

**HDMI**<sup>™</sup>  
HIGH-DEFINITION MULTIMEDIA INTERFACE



E22936

First Edition / March 2024

# IN SEARCH OF INCREDIBLE

E-Manual



## **COPYRIGHT INFORMATION**

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

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

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

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

Copyright © 2024 ASUSTeK COMPUTER INC. All Rights Reserved.

## **LIMITATION OF LIABILITY**

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

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

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

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

## **SERVICE AND SUPPORT**

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

# Table of Contents

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

## Chapter 1: Hardware Setup

Getting to know your Chromebook.....	16
Front View.....	16
Bottom View .....	21
Right View.....	23
Left View.....	25

## Chapter 2: Using your Chromebook

Getting started .....	30
Charge your Chromebook.....	30
Gestures for the touch screen panel and touchpad .....	34
Using touch screen panel gestures.....	34
Using the touchpad.....	36
Using the keyboard.....	41
Night Light .....	43
Turning your Chromebook off.....	44
Using Chromebook.....	44
Using the power button on your Chromebook.....	44

## **Tips and FAQs**

Useful tips for your Chromebook.....	46
Hardware FAQs .....	47
Software FAQs.....	49

## **Appendices**

Legal information .....	52
USB-IF Trademark .....	52
Regulatory statements .....	53
Federal Communications Commission Interference Statement .....	53
FCC RF Exposure Information.....	54
FCC RF Caution Statement .....	54
Compliance Statement of Innovation, Science and Economic Development Canada (ISED) .....	55
Déclaration de conformité de Innovation, Sciences et Développement économique Canada (ISED) .....	55
Radio Frequency (RF) Exposure Information .....	56
Informations concernant l'exposition aux fréquences radio (RF) .....	56
Caution .....	57
Mise en garde.....	57
UL Safety Notices.....	58
Power Safety Requirement.....	59
TV Notices .....	59
Macrovision Corporation Product Notice .....	59
Prevention of Hearing Loss .....	59
Coating Notice .....	59
Nordic Lithium Cautions (for lithium-ion batteries).....	60

Declaration of Compliance for Product Environmental Regulation.....	61
EU REACH and Article 33.....	61
EU RoHS.....	61
Japan JIS-C-0950 Material Declarations .....	61
India RoHS.....	61
Vietnam RoHS .....	62
ASUS Recycling/Takeback Services.....	62
Rechargeable Battery Recycling Service in North America.....	62
Ecodesign Directive .....	62
ENERGY STAR® Qualified Product .....	63
EPEAT Registered Products .....	63
Regional notice for Singapore .....	64
Notices for removable batteries.....	64
Avis concernant les batteries remplaçables.....	64
Simplified EU Declaration of Conformity .....	65
Simplified UKCA Declaration of Conformity.....	66

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

# About this manual

This manual provides information about the hardware and software features of your Chromebook, organized through the following chapters:

## **Chapter 1: Hardware Setup**

This chapter details the hardware components of your Chromebook.

## **Chapter 2: Using your Chromebook**

This chapter shows you how to use the different parts of your Chromebook.

## **Tips and FAQs**

This section presents some recommended tips, hardware FAQs, and software FAQs you can refer to for maintaining and fixing common issues with your Chromebook.

## **Appendices**

This section includes notices and safety statements for your Chromebook.

## Conventions used in this manual

To highlight key information in this manual, some text are presented as follows:

---

**IMPORTANT!** This message contains vital information that must be followed to complete a task.

---

---

**NOTE:** This message contains additional information and tips that can help complete tasks.

---

---

**WARNING!** This message contains important information that must be followed to keep you safe while performing tasks and prevent damage to your Chromebook's data and components.

---

## Typography

**Bold** = This indicates a menu or an item that must be selected.

*Italic* = This indicates sections that you can refer to in this manual.



# Safety precautions

## Using your Chromebook



This Chromebook should only be used in environments with ambient temperatures between 5°C (41°F) and 35°C (95°F).



