

# Fully-Rugged Notebook PC

## Z14I User's Manual



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# Before You Start

Congratulations on your purchase of this notebook.

This fully-rugged notebook is portable and provides users with maximum mobile computing experience in a wide range of working environments. Before you begin using your notebook, read this chapter to familiarize yourself with the main components installed in the system.

## Package Contents

If any of the following items are damaged, please contact your retailer.



Notebook



Power cord



DC 19V 90W power adapter



Standard 9-cell Li-ion  
Battery



Stylus and tether  
(Touch-panel model  
only)



### NOTE

- These pictures are for reference only. Actual items may slightly differ.
- Declaration of product weight: 3.6kg. The actual weight may vary by configuration.
- For Z14I laptop equipped with discrete NVIDIA graphic RTX A500 expansion box, a 120W power adapter must be used.

# Product Overview

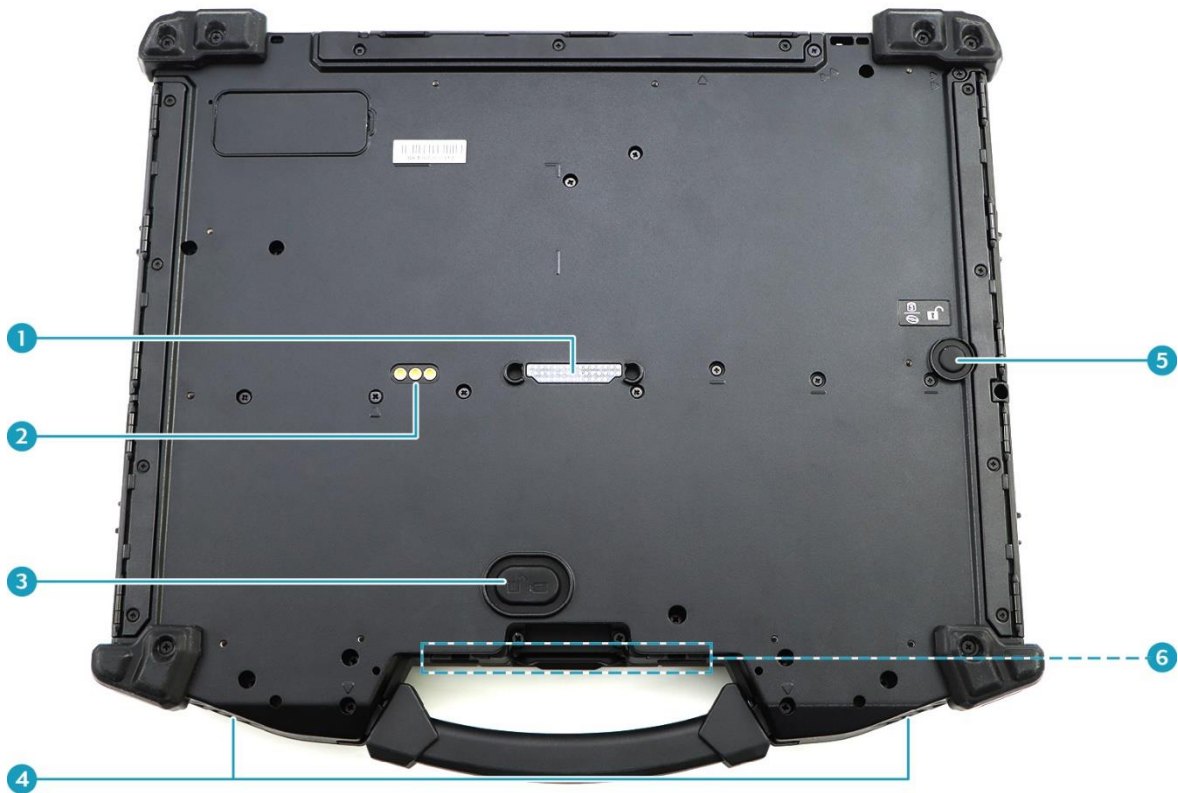
## Front View



No.	Item	Description
1	Front camera	Take pictures, records videos, or video conferences.
2	Camera cover	Protect the camera.
3	Microphones	Record the surrounding sound.
4	Display screen	Optional capacitive touch panel.
5	Programmable buttons (P1/P2)	Press to enter the chosen program (user definition).
6		
7	Status indicators	Indicate the corresponding function status.
8	Power button	Press to turn your notebook on or off.
9	Waterproof keyboard	Press the keys to input information.

No.	Item	Description
10	Fingerprint scanner (optional)	Scan fingerprints for biometric identification.
11	Touch pad	Point, select, drag, or scroll objects on the screen.
12	Touch pad button	Press to select objects or display a shortcut menu.
13	HF/LF RFID reader (optional)	Read tags for data collections from other device.

Back View



No.	Item	Description
1	Docking connector	Connect the notebook to a docking station.
2	RF Pass-thru connectors (x3) (optional)	Use for the external antenna of WWAN, GPS, and WLAN.
3	Battery latch release	Press and hold the button to disengage the



## Before You Start

No.	Item	Description
	button	battery connector.
4	Speakers	Emit sound.
5	Media bay latch release button	Press and hold the button to disengage the ODD/SSD.
6	Stylus holder	Stores the stylus.

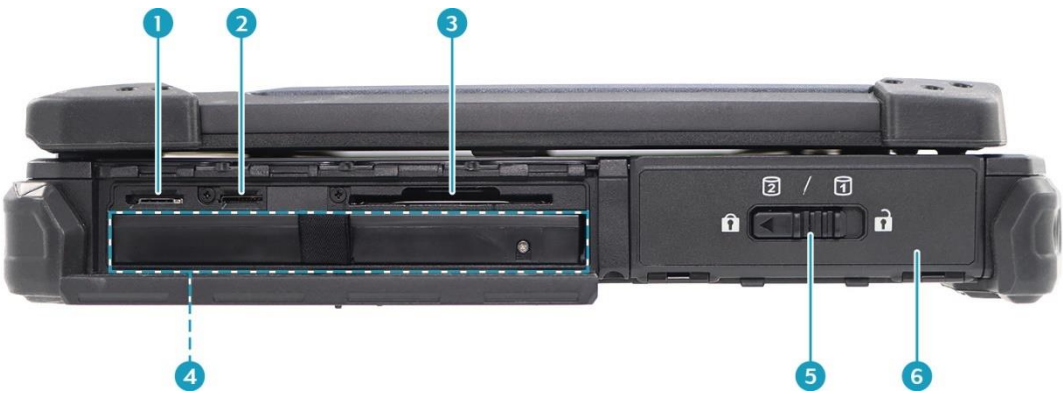
## Right View



No.	Item	Description
1	PC card slot	Use to insert the Express Card 54.
2	Battery compartment cover latch	Slide to the unlock position to release the battery compartment cover.
3	Battery compartment	Contain the battery.
4	Audio Combo jack	Connect to headphones, external speakers, or microphone.
5	USB 2.0 port	Connect to USB 2.0 peripheral devices.
6	USB 3.2 Gen2 (Type A port)	Connect to USB 3.0 peripheral devices.
7	USB 3.2 Gen1 (Type A port)	Support USB charging when the system is off (DC mode only).
8	Thunderbolt 4 (Type C port)	Connect to USB Type C peripheral devices.
9	Thunderbolt 4 (Type C port)	

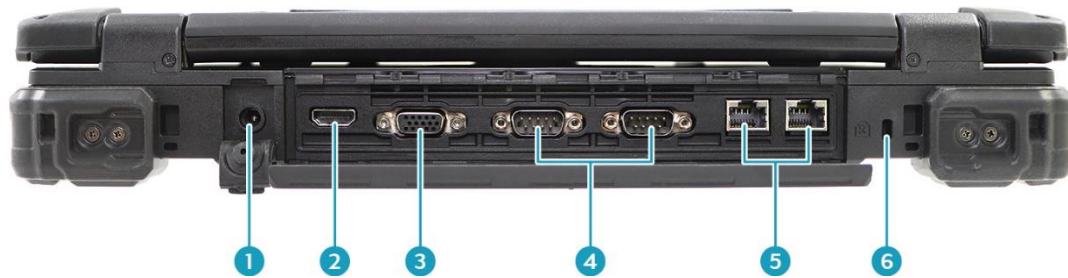


# Left View



No.	Item	Description
1	Nano SIM card slot	Use to insert a SIM card.
2	Card reader	Use to insert memory cards to transfer pictures, music, and data between your notebook and flash compatible devices. The card reader supports SD (Secure Digital) and microSDXC.
3	Smart card reader	Use to insert smart cards.
4	Media bay	Varies depending on SKU: <ul style="list-style-type: none"><li>• Optical disk drive</li><li>• Secondary battery pack</li><li>• Third storage</li></ul>
5	Storage Drive compartment cover latch	Slide to the unlock position to release the Storage Drive compartment cover.
6	Storage Drive compartment	Contain the storage drive.

## Rear View



No.	Item	Description
1	DC-in jack	Connect to the power adapter.
2	HDMI port	Connect to an HDMI device such as an external HDMI LCD TV.
3	VGA port	Connect to peripheral devices, such as an external monitor/projector.
4	RS-232 ports	Connect to serial peripheral devices.
5	RJ-45 ports	Connect to a local area network (LAN) using an Ethernet cable.
6	Kensington lock slot	Connect to a Kensington-compatible notebook security lock.

# Status Indicators

The status indicators light up when a particular function of the notebook is active. Each indicator is marked with a symbol.



Icon	Item	Description
	Storage	Light up (green) when the HDD/SSD/ODD is accessing data.
	Num Lock	Light up (green) when Num Lock is activated.
	Caps Lock	Light up (green) when Caps Lock is activated.
	Power	The LED light stays on (blue) when the system is running. When the system is in sleep mode, the LED blinks.
	Battery	Indicate the battery status: <ul style="list-style-type: none"> <li>Green: when the battery is fully charged (95% or above)</li> <li>Orange: when the battery is charging</li> <li>Flashing orange: charging error</li> <li>Red: when the battery capacity is lower than 7%</li> <li>Off: when discharged</li> </ul>
	Airplane Mode LED	Indicate the airplane mode status: <ul style="list-style-type: none"> <li>Blue: Airplane mode is off.</li> <li>Off: Airplane mode is on.</li> </ul>
	Wired LAN	Indicate the wired network connection status: <ul style="list-style-type: none"> <li>Green: a link is established</li> <li>Flashing Green: when there is activity on the port</li> </ul>

# Getting Started

This chapter will help you get started using the device.

## CAUTION!

***Before any internal installation procedures are carried out on the system, make sure the system is turned off and cooled down for 5 minutes. Failing to turn off the system before opening it can cause permanent damage to the system and serious or fatal injury to the user.***

## Installing the Battery

To install the battery, follow the steps below:

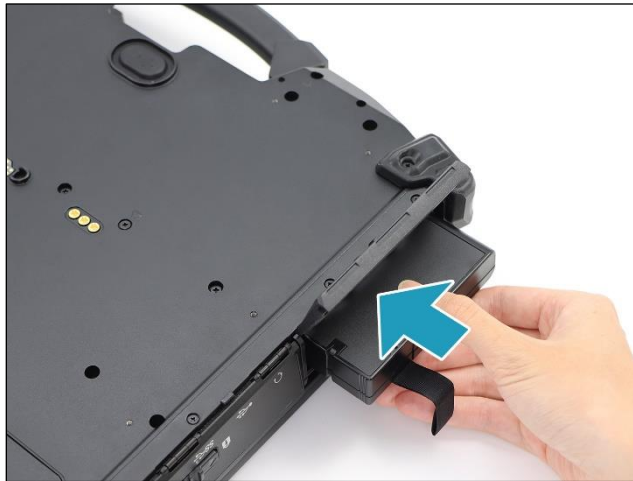
1. Slide the battery compartment cover latch to the unlock position to release the battery compartment cover.



2. Open the battery compartment cover.



3. Insert the battery into the battery compartment, as shown in the image below.



4. Push completely until the battery locks into place.
5. Close the battery compartment cover.



6. Slide the battery compartment cover latch to the lock position to secure the battery compartment cover in place.



# Charging the Battery

The Li-Ion battery is not fully-charged upon purchase.

To charge the battery, follow the steps below:

1. Install the battery into your notebook. See procedures above.
2. Connect the AC adapter to the DC-in jack on your notebook.
3. Connect the AC adapter to the power cord.
4. Plug the power cord into an electrical outlet.

## Charging Time

It takes approximately 3.0 hours (at 25°C) to fully charge the battery.



### NOTE

- The charging time may be longer if you are using your notebook while charging the battery.

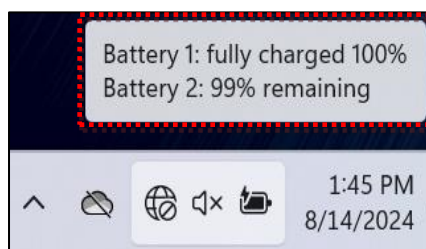
### CAUTION!

- **DO NOT charge the battery if the temperature is below 0°C or higher than 45°C.**
- **Use only the supplied AC adapter. Using other AC adapters may damage the battery or your notebook.**

## Checking the Battery Level

It is important that you monitor the battery status regularly to ensure you do not run out of power at a critical moment.

To check the remaining battery power, hover the cursor over the battery icon (🔋) in the system tray.



## When to replace the Battery Pack

The battery performance gradually decreases over time and usage. We recommend you replace your battery pack 18 to 24 months after purchase.

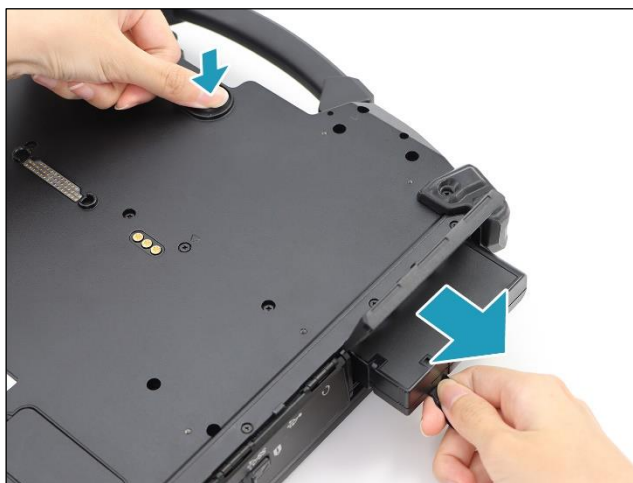
## Removing the Battery

To remove the battery, follow the steps below:

1. Slide the battery compartment cover latch to the unlock position to release the battery compartment cover. Then open the battery compartment cover.



2. Press and hold the battery latch release button. Then pull the battery out to disengage it from its compartment.
3. Pull the battery out of the battery compartment.



4. Close the battery compartment cover. Then slide the battery compartment cover latch to the lock position to secure the battery compartment cover in place.



# Using the Secondary Battery

## Installing the Secondary Battery

To install the secondary battery, follow the steps below:

1. Slide the I/O device cover latch to the unlock position to release the I/O device cover.



2. Open the I/O device cover.



3. Set the latch on the 2nd battery to the unlock position. Then insert the secondary battery into the media bay compartment. Make sure the battery is fully seated into place.



4. Slide the latch on the 2nd battery to lock position.



5. Close the I/O device cover.



## Getting Started

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6. Slide the I/O device cover latch to the lock position to secure the I/O device cover in place.



## Removing the Secondary Battery

To remove the secondary battery, follow the steps below:

1. Slide the I/O device cover latch to the unlock position to release the I/O device cover. Then open the I/O device cover.



2. Slide the latch on 2nd battery to the unlock position.



## Getting Started

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3. Pull the secondary battery out of the media bay compartment.



4. Close the I/O device cover. Then slide the I/O device cover latch to the lock position to secure the I/O device cover in place.

# Using the Secondary Storage

## Installing the Secondary Storage

To install the secondary storage, follow the steps below:

1. Slide the I/O device cover latch to the unlock position to release the I/O device cover.



2. Open the I/O device cover.



## Getting Started

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3. Insert the secondary storage into the media bay compartment. Then push completely until the secondary storage locks into place.



4. Close the I/O device cover.



5. Slide the I/O device cover latch to the lock position to secure the I/O device cover in place.





## Removing the Secondary Storage

To remove the secondary storage, follow the steps below:

1. Slide the I/O device cover latch to the unlock position to release the I/O device cover. Then open the I/O device cover.



2. Press and hold the media bay latch release button. Then pull the secondary storage out to disengage it from its compartment.
3. Pull the secondary storage out of the media bay compartment.



4. Close the I/O device cover. Then slide the I/O device cover latch to the lock position to secure the I/O device cover in place.

# Using the Optical Disc Drive (ODD)

## Installing the Optical Disc Drive (ODD)

To install the ODD, follow the steps below:

1. Slide the I/O device cover latch to the unlock position to release the I/O device cover.



2. Open the I/O device cover.



3. Insert the ODD into the media bay compartment. Then push completely until the ODD locks into place.



4. Close the I/O device cover.



5. Slide the I/O device cover latch to the lock position to secure the I/O device cover in place.



## Removing the Optical Disc Drive (ODD)

To remove the ODD, follow the steps below:

1. Slide the I/O device cover latch to the unlock position to release the I/O device cover. Then open the I/O device cover.



2. Press and hold the media bay latch release button. Then pull the ODD out to disengage it from its compartment.
3. Pull the ODD out of the media bay compartment.



4. Close the I/O device cover. Then slide the I/O device cover latch to the lock position to secure the I/O device cover in place.

# Using the Storage Drive

Your notebook supports easy removable feature with two storages separately.

## Installing the Storage Drive

To install the storage drive, follow the steps below:

1. Slide the Storage Drive compartment cover latch to the unlock position to release the Storage Drive compartment cover.



2. Open the Storage Drive compartment cover.



## Getting Started

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3. Insert the storage drive into its compartment. Then push completely until the storage drive is fully seated.



4. Close the Storage Drive compartment cover.



5. Slide the Storage Drive compartment cover latch to the lock position to secure the Storage Drive compartment cover in place.





## Removing the Storage Drive

To remove the storage drive, follow the steps below:

1. Slide the Storage Drive compartment cover latch to the unlock position to release the Storage Drive compartment cover. Then open the Storage Drive compartment cover.



2. Pull the storage drive out of its compartment.



3. Close the Storage Drive compartment cover. Then slide the Storage Drive compartment cover latch to the lock position to secure the Storage Drive compartment cover in place.



# Connecting to Power

Your notebook can be powered up using the AC adapter or the Lithium-ion battery.

## Connecting the AC Adapter

The AC adapter powers up your notebook and charges the battery.



1. Connect the AC adapter to the DC-in jack on your notebook.
2. Connect the AC adapter to the power cord.
3. Plug the power cord into an electrical outlet.

## Using Battery Power

1. Install the charged battery in the battery compartment.
2. Remove the AC adapter (if plugged in). Your notebook will automatically use the battery power.

