

-

EP20AN1C

User Guide

Regulatory Compliance Information

FCC Declaration of Conformity

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For questions related to the EMC performance of this product, contact:

Elitegroup Computer Systems Co., Ltd
9F., No. 22-1, Sec. 3, Zhongshan N. Rd.,
Zhongshan Dist, Taipei City 104, Taiwan
886-2162-1177

Canadian Department of Communications Compliance Statement

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. This device complies with Industry Canada licence-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.

Le présent appareil numérique n'émet pas de bruits radio électriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le présent appareil est conforme aux CNR d'Industrie 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.



CE mark. Declaring compliance to all the applicable European Union (EU) directives. For CE mark related questions:

Elitegroup Computer Systems Co., Ltd
9F., No. 22-1, Sec. 3, Zhongshan N. Rd.,
Zhongshan Dist, Taipei City 104, Taiwan
886-2162-1177

French SAR/DAS

Votre ordinateur a un DAS. Pour plus d'informations, voir le portail radiofréquences-sante-environnement:
www.radiofréquences.gouv.fr



In the European Union, this symbol indicates that this product including battery must not be disposed of with household waste. It is your responsibility to hand it over to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your local waste collection center or the point of

purchase of this product.

Taiwan battery recycling:

Translation – please recycle batteries



RF Exposure warning

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the EUT transmitting at the specified power level in different channels.

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of

<https://apps.fcc.gov/oetcf/eas/reports/GenericSearch.cfm> after searching on FCC ID: WL6-7921EP20AN

To ensure that RF exposure levels remain at or below the tested levels, use a belt-clip, holster, or similar accessory that maintains a minimum separation distance of 0 mm between

your body and the device.

Radio Frequency (RF) Exposure Information

The radiated output power of the Wireless Device is below the Innovation, Science and Economic Development Canada (ISED) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been evaluated for and shown compliant with the ISED Specific Absorption Rate ("SAR") limits when operated in portable exposure conditions. (Antennas are greater than 0 mm from a person's body).

CAUTION

User should also be advised that:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

- i. the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- ii. the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and
- iii. the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate. High-power radars are allocated as primary users (i.e. priority

users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Les utilisateurs devraient aussi être avisés que

- i. les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- ii. le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5250-5350 MHz et 5470-5725 MHz doit se conformer à la limite de p.i.r.e.;
- iii. le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5725-5825 MHz) doit se conformer à la limite de p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas.

De plus, les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

CAUTION:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

<SLAVE EQUIPMENT>

This device is slave equipment, the device is not radar detection and not ad-hoc operation in the DFS band.

Safety Precautions

The following are lists of precautionary measures that users must understand before using this computer:



1. Do not place near the fire or other sources of heat.
2. Do not expose to magnetic fields.
3. Do not expose to direct sunlight.
4. Do not expose to rain or moisture.
5. Do not place heavy objects to add heavy pressure on the computer.
6. Do not drop the computer.

CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

ATTENTION

RISQUE D'EXPLOSION SI LA BATTERIE EST REMPLACÉE PAR UN TYPE INCORRECT. RECYCLEZ LES BATTERIES USAGÉES SELON LES INSTRUCTIONS.

IT IS RECOMMENDED TO USE THIS COMPUTER IN AN ENVIRONMENT WHERE THE AMBIENT TEMPERATURE IS NO MORE THAN 35°C.

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1. Getting to know your computer

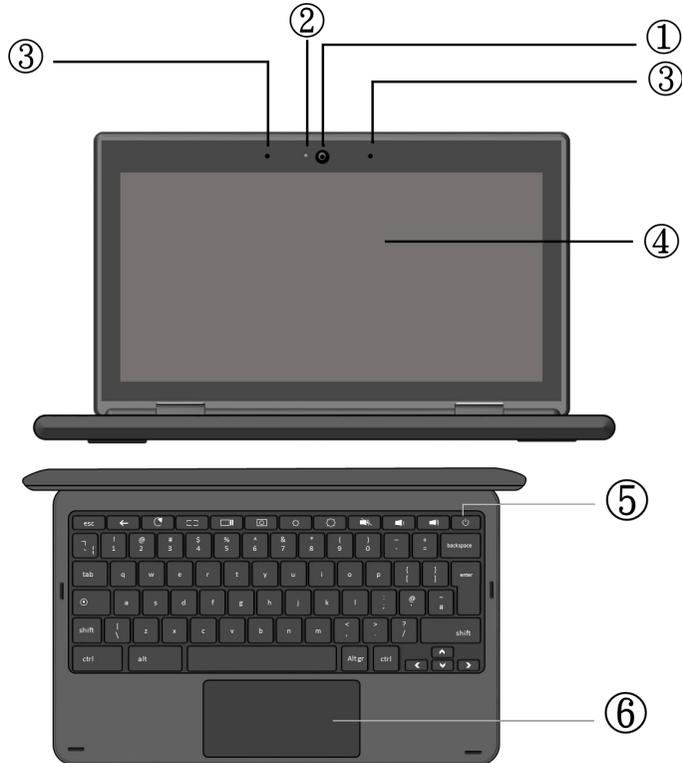
Package contents

Carefully unpack your box and take out the items listed as below. If any of the items is missing or damaged, contact your dealer immediately:

