



E19557

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IN SEARCH OF INCREDIBLE

E-Manual



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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:

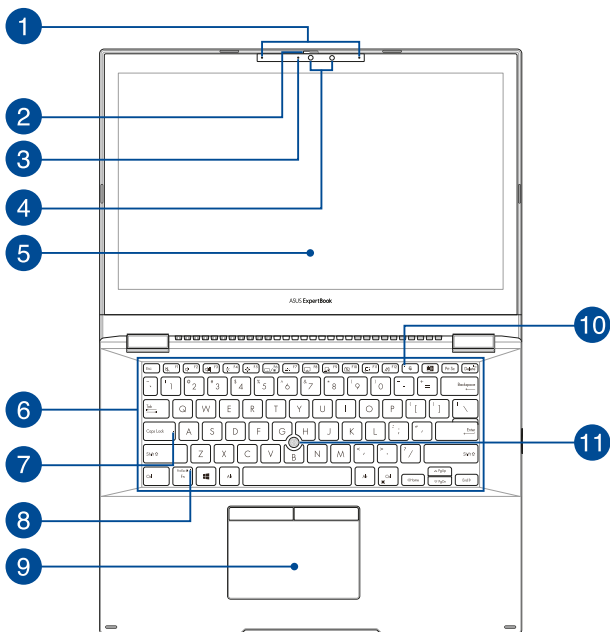
Hardware Setup

Getting to know your Notebook PC

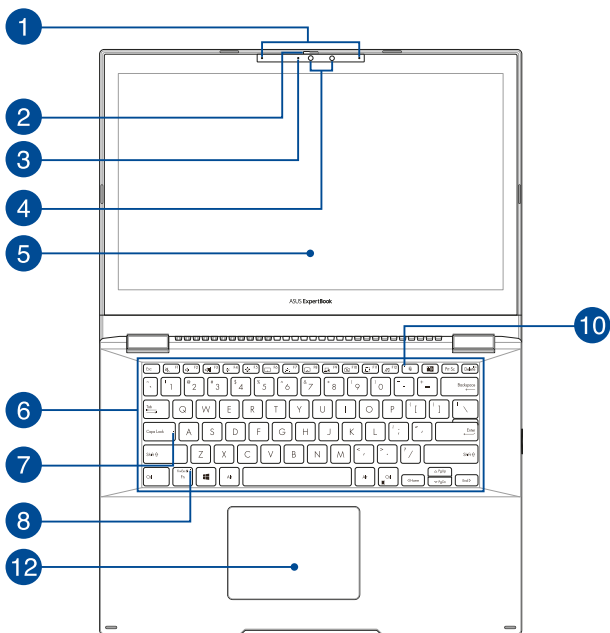
Top View

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.

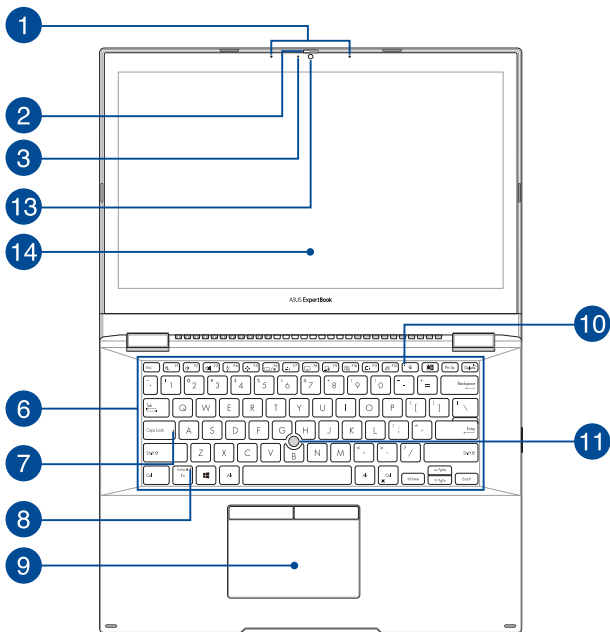
14" Clamshell model (with SensePoint)