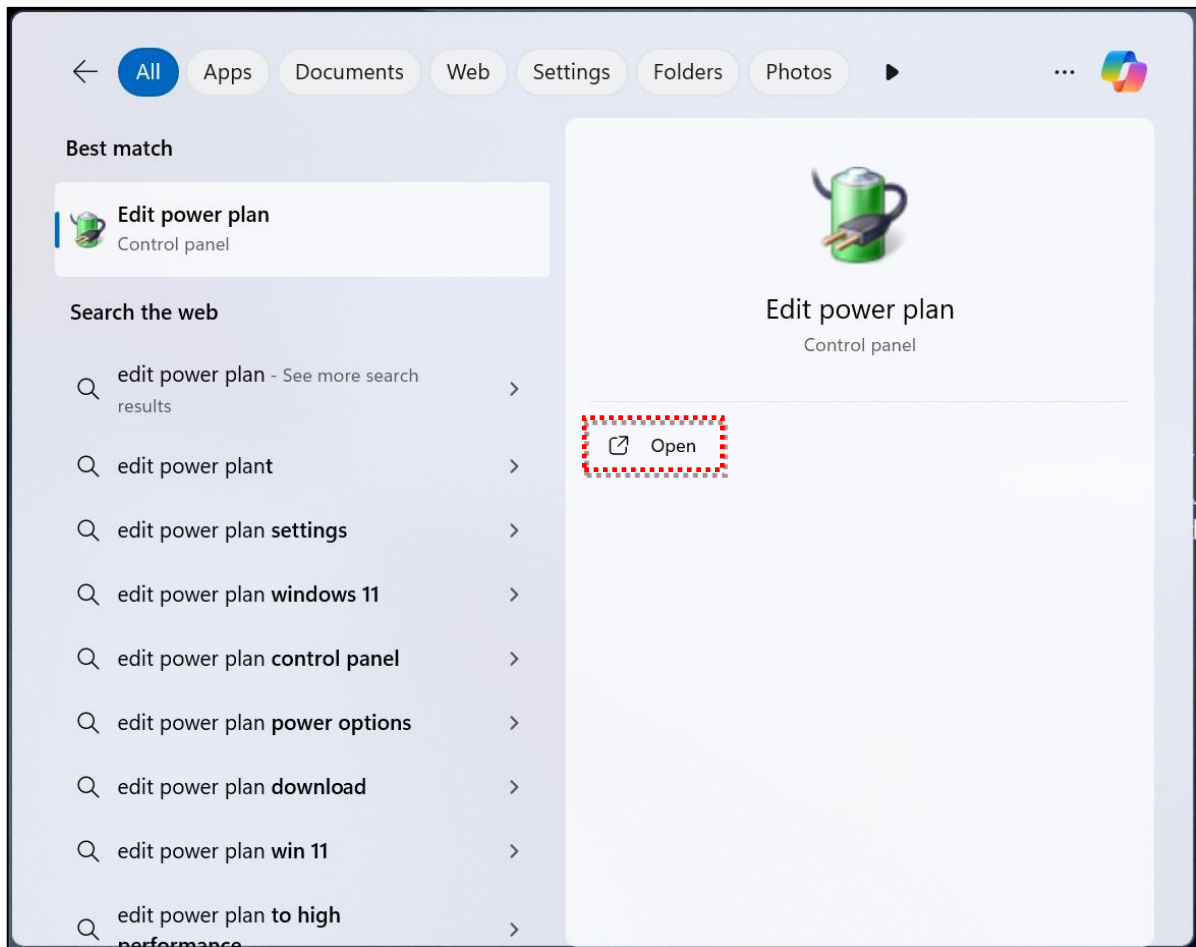


### NOTE

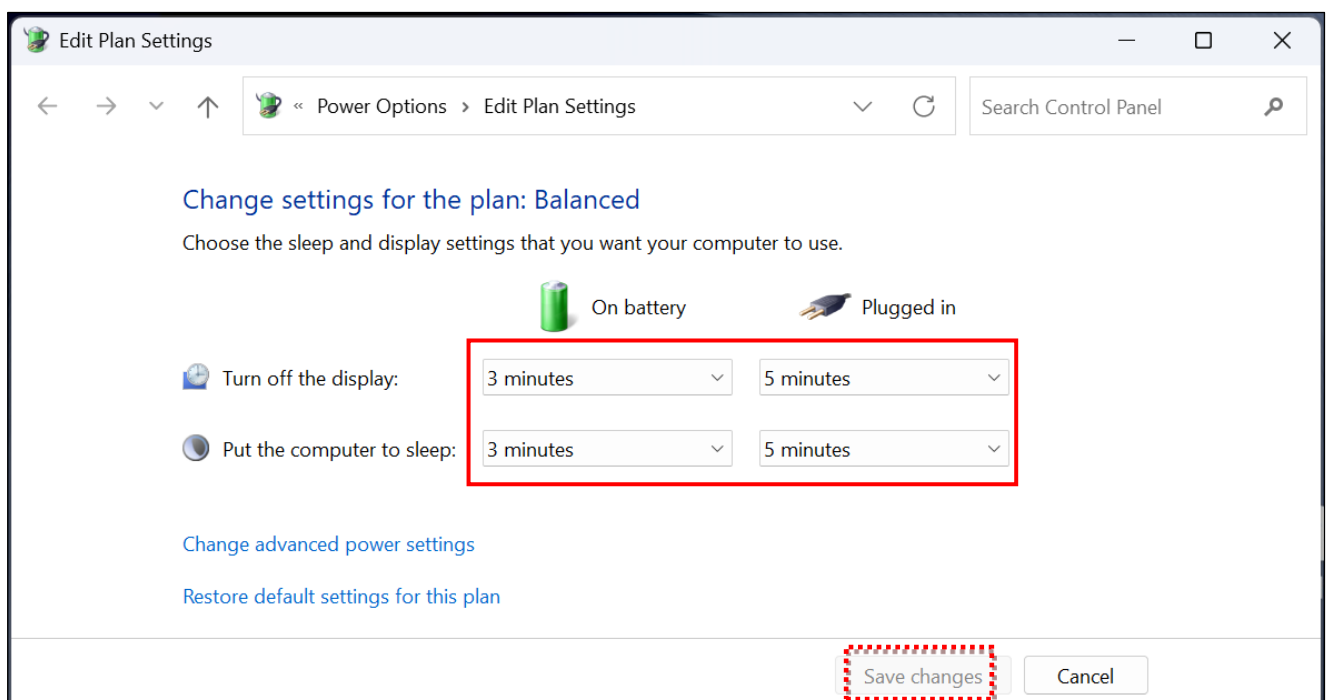
- If your notebook is connected to an electrical outlet and the battery is installed, your notebook will use power from the electrical outlet.

# Configuring the Power Settings

1. Search for "Edit power plan". Then tap **Open**.



2. Change the desired sleep and display settings. Then tap **Save changes**.




# Starting Your Notebook

## Turning On Your Device

1. To open the display panel, unlock the chassis latch to open the notebook chassis.



2. Lift the cover lid to the upright position.
3. Press the  button until the Power LED lights up.





### TIP

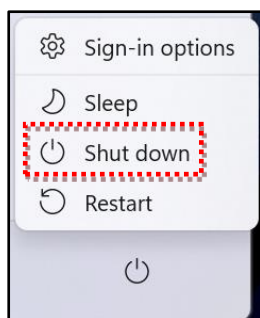
Besides using the keyboard or touch pad for operations on your notebook, you can also use a mouse. To use a wired mouse, simply plug it into an available USB port.

## Turning Off Your Device

It is important to properly shut down your notebook to avoid the loss of unsaved data. To shut down your notebook, do the following:

Tap  >  > **Shut down**.

Wait for your notebook to turn off power completely before removing the power source (if necessary).



### NOTE



- When closing the cover lid, make sure to press the chassis latch firmly until it locks into place.



# Using the Keyboard

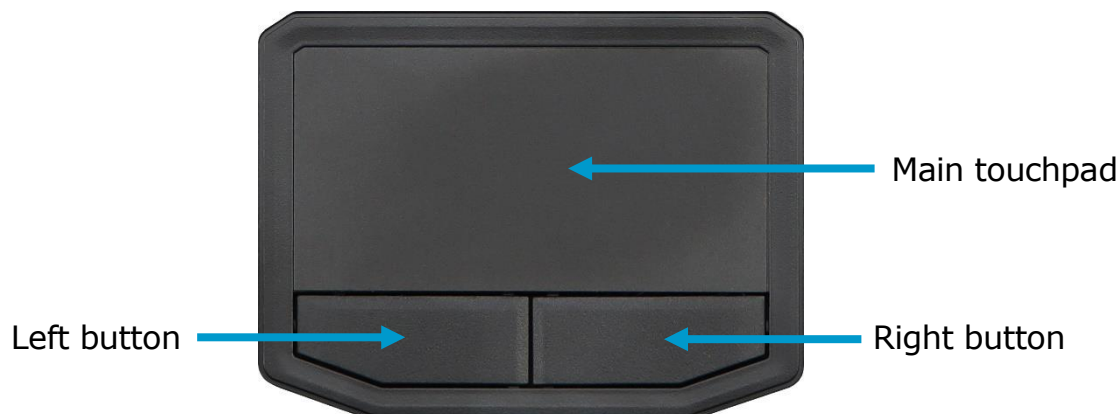


No.	Keys	Description
1	Function keys	These function keys are used to perform designated tasks. The tasks for each key may vary from one application to another.
2	[Fn]	Press the [Fn] key in combination with other keys to execute a command.
	[Fn] + F1	Toggles the display on/off.
	[Fn] + F2	Toggles between LCD, external display, or both.
	[Fn] + F3	Switches to suspend mode.
	[Fn] + F4	Decreases the keyboard illumination.
	[Fn] + F5	Increases the keyboard illumination.
	[Fn] + F6	Decreases the display brightness.
	[Fn] + F7	Increases the display brightness.
	[Fn] + F8	Decreases the audio volume.
	[Fn] + F9	Increases the audio volume.
	[Fn] + F10	Toggles the audio mute on/off.
	[Fn] + Left Shift	Toggles the keyboard backlight on/off.

		 <b>NOTE</b> This option is not available if the BIOS keyboard backlit timer setting is set to Off.
	[Fn] + Right Alt	Toggles the touchpad on/off.
3	Windows key	Press to display the <b>Start</b> menu. This action is the same as tapping the Start icon.
4	Copilot key	Press to launch the Copilot.
	Application key	Press the [Fn] and [  ] keys to display an application shortcut menu. This action is the same as right-clicking a mouse button.
5	Numeric keypad	Press the <b>NumLock</b> key to activate the numeric keypad. Press the keys on the numeric keypad to enter numbers or operands as you would on a calculator.

# Using the Touch Pad

The touch pad is a cursor-pointing device that provides all the features of a two-button mouse. Its primary function is to move the cursor around the screen. You can also point, select, or drag items or objects on the screen.



## Point

Slide your finger on the touch pad to point the cursor to an item or object on the screen.

## Click

To left-click, move the cursor to the item or object on the screen, then lightly tap the touch pad or press the left button.

To right-click, move the cursor to the item or object on the screen, then press the right button.

## Double-click

To double-click, move the cursor to the item or object on the screen, then tap the touch pad twice or press the left button twice.

## Drag

To drag an item or object, press and hold the left button then slide your finger on the touch pad to move the item or object.

## Scroll

To scroll through a page, place two fingers on the touch pad and slide horizontally or vertically to scroll.



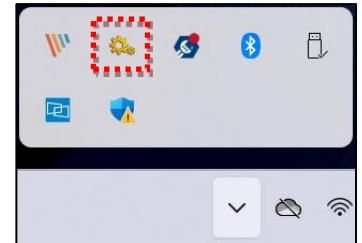
# Operating Your Notebook

This chapter will guide you through how to use your notebook.

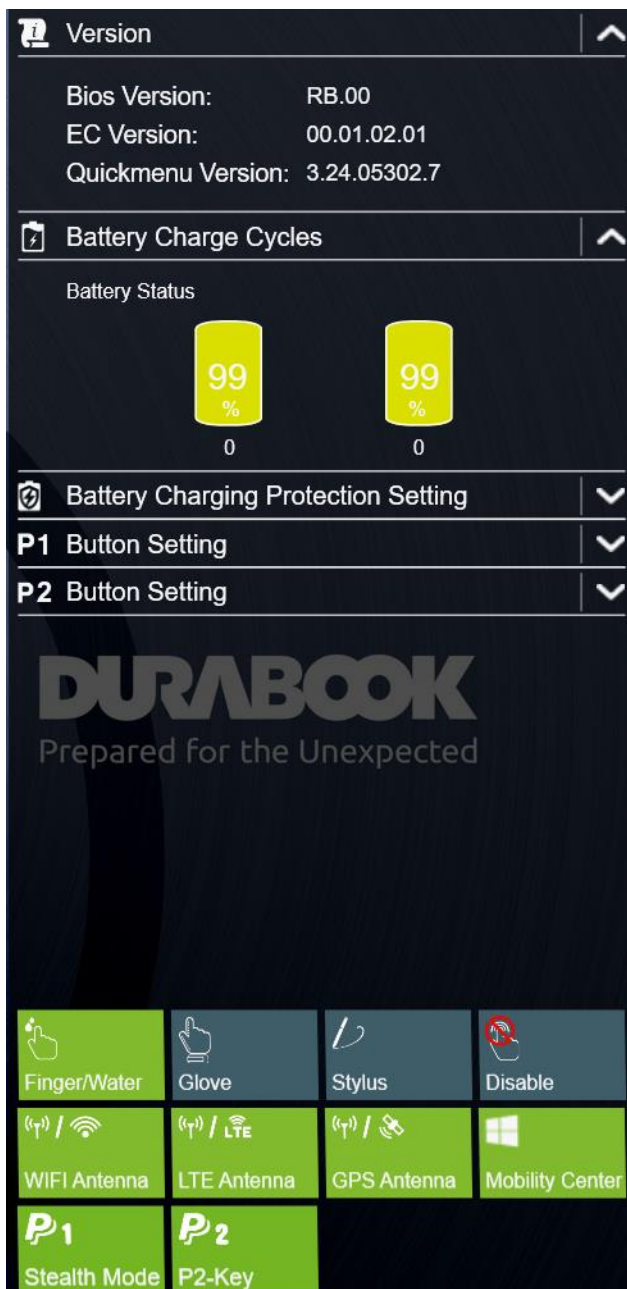
## Using the Quick Menu

To enter the Quick menu, tap the arrow in the system tray to display hidden icons.

Then tap the Quick Menu icon (⚙️).



## Quick Menu Overview

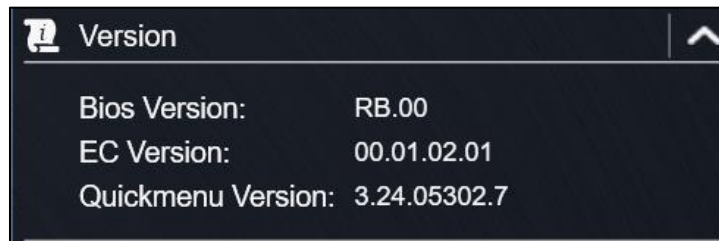


### NOTE

- If the tab is green (i.e. , the current function is activated.

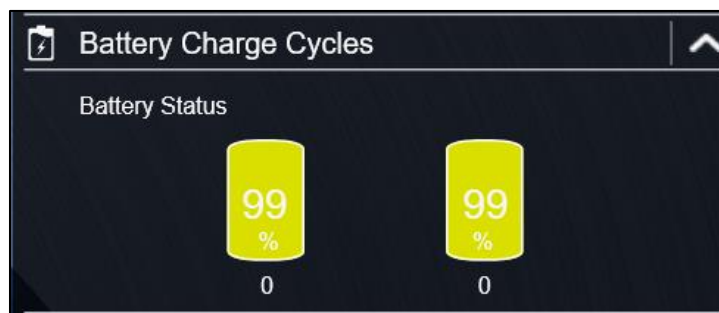
## Viewing the Version Information

In the **Version** section, you can view the Bios version, EC version, and Quick Menu version.



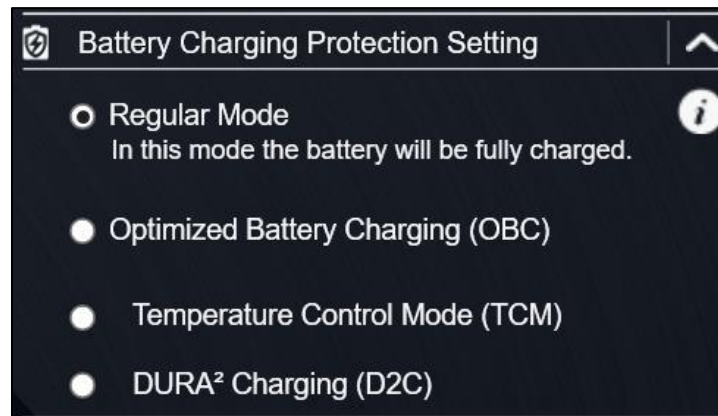
## Viewing the Battery Charge Cycles

In the **Battery Charge Cycles** section, you can view the battery charge cycle and battery status.



## Battery Charging Protection Setting

On the **Battery Charging Protection Setting** section, select the protection setting.



### NOTE

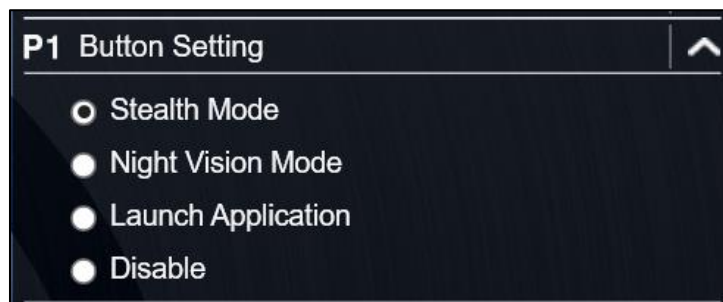
- Tap  to view a detailed description of each battery charging protection mode.

There are four available options:

- **Regular Mode:** In this mode the battery will be fully charged.
- **Optimized Battery Charging (OBC):** Battery charging will stop at 80% to reduce battery aging.
- **Temperature Control Mode (TCM):** To extend the lifetime of the battery, charging is enhanced based on DURABOOK intelligent algorithm and battery temperature.
- **DURA² Charging (D2C):** To maximize battery performance and lifespan, charging is enhanced based on DURABOOK intelligent algorithm and battery temperature. Battery charging will stop at 80%.

## Configuring the Programmable Button (P1)

In the **P1 Button Setting** section, you can assign the function for the **P1** button.

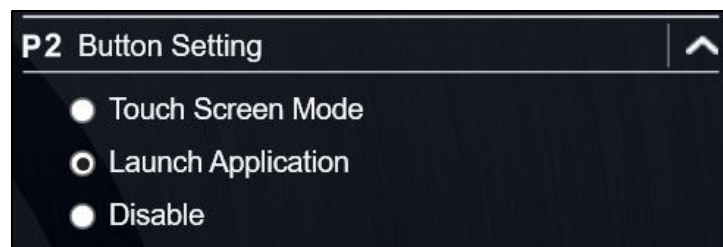


There are three available options:

- **Stealth Mode:** Turns off the LCD backlight, LEDs, speakers, and camera flash.
- **Night Vision Mode:** Adjusts the brightness of the LCD under 1.7 nits and turns off the LEDs and camera flash.
- **Launch Application:** Shortcut key for launching specific applications. To assign the application, refer to the "Assigning an Application to the P1/P2 Button" section.
- **Disable:** No function.

## Configuring the Programmable Button (P2)

On the **P2 Button Setting** section, you can assign the function for the **P2** button.

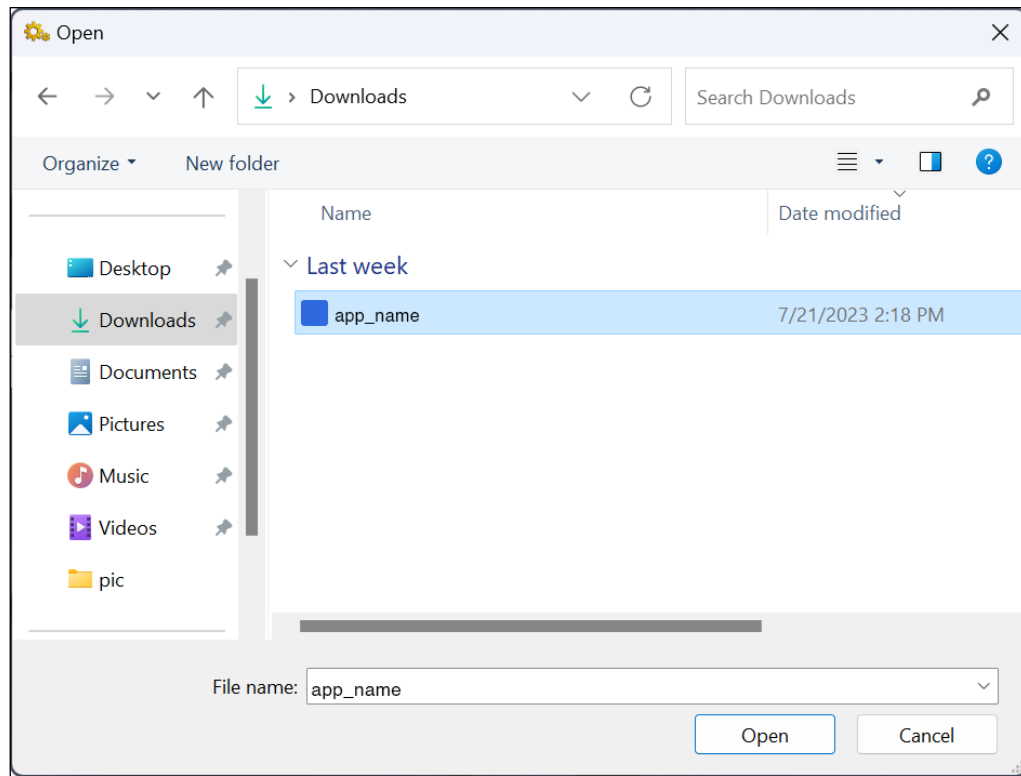


There are four available options:

- **Touch Screen Mode:** Toggles the touch screen mode.
- **Launch Application:** Shortcut key for launching the specific application. To assign the application, refer to the "Assigning an Application to the P1/P2 Button" section.
- **Disable:** No function.

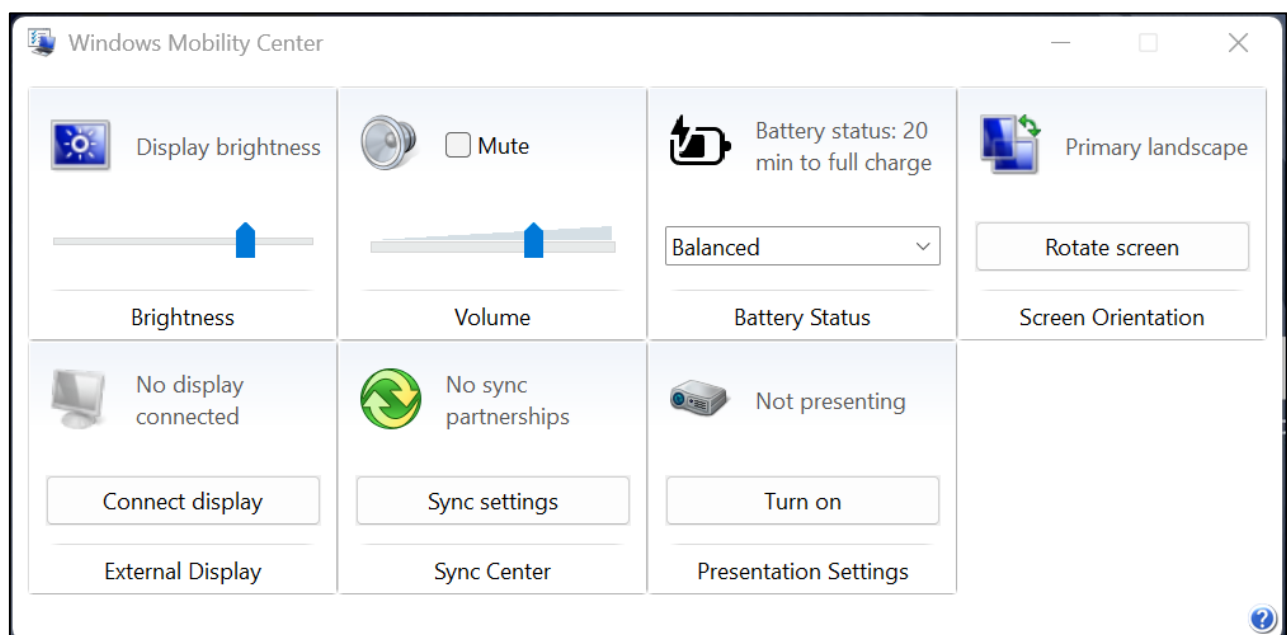
## Assigning an Application to the P1/P2 Button

Tap the **P1-Key** or **P2-Key** tab to assign an application to the **P1** or **P2** button, respectively. Select the desired application and tap **Open**.



