User Guide

For

Laptop SF20GM

Regulatory Compliance Information

FCC Declaration of Conformity

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

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

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

CAUTION:

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

RF Exposure Information (SAR)

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

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

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/eot/ea/fccid after searching on FCC ID: TX2-RTL8822BE

Canadian Department of Communications Compliance Statement

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil numerique német pas de bruits radio électriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Réglement sur le broullage radioélectrique édicté par le ministére des Communications du Canada. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio

exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CE mark. Declaring compliance to all the applicable European Union (EU) directives.

French SAR/DAS

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

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

Japan VCCI Statement

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Taiwan battery recycling:

Translation – please recycle batteries

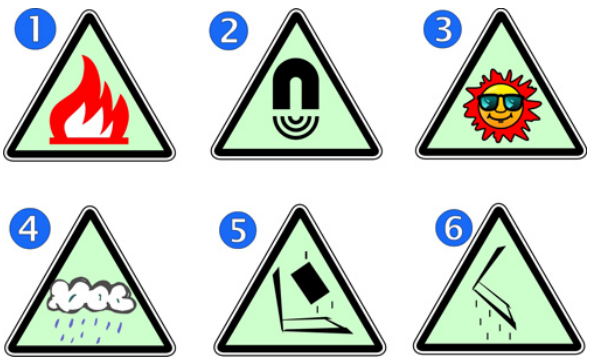
Be sure to keep the power cord away from younger children

Please ensure the user understand the following:

- As with all electrical products, precautions should be observed during handling and use to prevent electric shock. The power supply (adapter) should not be handled by the children.”
- The computer, power supply, battery pack or power cord should not be dropped, crushed, stepped on or otherwise abused.
- Ensure the user understand the safe and proper handling of power cord and power supply. Misuse could result in serious injury.
- The user should periodically inspect the computer; power supply and power cord for damage and replace it, if necessary.
- Do not leave the computer plugged in or “on” when enclosed in a non-vented container, such as a backpack, as overheating may occur.
- It is recommended that user should take a 5-minute break every 30 minutes of use.

Safety Precautions

The followings are the precautions for environments while using the product:



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

CAUTION

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

CAUTION

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

ATTENTION

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

ATTENTION

IL EST RECOMMANDÉ D'UTILISER CE NOTEBOOK DANS UN ENVIRONNEMENT OÙ LA TEMPÉRATURE AMBIANTE N'A PAS PLUS DE 35 ° C.

TO PREVENT POSSIBLE HEARING DAMAGE, DO NOT LISTEN AT HIGH VOLUME LEVELS FOR LONG PERIODS.

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1. Getting to know your computer