Refer to the rating label on the bottom of your Chromebook and ensure that your power adapter complies with this rating.



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



Do not use damaged power cords, accessories, and other peripherals with your Chromebook.



While powered on, ensure that you do not carry or cover your Chromebook with any materials that can reduce air circulation.



Do not place your Chromebook on uneven or unstable work surfaces.



You can send your Chromebook through x-ray machines (used on items placed on conveyor belts), but do not expose them to magnetic detectors and wands.



Contact your airline provider to learn about related in-flight services that can be used and restrictions that must be followed when using your Chromebook in-flight.

## Caring for your Chromebook



Disconnect the AC power and remove the battery pack (if applicable) before cleaning your Chromebook. Use a clean cellulose sponge or chamois cloth dampened with warm water. Remove any extra moisture from your Chromebook using a dry cloth. Keep any liquids from entering the chassis or keyboard gap to prevent short circuit or corrosion.



Do not use strong solvents such as alcohol, thinners, benzene, or other chemicals on or near your Chromebook.



Do not place objects on top of your Chromebook.



Do not expose your Chromebook to strong magnetic or electrical fields.



Do not use or expose your Chromebook near liquids, rain, or moisture.



Do not expose your Chromebook to dusty environments.



Do not use your Chromebook near gas leaks.



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

## Proper disposal



Do not throw your Chromebook in municipal waste. This product has been designed to enable proper reuse of parts and recycling. The symbol of the crossed out wheeled bin indicates that the product (electrical, electronic equipment and mercury-containing button cell battery) should not be placed in municipal waste. Check local regulations for disposal of electronic products.



Do not throw the battery in municipal waste. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

## Battery safety information

### Battery protection

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

---

**NOTE:** The level at which the battery resumes charging is usually set between 90% and 99%. The actual value may vary by model.

---

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

## Standard battery care

- If you are not using your device for a long period of time, ensure to charge the battery power to 50% then power off your device and disconnect the AC power adapter. Recharge the battery power to 50% every three months to avoid over-discharging and prevent damage to the battery. Or you may enable the long-term storage mode for your Chromebook in a few steps: <https://www.asus.com/support/FAQ/1044476>.
- Do not leave your battery in damp environments. Exposure to damp environments may increase the battery over-discharging rate. Low temperature environment may damage the chemicals inside the battery while high temperature or overheating may result in a risk of explosion.
- Do not place your device or battery pack near radiators, fireplaces, furnaces, heaters, or any sources of heat with temperature exceeding 60°C (140°F). High temperature surrounding environment may result in an explosion or leakage that may cause fire.