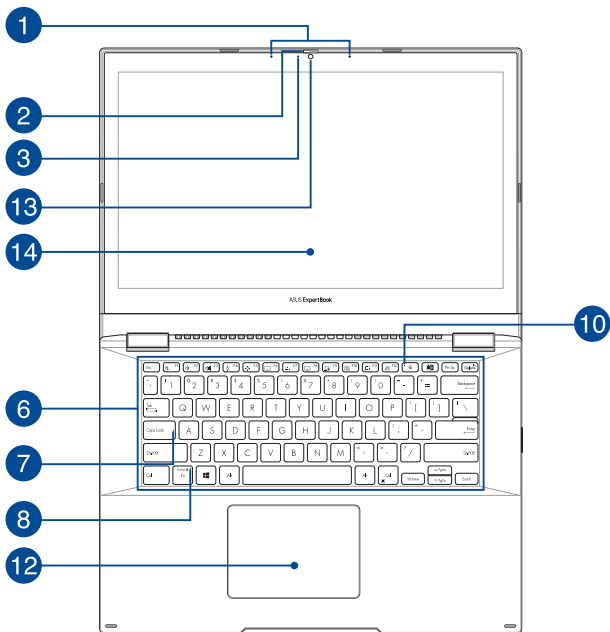
14" Clamshell model (without SensePoint)



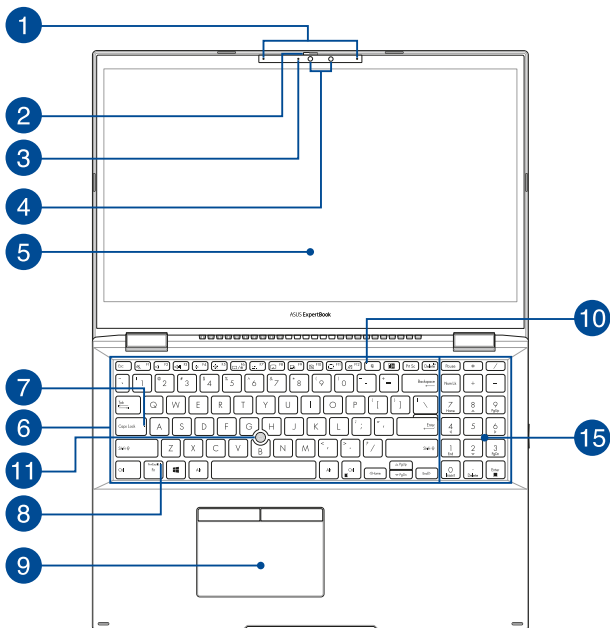
14" Flip model (with SensePoint)



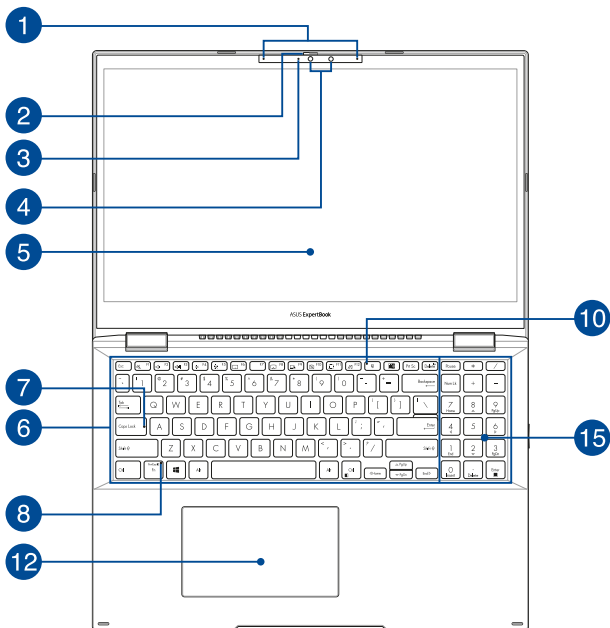
14" Flip model (without SensePoint)