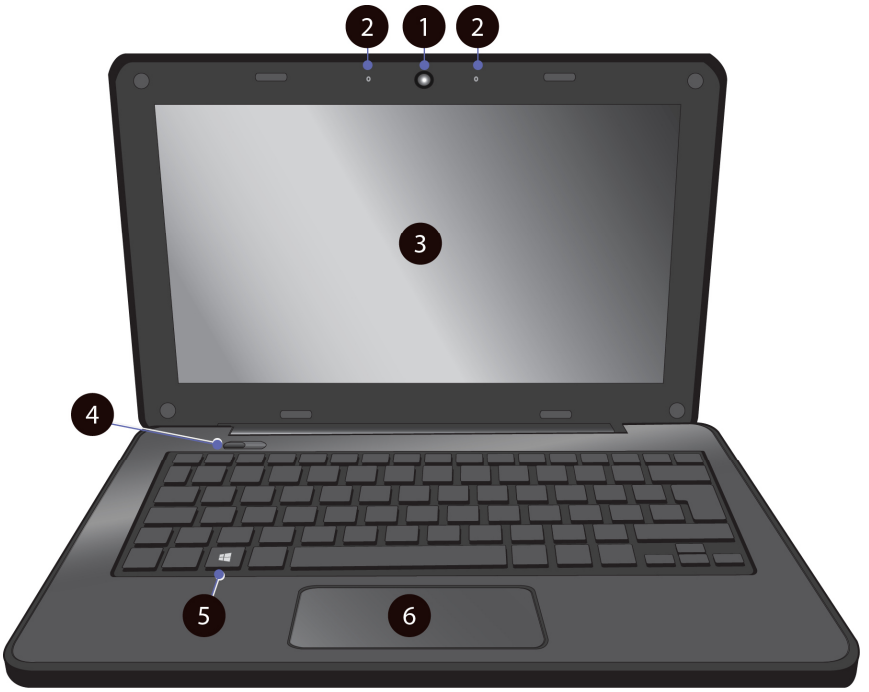
Package contents

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

• One laptop	• One AC adapter
• This manual	

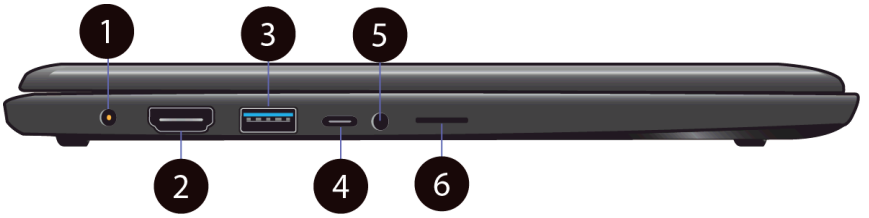
Layout

Front



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

Left

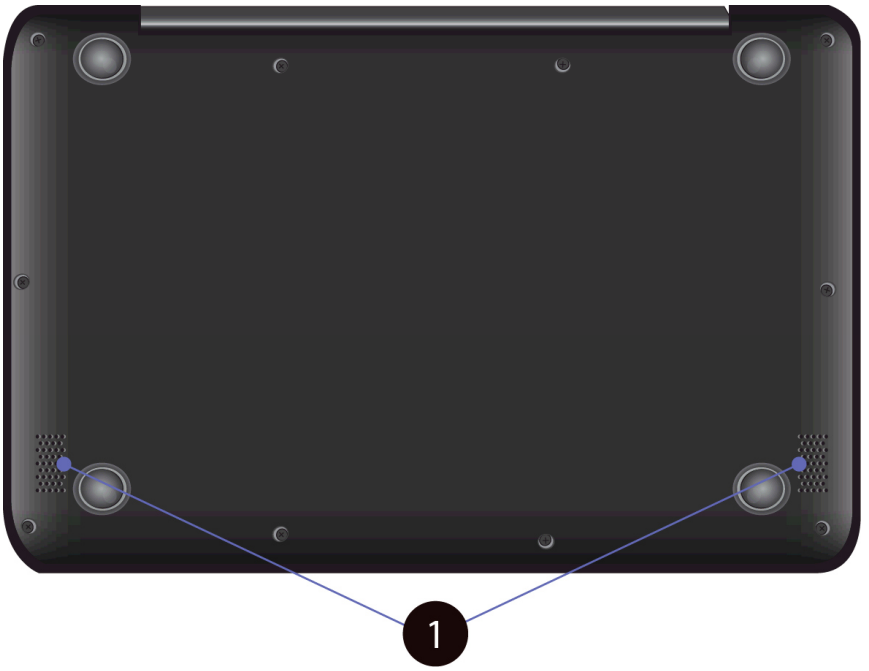


No.	Name	Function
1	Mini DC-in	Plug the provided adapter here to charge the battery.
2	HDMI	Plug your HDMI-aware device here.
3	USB 3.0	Plug your USB devices here.
4	Type-C USB port	Plug your USB Type-C supported devices here.
5	Combo Audio jack for microphone/headphone	Plug your 3.5mm headphone here
6	Micro SD card slot	Plug your micro SD card here

Right

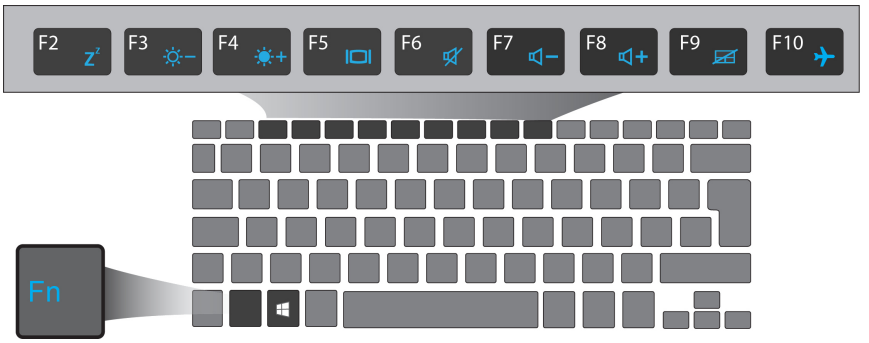
No.	Name	Function
1	Micro SIM card slot (optional)	Plug your micro.SIM card here to access your mobile service.
2	USB 2.0	Plug your USB devices here

Back



No.	Name	Function
1	Speaker	The sound system has two speakers for playing music, notification sounds, and other audio data.

Function keys



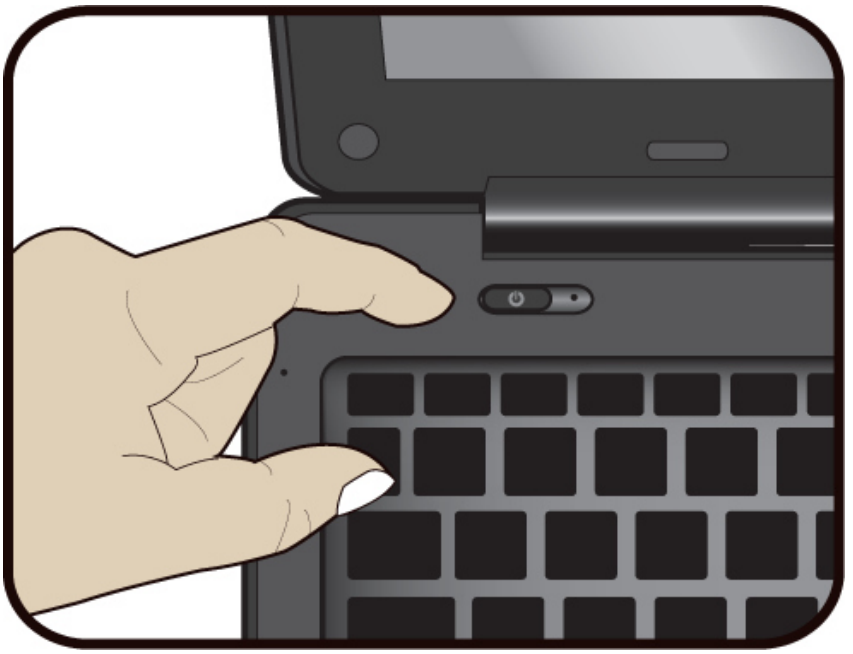
+

F2	Puts your computer into sleep mode.	F7	Decreases the volume level.
F3	Decreases the display brightness.	F8	Increases the volume level
F4	Increases the display brightness.	F9	Disables or enables the touchpad.
F5	Switches display output between your display, external monitor (if connected) and both.	F10	Disables or enables the wireless connection.
F6	Mutes/unmutes the audio output.		

2. Using your computer

Powering ON/OFF

Powering on your computer



1. If this is the first time you turn this computer on, connect the AC adapter and fully charge the battery.

2. Press the power button (normally 1 to 2 seconds) until you see the power indicator lights up in blue.

Powering on for the first time

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

- Activate your Windows 10
- Sign in to or create your Microsoft account
- Setup a wireless connection and more

Please follow the instruction to complete the initial setup.