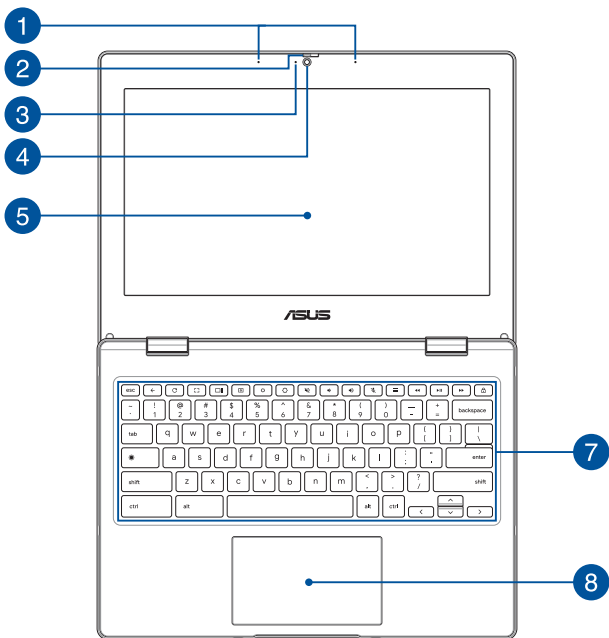
# ***Chapter 1:*** ***Hardware Setup***

# Getting to know your Chromebook

## Front View

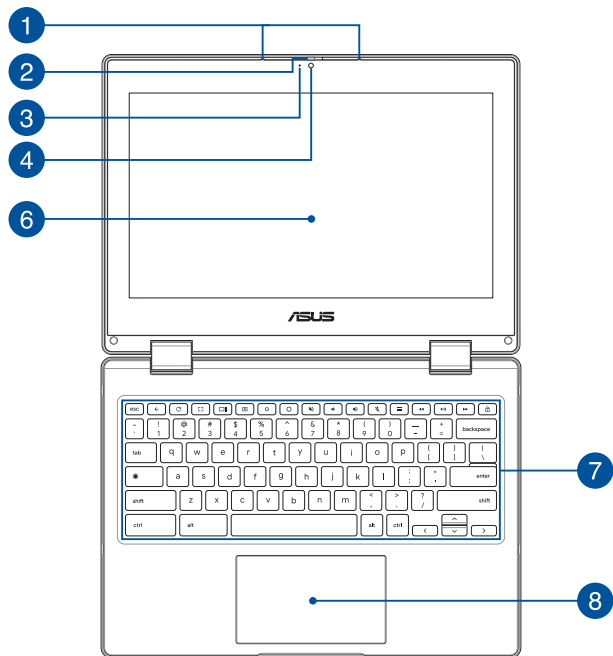
**NOTE:** The keyboard's layout may vary per region or country. The front view may also vary in appearance depending on the Chromebook model.

### Non-touch screen panel model





## Touch screen panel model



- 1 Array microphones**  
The array microphones feature echo canceling, noise suppression, and beam forming functions for better voice recognition and audio recording.
- 2 Webcam shield**  
This allows you to cover the camera lens of your Chromebook.
- 3 Camera indicator**  
The camera indicator lights up when the built-in camera is in use.
- 4 Camera**  
The built-in camera allows you to take pictures or record videos using your Chromebook.

## 5 Display panel

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

## 6 Touch screen panel

This high-definition touch screen panel provides excellent viewing features for photos, videos, and other multimedia files on your Chromebook. It also allows you to operate it using touch screen gestures.

---

**NOTE:** For more details, refer to the *Using touch screen panel gestures* section in this manual.

---

## 7 Keyboard

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

---

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

---

## 8 Touchpad

The touchpad allows the use of multi-gestures to navigate onscreen, providing an intuitive user experience. It also simulates the functions of a regular mouse.

---

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

---

## Bottom View

---

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

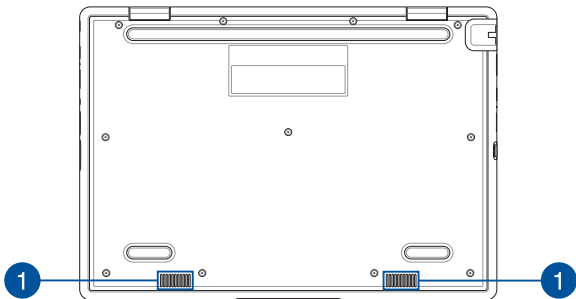
---

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

---

### **IMPORTANT!**

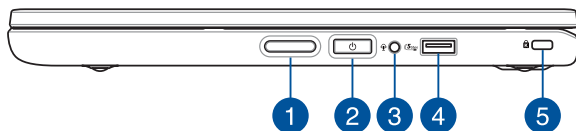
- Battery time varies by usage and by the specifications for this Chromebook. The battery pack cannot be disassembled.
  - Purchase components from authorized retailers to ensure maximum compatibility and reliability. Consult an ASUS service center or authorized retailers for product service or assistance on proper disassembly or assembly of the product.
- 



## **1** **Audio speakers**

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

## Right View



- 1 Volume button**

This button turns the volume up or down on your Chromebook.
- 2 Power button**

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

In the event that your Chromebook becomes unresponsive, press and hold the power button for at least ten (10) seconds until your Chromebook shuts down.
- 3 Headphone/Headset/Microphone jack**

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

4

#### **USB 3.2 Gen 1 port**

The USB 3.2 (Universal Serial Bus 3.2) Gen 1 port provides a transfer rate of up to 5 Gbit/s and is backward compatible to USB 2.0.

