



E19557

First Edition / March 2022

# IN SEARCH OF INCREDIBLE

E-Manual



## **COPYRIGHT INFORMATION**

No part of this manual, including the products and software described in it, may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form or by any means, except documentation kept by the purchaser for backup purposes, without the express written permission of ASUSTeK COMPUTER INC. ("ASUS").

ASUS PROVIDES THIS MANUAL "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL ASUS, ITS DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF USE OR DATA, INTERRUPTION OF BUSINESS AND THE LIKE), EVEN IF ASUS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES ARISING FROM ANY DEFECT OR ERROR IN THIS MANUAL OR PRODUCT.

Products and corporate names appearing in this manual may or may not be registered trademarks or copyrights of their respective companies, and are used only for identification or explanation and to the owners' benefit, without intent to infringe.

SPECIFICATIONS AND INFORMATION CONTAINED IN THIS MANUAL ARE FURNISHED FOR INFORMATIONAL USE ONLY, AND ARE SUBJECT TO CHANGE AT ANY TIME WITHOUT NOTICE, AND SHOULD NOT BE CONSTRUED AS A COMMITMENT BY ASUS. ASUS ASSUMES NO RESPONSIBILITY OR LIABILITY FOR ANY ERRORS OR INACCURACIES THAT MAY APPEAR IN THIS MANUAL, INCLUDING THE PRODUCTS AND SOFTWARE DESCRIBED IN IT.

Copyright © 2022 ASUSTeK COMPUTER INC. All Rights Reserved.

## **LIMITATION OF LIABILITY**

Circumstances may arise where because of a default on ASUS' part or other liability, you are entitled to recover damages from ASUS. In each such instance, regardless of the basis on which you are entitled to claim damages from ASUS, ASUS is liable for no more than damages for bodily injury (including death) and damage to real property and tangible personal property; or any other actual and direct damages resulted from omission or failure of performing legal duties under this Warranty Statement, up to the listed contract price of each product.

ASUS will only be responsible for or indemnify you for loss, damages or claims based in contract, tort or infringement under this Warranty Statement.

This limit also applies to ASUS' suppliers and its reseller. It is the maximum for which ASUS, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS ASUS LIABLE FOR ANY OF THE FOLLOWING: (1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES; (2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR (3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF ASUS, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY.

## **SERVICE AND SUPPORT**

Visit our multi-language website at <https://www.asus.com/support/>.

MyASUS offers a variety of support features including troubleshooting, products performance optimization, ASUS software integration, and helps you to organize personal desktop and increase storage space. For more details, please visit <https://www.asus.com/support/FAQ/1038301/>.

# Table of Contents

About this manual.....	7
Conventions used in this manual .....	8
Icons .....	8
Typography.....	8
Safety precautions.....	9
Using your Notebook PC.....	9
Caring for your Notebook PC .....	10
Proper disposal.....	11
Battery safety information.....	12

## Chapter 1: Hardware Setup

Getting to know your Notebook PC .....	16
Top View.....	16
Bottom View .....	29
Right View.....	31
Left View.....	34

## Chapter 2: Using your Notebook PC

Getting started .....	42
Charge your Notebook PC.....	42
Lift to open the display panel .....	44
Press the power button.....	44
Gestures for the touch screen panel and touchpad .....	45
Using touch screen panel gestures .....	45
Using the touchpad .....	47
Using the SensePoint .....	54
SensePoint features .....	54
Using the keyboard.....	56
HotKeys .....	56
Function keys .....	59
Windows keys .....	59
Using the numeric keypad .....	60
Rotating the display panel .....	61

## **Chapter 3: Working with Windows**

Starting for the first time.....	64
Start menu .....	65
Windows apps .....	67
MyASUS Splendid.....	68
Connecting to wireless networks .....	70
Wi-Fi.....	70
Bluetooth.....	71
Airplane mode .....	72
Connecting to wired networks .....	73
Turning your Notebook PC off.....	74
Putting your Notebook PC to sleep .....	75

## **Chapter 4: Power-On Self-Test (POST)**

The Power-On Self-Test (POST) .....	78
Using POST to access BIOS and Troubleshoot.....	78
BIOS .....	78
Accessing BIOS .....	78
Recovering your system .....	79
Performing a recovery option .....	80

## **Tips and FAQs**

Useful tips for your Notebook PC .....	82
Hardware FAQs .....	84
Software FAQs.....	87

