airport security, it is recommended that you send the device and flash disks through the X-ray machine (the device you set your bags on). Avoid the magnetic detector (the device you walk through) or the magnetic wand (the handheld device used by security personnel).
- ●If you plan to travel abroad with your device, consult your dealer for the appropriate AC power cord for use in your country of destination.

# Chapter 8

# Troubleshooting

Device problems can be caused by hardware, software, or both. When you encounter any problem, it might be a typical problem that can easily be solved.

This chapter tells you what actions to take when solving common device problems.

# Preliminary Checklist

Here are helpful hints to follow before you take further actions when you encounter any problem:

- Try to isolate which part of the device is causing the problem.
- Make sure that you turn on all peripheral devices before turning on the device.
- If an external device has a problem, make sure that the cable connections are correct and secure.
- Make sure that the configuration information is properly set in the BIOS Setup program.
- Make sure that all the device drivers are correctly installed.
- Make notes of your observations. Are there any messages on the screen? Do any indicators light? Do you hear any beeps? Detailed descriptions are useful to the service personnel when you need to consult one for assistance.

If any problem persists after you follow the instructions in this chapter, contact an authorized dealer for help.

# Solve Common Problems

## Battery Problems

### **The Battery Does Not Charge (Battery Indicator Flashes Red):**

- Ensure the power adapter is connected correctly and securely.
- Check if the battery temperature is too high or too low. If so, wait for the battery to return to room temperature.
- If the battery has been stored in an extremely low-temperature environment it may fail to charge. Try disconnecting and reconnecting the power adapter to resolve the issue.
- Verify that the battery is installed correctly.
- Check the battery contacts to ensure they are clean and free from debris.

### **Battery Fully Charged but Operating Time Is Short:**

- Fully charge the battery while the device is powered off.
- Discharge the battery completely to 0%, then charge it fully again while the device remains powered off.
- Repeat this cycle 2-3 times.

### **Battery Operation Time Differs Significantly from the Estimated Time:**

The actual operating time may vary from the estimated value depending on how the computer is being used. If the actual operating time is significantly shorter than predicted, calibrate the battery following the steps mentioned above.

# Bluetooth Problems

## Bluetooth Connectivity Issues:

- Ensure Bluetooth is enabled on both devices.
- Confirm the distance between the devices does not exceed the allowed range and that there are no walls or obstacles between them.
- Verify that the other device is not in "hidden" mode.
- Ensure the two devices are compatible with each other.

# Display Problems

## Screen Does Not Display:

- The screen may have turned off due to power management. Press any key to restore the display.
- The screen brightness may be too low. Increase the brightness level.
- The output may have been switched to an external display. Use Windows [Control Panel] to toggle the display settings.

## Dim Image on the Screen:

- Adjust the screen brightness.

## Persistent Defective Pixels on the Screen:

- A small number of dark, bright, or discolored pixels are inherent

characteristics of TFT LCD technology and should not be considered a defect.

## Hardware Problems

### **Computer Does Not Recognize Newly Installed Hardware:**

- Verify whether a driver needs to be installed. (Refer to the device manual.)
- Ensure the device is properly configured in the BIOS setup utility. Run the BIOS setup to recognize the new hardware.
- Check that all signal and power cables are securely connected.
- If the external device has a power switch, confirm it is turned on.

## Keyboard and Touchpad Problems

### **Keyboard Is Unresponsive:**

- Connect an external keyboard. If it works, the built-in keyboard's connection cable might be loose. Consult a qualified technician.

### **Liquid Spilled on the Keyboard:**

- Immediately shut down the device and unplug the power cable. Turn the keyboard upside down to let the liquid drain out. Dry all liquid from the crevices thoroughly. Although the keyboard is waterproof, failure to clean it may allow liquid to remain trapped inside.

### **Touchpad Is Not Working or Difficult to Use:**

- Ensure the touchpad surface is clean.

# LAN Network Problems

## Unable to Access the Network:

- Ensure the network cable is securely connected to the RJ45 port and the network hub.
- Verify that the network configuration is correct.
- Confirm the username or password is entered correctly.