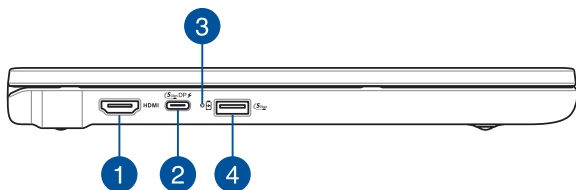
5

#### **Kensington® security slot**

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



## Left View



### 1 HDMI output port

This port allows you to send audio and video signals from your Chromebook to an HDMI-compatible device using an HDMI cable.

---

**NOTE:** This Chromebook supports one external display.

---

## 2

**USB 3.2 Gen 1 Type-C®/DisplayPort/  
Power Delivery combo port**

The USB 3.2 (Universal Serial Bus 3.2) Gen 1 Type-C® port provides a transfer rate of up to 5 Gbit/s and is backward compatible to USB 2.0. Use a USB Type-C® adapter to connect your Chromebook to an external display. Connect a power source rated 15V/3A to charge the battery pack and supply power to your Chromebook.

---

**NOTE:**

- Transfer rate of this port may vary per model.
  - This Chromebook supports one external display.
- 

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

---

**IMPORTANT!**

- It may take longer to fully charge your Chromebook through a low-voltage power source.
  - To prevent any damage, use only power sources rated 15V/3A to charge your Chromebook with the USB Power Delivery combo port. For more information, consult an ASUS service center for assistance.
-

### 3 Two-color battery charge indicator

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

Color	Status
<b>Solid White</b>	The Chromebook is plugged to a power source and the battery power is between 95% and 100%.
<b>Solid Orange</b>	The Chromebook is plugged to a power source, charging its battery, and the battery power is less than 95%.
<b>Blinking Orange</b>	The Chromebook is running on battery mode and the battery power is less than 10%.
<b>Solid White</b>	The Chromebook is running on battery mode and the battery power is between 10% to 100%.

### 4 USB 3.2 Gen 1 port

The USB 3.2 (Universal Serial Bus 3.2) Gen 1 port provides a transfer rate of up to 5 Gbit/s and is backward compatible to USB 2.0.



## ***Chapter 2:*** ***Using your Chromebook***

# Getting started

## Charge your Chromebook

- A. Connect the DC power connector into your Chromebook's power (DC) input port.
- B. Plug the AC power adapter into a 100V~240V power source.



Charge the Chromebook for **3 hours** before using it in battery mode for the first time.

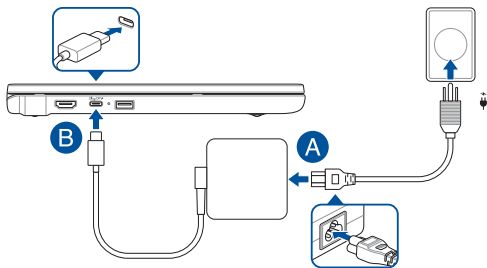
---

**IMPORTANT!** Carefully plug in and pull out the USB connector horizontally to avoid damage to the USB port. Using excessive force or not inserting the USB connector horizontally may cause damage and affect your warranty.

---

**NOTE:** The power adapter may vary in appearance, depending on models and your region.

---



---

**IMPORTANT!**

Power adapter information:

- Input voltage: 100-240Vac
  - Input frequency: 50-60Hz
  - Rating output current: 3A (45W)
  - Rating output voltage: 15V
-

---

**IMPORTANT!**

- Locate the input/output rating label on your Chromebook and ensure that it matches the input/output rating information on your power adapter. Some Chromebook models may have multiple rating output currents based on the available SKU.
  - Ensure that your Chromebook is connected to the power adapter before turning it on for the first time. Always plug the power cord into a wall socket without using any extension cords. For your safety, connect this device to a properly grounded electrical outlet only.
  - The socket outlet must be easily accessible and near your Chromebook.
  - To disconnect your Chromebook from its main power supply, unplug your Chromebook from the power socket.
- 