<ul style="list-style-type: none">• One laptop	<ul style="list-style-type: none">• One AC adapter and power cable
	
<ul style="list-style-type: none">• This manual	
	

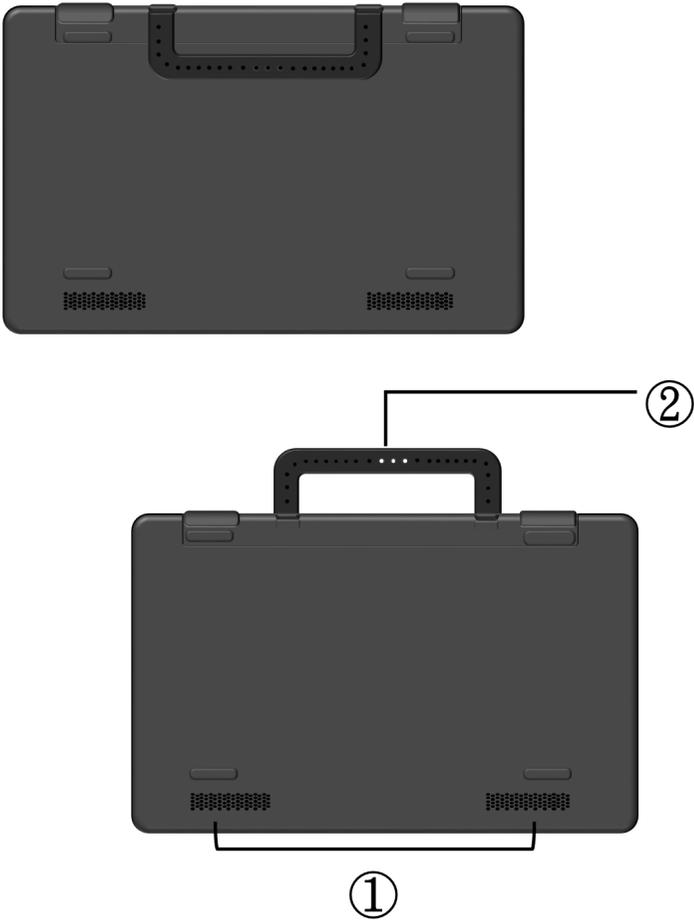
Layout

Front



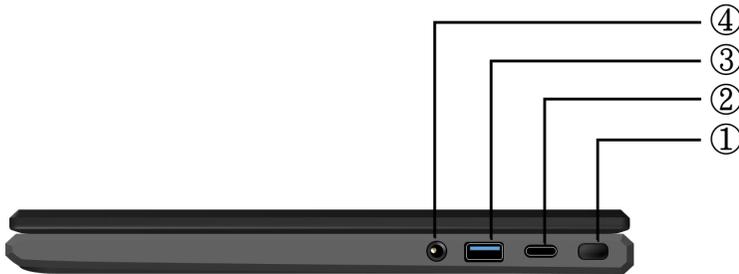
No.	Name	Function
1	Webcam	Often for taking self-portraits as well as for video conferencing.
2	Webcam indicator light	The light to indicate the state of the camera.
3	Microphone	Mainly for sound and speech recording
4	LCD	The main display of your laptop.
5	Power button	Press it to power on/off your laptop.
6	Touchpad	Allows you to control your system using figure gestures

Bottom



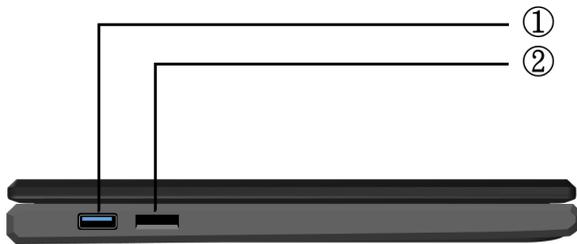
No.	Name	Function
1	Speaker	The sound system has two speakers for playing music, notification sounds, and other audio data.
2	Handle (optional)	This integrated rubble handle allowing you to carry your notebook easily and handily.

Right



No.	Name	Function
1	Kensington lock	Allows you to secure the notebook with a Kensington lock.
2	USB USB 3.2 Gen2 Type-C port	Plug your USB Type-C supported devices here. Plug the provided adapter here to charge the battery.
3	USB 3.2 Gen 1 Type-A port	Plug your USB Type-A devices here.
4	Combo Audio jack for microphone/headphone	Plug your 3.5mm headphone here.