## Accessing the Mobility Center

Tap the **Mobility Center** tab to adjust or configure the brightness, volume level, mute function, battery status, screen orientation, external display, sync, and presentation settings.



## Configuring the Touchscreen Settings

Your notebook is equipped with a touchscreen. Using the touchscreen, you can navigate the system by using touch gestures (any input from your finger, a glove, or a stylus).

### CAUTION!

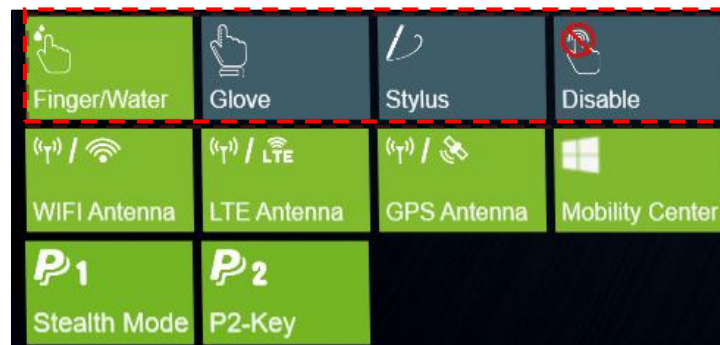
**Do not use any sharp objects, such as a pen or pencil, on the touchscreen to prevent scratches.**







### NOTE

- An optional protective film has been attached to the screen before shipment. You should change the film when it gets worn out.

You can select the desired touch screen mode in the Quick menu.



Select one of the available options:

- : Select **Finger/Water** if you are using your fingertips.
- : Select **Glove** if you are wearing gloves.
- : Select **Stylus** if you are using a stylus.
- : Select **Disable** to disable the touch function.

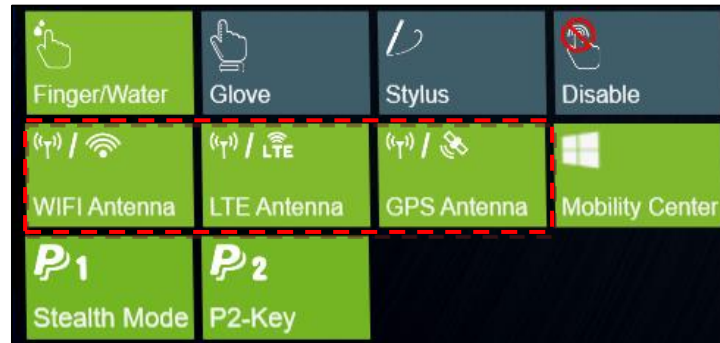


### NOTE

- If the touchscreen mode is set to **Glove** or **Stylus** and the touchscreen is wet (i.e. from a spilled liquid), the touch function will not respond to any input. Make sure to keep the screen dry to ensure proper operation.
- If you assign the **P2** button as **Touch Screen Mode** (refer to page 40), you can easily switch the touchscreen mode by simply pressing the **P2** button.

## Configuring External Antenna Switching Mode

Select the respective external antenna tab to configure the setting.



- Tap the **WIFI Antenna** tab to enable/disable the device to automatically switch to the external WLAN antenna when it is affixed on a docking station.
- Tap the **LTE Antenna** tab to enable/disable the device to automatically switch to the external WWAN antenna when it is affixed on a docking station.
- Tap the **GPS Antenna** tab to enable/disable the device to automatically switch to the external GPS antenna when it is affixed on a docking station.



### NOTE

- If the tab is green, this indicates the current function is activated.

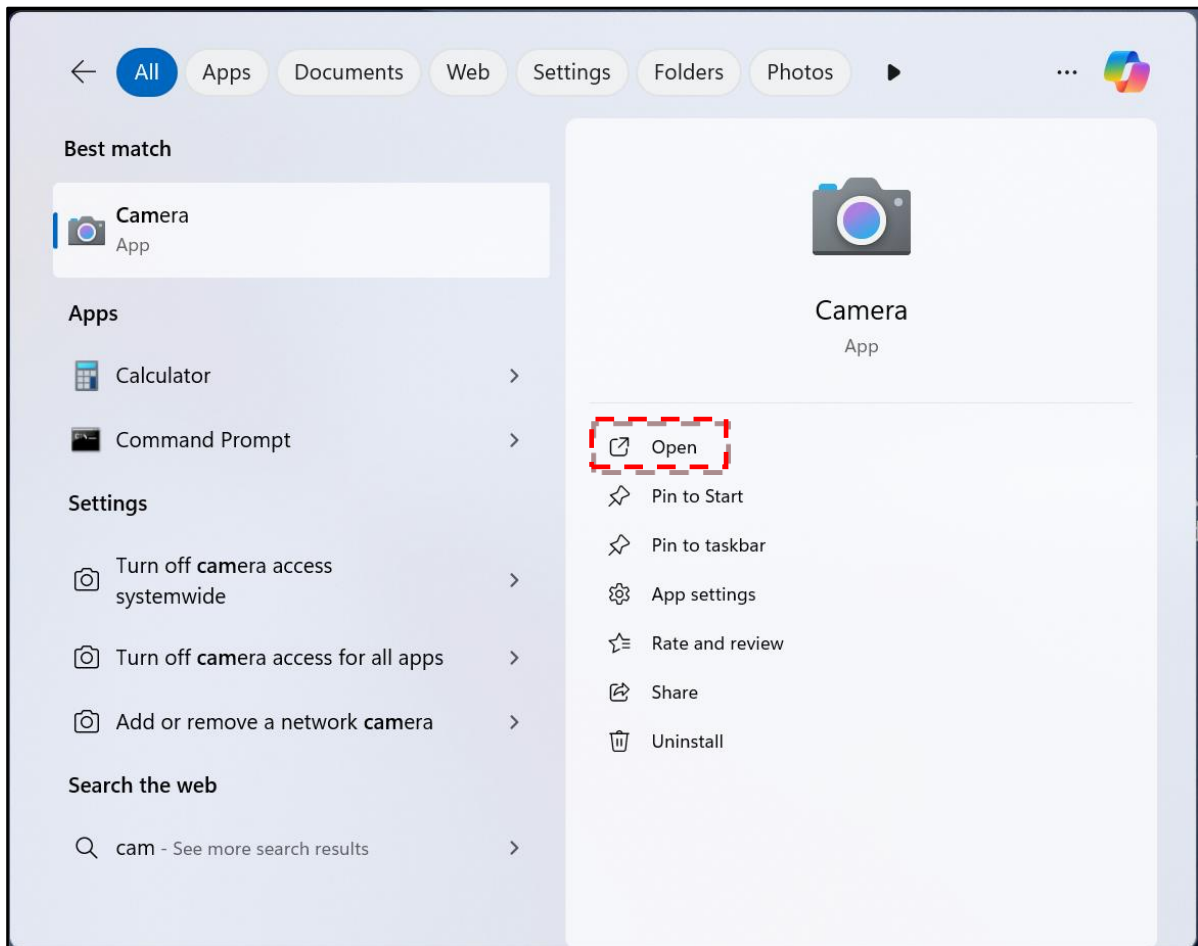


# Using the Camera

Using the Camera application, you can use this notebook to take photos or videos.

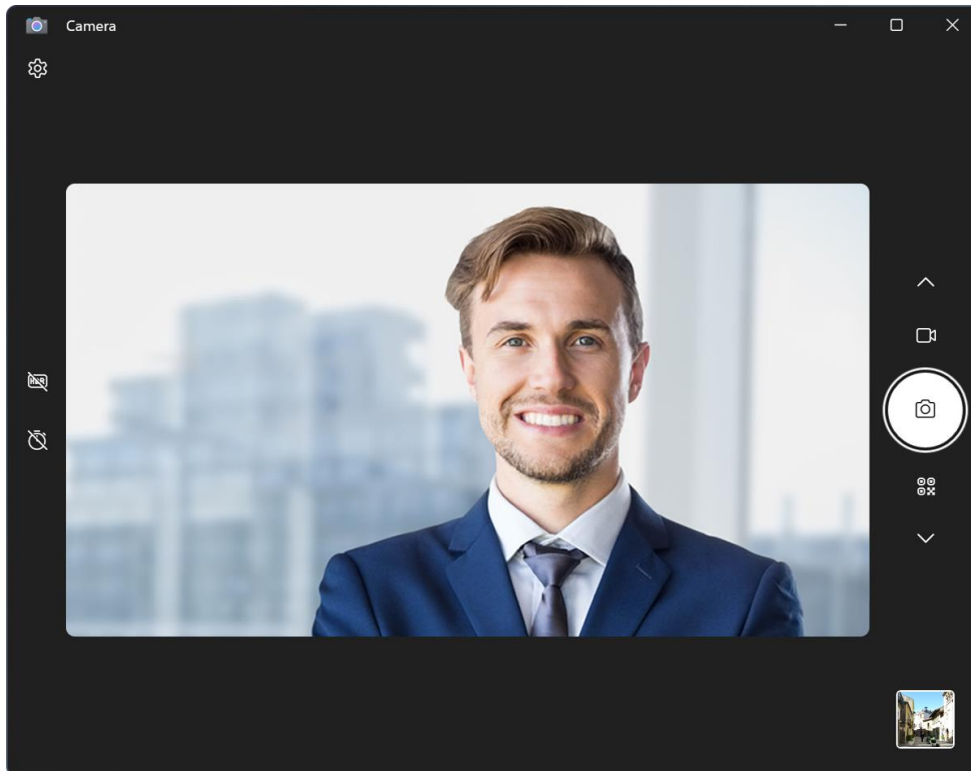
## Opening Camera App

To access the Camera application, search for “camera” and then tap **Open**.



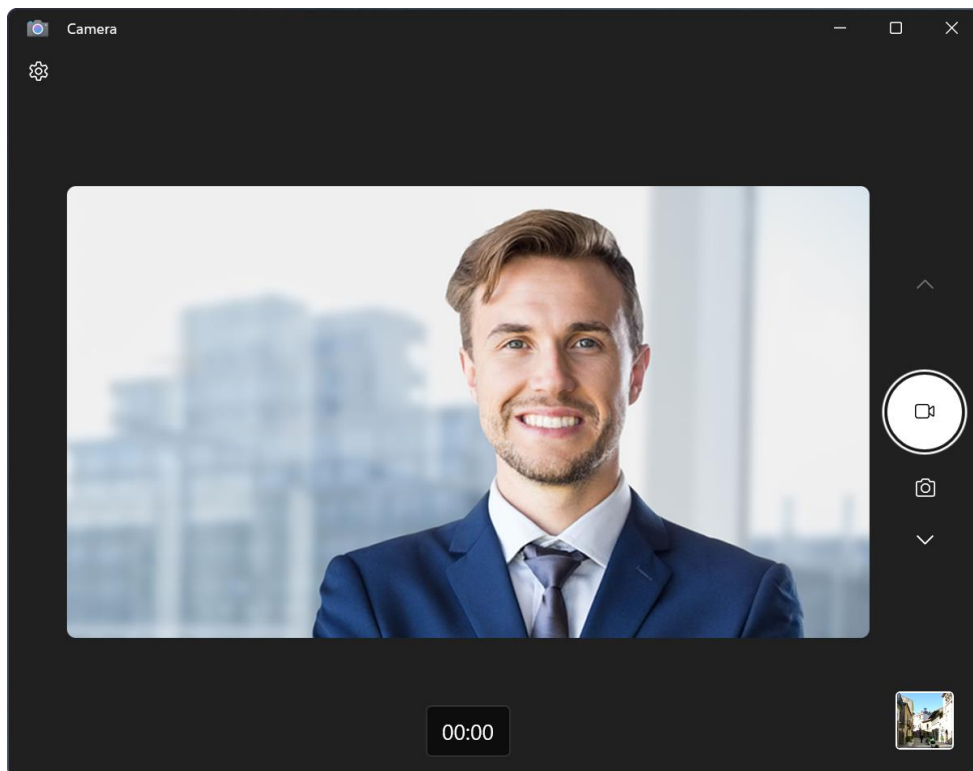
## Taking Photos

Tap  to capture a photo.



## Recording Videos

1. Tap  to switch to Video mode.



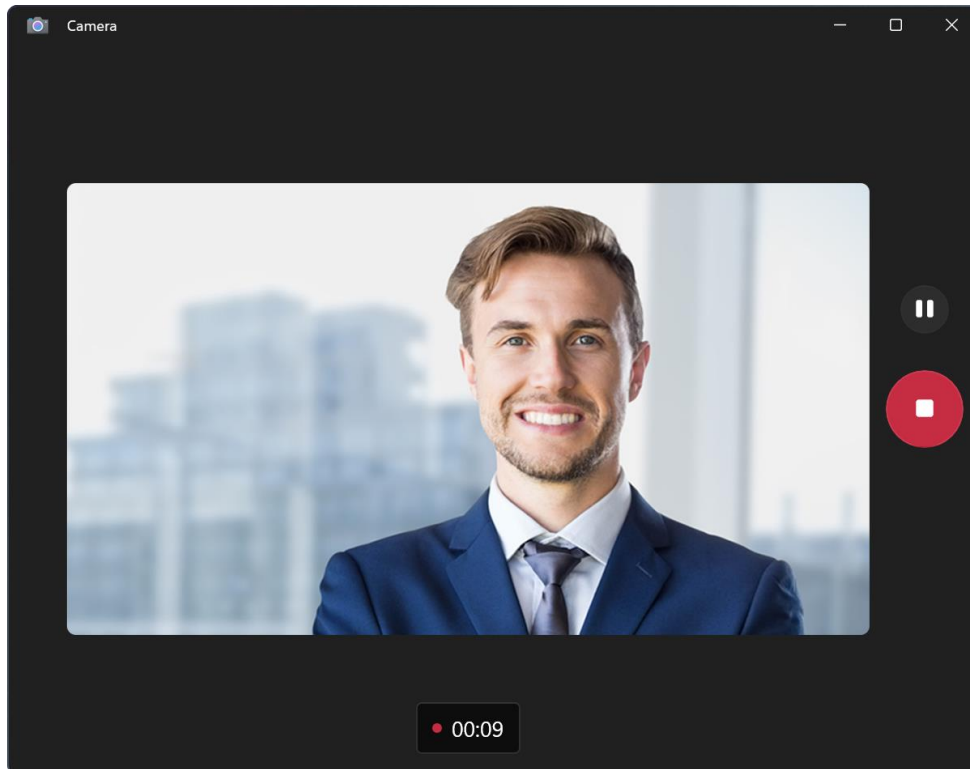
### NOTE




- You can also toggle / to switch to Video mode.

2. Tap  to start recording a video.



The recording time appears on the bottom of the screen.




3. During the video recording, you can do the following:



- Tap  to pause the recording. To resume, tap .
- Tap  to stop recording the video.

## Switching Between Modes

Tap on your preferred shooting mode. If the mode is not visible, tap / to see more shooting modes:


- : Record a video.
- : Take a photo.
- : Scan a barcode.





## Enable HDR Function

Tap  to enable HDR function.

- To disable this function, simply tap .

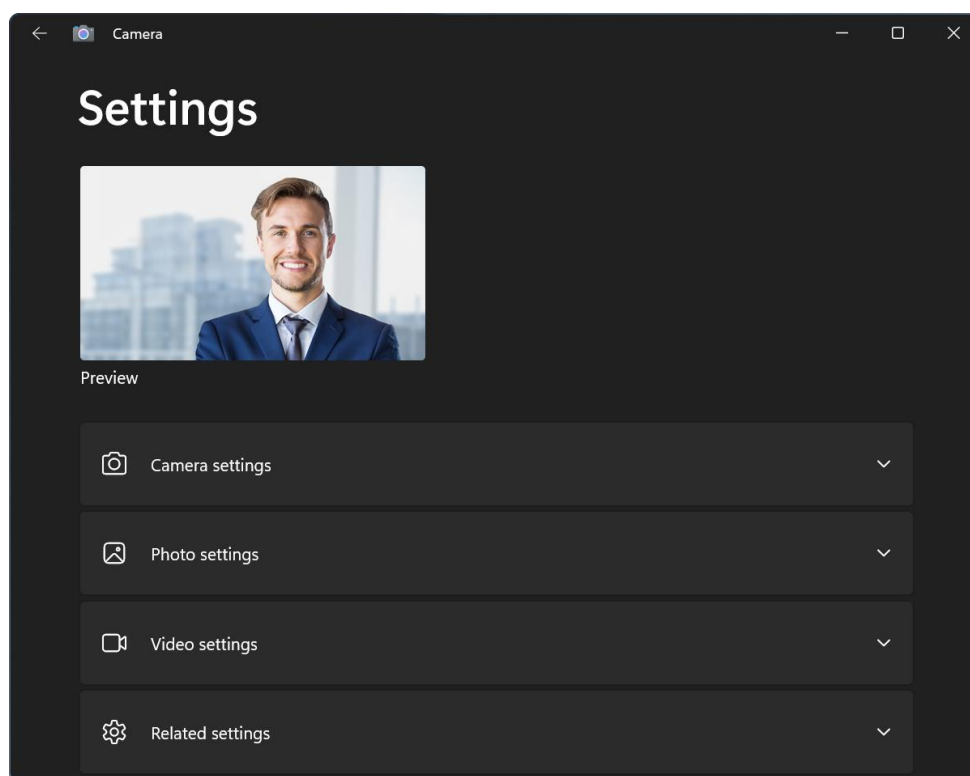
## Setting Photo Timer

Tap  to toggle the desired time delay.

-  : Self-timer is off
-  : 2-second self-timer
-  : 5-second self-timer
-  : 10-second self-timer

## Configuring Camera Settings

1. Tap  to enter the Settings menu.



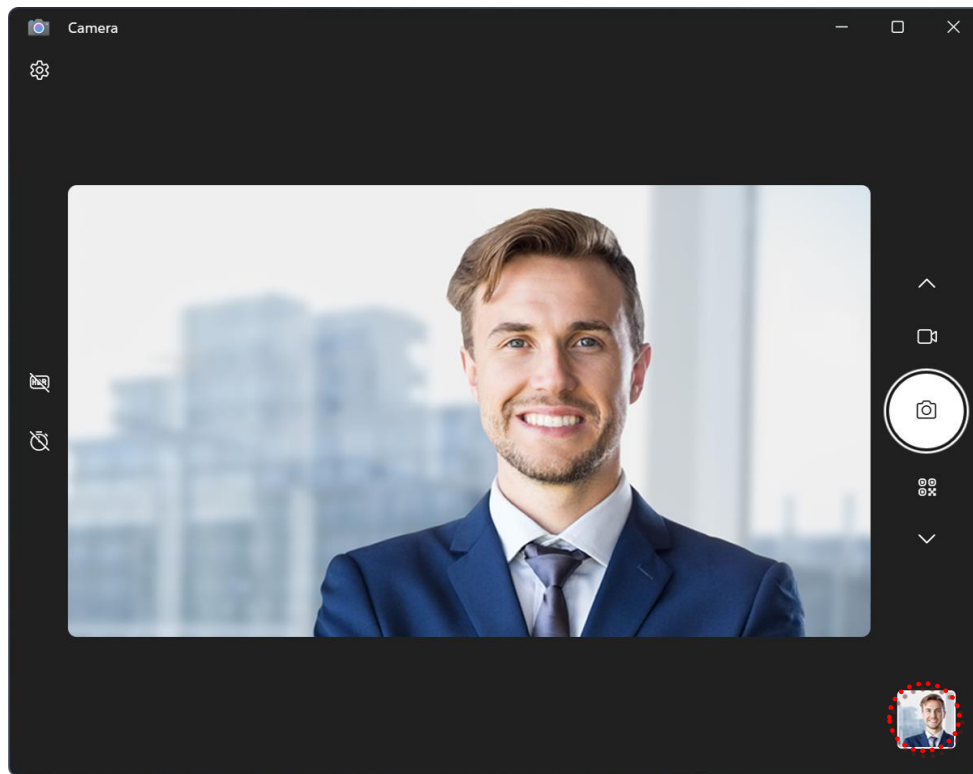
2. Select the desired menu option and setting.