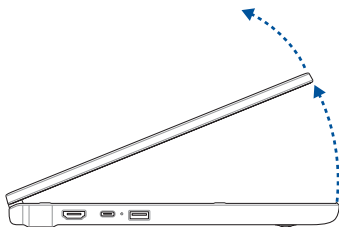
**WARNING!**

Read the following precautions for your Chromebook's battery:

- Only ASUS-authorized technicians should remove the battery inside the device (for non-removable battery only).
  - The battery used in this device may present a risk of fire or chemical burn if removed or disassembled.
  - Follow the warning labels for your personal safety.
  - Risk of explosion if battery is replaced by an incorrect type.
  - Do not dispose of in fire.
  - Never attempt to short-circuit your Chromebook's battery.
  - Never attempt to disassemble and reassemble the battery (for non-removable battery only).
  - Discontinue usage if leakage is found.
  - The battery and its components must be recycled or disposed of properly.
  - Keep the battery and other small components away from children.
-



## Lift to open the display panel or press the power button to turn on your Chromebook



---

**NOTE:** Before turning on your Chromebook for the first time, ensure the DC power adapter is connected and the Two-color battery charge indicator lights up.

---

# Gestures for the touch screen panel and touchpad

Gestures allow you to launch programs and access the settings of your Chromebook. Refer to the following illustrations when using hand gestures on your touch screen panel and touchpad.

---

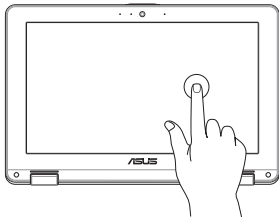
**NOTE:**

- The following screenshots are for reference only. The touch screen panel's appearance may vary depending on model.
  - The touch screen panel is available on selected models.
- 

## Using touch screen panel gestures

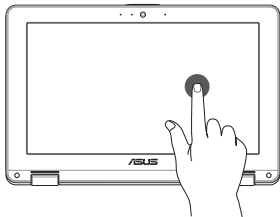
The gestures allow you to launch programs and access the settings of your Chromebook. The functions can be activated by using the hand gestures on your Chromebook's touch screen panel.

### Tap



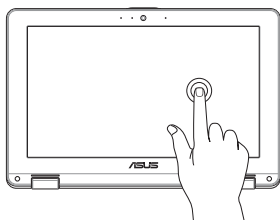
Tap to select an item and launch it.

### Double tap



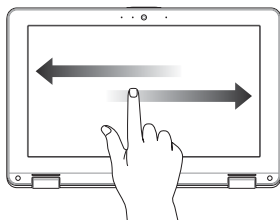
Double tap to select a block of text.

### Tap and hold



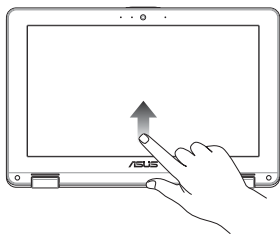
Tap and hold an item until a menu appears (if available), and you may tap to select an action from the menu.

### Slide to the right or left



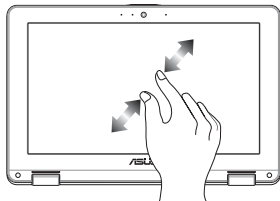
Slide to the right or left to go backward or forward through your web browsing history.

### Bottom edge swipe



Slide your fingertip upward from the bottom edge of the screen to toggle on and off the auto-hide shelf.

### Pinch or stretch



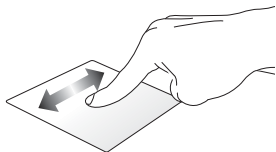
Use two of your fingertips to pinch or stretch on the screen to zoom out or zoom in.

## Using the touchpad

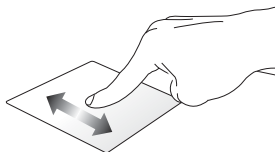
### Moving the pointer

You can tap anywhere on the touchpad to activate its pointer, then slide your finger on the touchpad to move the pointer onscreen.