Left



No.	Name	Function
1	USB 3.2 Gen 1 Type-A port	Plug your USB Type-A devices here.
2	Micro SD card slot	Plug your micro SD card here.

180-degree Hinge



No.	Name	Function
1	180-degree Hinge	Pivots the screen 180 degrees and laying it flat, makes it easy to collaborate and share with others.

Function keys



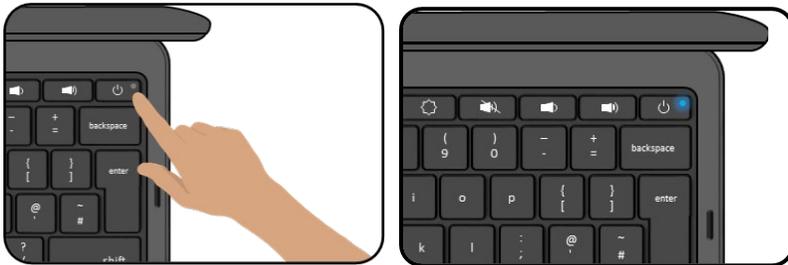
	Go to the previous page.		Increases the display brightness.
	Refresh your current page.		Mutes/unmutes the audio output.
	Open the page in full-screen mode.		Decreases the volume level.
	Show all your open windows.		Increases the volume level.
	Take a screenshot		Turns the computer on and off.
	Decreases the display brightness.		The Launcher key to search, show your apps, and interact with Google Assistant.

2. Using your computer

Powering ON/OFF

Powering on your computer

1. If this is the first time you turn this computer on, connect the AC adapter and fully charge the battery.
2. Press the power button (normally 1 to 2 seconds) until you see the power indicator lights up in blue.



Powering on for the first time

The laptop will require you to do the initial setup, which including:

- Sign in to or create your Google Account
- Setup a wireless connection and more

Please follow the instruction to complete the initial setup.

Powering off your computer

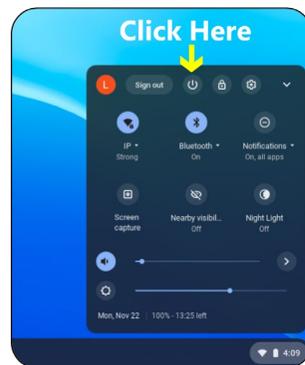
Save all your data before powering your computer off.

To power off your system, following the steps below:

1. Click the **Status** area in the low-right corner of the Desktop.



2. In the menu, click the **Power** icon as shown on the right, or click Sign out > Shut down



Putting your computer into sleep mode

When you will be away from your computer for a short time, you can put it to sleep by closing the display panel.

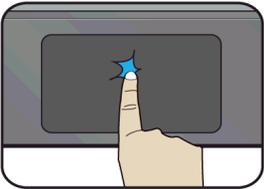
Waking up your computer

To wake up your computer, just open the lid, then press any key or swipe the touchpad.

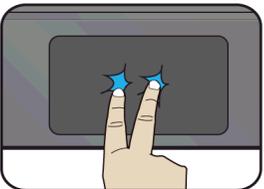
Basic touchpad operations

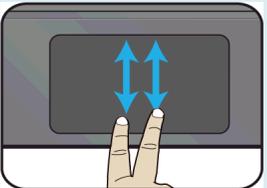
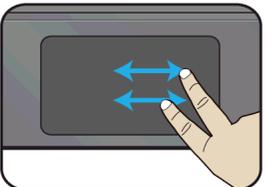
The touchpad works like a traditional mouse. With it, you can move the cursor and perform left-click, right-click, double-click actions. However, the actual available actions are application dependent.

One finger

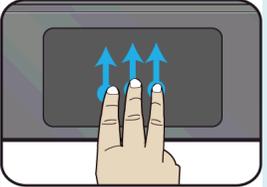
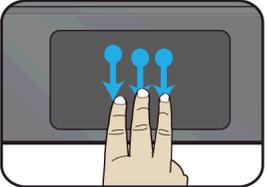
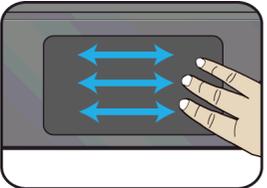
Action	Explanation
	Tap once on the touchpad surface or press once on the lower half of the touchpad. To get the effect just like left clicking a mouse.