## Appendices

Internal Modem Compliance .....	90
Overview .....	90
Network Compatibility Declaration .....	91
Non-Voice Equipment .....	91
Federal Communications Commission Interference Statement .....	93
FCC Radio Frequency (RF) Exposure Caution Statement .....	94
RF Exposure Information (SAR) .....	95
Radiation Exposure Statement .....	95
Déclaration relative à l'exposition aux radiations .....	95
Radio Frequency (RF) Exposure Information .....	96
Informations concernant l'exposition aux fréquences radio (RF) .....	96
Caution .....	97
Avertissement .....	97
Compliance Statement of Innovation, Science and Economic Development Canada (ISED) .....	98
Déclaration de conformité de Innovation, Sciences et Développement économique Canada (ISED) .....	98
UL Safety Notices .....	99
Power Safety Requirement .....	100
TV Notices .....	100

Macrovision Corporation Product Notice .....	100
Prevention of Hearing Loss .....	100
Nordic Lithium Cautions (for lithium-ion batteries).....	101
CTR 21 Approval (for Notebook PC with built-in Modem) .....	102
Declaration of Compliance for Product Environmental Regulation.....	104
EU REACH and Article 33.....	104
EU RoHS.....	104
Japan JIS-C-0950 Material Declarations .....	104
India RoHS.....	104
Vietnam RoHS .....	105
ASUS Recycling/Takeback Services .....	105
Rechargeable Battery Recycling Service in North America.....	105
Ecodesign Directive .....	105
ENERGY STAR Qualified Product .....	106
EPEAT Registered Products .....	106
Coating Notice .....	106
Regional notice for Singapore .....	107
Notices for removable batteries.....	107
Avis concernant les batteries remplaçables.....	107
Wi-Fi Network Notice .....	107
Simplified EU Declaration of Conformity .....	108
Simplified UKCA Declaration of Conformity .....	109
RF Exposure information (SAR).....	110

# 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 Windows**

This chapter provides an overview of using Windows in your Notebook PC.

## **Chapter 4: Power-On Self-Test (POST)**

This chapter shows you how to use POST to change the settings of your Notebook PC.

## **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.

---

## Icons

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



= Use the touch screen panel (on selected models).



= Use the touchpad.



= Use the keyboard.

## 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.



Your Notebook PC can get warm to hot while in use or while charging the battery pack. Do not leave your Notebook PC on your lap or near any part of your body to prevent injury from heat. When working on your Notebook PC, do not place it on surfaces that can block the vents.



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 warm water or a solution with low concentration of nonabrasive detergent. Remove any extra moisture from your Notebook PC using a dry cloth. Keep any liquids from entering the chassis or keyboard gap to prevent short circuit or corrosion.



Do not use strong solvents such as alcohol, 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.



Do not place active electronic devices close to your Notebook PC to avoid electromagnetic wave interference to the display panel.



Do not use this Notebook PC for cryptocurrency mining (consuming a vast amount of electricity and time to gain convertible virtual currency) and/or related activities.

## 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.

# Battery safety information

## Battery protection

- Frequently charging a battery under high voltage may shorten the battery life. To protect the battery, once the battery is fully charged, the system may stop charging when the battery power is between 90% and 100%.

---

**NOTE:** The initiate battery power charging capacity is usually set between 90% and 99%. Actual value may vary by models.

---

- Charging or storing a battery in high ambient temperatures may result in permanent damage to the battery power capacity and rapidly shorten battery life. If the battery temperature is too high, the system may reduce the battery power charging capacity or even stop charging to protect the battery.
- Battery power capacity may drop even when your device is powered off and disconnected from the AC power. This is normal as the system still draws a small amount of power from the battery.

## Standard battery care

- If you are not using your device for a long period of time, ensure to charge the battery power to 50% then power off your device and disconnect the AC power adapter. Recharge the battery power to 50% every three months to avoid over-discharging and prevent damage to the battery.
- Avoid charging the battery at high voltage for a prolonged period of time to extend the battery life. If you are constantly using AC power for your device, ensure to discharge the battery power to 50% at least once every two weeks. You can also adjust the settings from Battery Health Charging in MyASUS to help extend the battery life.
- It is recommended to store your battery at temperatures between 5°C (41°F) and 35°C (95°F) with the battery power at 50%. You can also adjust the settings from Battery Health Charging in MyASUS to help extend the battery life.
- Do not leave your battery in damp environments. Exposure to damp environments may increase the battery over-discharging rate. Low temperature environment may damage the chemicals inside the battery while high temperature or overheating may result in a risk of explosion.
- Do not place your device or battery pack near radiators, fireplaces, furnaces, heaters, or any sources of heat with temperature exceeding 60°C (140°F). High temperature surrounding environment may result in an explosion or leakage that may cause fire.