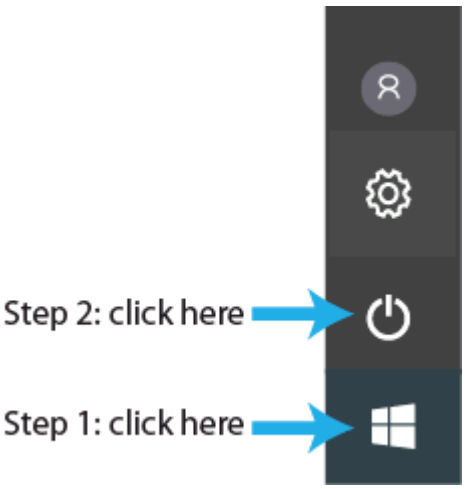
Powering off your computer

Save all your data before powering your computer off.

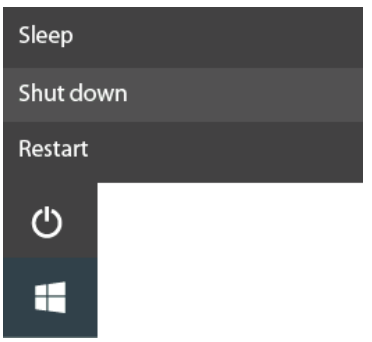
To power off your system, following the steps below:

1. Click the Windows icon in the low-left corner of the Desktop. Or, press on the Windows key in the keyboard.

2. In the Start menu, click the Power icon, as shown on the right,



3. Select <Shut down> from the power option menu, as shown on the right.



Putting your computer into sleep mode

When you will be away from your computer for a short time, put the computer to sleep.

Do one of the following:

- Close the display panel
- Press the power button briefly one time.
- Press Fn + F2
- Open the Start menu and then select <Power> → <Sleep>.

Waking up your computer

Note: It is recommended that you put your computer to sleep before you move it. Especially, if your laptop comes with a traditional hard disk, instead of a modern SSD, moving your computer while the hard disk is spinning can sometimes damage the hard disk, causing loss of data.

Do one of the following:

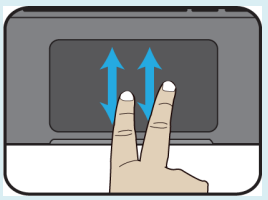
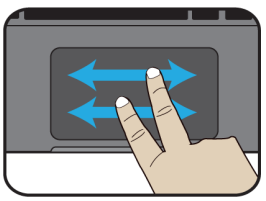
A: Pressing the power button briefly one time.

B: Pressing the windows key.

C: Tapping the touchpad, or opening the display panel.

Basic touchpad operations

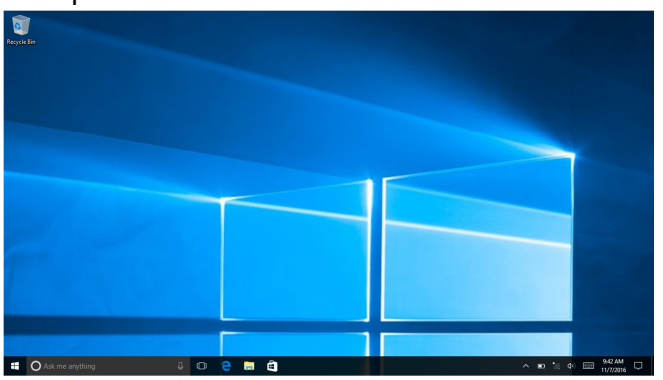
The touchpad works like a traditional mouse. With it, you can move the cursor and perform left-click, right-click, double-click actions. However, the actual available actions are application dependent.

Action name	Explanation
Left-clicking (or Clicking)	Tap once on the touchpad surface or press once on the low-left corner of the touchpad.
Right-clicking	Press once on the low-right corner of the touchpad.
Dragging	Press and continue to hold down the left corner and then move (drag) your finger across the touchpad surface.
Vertical scrolling 	Drag two fingers up or down on the touchpad.
Horizontal scrolling 	Drag two fingers left or right on the touchpad.

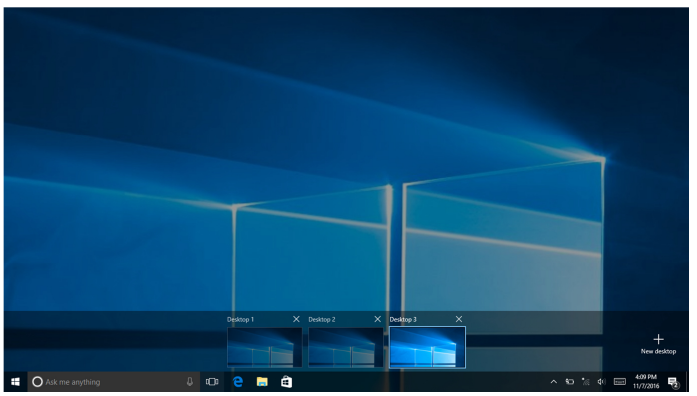
3. Windows Interface

Desktop and virtual desktop experience

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



To launch the feature you can click the app icon as shown on the left or just press Window key and TAB key of your keyboard in the same time.



