

用户手册

User manual



中柏品牌事业部 · 中国区

简单的高科技

Simplified high technology



中柏微信公众号

Jumper Wechat Official Accounts

扫一扫，服务应用尽在其中！

Scan and find all applications



中柏官方微博

Jumper Official Micro-blog

欢迎关注，最新动态一手掌握！

Follow our micro-blog to get latest information.

尊敬、亲爱的中柏用户，您好！

首先感谢您对我们的信任，最终选择和购买我们的产品。茫茫

人海中，我们相识并形成交易，这是给予了我们最珍贵的信任，对此我们深感荣幸和格外珍惜！

如果您对我们的产品满意，请分享给您的亲朋好友，同时也请您留意在购买的销售平台产品主页中，是否有好评送赠品的相关活动，我们热忱期待您的参与，望您在评价中点亮所有的星星，成为我们客户服务的明灯。

我们视您的评价为企业持续发展的生命！如果您对我们的产品有任何的疑问或帮助需求，请根据我们公布的400、QQ等方式，尽快与我们联系，让我们能够有机会及时有效的为您提供帮助，再给予我们好评。我们将非常感谢您的包容与支持！

真心祝愿您和您的家人永远健康、快乐。中柏全体同仁期待您的再次光临！

中柏小贴士

如何与中柏服务取得联系？

中柏售后服务分为400和线上支持两部分，400为综合类服务电话，号码为4008333331；线上支持主要是提供软件或驱动类的支持，具体联系方式以购买机型页面公布方式为准。

使用一段时间后出现系统变慢或者出现报错的情况：

1.定期检查系统盘所在地的硬盘空间；2.定时进行软件清理，不用的软件最好卸载掉；3.频繁的安装、删除软件或程序，建议卸载软件或程序时，一定要遵照相应的说明进行；4.定期经常做些磁盘维护；5.病毒会造成系统使用缓慢或出现异常报错，定期查杀病毒、慎重安装软件，都是有效避免的方法；

如何避免“流氓软件”给你上网带来的困扰？

1.必须注意在安装某些软件的过程中某些插件，如果不是您所需要用的不要选中安装；2.在浏览一些网站的时候，有时会跳出“您是否要安装XXXX”之类的对话框，在不能确定这个即将安装的软件是什么来路之前，最好点击“否”；

确保您的网络交易顺畅安全：

1.网上支付为了有效降低此类方面的风险，建议确保您安装并启用了正版杀毒软件和微软INTERNET防火墙，需要注意的是定期检查上述软件是否已经更新为最新版本；2.更新windows操作系统，安装补丁程序，防止系统漏洞，定期进行系统的UPDATE或及时安装补丁程序；3.安装正版杀毒软件，并确保定期升级；4.登陆正规网站，留意网址，避免登陆克隆网站的威胁；5.安装认证证书、设定长字符密码，建议使用银行提供的各种安全认证工具；

防止雷雨天气对您的电脑造成伤害：

遇雷暴或者雷雨天气，如果没有关闭电脑，同时拔下电源线、网线、等，往往会造成主板、网卡等器件的损坏，严重的会烧毁电脑器件，给您带来更大的损失；发生雷雨或台风时，请尽量避免使用电脑或其他电子设备，以备安全；

计算机的清洁：

如需为屏幕进行清洁时，绝对禁止使用酒精，洗衣粉等清洁剂或一切有腐蚀性的溶剂，应该用质地柔软的湿布或干布进行擦拭，一定要避免机内进水；在开机状态尽量避免对主机进行擦拭，晃动等动作，以免导致产品损坏。

注意：

凡有下列情况之一者，不属于三包范围内。

- 1.超过三包有效期内
- 2.未按产品使用说明的要求使用、维护、保管而造成的损失；
- 3.非承担三包的修理者拆动造成损失的；
- 4.无有效三包凭证及有效购买凭证（能够证明商品在有效期内的除外）；
- 5.擅自涂改三包凭证的；
- 6.三包凭证上的产品型号或编号与商品实物不符合的；
- 7.使用盗版软件造成损坏的；
- 8.使用过程中感染病毒造成损坏；
- 9.因不可抗力造成损坏的。