Two fingers

Action	Explanation
	Tap once on the touchpad surface to get the effect just like right clicking a mouse or

	<p>Drag two fingers vertically the touchpad to scroll vertically.</p>
	<p>Drag two fingers horizontally on the touchpad to scroll horizontally.</p>

Three fingers

Action	Explanation
	<p>Press and drag upward with three fingers to bring existing active windows out on the desktop.</p>
	<p>Press and drag downward with three fingers to hide all existing active windows and bring out the desktop.</p>
	<p>Press and drag to left or right with three fingers to switch between existing active windows.</p>

3. Chromebook Interface

Virtual desks

The Desktop screen is as shown below and natively provides virtual desktop feature.



Virtual desks gives you the ability to have multiple desks interfaces on your laptop and to switch between them like you have multiple monitors. With this feature, you can create many desktops and respectively keep different apps open, separating types of work.

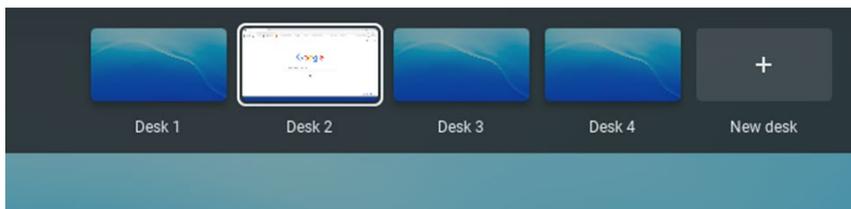
Start With Virtual Desk



You'll need to open the Task View to work with virtual desktops. To do this, click press the show windows key, which is as shown on the left.

Creating a new desktop

For the first time, you'll only see the view at the top of the page. The first desktop is your current one.



To create a second one, click the < **New desk** > icon.

After creating a new desktop, you can simply click on the desk you want to switch to at the top of the screen.

Shelf

The black bar on the bottom of the desk is called Shelf. It provides several key features and they are:

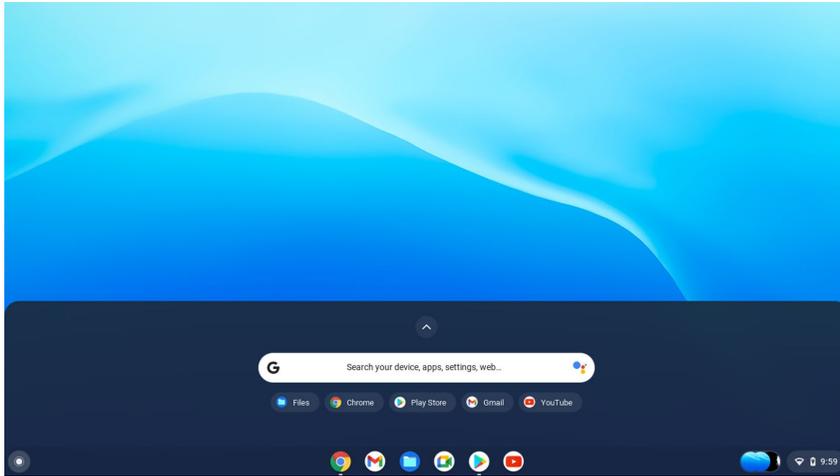
- Launcher
- Apps pinned to shelf
- Status area



Launcher



To search, show your apps, and interact with Google Assistant, you can either click on the Launcher icon located in the corner of your screen or press once on the Launcher key of the keyboard. And the launcher page will appear, as shown below



For how to setup this menu, please refer to page 15.

App shortcuts area



In this area, you can put the shortcuts of your frequently used apps. For how to arrange this area, please refer to page 15

Status area

The right part of the shelf holds several icons that show you the status of your system, as shown below. Tap the Status area to display a box with more options



This is an area called **Status Area**, where the menu to display more options

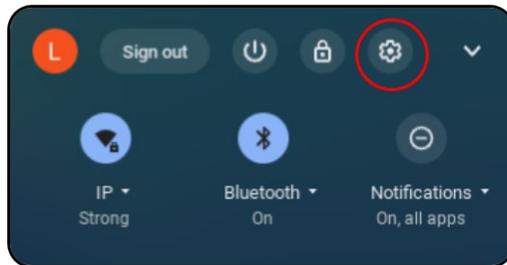
Icon	Description	Icon	Description
	System Notifications		Shut Down
	Lock Screen		Settings
	Volume Control		Wireless network connection
	Bluetooth Status		Battery Status
	Night Light		Brightness Control
	Screen Capture		Nearby Share