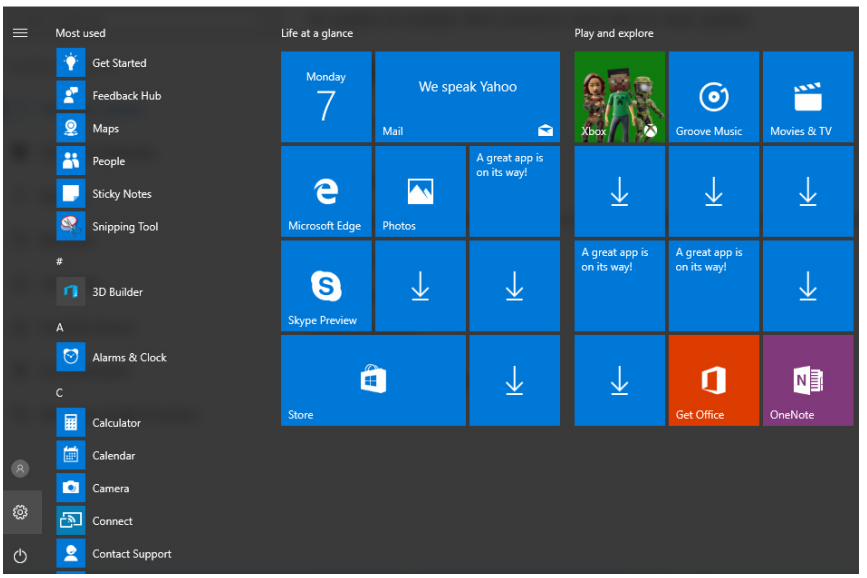
Taskbar

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

- Start menu
- Search box
- App shortcuts area
- Notification area

Start menu

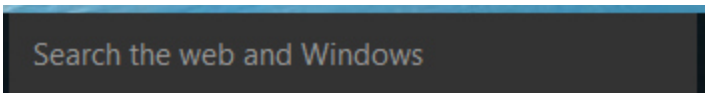
To open the Start menu, you can either click on the windows icon (which is also known as Start button) located at the left end of the taskbar or press once on the windows key of the keyboard. And the Start menu will appear, as shown below



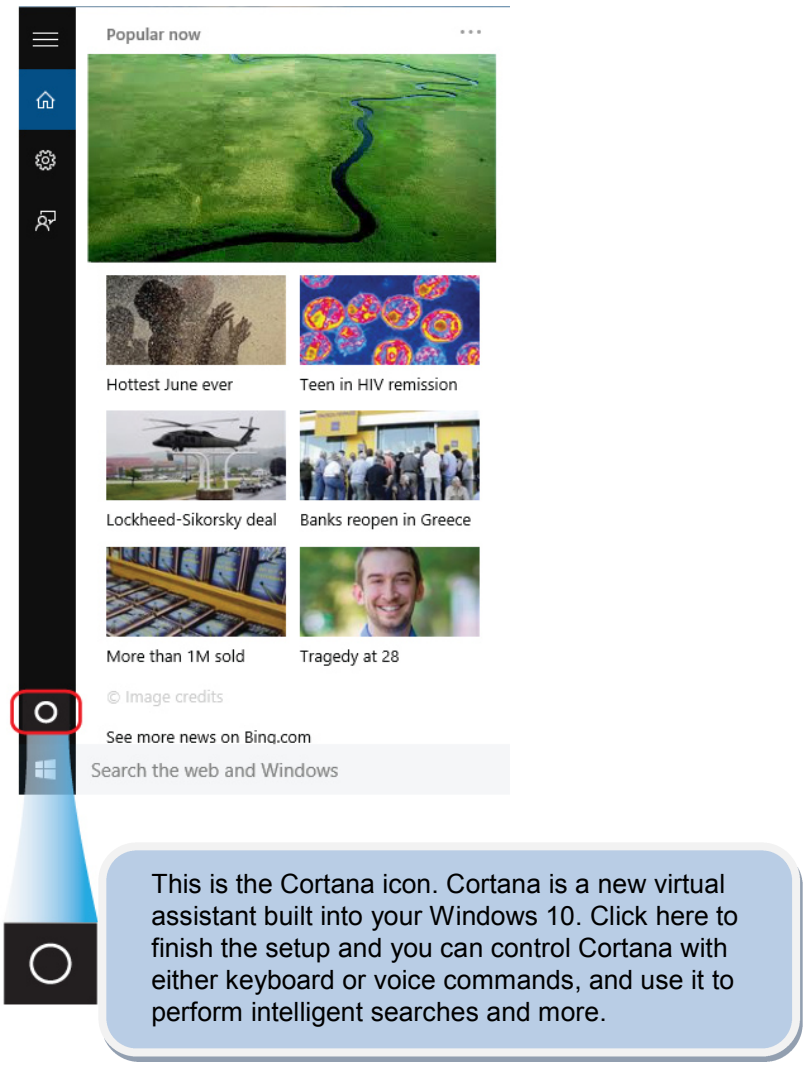
For how to setup this menu, please refer to page 16.

Search box - Cortana

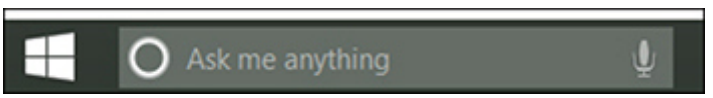
Next to the Start menu is the search box, as shown below.



When you select this box, a window will pop out as shown below.



After you setup the Cortana settings, the search box will look like



App shortcuts area

In this area, you can put the shortcuts of your frequently used apps. For how to arrange this area, please refer to p.16

Notification area

The right part of the taskbar holds several icons that show you the status of your laptop, as shown below.

This is an area called Notification Area, where

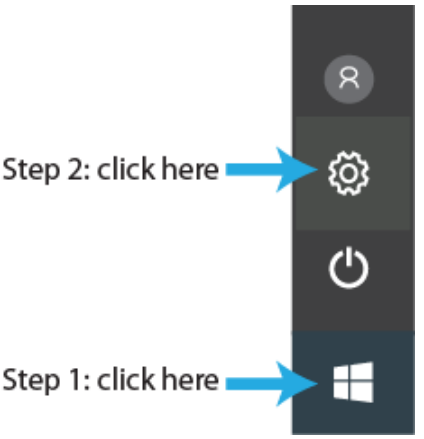
	Click here to show more hidden status icons.
	Shows you the current battery status.(For detail, please refer to page 22)
	Shows you the status of your wireless network connection.
	Click here to open a touch keyboard, with which you can type text directly on the screen.
	Click here to show the system notifications and several shortcuts.