# Power Management Problems

## Device Does Not Enter Sleep or Hibernate Mode Automatically:

- The computer will not enter sleep or hibernate mode while transferring data with another device.
- Verify that the timeout settings for standby or hibernation are enabled.

## Device Does Not Enter Sleep or Hibernate Mode Immediately:

- The device may delay entering these modes until ongoing processes are completed.

## Device Fails to Resume from Sleep or Hibernate Mode:

- If the battery is depleted, the computer may enter sleep or hibernate mode automatically. To resolve this:
  - Connect the power adapter.
  - Replace the depleted battery with a fully charged one.

# Software Problems

## **Application Software Is Not Working Properly:**

- Verify that the software is correctly installed.
- Refer to the software manual for guidance on any error messages.
- Restart the device if the application stops responding.

# Audio Problems

## No Sound:

- Ensure the volume is not set too low. Increase the volume.
- Verify that the computer is not in mute mode.
- Confirm the computer is not in sleep mode.
- If using external speakers, ensure the connections are secure.

## Distorted Sound:

- Check that the volume is not set too high or too low. Excessively high volume levels can cause distortion.

# Startup Problems

## System Does Not Respond During Startup:

- For external power, ensure the power adapter is plugged in and that the outlet is functional.
- For battery power, verify that the battery is not depleted.

# WLAN Problems

## Wireless Network Functionality Not Working:

- Ensure the wireless network function is enabled.

## Poor Transmission Quality

- Your device may be out of range. Move closer to the access point or other wireless network device.

- Check for strong interference in the surrounding environment and take steps to mitigate it.

### **Radio Interference:**

- Move the computer away from devices that generate interference, such as microwaves or large metal objects.

- Plug the computer and the interfering device into separate power outlets.

- Seek assistance from the vendor or a radio/TV technician.

### **Unable to Connect to Another Wireless Network Device:**

- Ensure the wireless network function is enabled.

- Confirm that the SSID settings match across all wireless network devices.

- Restart the computer if it fails to recognize changes.

- Verify that the IP address and subnet mask settings are correct.

### **Unable to Access the Network:**

- Ensure the network configuration is correct.

- Confirm that the username or password is entered correctly.

- Verify that the computer is within the network's range.

# Restart the Device

When the computer freezes, you may need to restart it.

If the system is unresponsive and standard reboot options do not work, try one of the following:

- Press **Ctrl + Alt + Del** to access the **Ctrl-Alt-Del** screen, which provides options such as "Restart."
- If this does not work, press and hold the power button for more than 5 seconds to force shutdown, then restart the computer.

# System Recovery Features

## Using Windows Recovery Environment (Windows RE)

Windows 10 includes the Windows Recovery Environment (Windows RE), which offers tools for restoring, repairing, and troubleshooting the system, collectively called **Advanced Startup Options**.

Go to  .

[Settings] → [Update & Security]

Options include:

**System Restore:**

Restore the device to a previous point using a saved restore point.

**Recover from a Drive:**

Reinstall Windows using a recovery drive.

**Reset This PC:**

Reinstall Windows with an option to retain or remove your files. Refer to the official Microsoft website for detailed instructions.

**Note:**

- If the computer cannot boot into Windows, access Advanced Startup Options by running the BIOS setup utility and selecting Advanced > Windows RE.
- The system recovery process typically takes several hours to complete.

# Using Recovery Partition

When needed, you can use the "Recovery Partition" feature to restore the Windows 10 system to its factory settings.

The "Recovery Partition" refers to a section of the hard drive set aside by the manufacturer to store the system's original image file.

## Warning:

- This process reinstalls Windows and resets the system to factory defaults, erasing all data on the hard drive.
- Ensure the computer remains powered throughout the recovery process. Interruptions may cause the system to fail to boot.

## Steps to Restore Factory Settings:

1. Connect the power adapter.
2. Enter the BIOS setup utility and select **Advanced > Recovery Partition**.
3. Follow the on-screen instructions to complete the recovery process.

# Appendix A

# Specifications

*Note: Emdoor reserves the right to modify specifications without prior notice.*

**If you have any questions,  
please contact us!**



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