4. Setup and Connection

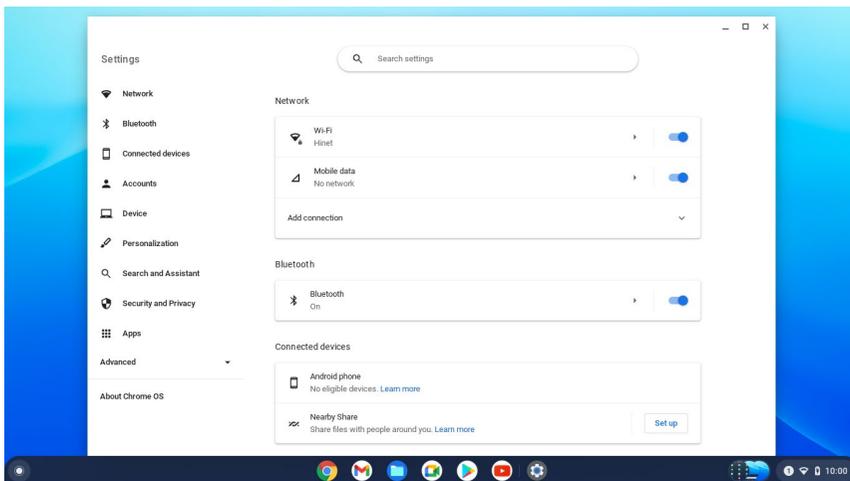
Settings screen

To access to the Settings screen:

1. Click the **Status** are in the low-right corner of the Desktop.
2. Click the **Settings**  icon
3. To show the advanced settings, scroll to the bottom and select **Advanced**.



This will open the Settings screen, as shown below



Next, the following sections will guide you through the basic setup of your Chrome system.

Setup Your Google Account

To set up your Chromebook, you'll need:

1. Your Google Account username and password
2. Access to a network

In the sign-in screen. At the bottom left of the screen, click on the button labeled **Add Person**.

You can sign in using your Google account or create a new Google Account if you don't already have one.

To use your Chromebook without an account, click on the button labeled **Browse as Guest**.

Once you sign in, your bookmarks, extensions, and apps will appear automatically.

Changing the language settings

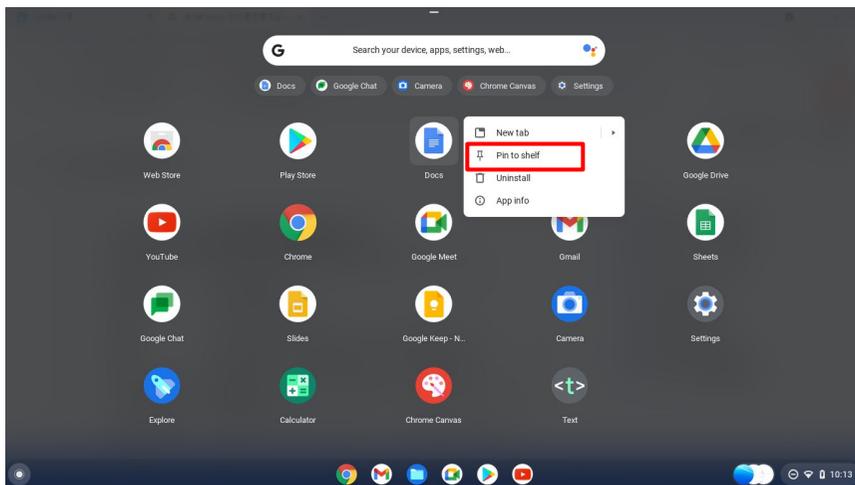
1. Select the **Status** area of the shelf in the lower-right corner of the desktop.
2. Select **Settings**  icon.
3. Select **Advanced**.
4. Scroll down and select **Language** in the **Languages and input** section.
5. Select **Add languages** to add additional languages.
6. To enable a language for keyboard input, to select **input > Input method**, select the checkbox next to your desired input method.
7. Select **Add** when finished

Pin and unpin your app

Pinning an App to Shelf

To add an app on the shelf:

1. Select the Launcher icon.
2. Click  to select All Apps (or type the name of the desired app).
3. Locate and two-finger tap the desired app icon.
4. Select Pin to shelf.



To reorder the apps on the shelf, just drag them around.

Unpinning an App

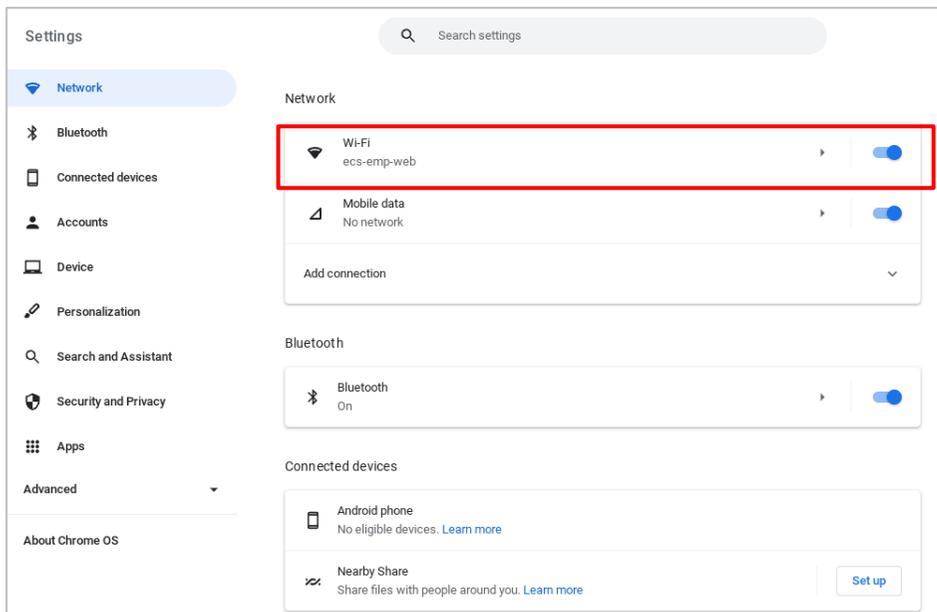
To remove an app:

1. Locate and two-finger tap the desired app icon from the shelf.
2. Select Unpin

Wireless LAN

Enabling wireless connection

1. Select the **Status** area of the shelf in the lower-right corner of the desktop.
2. Select **Settings**  icon.
3. Select **Network** and set the Wi-Fi function to ON, as shown below



4. Click the  icon “Show known networks”, and a network list will appear on the right part of your screen.
5. Click your desired network’s name in the list, and then click Connect. Follow the instruction on the screen to establish the connection.

Note: Some networks require a network security key or password for connection. If necessary, ask the network administrator or the Internet service provider (ISP) for the required information.

Updating Chrome OS

Automatic update

Each time you turn on your Chromebook, it automatically checks for updates. When an update is available, this update icon will appear as a notification in the status area.

To apply the update

1. Select the **Status** area of the shelf in the lower-right corner of the screen.
2. Select **Settings** icon.
3. Select **About Chrome OS** from settings at the bottom left corner.
4. In the dialog that opens, select **Check for updates**. If any updates are available, they will be displayed on the page.

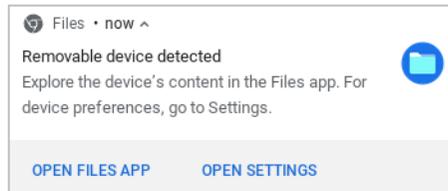
Inserting a Nano SIM Card (optional)

1. Use an eject pin to open the SIM card tray
2. Remove the SIM card tray from the slot. When you remove it, keep it face up.
3. Place the SIM card in the SIM card tray. The words or logo on the SIM card should be facing up.
4. Slide the SIM card tray back into the SIM card slot until it clicks.
Don't force it in – the SIM card tray should slide in smoothly

Connecting an External Device

Connecting to the USB port

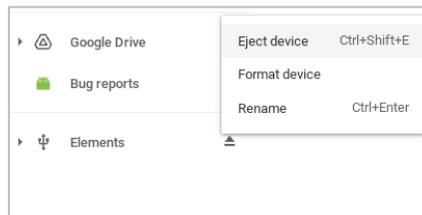
1. Plug a USB device into a USB port on your Chromebook,
2. Select the **Launcher** icon.
3. Click  to select All Apps (or type the name of the desired app).
4. Locate the **Files** app.



The external device will appear in the left pane of the files app, below **Google Drive** and the **Bug reports** folder, which contains all the files stored locally on your Chromebook.

Disconnecting a USB storage device:

1. Right click with two fingers tap on the external device.
2. Select “**Eject Device**”.



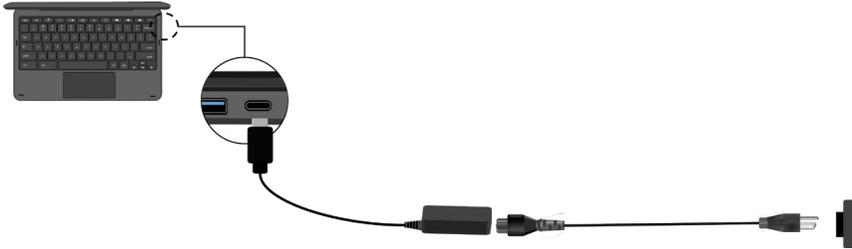
File types and external devices that work on Chromebooks

- Microsoft Office files: .doc, .docx, .xls, .xlsx, .ppt (read-only), pptx (read-only).
- **Media:** .3gp, .avi, .mov, .mp4, .m4v, .m4a, .mp3, .mkv, .ogv, .ogm, .ogg, .oga, .webm, .wav
- **Images:** .bmp, .gif, .jpg, .jpeg, .png, .webp
- **Compressed files:** .zip, .rar.
- **Other:** .txt, .pdf (read-only)

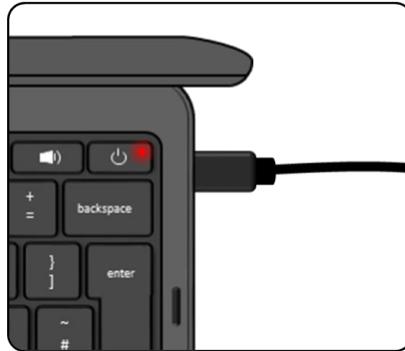
Note: If you use your Chromebook at work or school, some devices or files might not work with your Chromebook.