温馨提示：保修条例仅适用中国

本凭证是商品三包的重要依据，请您妥善保管！

用户信息	用户姓名		联系电话	
	通信地址及邮编			
	E-mail			
商品信息	产品型号	见产品后铭牌	出厂编号	见产品包装配置标
	服务热线	400 833 3331		
销售信息	经销商名称			
	地址及邮编		安装调试日期	
	联系电话		发货票号码	
	销售日期			

维修记录表

送修日期	故障描述	故障处理情况	交验日期	维修人员签名

经销商印章

中柏电脑保修条款说明

一、保修服务方式

- 1.产品在线技术支持服务
 - A.用户可拨打中柏全国服务热线：400 833 3331
 - B.用户可加中柏专业技术交流群（可在中柏产品详情中查看公布的QQ群号），可与其他客户共同交流遇到的问题，或者由我们的线上技术人员为您提供技术支持。
- 2.产品检测与维修服务
 - A.若用户遇到的问题无法通过上述所列的技术支持服务方式解决，可以将机器快递至中柏电脑厂家服务中心，由中柏工程师为其进行检测与维修服务。

服务中心地址：深圳市龙岗区坪地街道坪西社区坪西南路13-2。
 - B.用户请在送修前将存储设备内资料先自行备份，中柏电脑仅负责产品的检测和维修，对于送修过程中因任何因素而造成资料的遗失，本公司不予负责，请理解支持！
 - C.对于已经超过免费维修范围的电脑，中柏将按规定收取相关检测及维修费用。
 - D.超过免费保修期的电脑，经过工程师检测报价后因故不同意维修的，用户须支付检测费用。

注：无论您通过何种方式来寻求技术支持服务，请明确告知使用的产品型号、产品序列号、购买的所在平台、购买时间、详细的故障现象等，以便于中柏工程师能更加准确快速地判断出故障的原因。

二、三包凭证说明

- 1.“七日”规定：产品自您收到商品的次日起（遇法定节假日顺延，包括双休日）七日内，发生性能故障，消费者可以选择退货、换货或修理。
- 2.“十五日”规定：产品自售出之日起15日内，发生性能故障，消费者可以选择换货或修理。

有毒、有害物质或元素情况一览

依据中国政府针对“电子信息产品污染控制管理办法”为控制和减少电子信息产品废弃后对环境造成的污染，促进生产和销售低污染电子信息产品，保护环境和人体健康，仅提供有关产品可能含有有毒及有害物质如下：

部件名称	有毒有害物质或元素					
	铅(Pb)	汞(Hg)	镉(Cd)	六价铬(Gr6+)	多溴联苯(PBB)	多溴二苯醚(PBDE)
电路板组件	X	○	X	○	○	○
金属外壳	X	○	○	X	○	○
塑料外壳	○	○	○	○	○	○
紧固件	○	○	○	X	○	○
电源	○	○	○	X	○	○
安装硬件	○	○	○	X	○	○
电缆	X	○	○	○	○	○
连接部件	X	○	○	X	○	○

- ：表示该有毒有害物质在该部件所有均质材料中的含量均在SJ/T11363-2006标准规定的限量要求以下。
- X：表示该有毒有害物质至少在该部件的某一均质材料中的含量超出SJ/T11363-2006标准规定的限量。



此电子信息产品在说明书所诉的使用条件下使用本产品，含有的有毒有害物质或元素不致发生外泄，从而对环境造成污染或对人身、财产造成严重损害的期限为10年。

注：除根据中华人民共和国法规的强制性规定在此作出明示声明的以外，中柏对电子信息产品环保使用期限不作任何形式的陈述或保证（无论是明示或默示），并且不对电子信息产品环保使用期限的任何陈述或保证（无论是明示或默示）承担任何责任。

按键及接口布局示意和说明



- ① LOGO
- ② 电源DC接口：通过DC接口为您的电脑充电
- ③ U1接口：您可以通过该接口读取数据
- ④ 高清输出接口：High-Definition Multimedia Interface, 高清多媒体接口
- ⑤ U2接口：您可以通过该接口读取数据
- ⑥ 耳机与麦克风两用插孔：此插孔可将电脑的音频信号输出至扩大器或耳机
- ⑦ TF卡卡槽
- ⑧ 扬声器：后置的扬声器让您无需连接额外设备便能听见声音