4. Setup and Connection

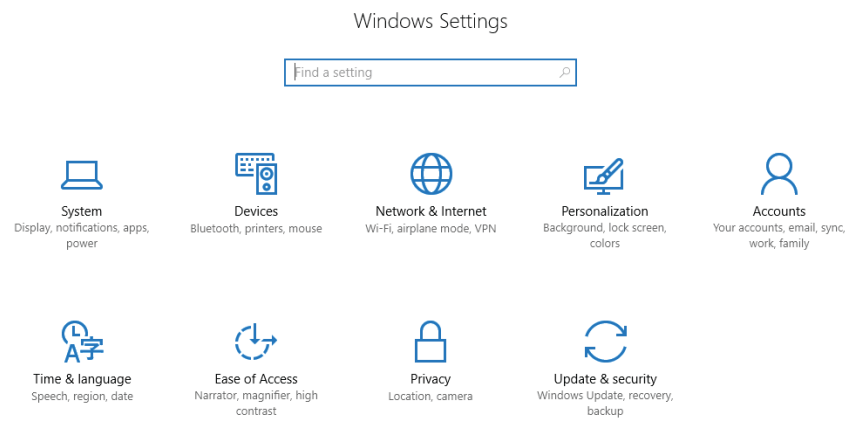
Settings screen

To access to the Settings screen:

1. Click the Windows icon in the low-left corner of the Desktop. Or, press on the Windows key in the keyboard.
2. Click the Settings icon.



This will open the Settings screen, as shown below



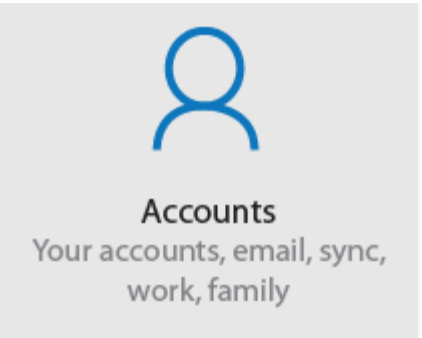
Next, the following sections will guide you through the basic setup of your windows system.

Windows Activation

To use all features of your Windows laptop, you may need to activate your Windows system. Follow the following steps to register and activate your Windows.

1. Open the Start menu and click <Settings >.
2. Click <Update & security>
3. Select <Activate>.
4. Follow the instructions to activate your windows.

Setup Your Microsoft Account

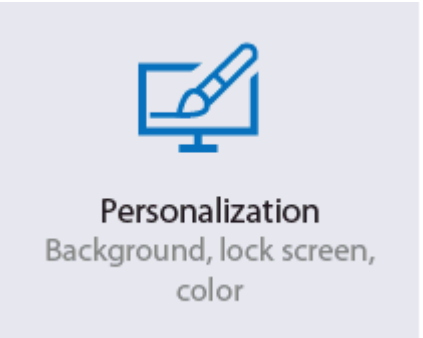


To share files or settings with other devices running Windows 10, you need to setup a Microsoft Account. Furthermore, if you want to download or purchase apps from the Microsoft Store, such Microsoft Account is required.

To setup your Microsoft account

1. Open the Settings screen and select <Accounts> .
2. Select <Your account >
3. Select <Sign in with a Microsoft account instead>.
4. Follow the instruction to register your account information.

Replacing Desktop with Start screen



If you are more familiar with the interface similar to the Start screen introduced in Windows 8 series, you can set your laptop to show the Start screen instead of the Desktop every time when you power on your laptop. To do so, do the following steps:

1. Open the Settings screen.
2. Select <Personalization>.
3. In the Personalization screen, enable the option <Use Start full screen>

After these steps, you will see the Start screen every time you turn on your laptop.

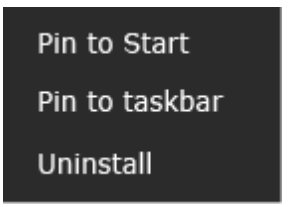
Pin and unpin your app

Pinning an App to Start menu or taskbar

To add an app:

1. Open the Start menu

2. Right-click on the app that you want to appear on your Start menu or taskbar, and an option menu appears.



3. Click <Pin to Start> or <Pin to taskbar> to add the app to your Start menu or taskbar .

Removing an App

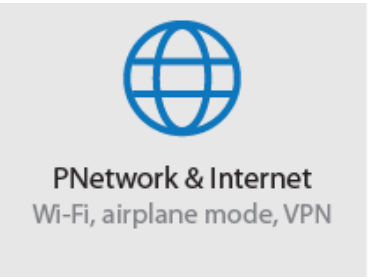
To remove an app:

1. Right click the app that you want to remove from your Start menu or taskbar.
2. Click <Unpin from Start> or <Unpin from taskbar> to remove it from your Start menu or taskbar.

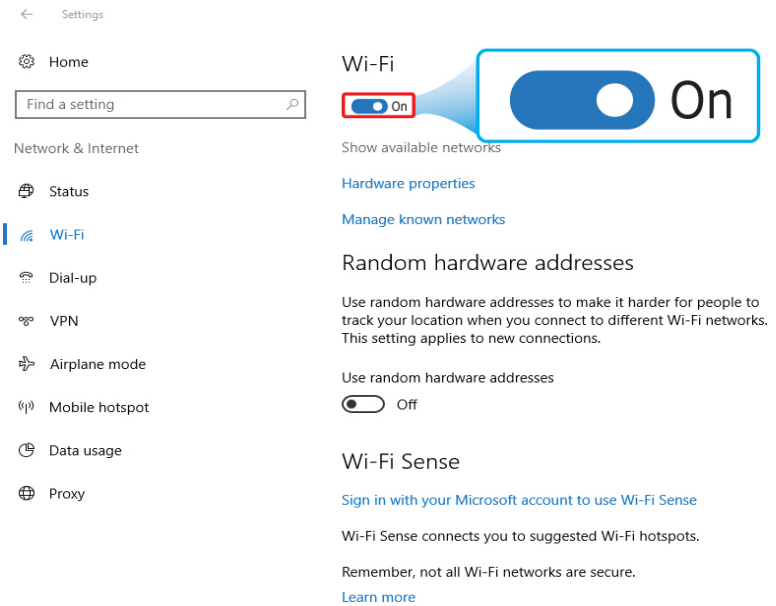
Wireless LAN

Enabling wireless connection

1. Open Settings menu and select <Network & Internet>.



2. Select <Wi-Fi> and set the function to ON, as shown below



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3. Click the option “Show available networks”, and a network list will appear on the right part of your screen.