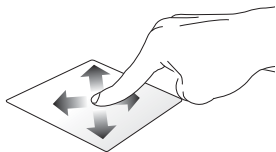
#### Slide horizontally



#### Slide vertically

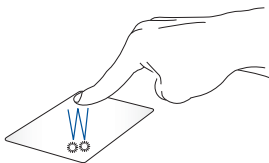


#### Slide diagonally



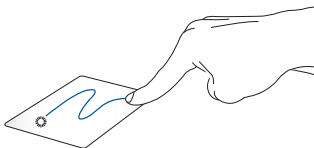
## One-finger gestures

### Tap/Double-tap



- Tap an app to select it.
- Double-tap an app to launch it.
- Double-tap on an active screen to minimize or maximize it on your display panel.

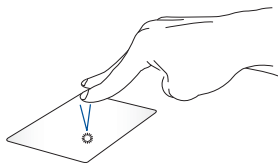
### Drag and drop



Tap on an active screen then slide the same finger without lifting it off the touchpad. To drop the screen to its new location, lift your finger from the touchpad.

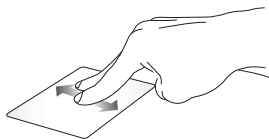
## Two-finger gestures

### Tap



Tap two fingers on the touchpad to simulate the right-click function.

### Two-finger scroll (up/down)



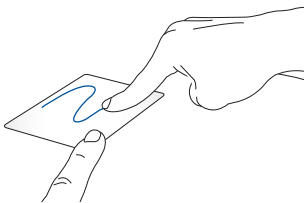
Slide two fingers to scroll up or down.

### Two-finger scroll (left/right)



Slide two fingers to scroll left or right.

## Drag and drop



Select an item then press and hold the touchpad. Using your other finger, slide on the touchpad to drag the item, lift your finger off the button to drop the item.

## Three-finger gestures

### Swipe left/Swipe right



If you opened multiple tabs on your web browser, swipe three fingers left or right to switch between these tabs.

### Swipe up














Swipe up to see an overview of all the screens currently opened on Chromebook.



## Using the keyboard

The following shortcut keys on your Chromebook's keyboard can be used to launch programs and functions while using your Chromebook.

	Goes back to the previous page
	Reloads your current web page
	Activates full-screen mode for the currently opened screen
	Switches to the next window
	Takes a screenshot
	Decreases display brightness
	Increases display brightness
	Turns off the speaker volume
	Turns down the speaker volume
	Turns up the speaker volume
	Turns the microphone on or off



Opens Quick Settings



Skips to previous track or rewinds



Plays or pauses



Skips to next track or fast forwards



Activates keyboard lock



Activates the search box

## Night Light

Turning on Night Light reduces blue light emission and helps to protect your eyes. You may drag the slider to adjust the color temperature. The warmer the color temperature is, the less blue light is scattered.

---

**NOTE:** For more details on turning on and adjusting Night Light settings, please go to <https://support.google.com/chromebook/answer/9145848>.

---

With Night Light on and Color temperature set to the warmest, your Chromebook is compliant with TÜV Low Blue Light Certification.

Please refer to the following tips to alleviate eye strain:

- Take some time away from the display if working for long hours. It is advised to take short breaks (at least 5 minutes) after around 1 hour of continuous working at the computer. Taking short and frequent breaks is more effective than a long break.
- To minimize eye strain and dryness, rest your eyes periodically by focusing on objects that are far away.
- Eye exercises help to reduce eye strain. Practice the following exercises often:

(1) Look up and down repeatedly

(2) Slowly roll your eyes

(3) Move your eyes diagonally


If eye strain persists, please consult a physician.

Flicker-free/Flicker reduction technology eliminates the primary cause of monitor flicker and prevents eye strain.

# Turning your Chromebook off

You can turn off your Chromebook by doing either of the following procedures:

## Using Chromebook

1. Launch the status area.
2. Click/Tap  .

## Using the power button on your Chromebook

You can also use this option to turn off your Chromebook in case it becomes unresponsive.