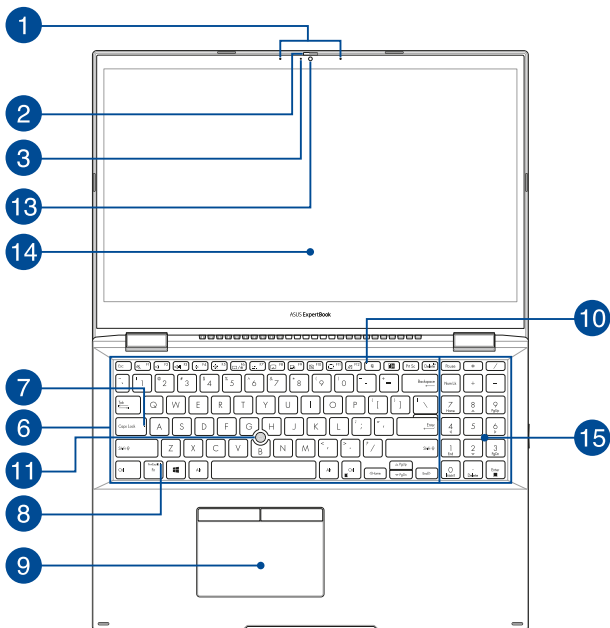
15" Clamshell model (with SensePoint)



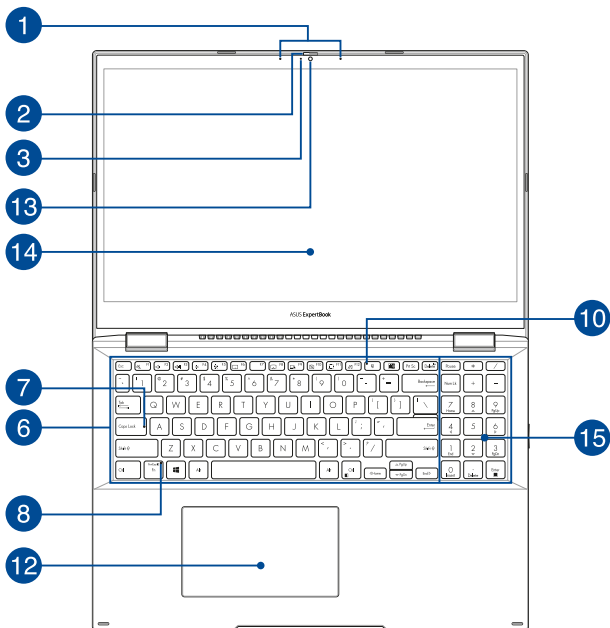
15" Clamshell model (without SensePoint)



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.

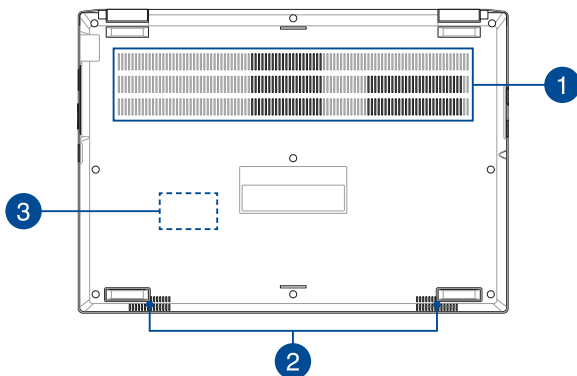
Bottom View

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

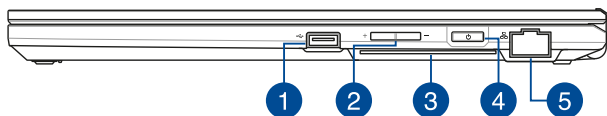
The built-in audio speakers allow you to hear audio straight from your Notebook PC. Audio features are software-controlled.

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.

Right View



1 **USB 2.0 port**

The USB (Universal Serial Bus) port is compatible with USB 2.0 or USB 1.1 devices such as keyboards, pointing devices, flash disk drives, external HDDs, speakers, cameras and printers.

2 **Volume button**

This button turns the volume up or down on your Notebook PC.

3 **Smart card reader (on selected models)**

This built-in IC card reader supports smart card formats.

4 Power button

Press the power button to turn your Notebook PC on or off. You can also use the power button to put your Notebook PC to sleep or hibernate mode and wake it up from sleep or hibernate mode.