Menu Option	Description
<b><i>Camera settings</i></b>	
Show advanced controls for photos and videos	Enable or disable to show advanced controls for photos and videos.
Framing grid	Hide the framing grid lines or select the framing grid type.

Default settings	Select between custom in-app settings and system settings. These settings apply to the Camera app at the start of each session.
Open camera system settings/Open audio system settings	Open Windows <b>Settings</b> for configuring camera or adjusting audio respectively.
<b>Photo settings</b>	
Photo quality	Select the photo resolution and aspect ratio.
Time lapse	Enable or disable taking photos continuously until the camera button is pressed again.
<b>Videos settings</b>	
Video quality	Set the video resolution, aspect ratio, and frame rate.
Flicker reduction	Select the suitable frequency rate (50Hz or 60Hz) to reduce the flicker effect when recording video under fluorescent light.
<b>Related settings</b>	
Choose whether camera can use location info, change privacy settings, or try out experimental features.	
<b>About</b>	
Camera	Check the camera version and read the related regulatory information.
Send feedback	Send feedback about the Camera app.

# Viewing Photos/Videos

After taking a photo or recording a video, tap the thumbnail (on the bottom-right corner) to view the most recent photo or video taken.



Swipe right to see other photos or videos in your collection.



# Making Connections

This chapter will guide you through installing peripheral devices to maximize the use of your notebook.

## Installing the Memory Card

Your notebook supports different types of memory cards to provide faster data transfer.

Supported types: Micro SDHC, Micro SDXC

1. Slide the I/O device cover latch to the unlock position to release the I/O device cover. Then open the I/O device cover.



2. Push the memory card into the memory card slot until it clicks into place.



3. Close the I/O device cover. Then slide the I/O device cover latch to the lock position to secure the I/O device cover in place.

# Installing a SIM Card

You can use a SIM card for wireless internet access.



## NOTE

- Check the availability of service and data plan rates with your network service provider.
  - Make sure to turn off the notebook before inserting the SIM card.
1. Slide the I/O device cover latch to the unlock position to release the I/O device cover. Then open the I/O device cover.



2. Push a valid SIM card into the SIM card slot until it clicks into place.



3. Close the I/O device cover. Then slide the I/O device cover latch to the lock position to secure the I/O device cover in place.

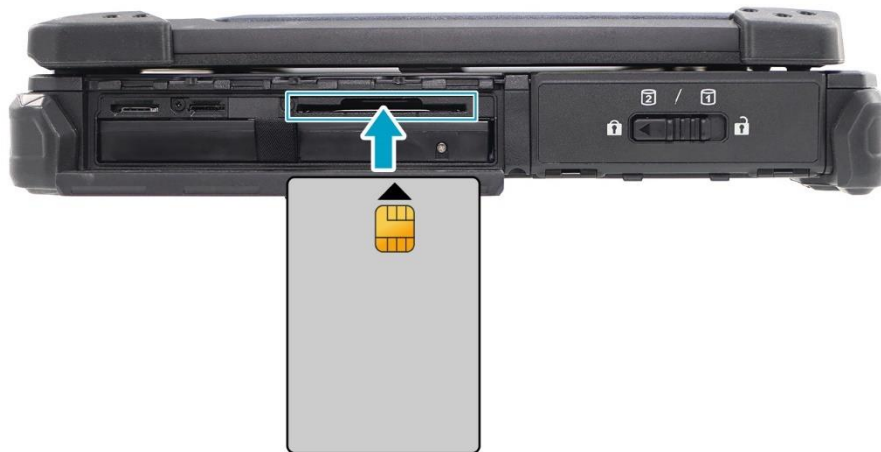
# Installing a Smart Card

Your notebook is equipped with a built-in smart card reader that allows you to make secure purchases, store security information, and provide identification and information using a smart card.

1. Slide the I/O device cover latch to the unlock position to release the I/O device cover. Then open the I/O device cover.



2. Insert a smart card into the smart card slot.



3. Close the I/O device cover. Then slide the I/O device cover latch to the lock position to secure the I/O device cover in place.

# Installing the PC Cards

Your notebook supports the Express Card 54, which can perform a variety of functions.



## NOTE

- Refer to the PC Card manual for specific instructions on the card installation.
1. Slide the I/O port cover latch to the unlock position to release the I/O port cover. Then open the I/O port cover.



2. Insert a PC card firmly into the PC card slot until it clicks into the connector.



3. Close the I/O port cover. Then slide the I/O port cover latch to the lock position to secure the I/O port cover in place.

# Connecting the Microphone/Headset

Your notebook is equipped with an audio combo jack that enables you to use a headset or microphone.

1. Slide the I/O port cover latch to the unlock position to release the I/O port cover. Then open the I/O port cover.



2. Plug the stereo headphones cable into the audio combo jack of your device.



## NOTE

- A headset and microphone are not included in the package for this device. They are sold separately.

# Connecting USB Devices

You can connect your notebook to other USB devices, such as a mouse, keyboard, digital camera, printer, or an external storage drive.

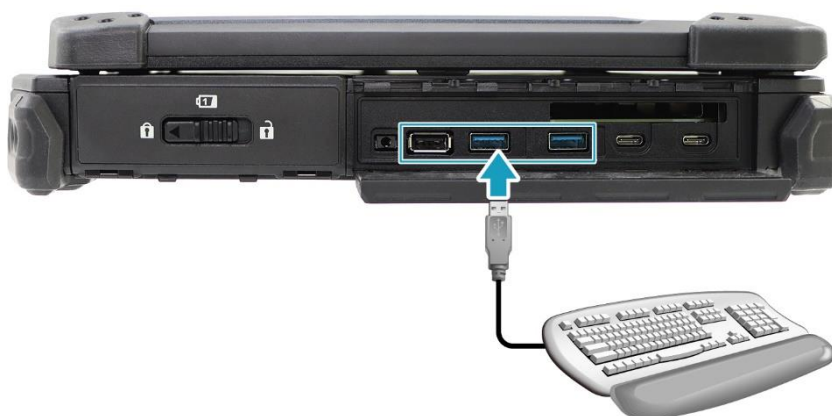
1. Slide the I/O port cover latch to the unlock position to release the I/O port cover. Then open the I/O port cover.



or



2. Connect one end of the USB cable to the USB port of your device.



3. Connect the other end of the cable to the USB device (if necessary).



## NOTE

- A USB cable is not included in the package. It is sold separately or it may come with your USB device.



# Connecting to External Displays

You can connect an additional display to your notebook by using the HDMI, VGA, or USB Type-C cable.

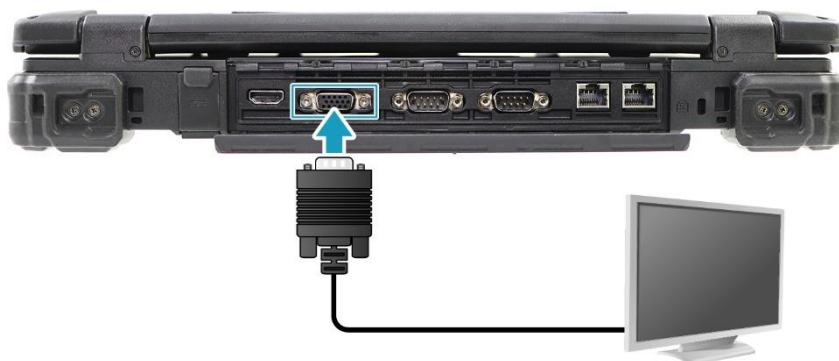
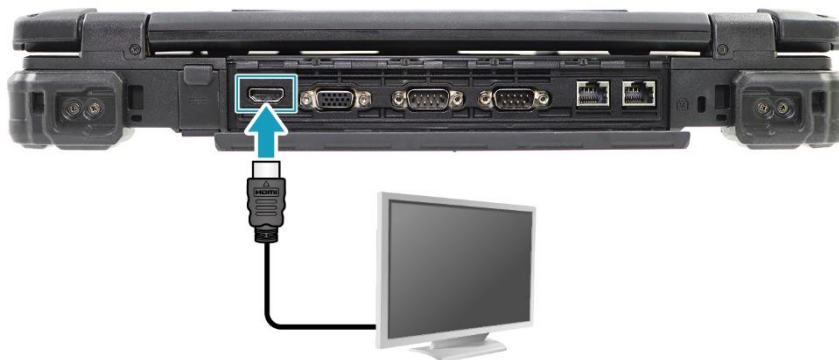
1. Slide the I/O port cover latch to the unlock position to release the I/O port cover. Then open the I/O port cover.



or



2. Connect one end of the HDMI, VGA, or USB type-C cable to its corresponding port on your device.





## Making Connections

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3. Connect the other end of the cable to the external display.



### NOTE

- An HDMI cable, VGA cable, or USB Type-C cable is not included in the package for this device. They are sold separately.

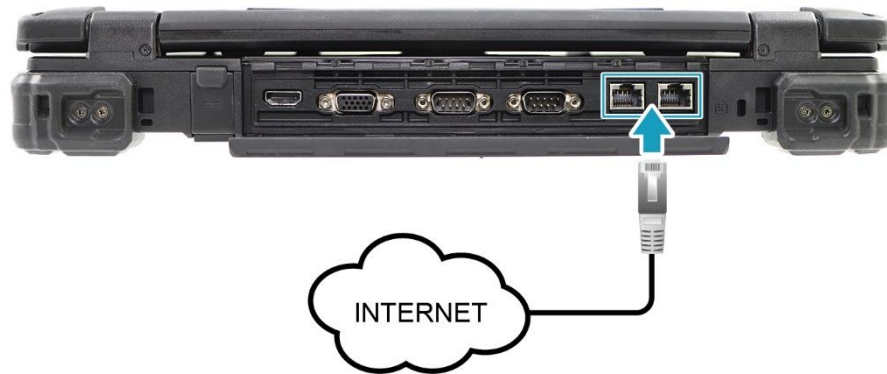
# Connecting to a Local Area Network (LAN)

You can connect your notebook to a local area network (LAN) using the Ethernet cable.

1. Slide the I/O port cover latch to the unlock position to release the I/O port cover. Then open the I/O port cover.



2. Connect one end of the Ethernet cable to the RJ-45 port on your notebook.



3. Connect the other end of the Ethernet cable to the router.



## NOTE

- An Ethernet cable is not included in the package. It is sold separately.

# Connecting to Wireless Connections

You can connect your notebook to a Bluetooth device, wireless local area network (WLAN), or WWAN.

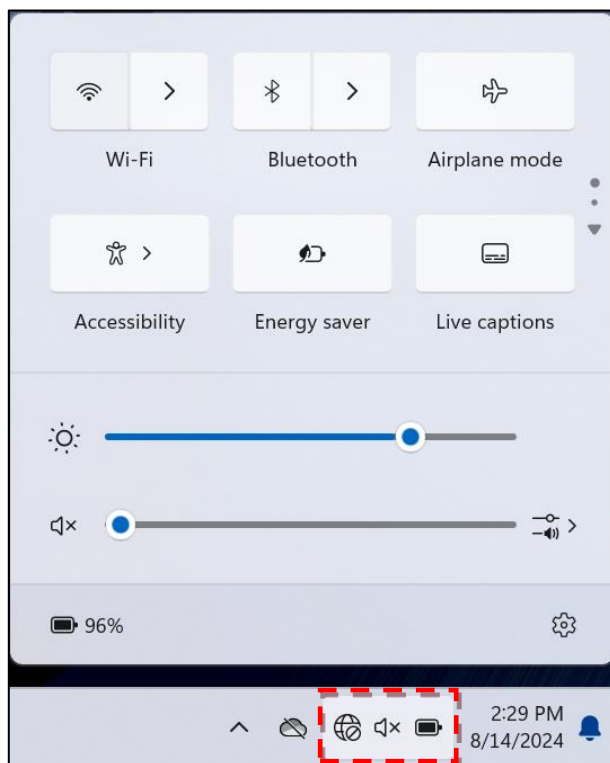


## NOTE

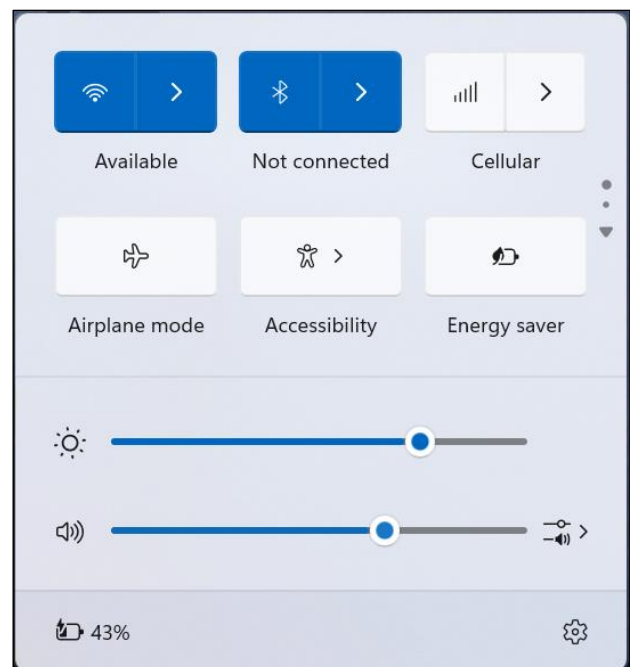
- Do not disassemble the bumper. Otherwise, the antenna may be damaged, resulting in poor reception.

## Opening the Quick Settings menu

To open the Quick Settings menu, tap a set of status icons (wireless/cellular connection, volume level/mute, and battery) in the lower-right corner of the screen.



**(Wi-Fi SKU)**



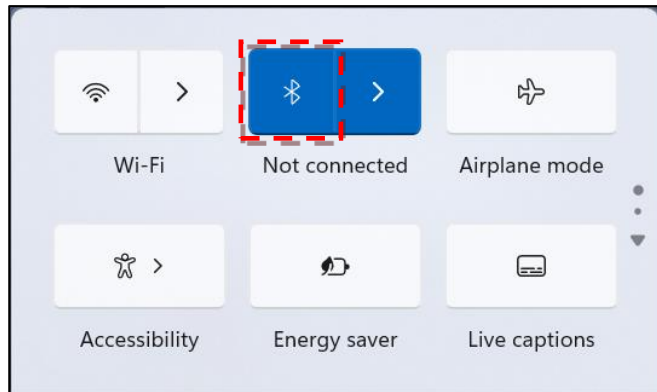
**(LTE SKU)**

## Connecting to a Bluetooth Device

Your notebook can connect and communicate with other Bluetooth-enabled devices.

To add a device, follow the steps below:

1. Open the Quick Settings menu (see page 60).  
Then tap **Bluetooth** to enable the function.

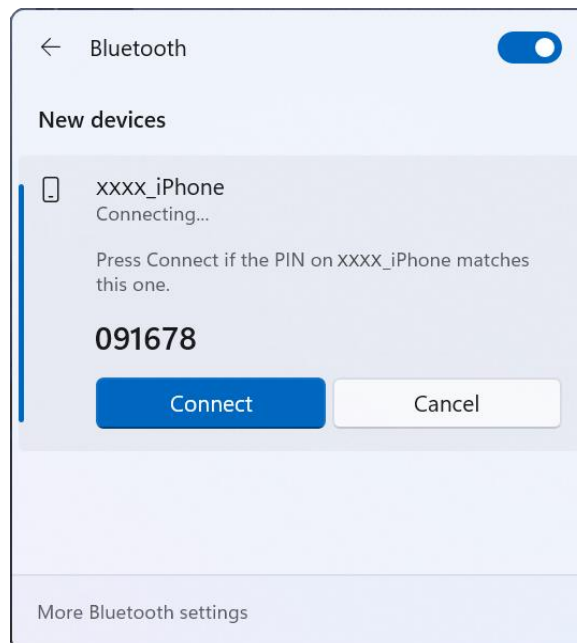


2. Tap the arrow icon (>) next to the Bluetooth icon.
3. Select the device you want to connect. Then follow the on-screen instructions to pair the devices.



### NOTE

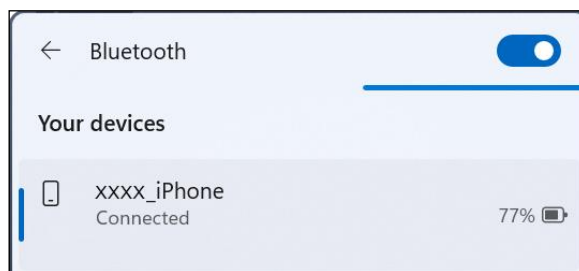
- The pairing method varies depending the type of device you are pairing with. You may be prompted to enter the pairing code, confirm the pairing code, or the device will pair automatically.  
For example,



## Making Connections

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When the pairing process is complete, the connection status will show "Connected".



### NOTE

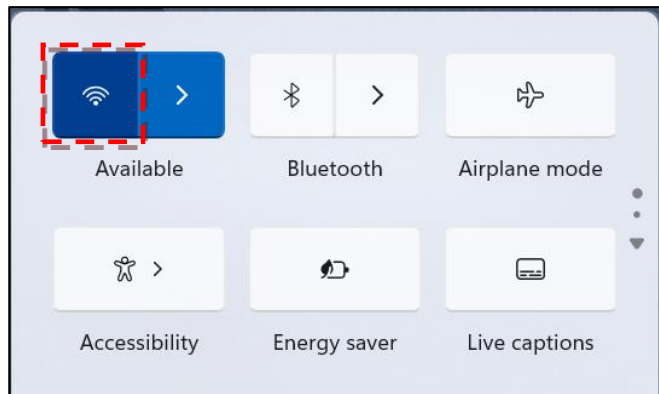
- If the device that you want to add does not appear on the screen, please check if the device is turned on and discoverable.
- Most Bluetooth-enabled devices need to be paired with your notebook. The PIN you enter on the notebook must be the same PIN to be entered on the other Bluetooth device.
- Once a partnership has been created, connecting to that device again will no longer require entering the PIN.
- To disconnect from the Bluetooth-enabled device, select the device in the Bluetooth menu (**Settings > Bluetooth & devices**) and tap **⋮ > Remove device**.

## Connecting to a Wireless Local Area Network

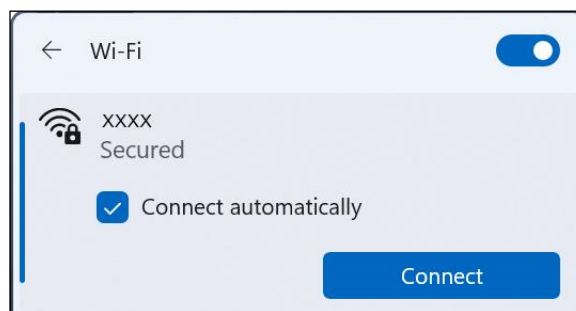
Your notebook comes with a WLAN module. A wireless network can be added either when the network is detected or by manually entering the settings information.

To connect, follow the steps below:

1. Open the Quick Settings menu (see page 60). Then tap **Wi-Fi** to enable the function.



2. Tap the arrow icon (>) next to the Wi-Fi icon.
3. Tap the desired wireless network.



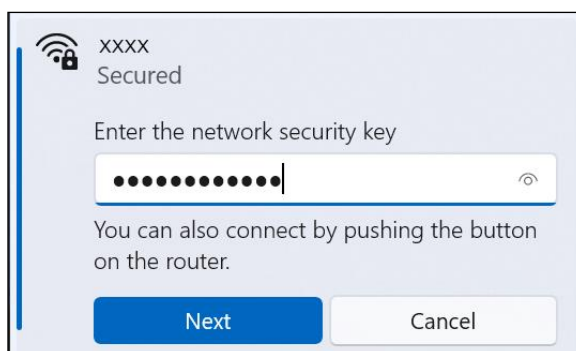
4. Tap **Connect**.  
Some networks require a network security key or a password.



### TIP


Check the **Connect automatically** box to automatically connect to this network when it is available.

5. Enter the network security key.



## Making Connections

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7. Tap **Next**. After the connection is established, you can see the wireless icon (  ) on the taskbar.



### NOTE

- Wi-Fi access requires service from a wireless service provider. Contact your service provider for more information.
- Actual wireless connectivity will depend on the system configuration. Please contact your dealer for more information.
- To disconnect from the wireless network, select the network in the wireless network list and tap **Disconnect**.

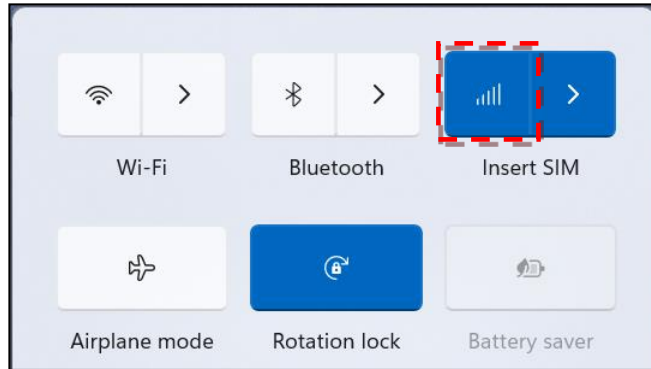


## Connecting to a Wireless Wide Area Network (WWAN)

The **WWAN** function allows your notebook to connect to the Internet using mobile or cellular data networks.

To connect, follow the steps below:

1. Insert a valid SIM card into the SIM card slot (refer to page 52).
2. Open the Quick Settings menu (see page 60).  
Then tap **Cellular** to enable the function.