---

**IMPORTANT!** Save your files before performing this option to prevent loss of important data.

---

To do this, press the power button on your Chromebook for at least ten (10) seconds until your Chromebook turns off.

## ***Tips and FAQs***

## Useful tips for your Chromebook

To help you maximize the use of your Chromebook, maintain its system performance, and ensure all your data are kept secured, here are some useful tips that you can follow:

- Use an anti-virus software to protect your data and keep this updated too.
- Unless absolutely necessary, refrain from using force shutdown to turn off your Chromebook.
- Always backup your data and make it a point to create a backup data in an external storage drive.
- If you are not using your Chromebook for a long period of time, ensure to charge the battery power to 50% then power off your Chromebook and disconnect the AC power adapter.
- Refrain from using the Chromebook at extremely high temperatures. If you are not going to use your Chromebook for a long period of time (at least a month), we recommend that you take out the battery if the battery is removable.
- Disconnect all external devices and ensure you have the following items prior to resetting your Chromebook:
  - Backup data
  - Log in ID and password
  - Internet connection information

# Hardware FAQs

**1. A black dot, or sometimes a colored dot, appears onscreen when I turn on the Chromebook. What should I do?**

Although these dots normally appear onscreen, they will not affect your system. If the incident continues and subsequently affects system performance, consult an authorized ASUS service center.

**2. My display panel has an uneven color and brightness. How can I fix this?**

The color and brightness of your display panel may be affected by the angle and current position of your Chromebook. The brightness and color tone of your Chromebook may also vary per model. You may use the function keys or the display settings in your operating system to adjust the appearance of your display panel.

**3. How can I maximize my Chromebook's battery life?**

You can try doing any of the following suggestions:


- Use the function keys to adjust the display brightness.
- Disconnect unused USB devices.
- Close unused applications, especially those that take up too much system memory.

**4. My battery charge indicator does not light up. What's wrong?**

- Check whether the power adapter or battery pack is attached correctly. You may also disconnect the power adapter or battery pack, wait for a minute, then reconnect them again to the power outlet and Chromebook.
- If the problem still exists, contact your local ASUS service center for assistance.

**5. When I play audio and video files, why can't I hear any sound from my Chromebook's audio speakers?**

You can try doing any of the following suggestions:

- Press  to turn up the speaker volume.
- Check if your speakers were set to mute.
- Check if a headphone jack is connected to your Chromebook and remove it.

**6. What should I do if my Chromebook's power adapter gets lost or my battery stops working?**

Contact your local ASUS service center for assistance.

**7. My Chromebook cannot do keystrokes correctly because my cursor keeps on moving. What should I do?**

Make sure that nothing accidentally touches or presses on your touchpad while you type on the keyboard.




# Software FAQs

## 1. What software works on a Chromebook?

Chromebooks use apps from the Google Play Store and on the web. There are apps to be productive, get creative, enjoy movies and shows, play games and more.



## 2. How do I get more apps?

You can get more apps from the Google Play Store  or the web.

## 3. Can I use Microsoft Office software?

Chromebooks work with Microsoft® Office. Whether it's Word, Excel® or PowerPoint®, you can easily find the apps on the web.

## 4. Where can I find my files?

All your files are stored in the Files app . Find the app by clicking the Launcher icon  and searching "Files".

## 5. How do I transfer my local files?

Transfer your local files using a compatible storage device. Your Chromebook works with most external storage devices (e.g.: USB thumb drives, removable hard drives).

You can also upload your files, photos, and videos to Google Drive. After setting up your Chromebook with your Google Account, you'll be able to access your files on Drive.

## 6. **Why does my Chromebook need my Google Account information?**

You'll use your Google Account to sign in to your Chromebook. It is the same account you use for Google services such as Gmail and Drive. Your Chromebook uses your account information to automatically sign you into apps and services.