Charging your battery

1. Plug the USB-C end of the adapter into a USB-C port on the left side of your laptop



2. Plug the adapter into a wall-socket.
3. Battery indicator is red when battery is charging.
4. When the battery is fully charged, the indicator stays solid blue.



While system is off, it takes around 2.5 ~ 3 hours to fully charge the battery. After fully charged, the battery Life reaches 10 hours

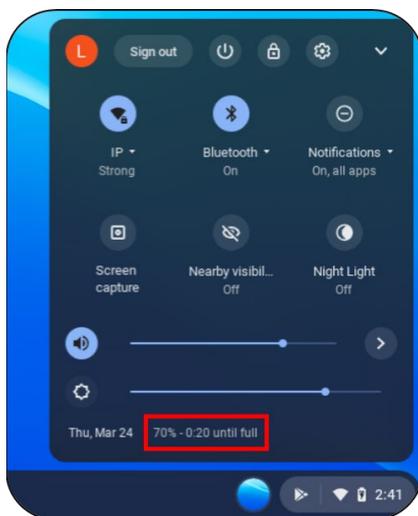
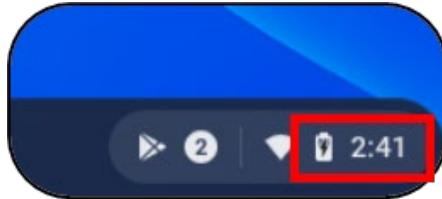
Note: If the remaining power in your battery capacity is 90% or above, plugging the adapter will not fully charge your battery.

Inspecting your battery status

By inspecting the status area

To check the status of your battery, click the battery icon located in the bottom right corner of the screen which shows you the estimated battery time remaining, as shown below.

The control panel shows the status of your battery, which is described as below. You can check the remaining battery percentage and view how much charge remains in your laptop battery.



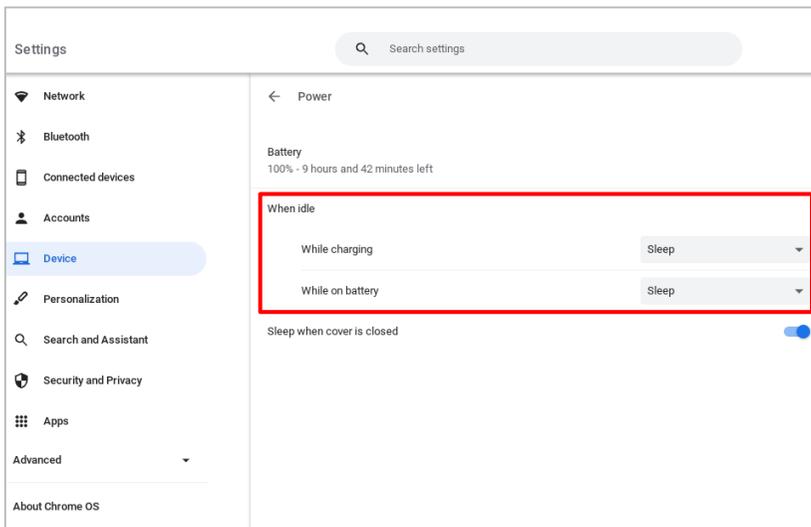
5. Chromebook Help and Troubleshooting

Settings for Sleep mode

To save battery power while your Chromebook is on, you can put it to sleep by closing the lid. Or

1. At the bottom right, select the **Status** area in the lower-right corner of the screen.
2. Select **Settings** icon select the time.
3. Select **Device**.
4. Select **Power**.
5. Under **When idle**, next to **While charging** and **While on battery**, choose **Sleep**.

The setting page will be open as shown below.



Troubleshooting

This section describes some common problems and suggested solutions, and ways to recover your computer from a crash.

Be aware that the problems and solutions described here are meant only as a guide. They are not definitive problem solving techniques. For certain problems, you might need help from your reseller or your service provider.

When you observe a problem, stop operation immediately, because taking further action might result in data loss or damage. Take a note of what the system is doing and what actions you performed before the problem occurred. Provide detailed information to your service provider for quicker problem resolution.

For about any problem, follow these steps:

1. Restart your laptop.
2. Check your Wi-Fi connection.
3. Reset your Wi-Fi connection.
4. Plug your laptop to a wall socket to charge it for at least one hour.