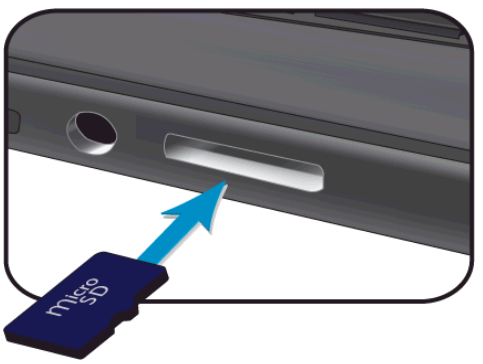
4. Click your desired network’s name in the list, and then click Connect. Follow the instruction on the screen to establish the connection.

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

Micro SD Card Slot

You can utilize your micro SD cards as removable disks and conveniently exchange data with digital devices such as a digital camera, digital camcorder, MP3, etc.

To insert your micro SD card



1. Insert the micro SD card into the card slot.
2. Follow the message on the screen to open and view the files.
3. A Windows Explorer runs and shows all the folders and files in the micro SD cards, and you can save, move and delete data as you are handling a storage device.

To remove your memory card

1. Press the card and release. The card will pop up.
2. Pull the card out by holding the end of the card.

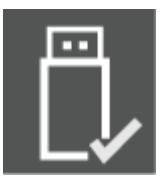
Connecting an External Device

Connecting to the USB port

Your computer comes with three USB ports – which are one Type-C, one USB 3.0 Type-A , and one USB 2.0 port - compatible with all kinds of USB devices.

Once you plug a USB device into a USB port on your computer, Windows automatically loads a driver for that device. After the driver has been loaded one time, you can disconnect and reconnect the same device without performing any additional steps.

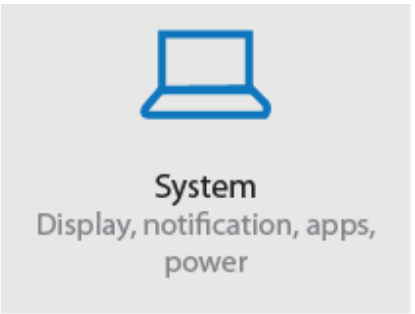
Note: If Windows requires you to install the driver before connecting, check the documentation provided by the device's manufacturer before connecting the device.



To disconnect a USB storage device, make sure you click the Safely Remove Hardware icon (as shown on the left) in the notification area of the taskbar to remove the device before disconnecting.

Note: If your USB device uses a power cord, connect the device to a power source before connecting it.

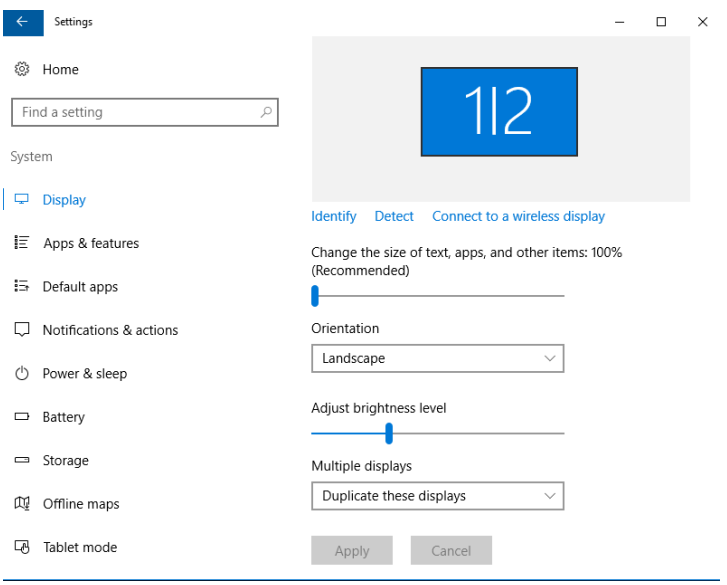
Connecting to the HDMI port



You can connect your external display device such as a monitor, TV, or projector to your laptop, if such device has a HDMI port. By doing so, you have a wider view when you give a presentation or watch a video or movie.

1. Power off the external device.
2. Locate the HDMI port on your laptop.
3. Connect one end of your cable to the port, and the other end to the port on the external device.
4. Power on the external device.

   When connecting a TV, you may need to configure your TV to external device mode.
5. Open the Settings screen, select <System>and then <Display>.
6. If your external monitor is detected, you will see the setting page similar to the one as shown below



7. Click <Multiple displays> to open the drop-down list.
8. From the list, select your desired monitor mode.
9. Click <Apply> and confirm your setting.

5. Battery

Charging your battery

1. Plug the adapter into the DC-in, which you can find on the left side of your laptop.
2. Plug the adapter into a wall-socket.