# ***Chapter 1:***

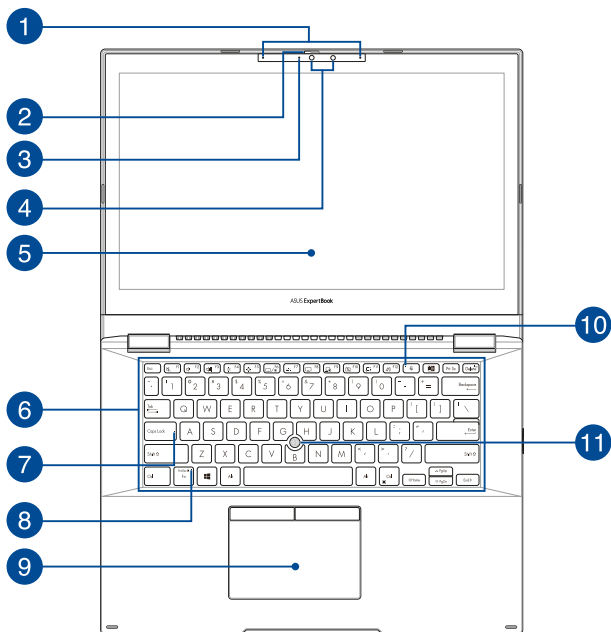
## ***Hardware Setup***

# Getting to know your Notebook PC

## Top View

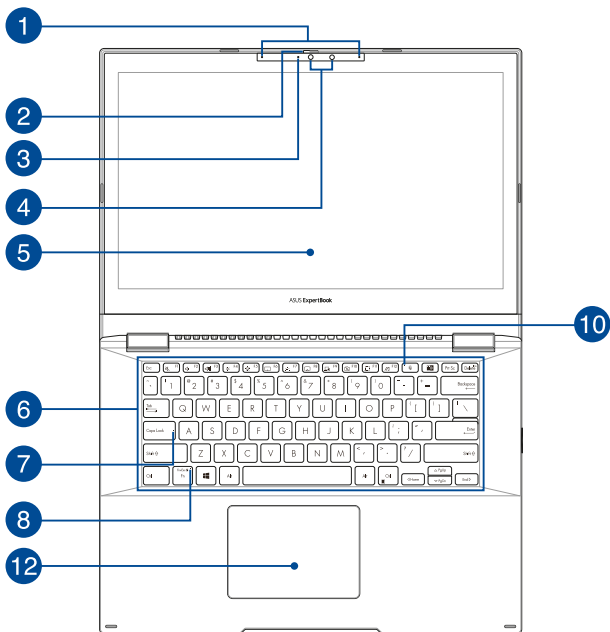
**NOTE:** The keyboard's layout may vary per region or country. The Notebook view may also vary in appearance depending on the Notebook PC model.