3. Tap the arrow icon (>) next to the Cellular icon.
4. Select the mobile network carrier to establish the connection.



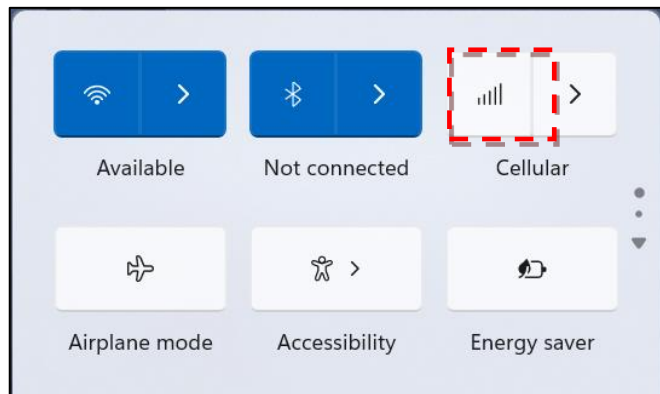
### TIP

Check the **Let Windows manage this connection** box to allow the system to automatically connect to this mobile data network.

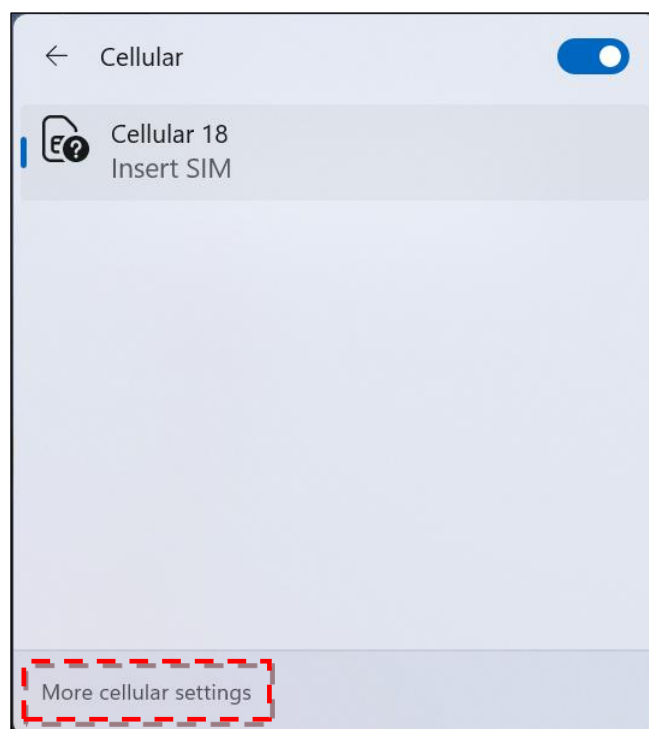
### Connecting to a Wireless Wide Area Network (WWAN) by eSIM

To connect, follow the steps below:

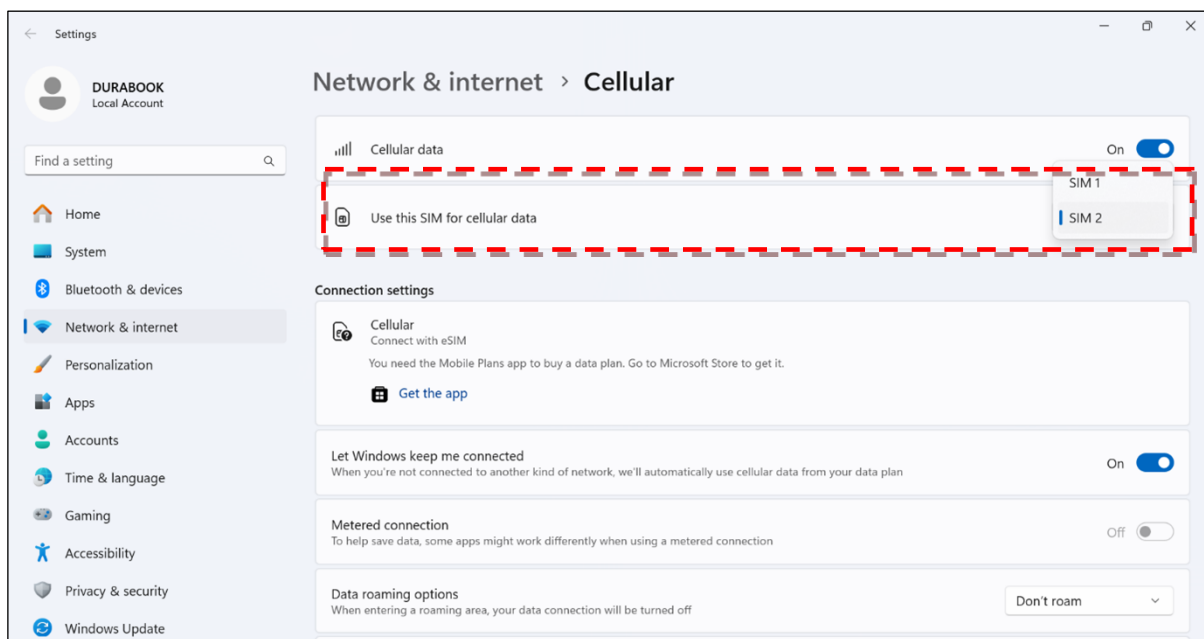
1. Contact your mobile carrier to get an eSIM plan. They will either provide you with a QR code, a downloadable profile, or an activation code.
2. Open the Quick Settings menu (see page 60). Then tap **Cellular** to enable the function.



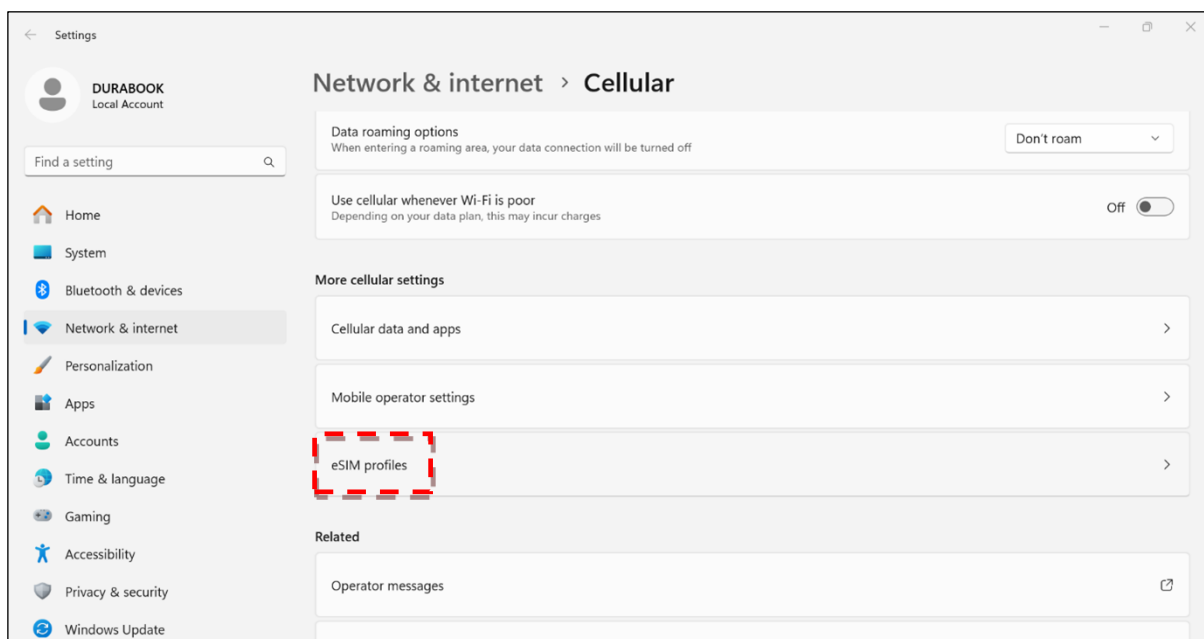
3. Tap the arrow icon (>) next to the Cellular icon.
4. Tap **More cellular settings**.



5. In the ***Use this SIM for cellular data*** option, select **SIM 2**.

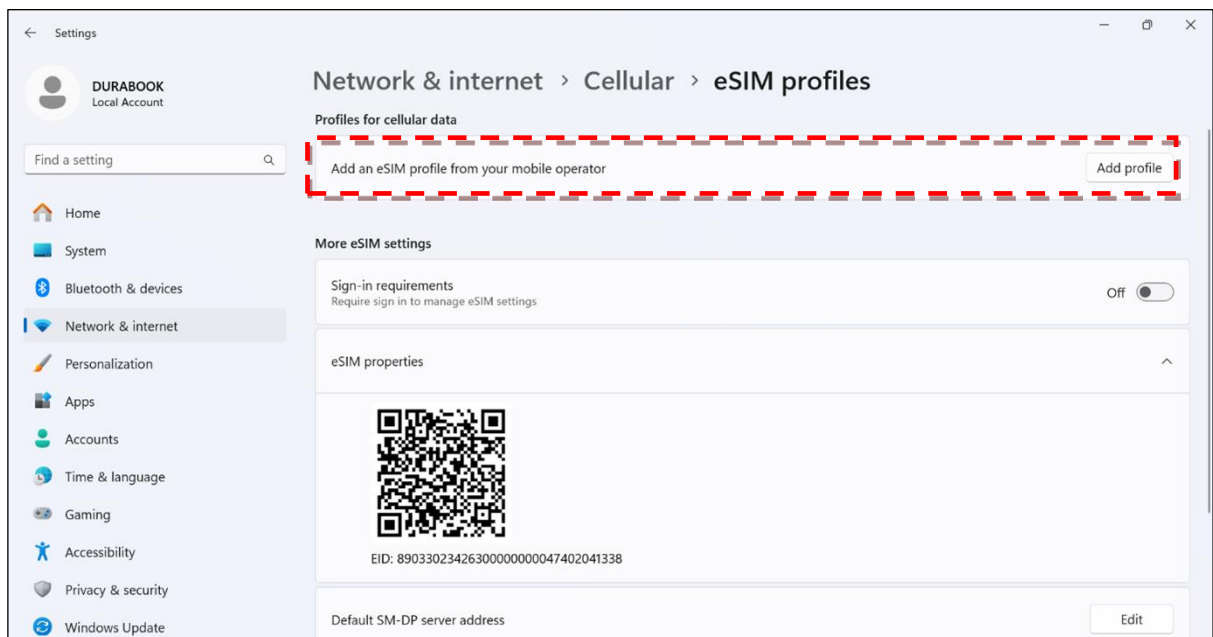


6. Scroll down and select **eSIM profiles**.

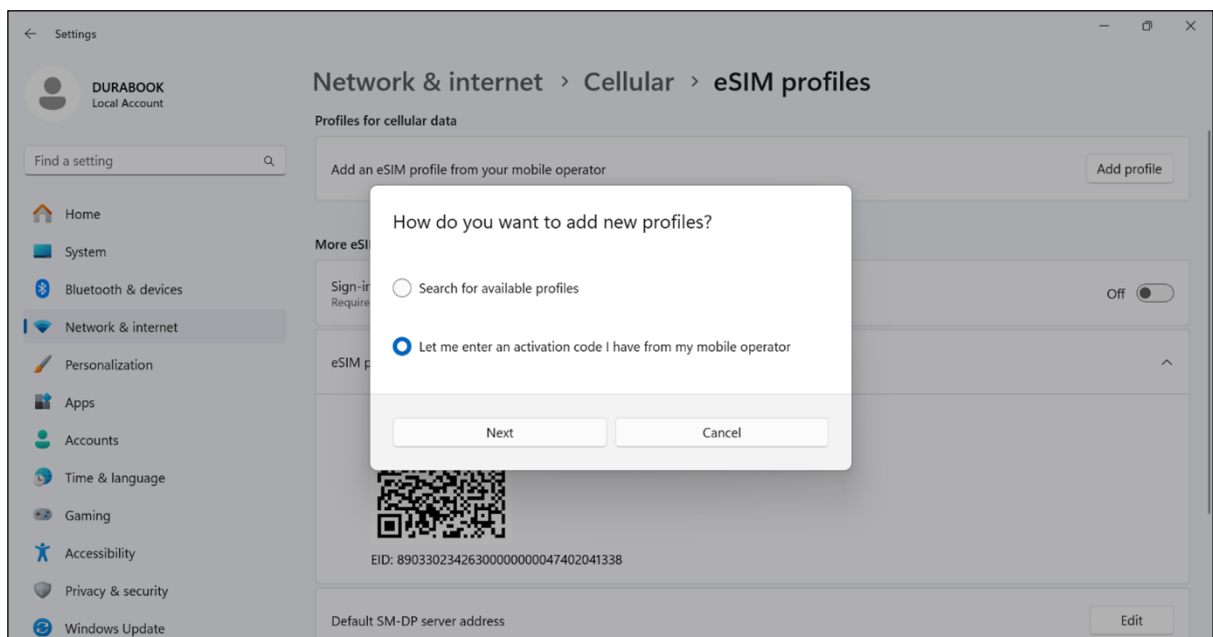


## Making Connections

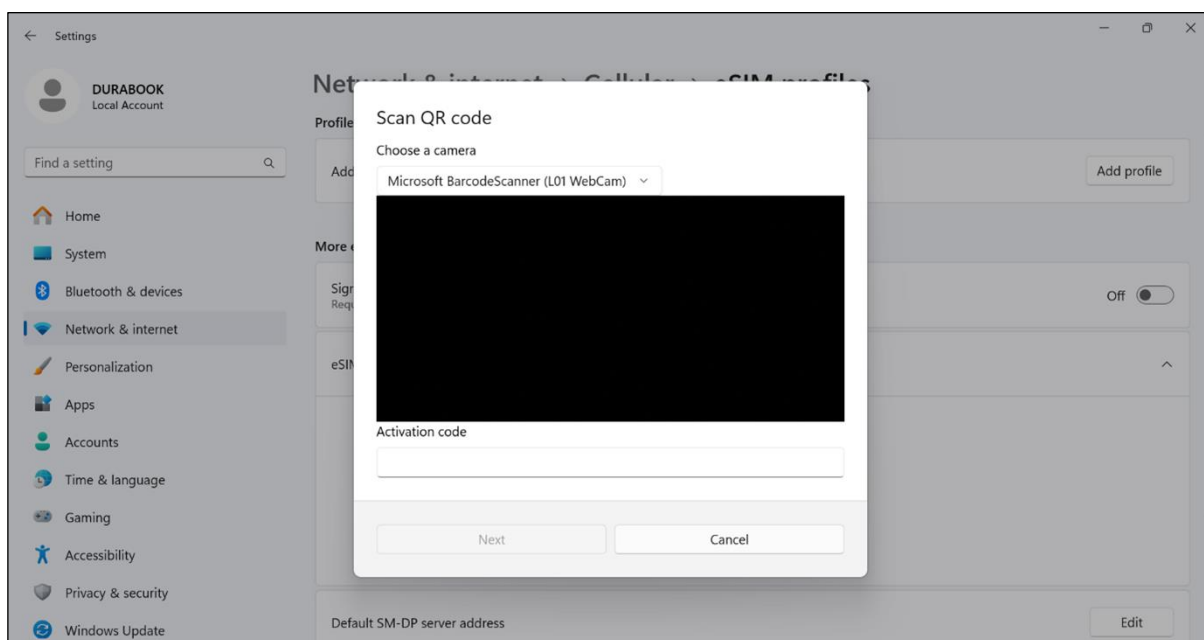
7. In the **Add an eSIM profile from your mobile operator** option, select **Add profile**.



8. Select **Let me enter an Activation code I have from my mobile operator**. Then tap **Next**.



9. Scan the QR code provided by your carrier or enter the details manually if required. Then follow the on-screen instructions to complete the setup.



# Using the BIOS Setup Utility

Your notebook has a BIOS setup utility, which allows you to configure important system settings, including settings for various optional functions on the notebook. This chapter explains how to use the BIOS setup utility.

## BIOS Setup Menu

The BIOS Setup Utility allows you to configure your notebook's basic settings. When you turn on your notebook, the system reads this information to initialize the hardware so that it can operate correctly. Use the BIOS setup utility to change your notebook start-up configuration. For example, you can change the system's security and power management routines.

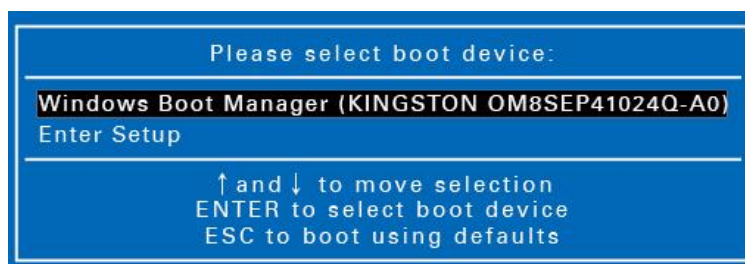
### Starting the BIOS Setup Utility

You can only enter the BIOS setup utility as the notebook is booting, i.e., between the time you turn on the notebook and before the Windows interface appears.

If your notebook is already on, shut down your notebook completely (power off), restart it, and then press the **Del** button on the keyboard to enter the setup utility.

### Selecting the Boot Device

Restart your notebook and press the **F12** button on the keyboard when the DURABOOK logo appears. Then select the boot device.



## Navigating and Entering Information in BIOS

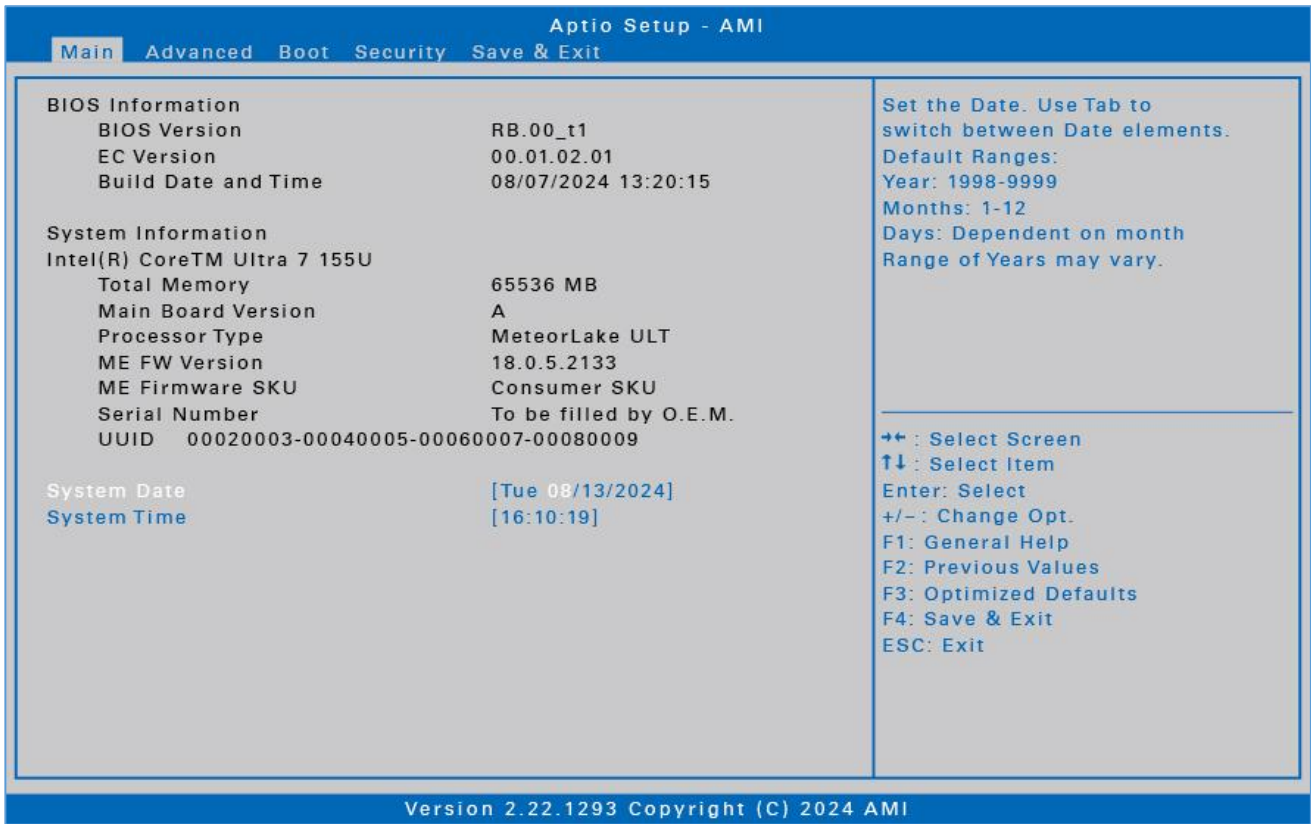
Use the following keys to move between fields and to enter information:

Keyboard	Description
→ ←	Select screen
↑ ↓	Select item
<b>Enter</b>	Select
<b>+ / -</b>	Change Opt.
<b>F1</b>	General Help
<b>F2</b>	Previous Values
<b>F3</b>	Optimized Defaults
<b>F4</b>	Save & Exit
<b>Esc</b>	Exit

Users are allowed to enter new values to replace the default settings in certain fields, and the rest of the fields are specified by system default parameters and cannot be modified by users. Reverse the attribute of the main options and press the **Enter** button to enter into the submenu. Press the **Esc** button to return to the previous configuration page. To display the Help screen at any time, simply press the **F1** button.