3. You shall see the battery indicator starts blinking in blue.
4. When the battery is fully charged, the battery indicator will stop linking and stays solid in blue

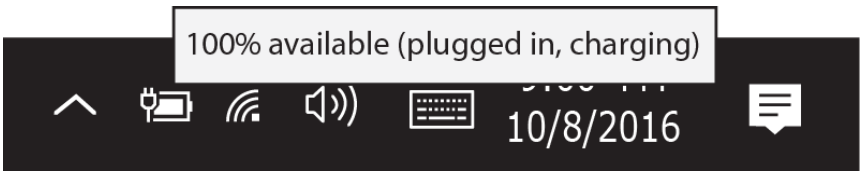
While system is off, it takes around 3 to 4 hours to fully charge the battery. After fully charged, the battery Life reaches 4.6 to 6.6 hours

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

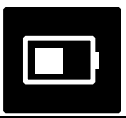
Your battery status

By inspecting the taskbar

In Desktop, move the cursor to the battery icon in the taskbar. A pop-up dialog box appears and shows you the remaining battery percentage, as shown below.



The battery icon reveals the status of your battery, which described as below.

	Battery is fully charged
	Battery is starting to drain
	Battery is about to completely drain, and you should stop using your computer and charge it at once.
	Battery is being charged.

By inspecting the battery indicator

When your laptop is not powered by the adapter, the color of the battery indicator shows you the approximate status of your battery.

Battery Low : Blinking in red

Battery High: Off.

The battery is an expendable supply, so when using it over a long time, the capacity/battery life is shortened. If the battery life is reduced to under half of its initial time, we recommend purchasing a new battery. When not using the battery for a long time, store the battery after charging it to 30-40% of its capacity. This extends the battery life time.

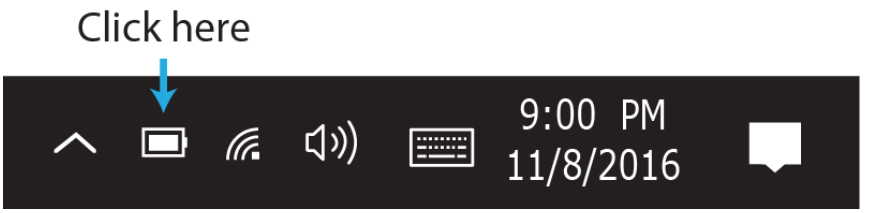
6. Windows Help and Troubleshooting

Settings for Sleep mode

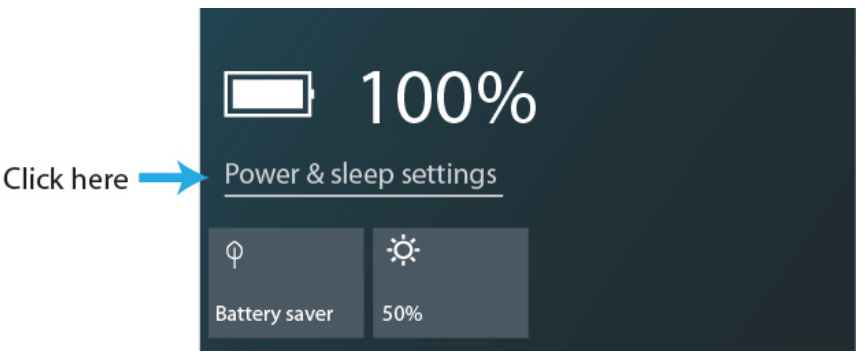
Your laptop is delivered with the factory settings. In the factory settings, for example, the idle time before going into the sleep mode is set as follows:

- 10 minutes (for Battery mode) or
- 15 minutes (for Plugged-in mode).

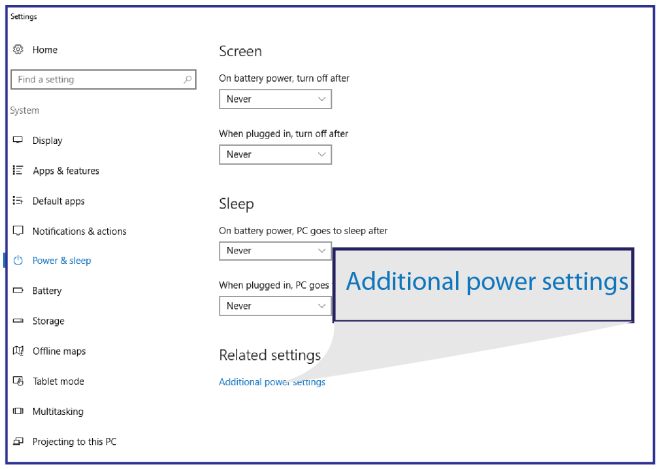
If you want to change the settings, just right click on the battery level icon that can be found on the taskbar.



Select <Power & sleep settings> in the popup



The setting page will be open as shown below.



This page provides an option for you to edit your Power Plan settings. To do this, simply click on the <Additional power settings>.

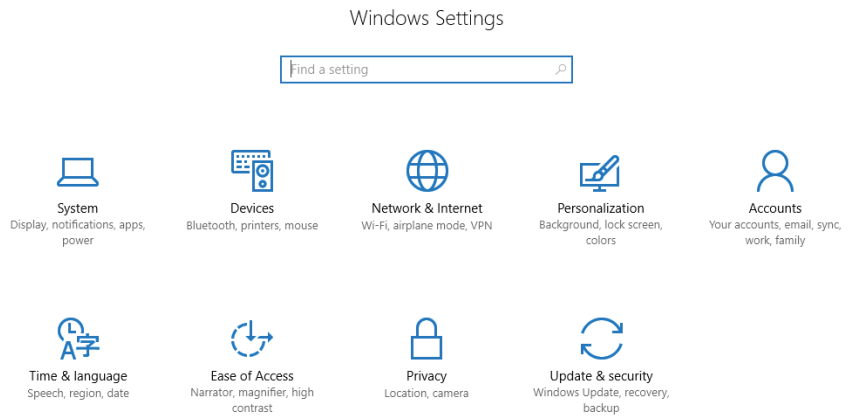
After setting the waiting time, you need to press <Save changes> to confirm your changes.