使用前须知：

- 1.本产品仅适用于海拔2000米以下非热带地区。
- 2.避免本机跌落地面或受其它强烈冲击。
- 3.不要在过冷、过热、过于潮湿、多尘的环境下长期使用，不要让本机在阳光下曝晒。
- 4.尽量避免在强磁、强静电环境下使用。
- 5.一旦有水或其它液体泼洒到本机上，应立即关机，将本机擦拭、晾干后才可使用。
- 6.切勿使用任何含化学成分的清洁剂或其它液体擦拭本机，避免因腐蚀和受潮造成损坏，如确实有必要清洁，请用干燥的软布或纸巾擦拭。
- 7.本公司对人为非正常的软硬件操作、维修或其他意外情况导致的机内资料损失或删除不承担责任，也不承担因此而导致的其它损失。
- 8.请随时备份您的重要资料，以免丢失。
- 9.请不要自行拆卸本机，否则会丢失保修的权利。
- 10.产品使用手册及相关软件随时更新，恕不另行通知，如发现与产品使用手册不符，请以实物为准。
- 11.使用错误型号充电器可能会有爆炸危险，务必使用原装充电器。
- 12.《新消法》第七条第<二>点，“一经激活或者试用后价值贬损较大的商品”，不适用7日无理由退货。为充分保障您的权益，建议您在试用、体验后，确定不退货后再行激活。具体操作方式为：
 - ① 有键盘的设备(含笔记本、蓝牙键盘等)；重新启动设备，进入桌面状态，同时按住Ctrl+Shift+Alt+M四个键。此时，系统会自动运行，期间会有1-2次重启，这期间无需操作。
 - ② 无键盘的平板等设备：重新启动设备，进入桌面状态后，连续敲击屏幕右上角十次；
- 13.如果电池使用不当会有爆炸危险，只能用同样类型或等效类型的电池来更换。用错误型号电池更换会有爆炸危险，务必按照说明处置用完的电池，电池（电池包或组合电池）不得暴露在诸如日照、烤火或类似过热环境中。

* 电池为易损耗产品，使用时间与充放电次数成反比，故其使用时间随使用期缩短为正常现象，不属于保修范围内。

General View of Poisonous and Harmful Matter or Element

According to terms of "Control and Management Method on Electronic Product Contamination", you should keep in mind some parts which may contain poisonous or harmful matter to help control and cut down environment contamination caused by abandoned electronic product and to facilitate production and sale of low-contamination electronic product and to protect both human and environment. Please as below some parts which may contain poisonous or harmful matter:

	Poisonous or Harmful Matter or Element					
	Pb	Hg	Cd	Gr6+	PBB	PBDE
PCBA Module	×	○	×	○	○	○
Metal Case	×	○	○	×	○	○
Plastic Case	○	○	○	○	○	○
Fastener	○	○	○	×	○	○
Power Supply	○	○	○	×	○	○
Mounting Hardware	○	○	○	×	○	○
Cable	×	○	○	○	○	○
Connection Piece	×	○	○	×	○	○

O: indicates that content of this poisonous or harmful matter in uniform material of this part is below the limit required by SJ/T 11363-200.

×: indicates that content of this poisonous or harmful matter in at least one uniform material of this part is beyond the limit required by SJ/T 1136.

Time limit is ten years to make sure that the poisonous and harmful matter or element will not escape causing contamination to environment or great damage to human body, or finance, if you can use electronic product as this user manual required.

Attention:

Jumper will not state or guarantee period of this electronic product (no matter express or implied), or will not claim any responsibility for any statement or guarantee (no matter express or implied) on environment-friendly use of this electronic product.

Layout and Definitions



Dear Jumper customers:

First we must show our great thanks for your trust to finally choose our product. It is a great honor that you present ultra trust to us from massive suppliers and we will sincerely cherish and thank for this again.