# Main Menu

The Main Menu displays the device’s system overview information, including the system date and time.

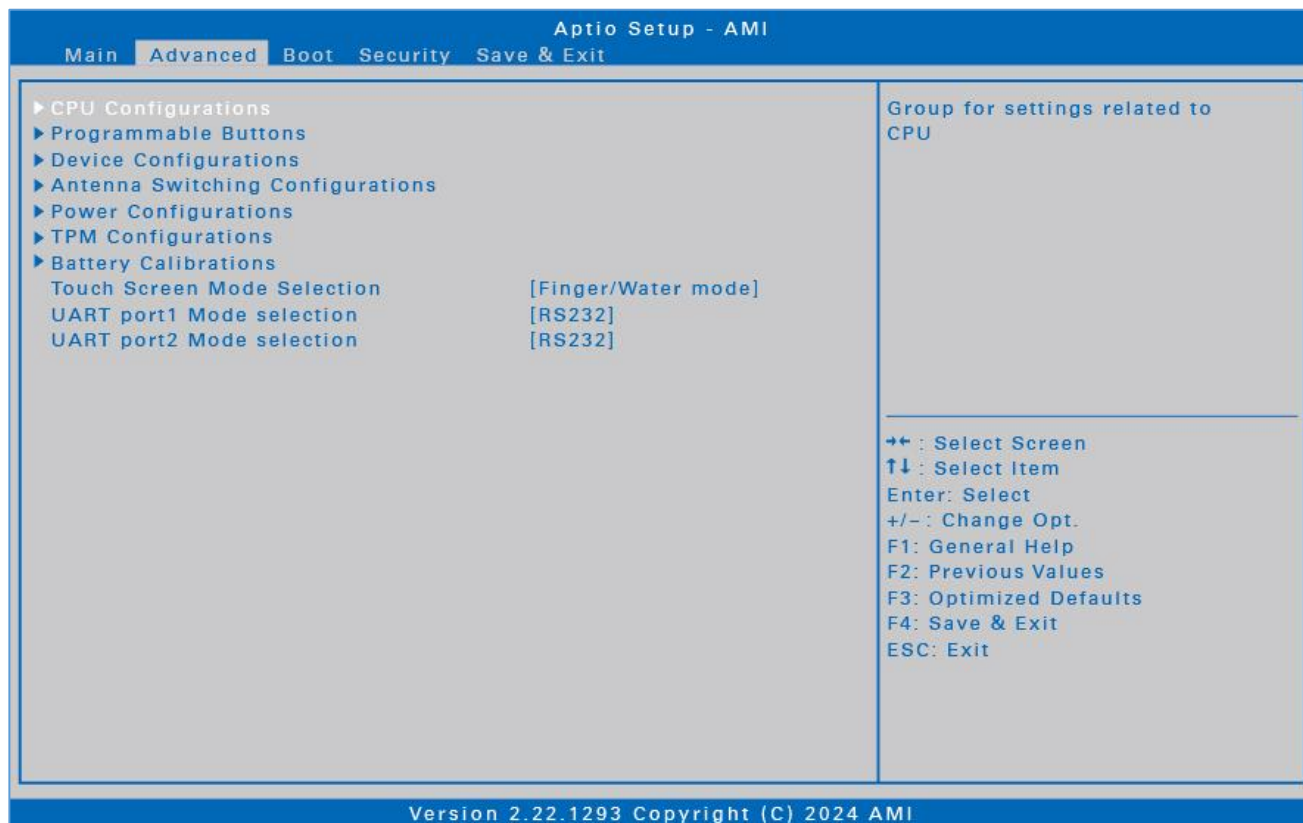


Item	Description
BIOS Information	Display the BIOS version detected during boot up.
System Information	Display the CPU type and speed, total memory, mainboard version, processor type, ME FW version, ME Firmware SKU, serial number, and UUID.
System Date	Set the system date.
System Time	Set the system time.



# Advanced Menu

The Advanced Menu allows you to configure specific system settings.



Item	Description
CPU Configurations	Configure the CPU parameters. For details, refer to CPU Configurations on page 74.
Programmable Buttons	Assign the function for the <b>P1</b> and <b>P2</b> buttons. <ul style="list-style-type: none"> <li>For <b>P1</b> button, the available options: Stealth Mode (by default), Night Vision Mode, or Disabled (no function). Night Vision mode is supported only in some specific SKUs.</li> <li>For <b>P2</b> button, the available options: Programmable Function (by default) or Disabled (no function).</li> </ul>
Device Configurations	Configure the device settings. For details, refer to Device Configurations on page 75.
Antenna Switching Configurations	Configure the external antenna settings. For details, refer to Antenna Switching Configurations on page 76.
Power Configurations	Configure the power management settings. For details, refer to Power Configurations on page 77.
TPM Configurations	Configure Trusted Computing settings.

## Using the BIOS Setup Utility

Item	Description
Battery Calibrations	Perform the battery calibration.
Touch Screen Mode selection	Select the touchscreen mode. For details, refer to Touch Screen Mode Selection on page 77.
UART port1 Mode selection	Set the UART port1 mode. This function is supported only in some specific models or SKUs.
UART port2 Mode selection	Set the UART port1 mode. This function is supported only in some specific models or SKUs.

## CPU Configurations

Select this option to configure the CPU parameters.

Item	State	Description
Intel (VMX) Virtualization Technology	Enabled	Turn on the function. The default value is [Enabled].
	Disabled	Turn off the function.
VT-d	Enabled	Turn on the function. The default value is [Enabled].
	Disabled	Turn off the function.
Intel Trusted Execution Technology	Enabled	Turn on the function.
	Disabled	Turn off the function. The default value is [Disabled].

## Device Configurations

Select this option to configure the device settings.

Item	State	Description
USB Type A Port 1	Enabled	Turn on the function.
	Disabled	Turn off the function.
USB Type A Port 2	Enabled	Turn on the function.
	Disabled	Turn off the function.
USB Type A Port 3	Enabled	Turn on the function.
	Disabled	Turn off the function.
USB type C	Enabled	Turn on the function.
	Disabled	Turn off the function.
LAN	Enabled	Turn on the function.
	Disabled	Turn off the function.
LAN No. 2	Enabled	Turn on the function.
	Disabled	Turn off the function.
SD Card Reader	Enabled	Turn on the function.
	Disabled	Turn off the function.
TPM Device	Enabled	Turn on the function.
	Disabled	Turn off the function.
HD Audio	Enabled	Turn on the function.
	Disabled	Turn off the function.
Touch Screen	Enabled	Turn on the function.
	Disabled	Turn off the function.
ExpressCard Slot	Enabled	Turn on the function.
	Disabled	Turn off the function.
Smart Card reader	Enabled	Turn on the function.
	Disabled	Turn off the function.
Front Camera	Enabled	Turn on the function.

## Using the BIOS Setup Utility

Item	State	Description
	Disabled	Turn off the function.
	Enabled	Turn on the function.
WLAN	Enabled	Turn on the function.
	Disabled	Turn off the function.
Bluetooth	Enabled	Turn on the function.
	Disabled	Turn off the function.
GPS	Enabled	Turn on the function.
	Disabled	Turn off the function.



### NOTE

- By default, all settings are set to [Enabled].
- If the configuration without the optional items, the functions will be disabled in BIOS.

## Antenna Switching Configurations

Select this option to configure the external WWAN, WLAN, or GPS antenna settings.

Item	State	Description
Switch to External WWAN Antenna	Enabled	Switch to the external WWAN antenna when it is affixed on a docking station.
	Disabled	Turn off the function.
Switch to External WLAN Antenna	Enabled	Switch to the external WLAN antenna when it is affixed on a docking station.
	Disabled	Turn off the function.
Switch to External GPS Antenna	Enabled	Switch to the external GPS antenna when it is affixed on a docking station.
	Disabled	Turn off the function.



### NOTE

- By default, all settings are set to [Disabled].

## Power Configurations

Select this option to configure the power management settings.

Item	State	Description
Keyboard Backlight Timer Settings	Off / 5/10/15/20/30/40/50/60/80/100/120/240 Minutes	Configure the length of time the keyboard backlight will remain on.
Wake On RTC from S4/S5	Enabled	Turn on the function.
	Disabled	Turn off the function.
Resume on AC Power	Enabled	Turn on the function.
	Disabled	Turnoff the function.
USB 3.0 Power Share	Enabled	Turns on the function.
	Disabled	Turn off the function.
Battery-Protection Function	Regular Mode	The battery will be fully charged.
	Optimized Battery Charging (OBC)	Battery charging will stop at 80% to reduce battery aging.
	Temperature Control Mode (TCM)	To extend the lifetime of the battery, charging is enhanced based on DURABOOK intelligent algorithm and battery temperature.
	DURA <sup>2</sup> Charging (D2C)	To maximize battery performance and lifespan, charging is enhanced based on DURABOOK intelligent algorithm and battery temperature. Battery charging will stop at 80%.

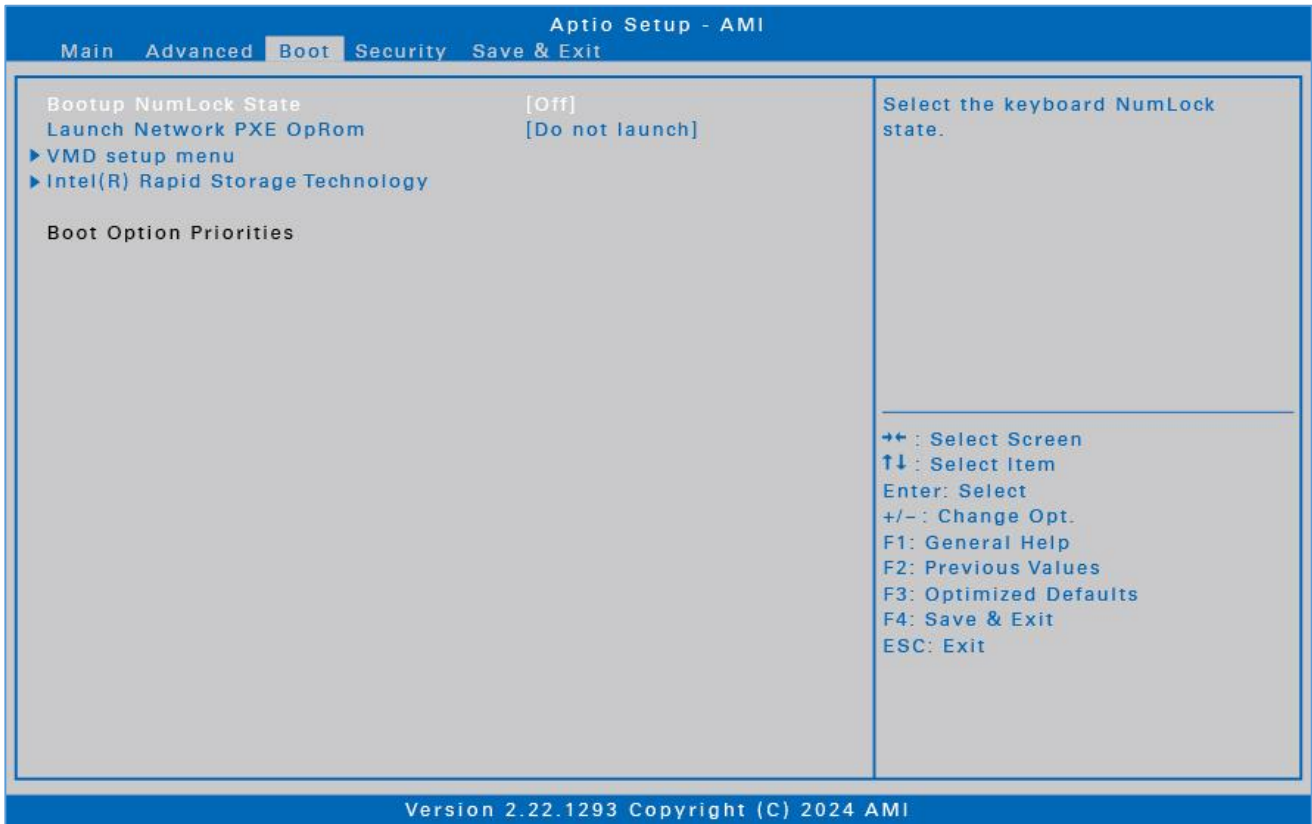
## Touch Screen Mode Selection

Select this option to configure the touchscreen mode.

Item	Description
Finger/Water mode	Select this mode for fingertip operation. When the screen gets wet, your finger will be rejected as an input. This mode is set as the default operation mode.
Glove mode	Select this mode if you are wearing gloves.
Stylus mode	Select this mode if you are using the stylus.

# Boot Menu

The Boot Menu allows you to configure the boot settings and boot sequence.



Item	Description
Bootup NumLock State	Select the keyboard NumLock state.
Launch Network PXE OpRom	Select the LAN PXE boot mode.
VMD setup menu	Configure VDM settings. For details, refer to VMD Setup Menu on page 79.
Intel(R) Rapid Storage Technology	Manage RAID volumes on the Intel® RAID Controller.
Boot Option Priorities	Set the system boot order.

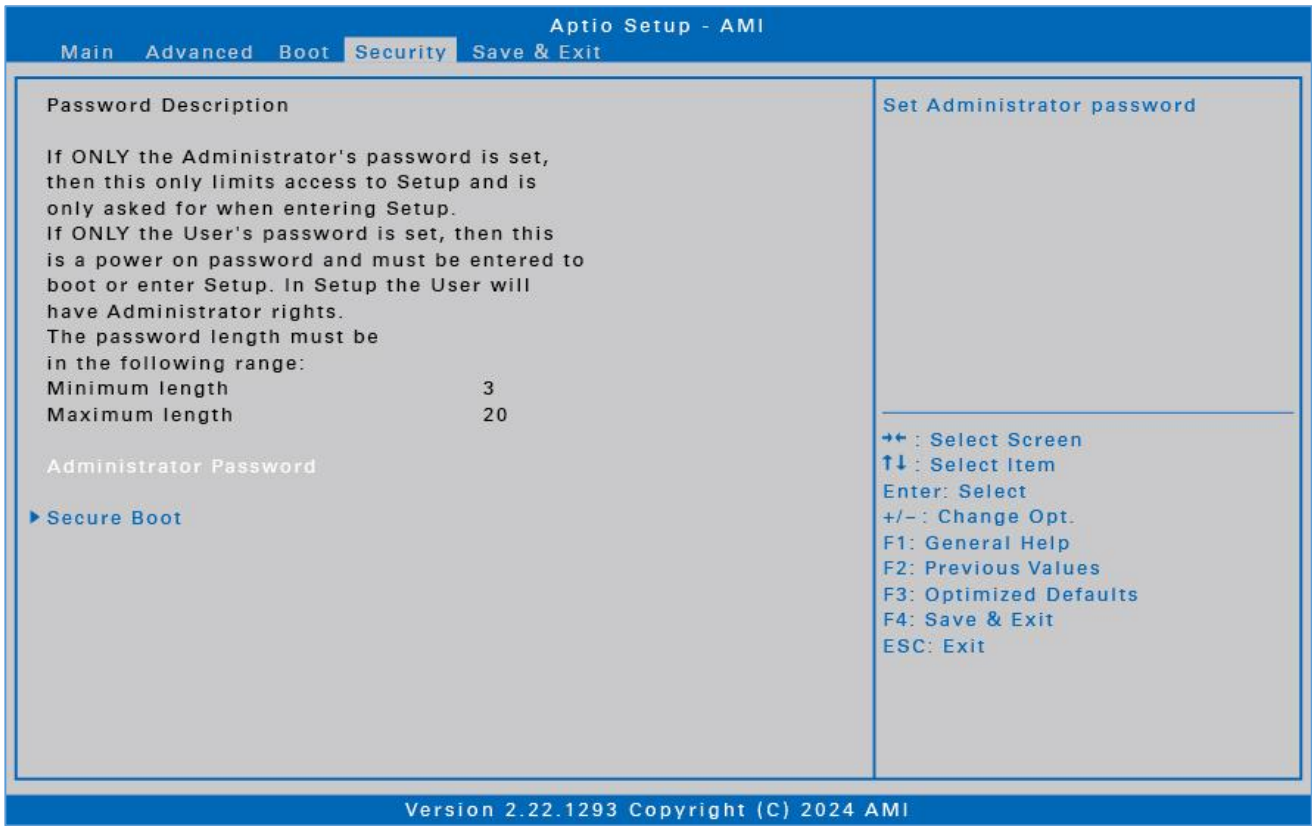
## VMD Setup Menu

Select this option to configure VDM settings.

Item	State	Description
Enable VMD Controller	Enabled	Turn on the function. The default value is [Enabled].
	Disabled	Turn off the function.
Enable VMD Global Mapping	Enabled	Turn on the function. The default value is [Enabled].
	Disabled	Turn off the function.
RAID0 / RAID1 / RAID5 / RAID10	Enabled	Turn on the function. The default value is [Enabled].
	Disabled	Turn off the function.
Intel Rapid Recovery Technology	Enabled	Turn on the function. The default value is [Enabled].
	Disabled	Turn off the function.
RRT volumes can span internal and eSATA drives	Enabled	Turn on the function. The default value is [Enabled].
	Disabled	Turn off the function.
Intel(R) Optane(TM) Memory	Enabled	Turn on the function. The default value is [Enabled].
	Disabled	Turn off the function.

# Security Menu

The Security Menu allows you to set the Administrator password and configure the Secure Boot settings.

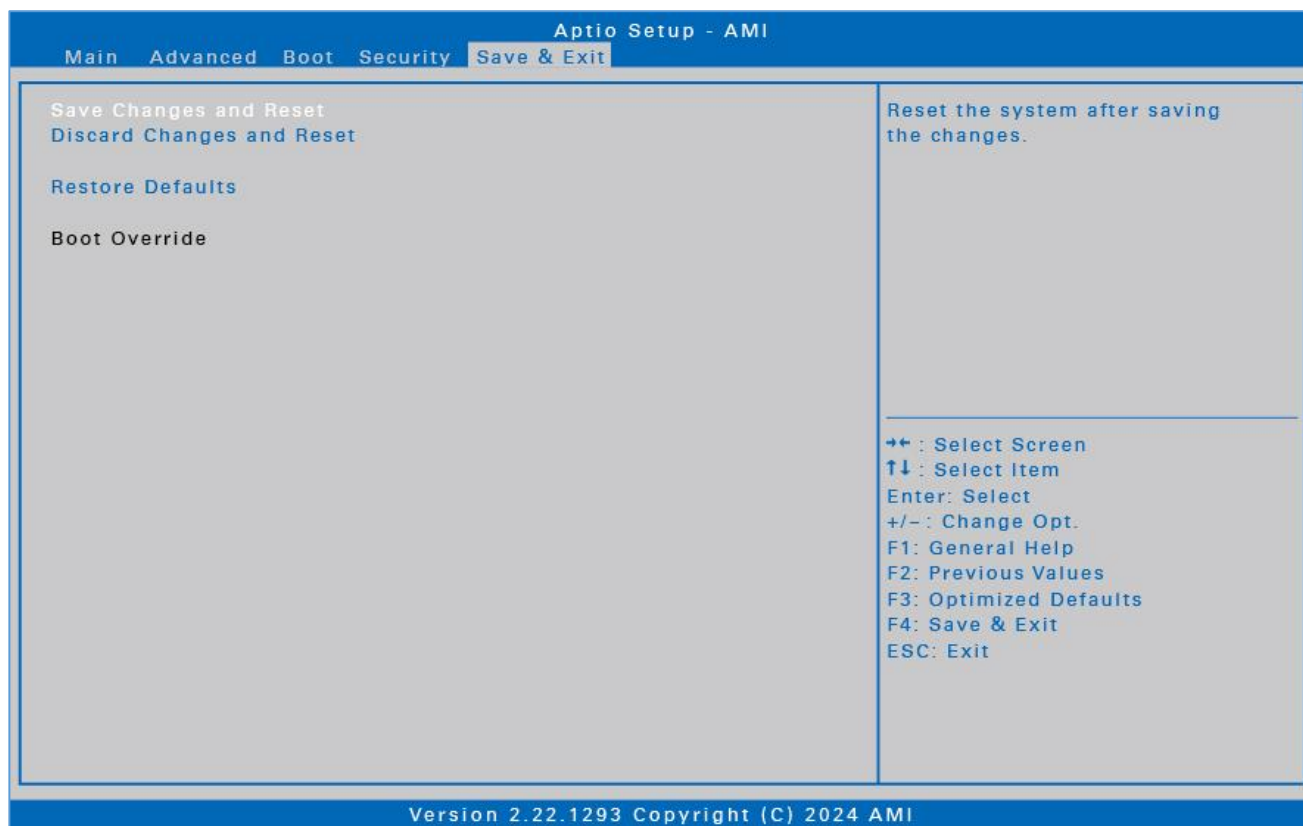


Item	Description
Administrator Password	Set the administrator password.
Secure Boot	Configure the Secure Boot settings.



# Save & Exit Menu

The Save & Exit Menu allows you to save/discard the changes and restore the default values for all setup options before leaving the BIOS Setup Menu.



Item	Description
Save Changes and Reset	Resets the system after saving any changes.
Discard Changes and Reset	Resets the system setup without saving any changes.
Restore Defaults	Restores the default values for all the Setup options.
Boot Override	Displays all available boot options from the Boot Option List.

# Maintaining and Caring for Your Notebook

Taking care of your notebook will reduce the risk of damage to your device and ensure that it operates properly.