Backup your system

The backup feature provided here is a bit-by-bit copy of the entire system. You can use the feature to backup your full installation of the operating system, settings, desktop programs, Windows apps, and all personal files.

To backup your system, it is recommended to use an external USB hard driver and connect it to any one of the available USB ports on your laptop. Then, follow the steps to setup the feature.

1. Open the Settings screen. As for how to open the Settings screen, please refer to page 14.



2. Select “Update & security”.

3. Select “Backup”.
4. Click “Add a drive”. A list will pop up and prompt you to select the drive where you want to store your backup files.
5. Select weather you want the system to do the backup automatically.

For now on, the system will backup your system automatically or prompt you to do the periodic backup manually.

Troubleshooting

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

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

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

For about any problem, follow these steps:

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

Screen problems	
When I turn on the computer, nothing appears on the screen.	• If the screen is blank, make sure that: - The AC adapter is connected to the computer and the power cord is plugged into a working electrical outlet. - The computer power is on. (Press and hold down the power button for at least 4 seconds to force the power off, and power it on again.) • If these items are properly set, and the screen remains blank, have the computer serviced.
My screen goes blank while the computer is on.	• Your laptop is in its sleep mode. Do one of the following to resume from sleep mode: - Press the power button. - Press the windows key button.
Sleep problems	
The critical low-battery error message appears, and the computer turns off	• The battery power is getting low. Connect the AC adapter to the computer.
The computer enters sleep mode immediately after Power-on.	• Make sure that the battery is charged. - The operating temperature may be too hot. Move to a cooler environment and try to wake the computer.
The computer does not	• If your computer is in sleep mode,

return from sleep mode and the computer does not work.	connect the AC adapter to the computer, then press the key button or the power button. • If your computer is powered-off, connect the AC adapter to the computer, then press the power button to resume operation.
Display problem	
The screen is blank.	• Do the following: - If you are using the AC adapter, or using the battery, and the battery status indicator is on, press Fn+F4 to make the screen brighter. - Press the power button to resume from sleep mode. - If the problem persists, follow the solution in the next problem “The screen is unreadable or distorted.”
The screen is unreadable or distorted.	• Make sure that: - The screen resolution and color quality are correctly set. - The monitor type is correct.
Incorrect characters appear on the screen.	• Are the operating system or programs installed correctly? If they are installed and configured correctly, have the computer serviced.
Sound problems	
No sound can be heard from the speaker even	• Make sure that: - The Mute function is off.

when the volume is turned up.	- The combo audio jack is not being used. - Speakers are selected as the playback device.
Other problems	
Your computer does not respond.	• To turn off your computer, press and hold the power button for 4 seconds or more. If the computer still does not respond, remove the AC adapter. • Your computer might lock when it enters sleep mode during a communication operation. Disable the sleep timer when you are working on the network.
The connected external device does not work.	• Do not connect or disconnect any external device cables other than USB while the computer power is on. Otherwise, you might damage your computer. • When using a high power consumption external device such as an external USB optical disk drive, use an external device power adapter. Otherwise, the device may not be recognized.

7. Specification

Processor	■ Intel® Gemini Lake
Memory	■ One DDR4 socket (supporting up to 8 GB with speed up to 2400MHz)
Storage	■ EMMC module: 64GB/128GB eMMC v5.0 ■ M.2 SSD 2280: Up to 256GB
Dimension	■ 305 mm (W) x 201.5 mm (D) x (19.9~23.8) mm (H)
Weight	■ 1.425 kg (with HDD)
Wireless 1x1ac Combo	■ 802.11ac 1x1 (5GHz/2.4GHz dual band support) ■ Bluetooth4.0 LE, Bluetooth 5 as optional ■ M.2 2230/M.2 1216 supported
Wireless 2x2ac Combo	■ 802.11ac,2x2Wave-2compliantwithMU-MIMO(5 GHz/2.4GHzdualbandsupport) ■ Bluetooth4.2 LE, Bluetooth 5 as optional ■ M.2 2230/M.2 1216 supported
LCD	■ TN LCD 11.6” ■ 1366 X 768 (HD)
Cameras	■ IR camera 1M HD ■ With DMIC x 2
Battery	■ 2 cells 5000mAh (EMMC only) ■ 2 cells 4000mAh

Input/Output	■ 1 x DC-in ■ 1 x USB 3.0 port Type-A ■ 1 x USB Type-C ■ 1 x USB 2.0 port Type-A ■ 1 x HDMI port ■ 1 x MicroSD card reader ■ 1 x combo audio jack for headphone /microphone ■ 1 x SIM slot (Optional)
Speaker & Microphone	Speaker : ■ Build-in 2 Speakers (1.1W , 8Ω) Microphone: ■ 2 digital mic
Language	■ English ■ Spanish ■ Portuguese ■ Arabic ■ Turkish ■ Russian ■ Simplified Chinese ■ Thai ■ Greek ■ Hungarian ■ Traditional Chinese ■ German ■ Hebrew ■ Italian ■ Latin Spanish ■ Brazil Portuguese ■ French
AC adapter	■ DC Output: 12V/2A/24W ■ Input Voltage: 100–240VAC Nominal ■ Input Frequency: 50–60Hz. ■ Model No.: WA-24Q12FU

Certification	EMC	■ CE ■ FCC
	RF	■ FCC&SAR / RED
	Safety& Environment	■ CB / UL(by request) ■ CCC (Optional) ■ WEEE(Declaration) ■ RoHS(Declaration) ■ HDMI 1.4 w/certification ■ HDMI 2.0 w/o certification ■ UL 696 ■ CPSIA
	Others	■ Dust proof IP4X ■ Droptest MIL-STD-810G(76cm) ■ Water Resistance 100cc on keyboard/touchpad
	Design ready	■ Energy Star Compliance 6.1 ■ Erp Lot 6 ■ HDCP

HIGH-DEFINITION MULTIMEDIA INTERFACE