### 14" Clamshell model (with SensePoint)

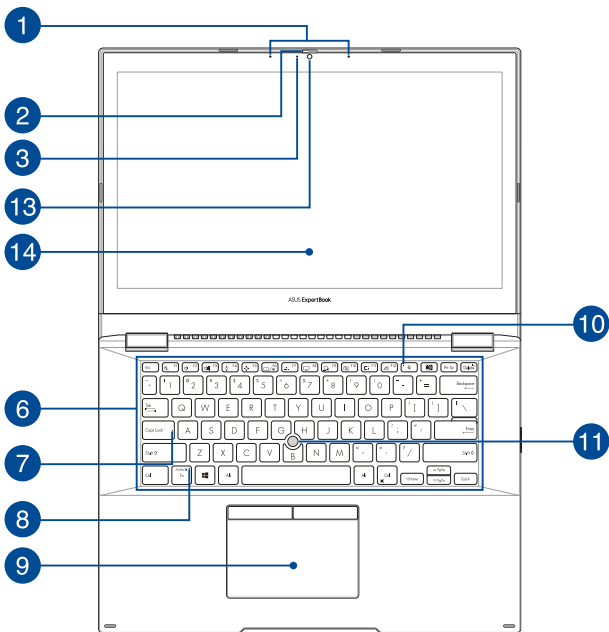




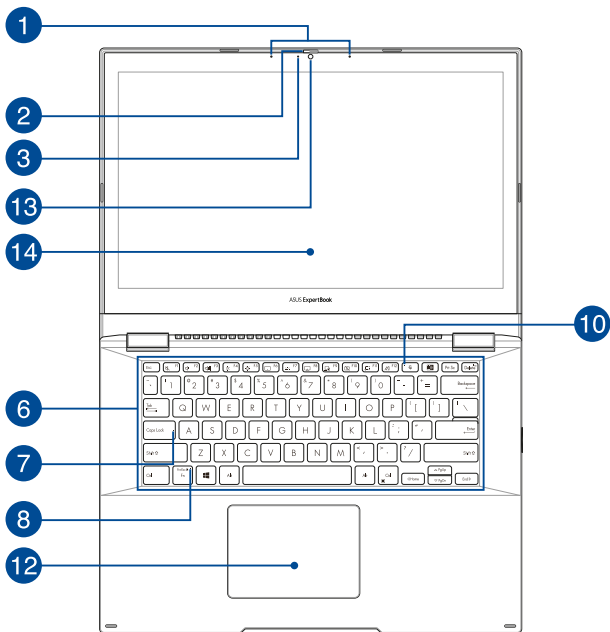
## 14" Clamshell model (without SensePoint)



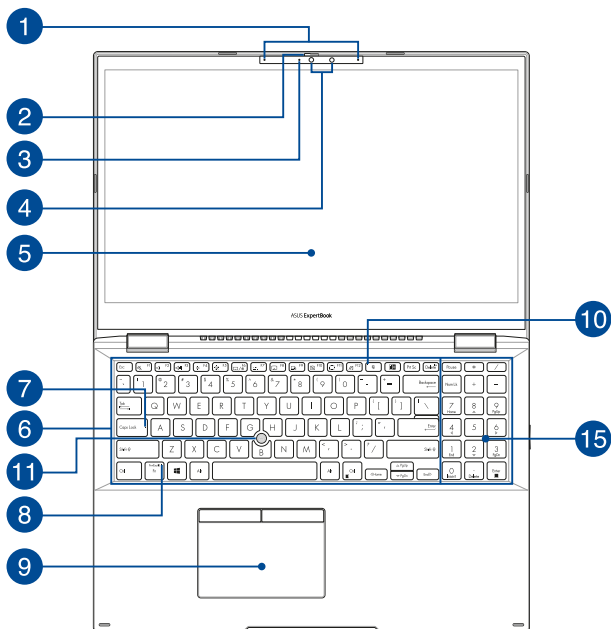
## 14" Flip model (with SensePoint)



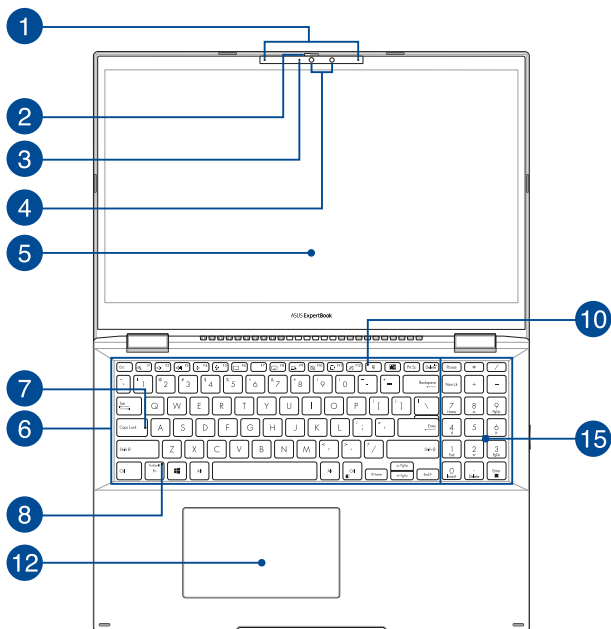
## 14" Flip model (without SensePoint)



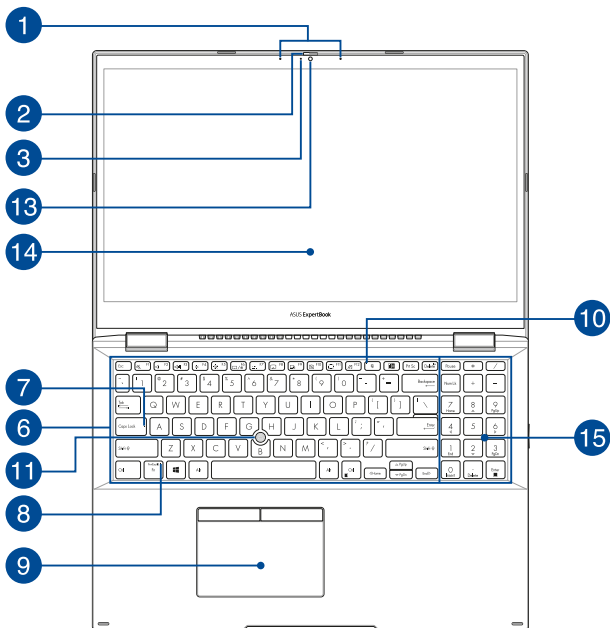
## 15" Clamshell model (with SensePoint)