In the event that your Notebook PC becomes unresponsive, press and hold the power button for at least ten (10) seconds until your Notebook PC shuts down.

Fingerprint sensor

This built-in fingerprint sensor captures your fingerprint and uses it as biometric authentication for logging on to your Notebook PC's system.

5 LAN port

Insert the network cable into this port to connect to a local area network.

LAN port LED indications

ACT/LINK LED



SPEED LED

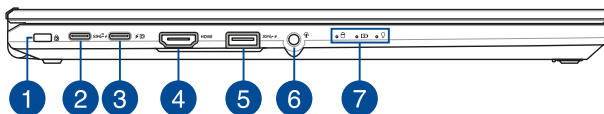
Intel® I219-LM 1G

Activity/Link LED		Speed LED	
Status	Description	Status	Description
Off	No link	Off	10 Mbps connection
Orange	Linked	Orange	100 Mbps connection
Orange (blinking)	Data activity	Green	1 Gbps connection
Orange (blink then stay on)	Wake from full shutdown (S5)		

Intel® I225-LM 2.5G

Activity/Link LED		Speed LED	
Status	Description	Status	Description
Off	No link	Off	10/100 Mbps connection
Green	Linked	Orange	1 Gbps connection
Green (blinking)	Data activity	Green	2.5 Gbps connection
Green (blink then stay on)	Wake from full shutdown (S5)		

Left View



1 Kensington® security slot

The Kensington® security slot allows you to secure your Notebook PC using Kensington® compatible Notebook PC security products.

2

USB 3.2 Gen 2 Type-C®/Power Delivery combo port

The USB 3.2 (Universal Serial Bus 3.2) Gen 2 Type-C® port provides a transfer rate of up to 10 Gbit/s and is backward compatible to USB 2.0. Connect a power source rated 20V/3.25A to charge the battery pack and supply power to your Notebook PC.

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

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

IMPORTANT!

- It may take longer to fully charge your Notebook PC through a low-voltage power source.
 - To prevent any damage, use only power sources rated 20V/3.25A to charge your Notebook PC with the USB Power Delivery combo port. For more information, consult an ASUS service center for assistance.
-

USB 3.2 Gen 2 Type-C®/DisplayPort/ Power Delivery combo port

The USB 3.2 (Universal Serial Bus 3.2) Gen 2 Type-C® port provides a transfer rate of up to 10 Gbit/s and is backward compatible to USB 2.0. Use a USB Type-C® adapter to connect your Notebook PC to an external display. Connect a power source rated 20V/3.25A to charge the battery pack and supply power to your Notebook PC.

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

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

IMPORTANT!

- It may take longer to fully charge your Notebook PC through a low-voltage power source.
 - To prevent any damage, use only power sources rated 20V/3.25A to charge your Notebook PC with the USB Power Delivery combo port. For more information, consult an ASUS service center for assistance.
-

4 HDMI output port

This port allows you to connect your Notebook PC to another HDMI-compatible device for file sharing or extending your display monitor.

5 USB 3.2 Gen 1 port with charging function

The USB 3.2 Gen 1 port with the  icon comes with charging function. It allows you to charge mobile devices and can be used even while your Notebook PC is on sleep, hibernate, or shutdown mode.

6 Headphone/Headset/Microphone jack

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

7 Status indicators

The status indicators help identify the current hardware status of your Notebook PC.



Drive activity indicator

This indicator lights up when your Notebook PC is accessing the internal storage drives.

Two-color battery charge indicator

The two-color LED provides a visual indication of the battery's charge status. Refer to the following table for details:

Color	Status
Solid White	The Notebook PC is plugged to a power source and the battery power is between 95% and 100%.
Solid Orange	The Notebook PC is plugged to a power source, charging its battery, and the battery power is less than 95%.
Blinking Orange	The Notebook PC is running on battery mode and the battery power is less than 10%.
Lights off	The Notebook PC is running on battery mode and the battery power is between 10% to 100%.



Power indicator

The power indicator lights up when the Notebook PC is turned on and blinks slowly when the Notebook PC is in sleep mode.