To help you maintain the quality and function of your notebook, this chapter provides guidelines on how to protect, store, clean, and travel with your device.

## Protecting Your Notebook

To safeguard the integrity of the data stored on your notebook as well as the device, please follow the precautions described below:

- Install an anti-virus program to monitor potential viruses that could damage your files.
- Use a Kensington cable lock to protect your notebook against theft. Cable locks are available for purchase from online retailers and in most stores that sell computers.
- To use the lock, loop the lock cable around a stationary object such as a table. Then, insert the lock into the Kensington lock hole and turn the key to secure the lock. Store the key in a safe place.

## Storing and Handling Your Notebook

### General Storage and Handling Guidelines

- Use your notebook at the recommended temperature—between 0°C (32°F) and 55°C (131°F)—to ensure optimal performance (Actual operating temperature depends on product specifications.)
- Avoid placing your notebook in a location subject to high humidity, extreme temperatures, mechanical vibrations, direct sunlight, or heavy dust. Using your device in extreme environments for long periods of time can result in product deterioration and a shortened product life.
- Do not place heavy objects on top of the notebook as this may damage the display.
- Do not operate in an environment with metallic dust.
- Store and use your notebook on a flat and steady surface. Do not stand the notebook on its side or store it in an upside-down position. The impact from

dropping or an object hitting the device may cause damage.

- Do not cover or block any ventilation openings on the notebook. For example, do not place the notebook on a bed, sofa, rug, or other similar surface. Overheating may occur, which could result in damage to your notebook.
- Keep your notebook away from objects that are vulnerable to heat damage, as the device can become very hot during operation.
- Keep your notebook 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 your notebook 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 storage media.

## Display and Touchscreen Guidelines

- Use your finger or the stylus on the touchscreen surface. Using a sharp or metallic object, such as a pen or pencil, may scratch and damage the display, thereby causing errors.
- Use a soft cloth to remove dirt on the display. The touchscreen surface has a special protective coating that prevents dirt from sticking to it. Not using a soft cloth may cause damage to the special protective coating on the touchscreen surface.
- Turn off the notebook power when cleaning the display. Cleaning the display with the power on may cause improper operation.
- Do not use excessive force on the display. Avoid placing objects on top of the display as this may cause the glass to break, thereby damaging the device.
- Expect a slower response time when using the touchscreen at lower temperatures (less than 5°C or 41°F). A normal response time may be restored upon returning to room temperature.
- Refer to Windows online support for instructions on recalibrating the touchscreen display when there is a noticeable problem with the touchscreen function (e.g., improper display resolution or unresponsive touchscreen).
- 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 either use a screen saver or turn off the display when it is not in use.
- To maximize the life of the backlight display, allow the backlight to automatically turn off as a result of power management.

## Battery Pack Guidelines

- Do not expose the battery to temperatures below 0°C (32°F) or above 46°C (115°F). This may adversely affect the battery pack.
- While the battery may not provide 100% capacity at temperature extremes, its capacity is restored when the battery temperature returns to a normal range, around 20°C (68°F).
- Your battery will last longer during the day if it is used, charged, and stored between 50°F and 86°F (10°C and 30°C).
- Charge the battery nightly where the temperature will remain around 68°F (20°C). Your battery may not last as long throughout the day if you charge it at higher or lower temperatures.
- Allow unrestricted airflow while the device is connected to external power. Make sure that the fan inlet and outlet are unobstructed.
- Avoid exposure to extreme temperatures for long periods as this can shorten battery charge life or damage the battery.
- If your battery is charged in a cold (less than 5°C/41°F) or very warm (greater than 50°C/122°F) environment, it is possible that the battery LED will indicate that the charge has stopped; however, this does not necessarily mean that your battery is fully charged.
- Read and follow all battery precautions in the Safety section.
- Use only batteries of the same kind as replacements.
- Turn the power off before removing or replacing batteries.
- Do not tamper with the batteries.
- Keep batteries away from children.
- Before storing your battery, read and follow the recommendations in the Battery Tips section.
- Dispose of used batteries according to local regulations.
- Recycle if at all possible.

## Cleaning Your Notebook

### Cleaning the Outside Case

- Disconnect external power and turn off the device.
- Remove the battery.
- Add a small amount of water to a soft cloth and clean the device case. Do not use paper products because they can scratch the surface.
- Wipe off any excess liquid with a soft cloth.
- Reinstall the battery.

### **CAUTION!**

***Aerosols, solvents, or strong detergents are not recommended cleaning solutions and may void your warranty. For system decontamination recommendations, please contact your support representative.***

### **Cleaning the Display**

Use a soft, dry cloth. In some cases, you can use a small amount of water to remove streaks or smears. For difficult display cleaning tasks, use a 70/30 mixture of isopropyl alcohol and water. Do not use paper products because they can scratch the screen.

### **Cleaning the External Power Connector**

The external power connector may sometimes be exposed to moisture and/or contamination causing an unreliable connection to the external power source. Clean the connector with a cotton swab dipped in electronics grade isopropyl alcohol.

### **Cleaning the RJ-45 / USB Connectors**

If the connector pins get dirty, clean the connector with a cotton swab dipped in electronics grade isopropyl alcohol.

## **Traveling With Your Notebook**

Before traveling with your notebook, make sure you prepare and follow the precautions described below:

- Back up the data on your hard drive to a flash drive or other storage device. As an added precaution, bring an extra copy of your important data.
- Make sure that the battery pack is fully charged.
- Ensure that your notebook is turned off.
- Confirm that all the connector covers are closed completely to ensure the device's waterproof integrity.
- Disconnect the AC adapter from your notebook and take it with you. Use the AC adapter to power the device and charge the battery.
- Hand-carry your notebook onto an airplane, train, or bus. Do not check it in as luggage.
- If you need to leave your notebook in a car, store it in the trunk to avoid exposing it to excessive heat.
- When going through airport security, do not carry your notebook through the magnetic detector (the device you walk through) or expose it to a magnetic wand (the handheld device used by security personnel). It is recommended that you send the notebook and any flash drives through the X-ray machine (the device where you set your bags).
- If you plan to travel abroad with your notebook, consult your dealer for the appropriate AC power cord for use in your country of destination.

# Troubleshooting

This chapter advises you on what actions to take when solving common computer problems that may be caused by issues with hardware or software.

## Preliminary Checklist


Here are the initial steps you should follow before taking further action when encountering any problem:

1. Try to identify and isolate which part of the notebook is causing the problem.
2. Make sure that you turn on all peripheral devices before turning on the notebook.
3. If you are having trouble with an external device, make sure that the cable connections are correct and secure.
4. Make sure that the configuration information is properly set in the BIOS Setup program.
5. Ensure that all the device drivers are correctly installed.
6. Make note of your observations. Are there any messages on the screen? Do any indicators light up? Do you hear any beeps? Detailed descriptions are useful to the service personnel when you need to consult someone for assistance.
7. If any problem persists after you follow the instructions in this chapter, contact an authorized dealer for help.

## Solving Common Problems

### Battery Problems

#### The battery does not charge

- To prevent possible damage to the battery, the device does not allow the battery to charge if the internal temperature of the battery gets too low ( $< 5^{\circ}\text{C}$  ( $41^{\circ}\text{F}$ )) or too high ( $> 50^{\circ}\text{C}$  ( $122^{\circ}\text{F}$ )). If possible, charge the battery in a location with a moderate temperature of around  $20^{\circ}\text{C}$  ( $68^{\circ}\text{F}$ ).
- If possible, turn off the device while the battery is charging.
- If the battery is new or has been stored for a week or more, follow this procedure:
  1. Make sure the device is turned off.
  2. Remove the battery.
  3. Connect the AC adapter to the device and an AC wall outlet, and then turn on the device by pressing the  button.
  4. Let the device complete the boot process. Then reinstall the battery.

5. Allow the system to remain idle for one hour with the AC adapter connected to the device.
6. The Battery Power LED lights up when the battery starts charging.
7. If the battery still fails to start charging after an hour, remove the battery, wait several seconds, and then install it again.
8. If the battery does not begin charging within several minutes, return the unit for service.

**The battery takes longer than seven hours to charge.**

- Under moderate temperatures, about 20°C (68°F), the device's battery takes approximately 4 to 5 hours to completely charge.
- As the battery temperature approaches the end of its temperature range (5°C (41°F) to 50°C (122°F)), it may take longer to charge the battery.

**The battery doesn't hold charge for very long.**

- Calibrate the battery. If your battery is new or has not been used for several weeks, calibrating the battery accurately sets the gas gauge.
- As your battery ages, its maximum capacity naturally decreases and even the best maintained batteries eventually need to be retired. Consider replacing the battery if you are not getting the usage you need from it.
- To meet ENERGY STAR® requirements, Wake on LAN is enabled by default. If running on battery power, this may decrease battery run-time. To change Wake on LAN settings, open the Device Manager, Network Adapters and select the LAN device. Open the device Properties and select Power Management. Disable the Wake on LAN setting by unchecking this option. Allow this device to wake the computer.

**The gas gauge isn't full after charging the battery.**

- This may indicate that the charging process terminated prematurely.

**The gas gauge reads "full," but the charging LED is still lit.**

- If you charge your battery daily, rely on the gas gauge reading to determine battery capacity. The charging process may continue even if the gas gauge reads full. External power can be removed because the battery is virtually full.

**My battery seems to have less and less capacity.**

- If your battery is new, or if you are using it for the first time, you will need to calibrate it prior to using it.
- As your battery ages, the maximum capacity that it can hold naturally decreases and even the best maintained batteries eventually need to be retired. Consider replacing the battery if you are not getting the usage you need from it.

## Bluetooth Wireless Transmission Problems

### **I cannot connect to another device with Bluetooth wireless technology.**



- Ensure that you have activated the Bluetooth feature on both devices.
- Make sure that the distance between the two devices is within the acceptable limit and that there are no walls or other obstructions between the devices.
- Confirm that the other device is not in “Hidden” mode.
- Verify that both devices are compatible.

## Display Problems



### **The display performance is slow.**

- The temperature may be too cold. Move the device to a warmer operating environment.

### **The underlined, inverse, and hypertext characters are difficult to read on the screen.**

- Select  > **Settings**  > **Personalization** > **Colors**. Then change the color and style of your Windows.

### **I changed my display resolution, but I see no difference on the screen.**

- Select  >  > **Restart**.

### **Nothing happens when I try to use the stylus on my touch screen.**

- If you cannot select objects accurately with the stylus, you may need to calibrate the touch screen.

### **The touch screen doesn't respond after a suspend.**

- The touch screen needs a few seconds to work after a suspend. Wait a moment and try again.




# Hard Disk Problems

## The hard disk will not spin up, so the device can't boot up.

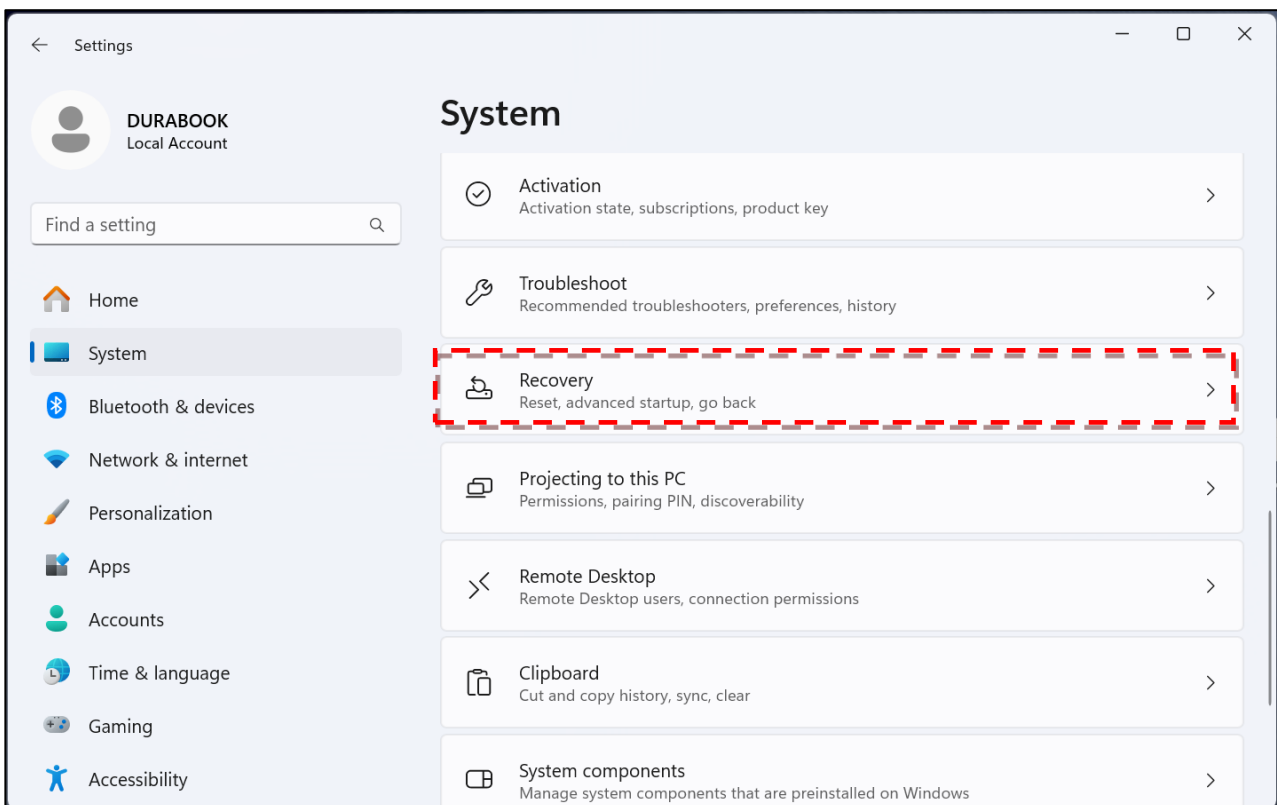
- This occurs if the unit is exposed to extremely low temperatures. This is not a hardware failure associated with the hard disk. The integrated hard disk drive heater will warm the drive to a safe operating temperature.

## The device does not startup properly.

- Make sure you remove any USB drives from the unit before you start it.
- Connect the AC adapter to charge the battery if it is not charged.
- If the battery does not begin charging, perform the following:
  1. Remove the battery.
  2. Connect the AC adapter.
  3. Turn on the device by pressing the  button.
  4. Reinstall the battery. The battery LED is a steady orange while the battery is charging.

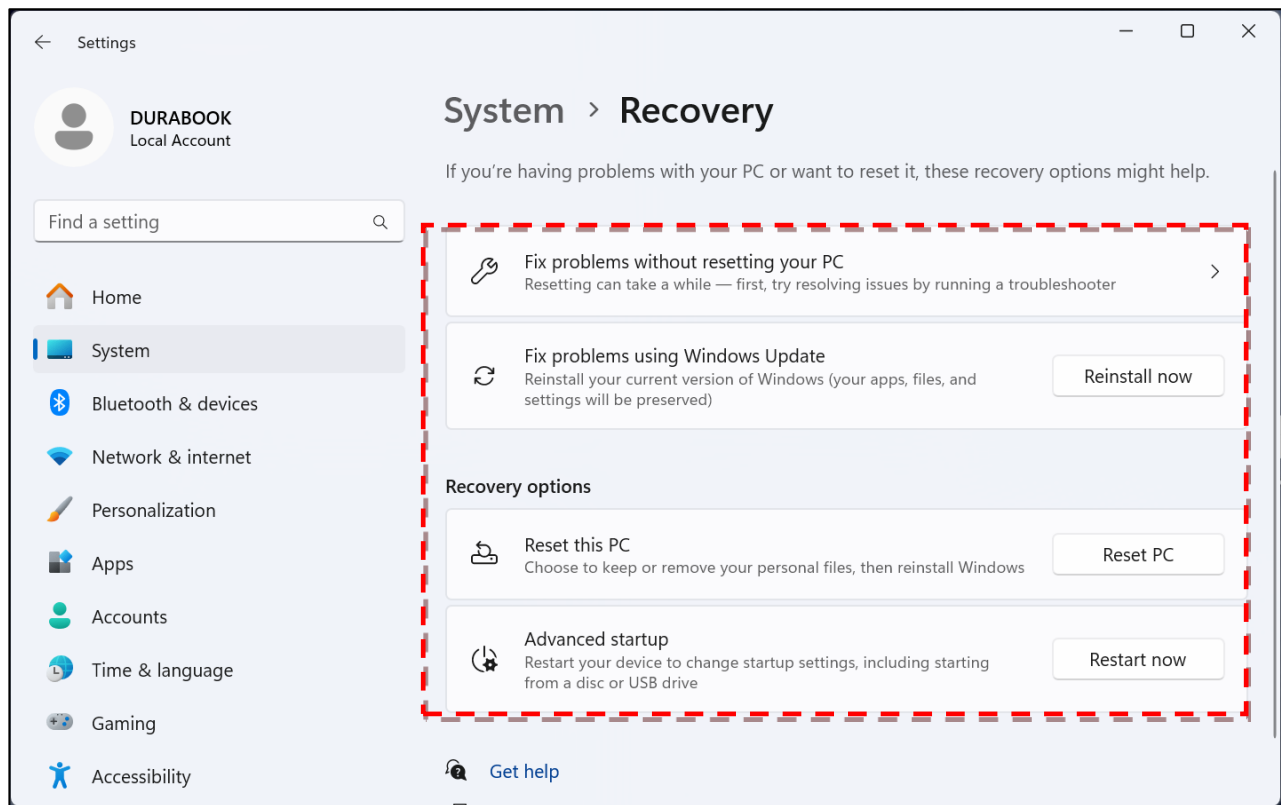
## Storage recovery process in Windows 11

1. Select  > **Settings**  > **System** > **Recovery**.

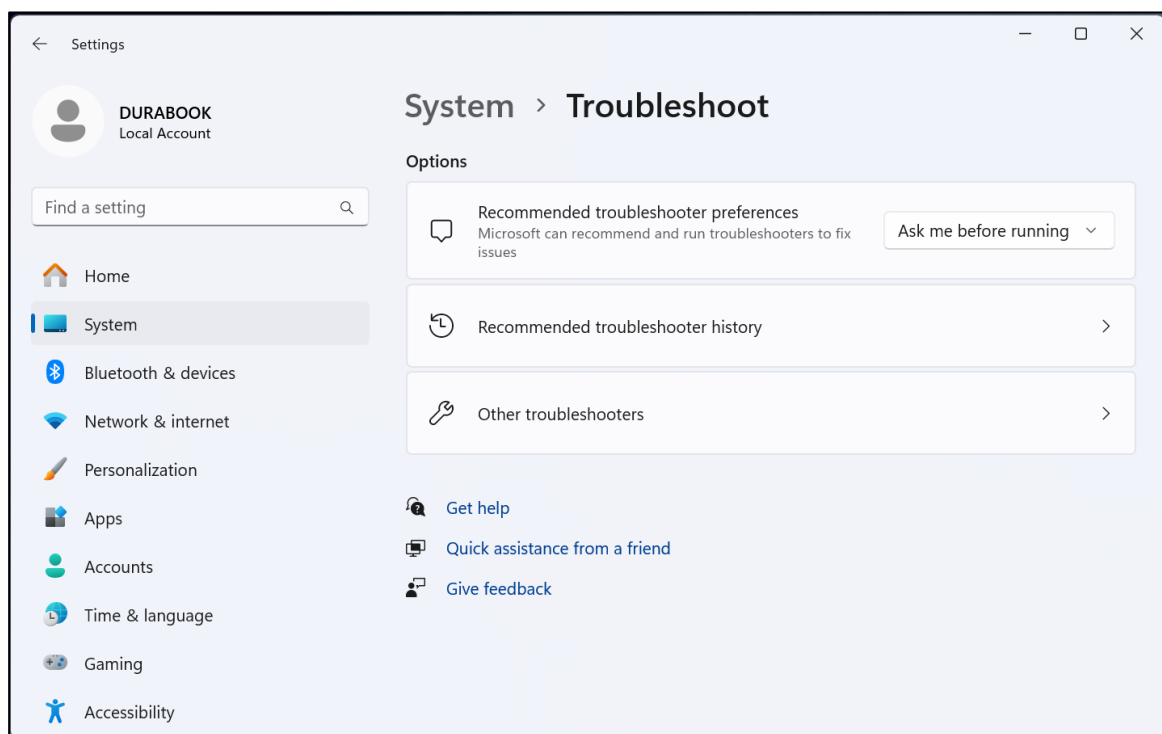


## Troubleshooting

2. Select any of the recovery methods that suits the best to solve the problem with your device.

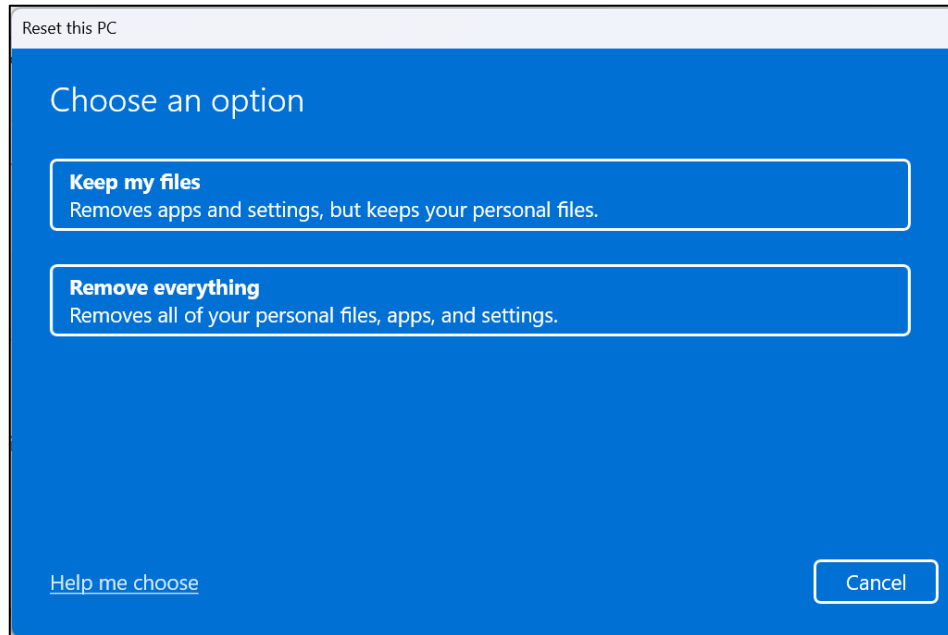


- **Fix problems without resetting your PC:** Select this option to run a troubleshooter. Make sure your device is connected to the network.