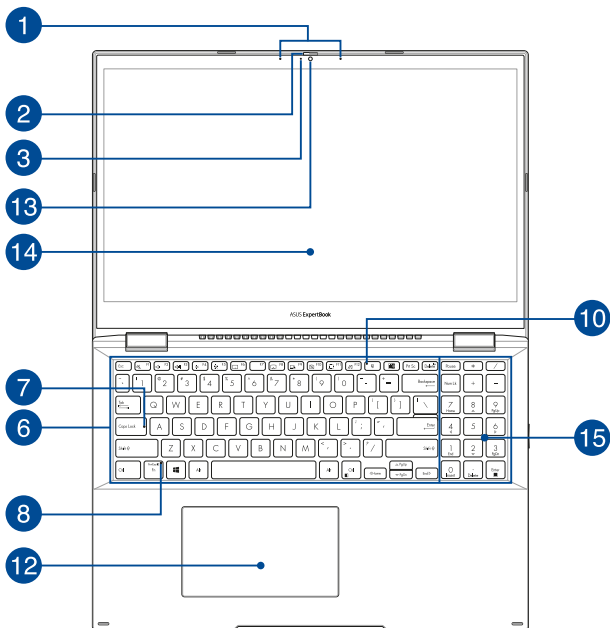
## 15" Clamshell model (without SensePoint)



## 15" Flip model (with SensePoint)



## 15" Flip model (without SensePoint)



### 1 **Array microphones**

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

### 2 **Webcam shield**

This allows you to cover the camera lens of your Notebook PC.

### 3 **Camera indicator**

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

### 4 **Camera**

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

#### **IR Camera**

The built-in camera allows you to take pictures or record videos using your Notebook PC. The IR Camera also supports Windows Hello.

---

**NOTE:** The red IR LED blinks in the process while data is being read before you sign in with Windows Hello facial recognition.

---



## 5 Display panel

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

## 6 Keyboard

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

---

**NOTE:** The keyboard layout differs by model or territory.

---

## 7 Capital lock indicator

This indicator lights up when the capital lock function is activated. Using capital lock allows you to type capitalized letters (such as A, B, C) using your Notebook PC's keyboard.

## 8 Function key lock indicator

This indicator lights up when the function keys feature is activated.

---

**NOTE:** For more details, refer to the *Using the keyboard* section in this manual.

---

## 9 Touchpad with buttons

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 SensePoint with the touchpad buttons* section in this manual.

---

## 10 Microphone indicator

This indicator lights up when the microphone is turned off.

## 11 SensePoint

The SensePoint is a pressure-sensitive pointing device that allows you to move the cursor onscreen. You may also configure its settings to enable the functions of a regular mouse.

---

**NOTE:** For more details, refer to the *Using the SensePoint* section in this manual.

---

## 12 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.

---

## 13 Camera

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

## 14 360°-adjustable touch screen panel

Your Notebook PC's touch screen panel can be adjusted all the way into a 360° angle. This feature allows you to quickly turn your device from a Notebook PC into a touch-enabled tablet PC.

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 on how to turn your Notebook PC into a tablet device, refer to the *Rotating the display panel* section in this manual.

---

## 15 Numeric keypad

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

---

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

---

## Bottom View

---

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

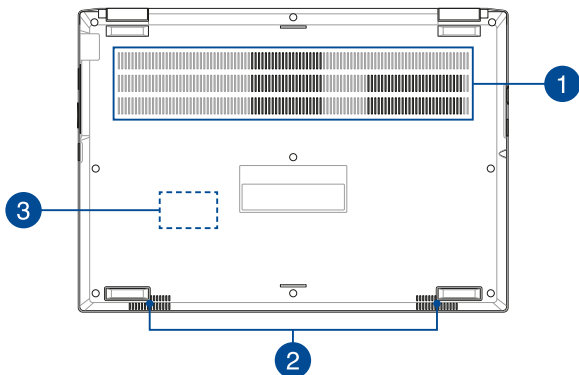
---

**WARNING!** Your Notebook PC can get warm to hot while in use or while charging the battery pack. Do not leave your Notebook PC on your lap or near any part of your body to prevent injury from heat. 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 Air vents

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

---

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

---

## 2 Audio speakers

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

## 3 Nano SIM card slot (on selected models)

This built-in card reader slot supports Nano SIM card format.

---

**IMPORTANT!** Visit an authorized retailer to activate your Nano SIM card.

---