Chromebook Help is installed on your Chromebook and doesn't require internet access. It covers basic troubleshooting as well as more detailed information about Chrome OS and using your Chromebook.

To access Chromebook Help, do the following:

1. Press the **Search** key on your keyboard or select the **Launcher** icon.
2. Click to select All Apps (or type "Explore").
3. Select the **Explore**  icon.

Note: Some sections in Chromebook Help have web links, which require you to have internet access to view the additional

Questions	Answers
What software works on a Chromebook?	Chromebooks use apps from the Google Play Store and on the web, instead of traditional software applications. There are apps to be productive, get creative, enjoy movies and shows, and play games and more.
How do I get more Apps?	Download Chromebook apps from the Google Play Store app. Find the app by clicking the Launcher icon and searching “ Play Store ”
Can I use Microsoft Office software?	Chromebooks work with Microsoft® Word, Excel® and PowerPoint®. You can download the apps from the Google Play Store or use them on the web. *Additional functionality available with a Microsoft 365 subscription. Microsoft, Excel and PowerPoint are registered trademarks of Microsoft Corporation
Where can I find my files	All your files are stored in the Files app. Find the app by clicking the Launcher icon and searching “ Files ”.
How do I transfer my local files?	Transfer your local files using a compatible storage device. Your Chromebook works with most external storage devices (e.g.: USB thumb drives, removable hard drives)

Why does my Chromebook need my Google Account information?	You'll use your Google Account to sign in to your Chromebook. It is the same account you use for Google services such as Gmail and Drive. Your Chromebook uses your account information to automatically sign you into apps and services.
Chromebook Help	Open the Explore app on your Chromebook.
Chrome OS	https://support.google.com/chromebookmore .

6. Specification

Processor	<ul style="list-style-type: none">■ Intel® Processor N100, 4C/6W, 0.8GHz~3.4GHz Intel® UHD Graphics, 200MHz~750MHz■ Intel® Processor N200, 4C/6W, 1.0GHz~3.7GHz Intel® UHD Graphics, 200 MHz~750MHz
Memory	<ul style="list-style-type: none">■ LPDDR5 4GB/8GB■ Single channel transfer rates of up to 4800 MT/S.
Storage	<ul style="list-style-type: none">■ Support 32GB/64GB■ Support eMMC 5.1
Dimension	<ul style="list-style-type: none">■ 287 (W) x 199 (D) x 19.9 (H)mm
Weight	<ul style="list-style-type: none">■ 1.20kg with Handle
Wireless	<ul style="list-style-type: none">■ 802.11, 2x2 (5GHz/2.4GHz dual band support)■ M.2 2230 supported■ WLAN support (up to 2.4 Gbps)
LCD	<ul style="list-style-type: none">■ 11.6" TN 1366*768■ 11.6" IPS 1366*768 (Optional)
Camera	<ul style="list-style-type: none">■ 1M w/ LED, 2 digital mic
Battery	<ul style="list-style-type: none">■ Li-Polymer Smart-Battery, soft pack, non-removable■ 2S1P/7.7V/5350mAh/ 41Wh■ 2S1P /7.7V/5900mAh/ 45Wh

Input/Output	<ul style="list-style-type: none"> ■ 1 x USB 3.2 Gen2 Type C port, Data, PD, and DP(switchable) (MB) ■ 2 x USB 3.2 Gen 1 port (Type A) ■ 1 x combo Audio jack for microphone/headphone ■ 1 x Micro SD Card ■ 1 x Nano SIM slot (Optional) ■ 1 x Kensington Lock 	
Speaker & Microphone	<ul style="list-style-type: none"> ■ Build-in 2 stereo speakers ■ Speaker: 2W , 4Ω 	
AC adapter	<ul style="list-style-type: none"> ■ DC Output for Adapter : 20V/2.25A ■ DC Output for System : 15V/3A ■ 45 Watts, USB type C plug ■ Automatics Voltage adjustment between 100 and 240VAC ■ Input Frequency 50/60Hz ■ Surge protection 	
Certification	EMC	<ul style="list-style-type: none"> ■ WLAN for CE ,FCC
	RF	<ul style="list-style-type: none"> ■ WLAN for CE (RED / SAR) ,FCC
	Safety& Environment	<ul style="list-style-type: none"> ■ CB ■ cTUVus (by request) ■ WEEE ■ RoHS (Declaration)
	Design ready	<ul style="list-style-type: none"> ■ Energy Star V8.0 ■ Erp Lot 6
Validation	Others	<ul style="list-style-type: none"> ■ Drop test MIL-STD-810H (122cm) ■ Water Resistance 300cc on keyboard / 200cc touchpad ■ IP5x

Operating Systems

- Chrome OS