- **Fix problems using Windows Update:** Select this option to reinstall your current version of Windows (your apps, files, and settings will be preserved). To reinstall your Windows, tap **Reinstall now**.



- **Reset this PC:** Select this option to reinstall the Windows 11 operating system. To reset your notebook, tap **Reset PC**. You are then prompted to keep or remove your personal files. Select either of the options and follow the on-screen instructions to complete the resetting procedure.






- **Advanced startup:** Select this option to restart your device with advanced startup features, including starting from a disc or USB drive. Follow the on-screen instructions to repair the system.

# Other Problems

## The device won't turn on.

- Make sure a fully charged battery is properly installed.
- Connect external power to charge the battery if it is not charged.
- If you are using the AC adapter, check the electrical outlet you are using to make sure it is working properly.
- If the device does not turn on, reset the device by holding down the  button for at least ten seconds, release it, and then press the  button again.

## The device won't turn off.

1. Select  >  > **Shut down**.
2. If that does not work, press **Ctrl + Alt + Del** and then select **Task Manager**.
3. If any programs are open, use your arrow keys to highlight each one and select End task. Repeat this until all programs are closed.
4. If that still does not work, press and hold the  button for approximately ten seconds and then release it.

## The device doesn't make any sounds, even during boot-up.

- You may have enabled Stealth Mode. Disable Stealth mode.

# Appendix

## Copyright

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No part of this user manual may be transmitted, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, without the prior written permission of the manufacturer. Information is subject to change without prior notice.

## Specifications

<b>DURABILITY</b>	<ul style="list-style-type: none"><li>– MIL-STD 810H certified (Drop, Shock, Vibration, Rain, Dust, Altitude, Freeze/Thaw, High/Low Temperature, Temperature Shock, Humidity, Explosive Atmosphere, Solar Radiation, Salt Fog, Fungus Resistance)</li><li>– MIL-STD 461G certified (Conduction, Radiation, Conducted Susceptibility, Radiated Susceptibility)</li><li>– Optional ANSI/UL 121201, Class I, Division 2</li><li>– 6' drop 26 faces</li><li>– IP 66 certified</li><li>– Aluminum-magnesium alloy chassis</li><li>– Port covers</li><li>– Removable quick-release battery</li><li>– Two removable quick-release storage drives</li><li>– Sunlight readable display</li><li>– Optional swappable battery technology</li></ul>
<b>OPERATING SYSTEM</b>	Windows® 11 Pro 64-bit
<b>PROCESSORS</b>	<ul style="list-style-type: none"><li>– Intel® Core™ Ultra 5 125U (12MB Cache, up to 4.3 GHz, 12 cores, 14 threads with Intel® AI Boost NPU)</li><li>– Intel® Core™ Ultra 5 135U (12MB Cache, up to 4.4 GHz, 12 cores, 14 threads with Intel® AI Boost NPU)</li><li>– Intel® Core™ Ultra 7 155U (12MB Cache, up to 4.8 GHz, 12 cores, 14 threads with Intel® AI Boost NPU)</li><li>– Intel® Core™ Ultra 7 165U (12MB Cache, up to 4.9 GHz, 12 cores, 14 threads with Intel® AI Boost NPU)</li></ul>

## Appendix

<b>GRAPHICS</b>	<ul style="list-style-type: none"> <li>– Intel® Graphics</li> <li>– Optional NVIDIA® RTX A500<sup>1</sup></li> </ul>
<b>MEMORY</b>	2 slots 16GB up to 64GB (5600MHz DDR5)
<b>STORAGE</b>	256GB NVME PCIE SSD <ul style="list-style-type: none"> <li>– Optional 512GB/1TB/2TB PCIE SSD</li> <li>– Optional OPAL 2.0 SSD</li> <li>– Optional 2nd storage NVME PCIE SSD</li> <li>– Optional 3rd storage SATA SSD<sup>1</sup></li> </ul>
<b>DISPLAY</b>	14.0" FHD (1920 x1080) <ul style="list-style-type: none"> <li>– 1200 nits DynaVue® sunlight readable display with capacitive multi-touch screen</li> <li>– User selectable touch mode for Finger/Water, Glove, or Stylus programmable function</li> </ul>
<b>AUDIO</b>	<ul style="list-style-type: none"> <li>– Integrated microphone</li> <li>– Intel® High Definition Audio Compliant</li> <li>– Integrated speaker x 2</li> <li>– Keyboard volume and mute controls</li> </ul>
<b>CAMERA</b>	<ul style="list-style-type: none"> <li>– Integrated 2.0 MP web-cam with shutter design</li> <li>– Optional 5.0 MP IR camera for Windows Hello<sup>1</sup></li> </ul>
<b>KEYBOARD &amp; INPUT</b>	<ul style="list-style-type: none"> <li>– 2 user-definable keys (P1/P2)</li> <li>– Standard membrane keyboard with LED backlight</li> </ul>
<b>COMMUNICATIONS</b>	<ul style="list-style-type: none"> <li>– Integrated 10/100/1000 Ethernet</li> <li>– Intel® Wi-Fi 7 BE200 (802.11 be)</li> <li>– Bluetooth® V5.4</li> <li>– Optional dedicated GPS module (UBLOX-NEO-M9N)</li> <li>– Optional 4G LTE multi-carrier mobile broadband</li> <li>– Optional 5G</li> <li>– Optional RF antenna pass-through for GPS, WWAN and WLAN</li> </ul>

<b>SECURITY</b>	<ul style="list-style-type: none"> <li>– Intel® vPro™ Technology</li> <li>– Secured-Core PC<sup>1</sup></li> <li>– TPM 2.0</li> <li>– NIST BIOS compliant</li> <li>– Easy removable SSD</li> <li>– Smart card reader</li> <li>– Stealth mode</li> <li>– Night vision mode</li> <li>– Kensington lock</li> <li>– Optional Windows Hello<sup>1</sup></li> <li>– Optional fingerprint scanner</li> <li>– Optional LF/HF-RFID (NFC) reader<sup>1</sup></li> </ul>
<b>I/O INTERFACES</b>	<ul style="list-style-type: none"> <li>– Thunderbolt 4 (type C) x 2</li> <li>– USB 3.2 Gen2 (type A) x 1</li> <li>– USB 3.2 Gen1 (type A) x 1</li> <li>– USB 2.0 (type A) x 1</li> <li>– Audio in/out (combo jack) x 1</li> <li>– microSD card (microSDXC) x 1</li> <li>– 10/100/1000 Ethernet (RJ45) x 2</li> <li>– VGA port (D-sub,15-pin) x 1</li> <li>– HDMI port (type A) x 1</li> <li>– Serial port (RS232/RS422/RS485: D-sub,9-pin) x 2</li> <li>– Docking connector (41-pin Pogo) x 1</li> <li>– Dual SIM (Nano SIM &amp; eSIM)</li> <li>– Smart card reader x 1</li> <li>– ExpressCard 54 x 1</li> <li>– DC-In jack x 1</li> <li>– Optional RF antenna pass-through for GPS, WWAN and WLAN</li> </ul>
<b>MEDIA BAY</b> (One Option Only)	<ul style="list-style-type: none"> <li>- Optional DVD super multi</li> <li>- Optional 2nd battery</li> <li>- Optional SATA SSD</li> </ul>
<b>EXPANSION BOX</b> (Optional)	<ul style="list-style-type: none"> <li>- Optional PCI-Express 3.0 (2 slots)<sup>1, 2</sup></li> <li>- Optional discrete VGA<sup>1, 2</sup></li> <li>- Optional storage extension with RAID 0/1/5/10<sup>1, 2</sup></li> <li>- Optional military-grade connectors<sup>1</sup></li> </ul>

## Appendix

<b>POWER</b>	AC adapter: 100-240V, 50Hz-60Hz, 90W – Optional AC adapter (100-240V, 50Hz-60Hz, 120W), with NVIDIA® VGA  Main battery Li-Ion, 10.8V, 6900mAh, 12.5 hours <sup>3</sup> – Optional 2nd battery Li-Ion 10.8V, 4700mAh, 9 hours <sup>3</sup> – Optional bridge battery: 5 minutes swap time <sup>4</sup>
<b>ENVIRONMENT</b>	Temperature – Operating: -29°C ~ 63°C / -20°F ~ 145°F – Storage: -51°C ~ 71°C / -60°F ~ 160°F  Humidity: 5% ~ 95%
<b>DIMENSION &amp; WEIGHT</b>	– 356 mm (L) x 280 mm (W) x 50 mm (H) <sup>5</sup> – 3.6 kg <sup>5</sup>
<b>WARRANTY</b>	3-year limited warranty standard



### NOTE

<sup>1</sup> Contact your sales representative for feature availability.

<sup>2</sup> Mutually exclusive options.

<sup>3</sup> Tested using the MobileMark 2014 battery life benchmark. Results may vary under different situations including hardware configuration, software, operating conditions, power management settings and other factors.

<sup>4</sup> The system will stay operating within 300 seconds when user swaps the battery.

<sup>5</sup> Weight and dimension vary with options.



# Regulatory Statement

## Federal Communications Commission Statement

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 the 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.

## IC Regulations

This device complies with Industry Canada's licence-exempt RSSs. 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 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.

**This Class B digital apparatus complies with Canadian ICES-003.**

**Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.**

## Declaration of Conformity

This device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## FCC RF Radiation Exposure Statement

- This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.
- Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

## EU RoHS

This product complies with the EU RoHS Directive 2011/65/EU as amended by (EU) 2015/863.

The above criteria do not apply to the RoHS exemptions. Exemption item: 7a, 7(c)-1 and 6c.

## REACH - Substances of Very High Concern (SVHC)

According to article 33 in EU REACH, article manufacturer has the obligation to disclose information of substances included in candidate list of SVHC contained in products. If used in product and encourage suppliers to reduce and phase out such substance in product if commercially available.

SVHC list is based on the publication by European Chemicals Agency (ECHA).

<http://echa.europa.eu/candidate-list-table/>

# Cybersecurity Information

## 1. Security Update Period

The notebook has a software and hardware support period of 5 years. Detailed information can be obtained from

<https://www.durabook.com/en/support/security-advisory/>

## 2. Report on Security Issue

To report any vulnerability found with the notebook, user can submit the report through our vulnerability reporting page at

<https://www.durabook.com/en/support/security-advisory/>

# Battery Statement

<b>⚠ WARNING</b>	
<ul style="list-style-type: none"> <li><b>INGESTION HAZARD</b> : This product contains a button cell or coin battery.</li> <li><b>DEATH</b> or serious injury can occur if ingested.</li> <li>A swallowed button cell or coin battery can cause <b>Internal Chemical Burns</b> in as little as <b>2 hours</b>.</li> <li><b>KEEP</b> new and used batteries <b>OUT OF REACH of CHILDREN</b>.</li> <li><b>Seek immediate medical attention</b> if a battery is suspected to be swallowed or inserted inside any part of the body.</li> <li>non-replaceable batteries (type: CR2032, DC 3V)</li> </ul>	

- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- The compatible battery type CR2032.
- The nominal battery voltage DC 3V.
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat above 60°C or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- This product contains a non-replaceable button cell or coin battery.
- Consult an authorized service center or authorized retailers for product service or assistance on proper disassembly or assembly of the product.

## Battery Disposal

THIS PRODUCT CONTAINS A LITHIUM-ION OR NICKEL-METAL HYDRIDE BATTERY. IT MUST BE DISPOSED OF PROPERLY. CONTACT LOCAL ENVIRONMENTAL AGENCIES FOR INFORMATION ON RECYCLING AND DISPOSAL PLANS IN YOUR AREA.

## WARNING EXPLOSION HAZARD

**Class I, Division 2, Groups A, B, C, D, T Code T5**

**Class I, Zone 2, Groups IIC, T5**

WARNING - EXPLOSION HAZARD - SUBSTITUTION OF COMPONENTS MAY IMPAIR SUITABILITY FOR CLASS I, DIVISION 2. And,

AVERTISSEMENT - RISQUE D'EXPLOSION - LA SUBSTITUTION D'E COMPOSANTSP EUTR ENDRE CE MATERIEL INACCEPTABLE POUR LES EMBLEMENTS DE CLASSE I, DIVISION 2.

WARNING: TO PREVENT IGNITION OF A HAZARDOUS ATMOSPHERE, BATTERIES MUST ONLY BE CHARGED IN AN AREA KNOWN TO BE NON-HAZARDOUS. And,

AVERTISSEMENT- RISQUED 'EXPLOSION- AFIN D'EVITER TOUT RISQUE D'EXPLOSION, S'ASSURER QUE L'EMPLACEMENT EST DESIGNE NON DANGEREUX AVANT DE CHANGER LA BATTER IE.

WARNING - EXPLOSION HAZARD - DO NOT CONNECT OR DISCONNECT WHILE CIRCUIT IS LIVE UNLESS AREA IS KNOWN TO BE NON-HAZARDOUS. And,

AVERTISSEMENT - RISQUE D'EXPLOSION. NE PAS BRANCHER OU DÉBRANCHER TANT QUE LE CIRCUIT EST SOUS TENSION, À MOINS QU'IL NE S'AGISSE D'UN EMBLEMENT NON DANGEREUX.

Battery: Japone Technology Inc., Z14AK-Main, Z14AK-Bridge, S14AK-2nd,  
P/N : Z14

# CLASS 1 LASER PRODUCT

## LASERSCHUTZKLASSE 1 PRODUKT TO EN60825

**CAUTION** THIS APPLIANCE CONTAINS A LASER SYSTEM AND IS CLASSIFIED AS A "CLASS 1 LASER PRODUCT". TO USE THIS MODEL PROPERLY, READ THE INSTRUCTION MANUAL CAREFULLY AND KEEP THIS MANUAL FOR FUTURE REFERENCE. IN CASE OF ANY TROUBLE WITH THIS MODEL, PLEASE CONTACT YOUR NEAREST "AUTHORIZED SERVICE STATION". TO PREVENT DIRECT EXPOSURE TO THE LASER BEAM, DO NOT TRY TO OPEN THIS ENCLOSURE.

## PRODUIT LASER DE CLASSE 1

### LASERSCHUTZKLASSE 1 PRODUKT TO EN60825

**ATTENTION :** CE PRODUIT CONTIENT UN SYSTÈME LASER ET EST CLASSÉ EN TANT QUE « PRODUIT LASER DE CLASSE 1 ». POUR UTILISER CE MODÈLE CORRECTEMENT, LISEZ LE MANUEL D'INSTRUCTIONS ATTENTIVEMENT ET CONSERVEZ-LE POUR RÉFÉRENCE FUTURE. EN CAS DE PROBLÈMES AVEC CE MODÈLE, VEUILLEZ CONTACTER VOTRE « STATION DE SERVICE AUTORISÉE » LA PLUS PROCHE. POUR ÉVITER UNE EXPOSITION DIRECTE AUX FAISCEAUX LASER, N'ESSAYEZ PAS D'OUVRIER CE BOÎTIER.

### ANNEX IV

#### Symbol for the marking of electrical and electronic equipment

The symbol indicating separate collection for electrical and electronic equipment consists of the crossed-out wheeled bin, as shown below. The symbol must be printed visibly, legibly and indelibly.



### CAUTION FOR ADAPTER

THIS NOTEBOOK IS FOR USE WITH DEDICATED AC ADAPTER.

- Ensure you connect the power cord to a socket-outlet with earthing connection.
- The NB must be powered by using UL62368-1/ UL60950-1 Listed power adapter, rated 19Vdc, 4.74A minimum.
- **WARNING!**  
To reduce potential safety issues, only the AC adapter provided with the product, a replacement AC adapter provided by Twinhead, or an AC adapter purchased as an accessory from Twinhead should be used with the product.

### AVERTISSEMENT CONCERNANT L'ADAPTATEUR

LE ORDINATEUR PORTABLE DOIT ÊTRE UTILISÉE AVEC UN ADAPTATEUR SECTEUR CA DÉDIÉ.

- Assurez-vous de brancher le cordon d'alimentation à une prise mise à terre.
- Le NB doit être alimenté avec un adaptateur homologué UL62368-1 ou UL60950-1 dont le calibre minimum est de 19Vcc et 4,74A.
- **AVERTISSEMENT!**  
Afin de réduire les risques de problèmes de sécurité, utilisez uniquement l'adaptateur CA fourni avec le produit, un remplacement fourni par Twinhead ou un adaptateur CA acheté comme accessoire chez Twinhead.

**BATTERY SAFETY**

DANGER OF EXPLOSION IF BATTERY IS INCORRECTLY REPLACED.

REPLACE ONLY WITH THE SAME OR EQUIVALENT TYPE RECOMMENDED BY THE MANUFACTURER. DISPOSE OF USED BATTERIES ACCORDING TO THE MANUFACTURER'S INSTRUCTIONS.

- replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types);
- disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;
- a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

**SÉCURITÉ DE LA PILE**

RISQUE D'EXPLOSION SI LA PILE EST REMPLACÉE INCORRECTEMENT.

REMPLACEZ-LA UNIQUEMENT AVEC UNE PILE SEMBLABLE OU DE MÊMES TYPES RECOMMANDÉS PAR LE FABRICANT. SUIVEZ LES INSTRUCTIONS DU FABRICANT POUR ÉLIMINER LES PILES USÉES.

- Le remplacement de la batterie avec un type incorrect qui peut contourner un dispositif de protection (dans le cas de certains types de batteries au lithium, par exemple);
- L'élimination de la pile dans un feu, un four chaud ou un broyeur mécanique qui peut provoquer une explosion;
- L'exposition de la pile à une température extrêmement élevée qui peut provoquer une explosion ou la fuite d'un liquide ou d'un gaz inflammable;
- L'exposition de la pile à une pression atmosphérique extrêmement basse qui peut provoquer une explosion ou la fuite d'un liquide ou d'un gaz inflammable.

**CAUTION FOR RJ-45**

The RJ-45 jack is not used for telephone line connections.

**AVERTISSEMENT POUR RJ-45**

N'utilisez pas la prise RJ-45 pour une connexion à la ligne téléphonique.

# Safety Instructions

These safety instructions should always be observed to ensure safe operation when handling the device.

- Do not place this device on an unstable table or surface. The device may fall, causing serious damage to its housing and components.
- Do not cover the device, or block the air ventilation holes of the device with any other objects.
- Do not use any sharp objects to tap on the display screen.
- Do not expose the device to direct sunlight and dusty environments.
- Keep the device away from excessive heat and humidity.
- Keep liquids away from the device.
- Keep the device away from any magnetic emitting devices as this may affect the quality of the wireless signal reception.
- When using an AC adapter:
  - ✓ Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord and in order to turn off the power conveniently.
  - ✓ Operate this device only with the type of power source indicated on the device marking label.
  - ✓ Disconnect the AC adapter from the electrical outlet if the device is not being used for an extended period of time.
- When cleaning the device,
  - ✓ Be sure to turn off the device properly and unplug the AC adapter before cleaning.
  - ✓ Wipe the device with a clean, dry cloth.
  - ✓ Do not use abrasive cleaners to clean the device.
- Do not attempt to disassemble or repair this device. Doing so will void the warranty.
- For hotspots, users can easily avoid touching the device by changing the way the device is held.
- For battery pack:
  - ✓ Replacement of a battery with an incorrect type that can defeat a safeguard.
  - ✓ Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.



- ✓ Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- ✓ A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.
- The equipment power supply cord shall be connected to a socket-outlet with earthing connection.

# ShopFloor Date Code Format Description

Format	Type	Year (unit digit)	Week	Origin	Year (tens digit)	Serial number
Example	SY	0	17	0	1	12345
Date Code	2	1	2	1	1	5
Total code numbers	12					

## Definition of the Date Code

### First Date Code: Type

SY ... System (complete machine)

### Second Date Code: Year (unit digit)

Last digit of the calendar year. Example: 2010 "0", 2015 "5"

### Third Date Code: Week

Week of the calendar year. Example: January 1 "1", January 8 "2"

### Fourth Date Code: Origin

0 ... Main Factory (Twinhead International Corp.)

### Fifth Date Code: Year (tens digit)

Tens digit of the calendar year. Example: 2010 "1", 2023 "2"

### Sixth Date Code: Serial number

Unique 5-character sequence number assigned to the batch.