If you are satisfied, please also share with your friends and meanwhile pay attention to product page on sales platform while buying to check whether there is some activities to give gifts after you offer good reputation. We sincerely hope that you can join in and light on all service stars to act as guide on the way of our customer service build.

Good reputation has long been source of our sustainable development. If any doubt or requirement, fell free to contact trough 400 or QQ and please give good reputation after get in-time and effective help from us. We would show great thanks for your tolerance and support.

Sincerely wish you and your family to be happy and healthy.

Looking forward to coming again.

- ① Logo
- ② Power DC Port: recharge the battery
- ③ U1 Data Transfer Port
- ④ HD Signal Output, Connect this port with your TV
- ⑤ U2 Data Transfer Port
- ⑥ Earphone&Microphone Port
- ⑦ TF socket
- ⑧ Loudspeaker

FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

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

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

For Remote control

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Caution:

(i)The device for operation in the band 5150~5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii)For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the EIRP limits specified for point-to-point and non-point-to-point operation as appropriate;

Jumper Reminder

How to get in touch with Jumper Service center?

After-sales service of Jumper includes 400 hot line and online support. 400 hot line is a comprehensive call and number is 40083331. Online support mainly provides software support and drive support and you can get contact way on the product page where you buy it.

What to do if system works more and more slowly or system errors appears?

1. Examine regularly the hardware space to which system disk belongs.
2. Clear regularly and unload useless software;
3. If install or delete software and program frequently, please unload as required In relavant description.
4. Preserve Disk regularly.
5. Another way to avoid is to examine anti-virus software regularly and install software carefully, for virus often causes slow system speed and unusual errors.

How to avoid troubles from rogue software?

1. Pay more attention to some plug-in while installing software and refuse to install if beyond your need.
2. Words like “ Will you install...” may jump into your eye while scanning. You'd better click No before you make sure what it is.

How to make sure the safety and fluency of your transaction online?

1. To cut down effectively the risk of online transaction, formal anti-virus software and Microsoft firewall are strongly advised. And you should meanwhile check whether they are the latest version.
2. Update Windows OS, install patch program, and prevent system bug;
3. Install formal anti-virus software and make sure update regularly;
4. Log in formal website to avoid safety threat from Clone website;
5. Install certificates and set long password , and some safety certificates tool provided by certain banks are advised;

How to prevent thunderstorm from damaging your PC?

Thunderstorm may damage motherboard or net card or even burn the equipment which may cause greater loss if you don't turn off PC with plugging off power cord or net cable. So to keep safe, please don't use PC or other electronic device when thunderstorm or typhoon comes.

How to clean the PC?

Please mustn't use detergent or caustic solvent like alcohol and washing powder to clean screen. Please clean with soft, wet cloth. Please avoid cleaning or shaking main body while it is working. This can prevent PC from being hurt.

Attention before usage:

1. The product can be only used in non-tropical areas below an altitude of 2000 meters;
2. The product should be avoided to fall down on ground or shocked by other violate way;
3. Don't use this product under conditions like over-heat, over-cold, over-wet, or over-dusty way. Don't expose it under blazing sun for quite a long time.
4. Try not use product in condition like strong magnetism and static electricity;
5. Once there is water or other liquid sprinkling on the product body, please turn of all at once and start to use after clean and air it to dry.
6. Please mustn't use any detergent or other liquid which contains mechanical element to clean this product. If in necessary to clean, please use dry cloth or tissue instead.
7. We company claim no responsibility for data loss and deletion and relevant loss cause by factitious and unusual hard ware and soft ware operation, repairing and other accidental circumstances.
8. Please copy important material in time to avoid losing;
9. Please do not torn down product by yourself, or you will lose chance of free warranty;
10. We will not notice again the renewal of user manual and relevant software. If there is difference from that in user manual, please in kind prevail;
11. Please use original adapter to charge, for adapter of incorrect model will Cause explosion.
13. Unproper use of battery will cause danger of explosion. Only batteries of the same model or the same efficiency can replace each other. To replace battery of uncorrect type will cause dander of explosion. Don't expose battery (battery pack) to the Sun, fire, or other similar overhear environment.