## 7. **How do I set this up for my child?**

If you want to set up parental controls for your child, it's important that you sign in using your child's personal Google Account. If they don't already have one, you can create one during the sign-in process on your Chromebook. You will be able to add your child's school account after you complete device onboarding.

### **Get help or more information:**







Visit [google.com/support/chromebook/](https://google.com/support/chromebook/)

Open the Explore app  on your Chromebook

## ***Appendices***

# Legal information

## USB-IF Trademark

-  The USB 5Gbps Port Logo is a trademark of the USB Implementers Forum, Inc.
-  The USB 10Gbps Port Logo is a trademark of the USB Implementers Forum, Inc.
-  The USB 20Gbps Port Logo is a trademark of the USB Implementers Forum, Inc.
-  The USB 40Gbps Port Logo is a trademark of the USB Implementers Forum, Inc.

# Regulatory statements

## Federal Communications Commission Interference Statement

This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- 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 Federal Communications Commission (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.

---

**WARNING!** The use of a shielded-type power cord is required in order to meet FCC emission limits and to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used. Use only shielded cables to connect I/O devices to this equipment. You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

---

(Reprinted from the Code of Federal Regulations #47, part 15.193, 1993. Washington DC: Office of the Federal Register, National Archives and Records Administration, U.S. Government Printing Office.)

## FCC RF Exposure Information

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/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid).

## FCC RF Caution Statement

---

**IMPORTANT!** Outdoor operations in the 5.15-5.25 GHz band are prohibited. This device has no ad-hoc capability for 5250-5350 and 5470-5725 MHz.

---

---

**WARNING!** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

---

## **Compliance Statement of Innovation, Science and Economic Development Canada (ISED)**

This device complies with *Innovation, Science and Economic Development Canada* license 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.

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

CAN ICES-003(B)/NMB-003(B)

## **Déclaration de conformité de Innovation, Sciences et Développement économique Canada (ISED)**

Le présent appareil est conforme aux CNR d'*Innovation, Sciences et Développement économique 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.

La bande 5150-5250 MHz est réservée uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

CAN ICES-003(B)/NMB-003(B)

## Radio Frequency (RF) Exposure Information

The radiated output power of the Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been evaluated for and shown compliant with the IC Specific Absorption Rate ("SAR") limits when operated in portable exposure conditions.

Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

## Informations concernant l'exposition aux fréquences radio (RF)

La puissance de sortie émise par cet appareil sans fil est inférieure à la limite d'exposition aux fréquences radio d'Industrie Canada (IC). Utilisez l'appareil sans fil de façon à minimiser les contacts humains lors d'un fonctionnement normal.

Cet appareil a été évalué et démontré conforme aux limites de DAS (Débit d'absorption spécifique) d'IC lorsqu'il est utilisé dans des conditions d'exposition à des appareils portables.

De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient créer des interférences et/ou des dommages aux dispositifs LAN-EL.



## 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 bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;
- (iii) 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 e.i.r.p. limits as appropriate; and
- (iv) where applicable, antenna type(s), antenna model(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

## Mise en garde

- (i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement à une utilisation en intérieur afin de réduire les risques d'interférence préjudiciables aux systèmes de satellites mobiles utilisant les mêmes canaux;
- (ii) pour les dispositifs avec antenne(s) détachable(s), le gain d'antenne maximal autorisé pour les dispositifs des bandes 5250-5350 MHz et 5470-5725 MHz doit être tel que l'équipement respecte encore la limite e.i.r.p.;
- (iii) pour les dispositifs avec antenne(s) détachable(s), le gain d'antenne maximal autorisé pour les dispositifs dans la bande 5725-5850 MHz doit être tel que l'équipement soit toujours conforme à la limite e.i.r.p., le cas échéant; et
- (iv) le cas échéant, type(s) d'antenne, modèle(s) d'antenne et angle(s) d'inclinaison dans le cas le plus défavorable nécessaire pour rester conforme à la limite e.i.r.p. L'exigence de masque d'altitude énoncée à la section 6.2.2.3 doit être clairement indiquée.

## UL Safety Notices

Required for UL 1459 covering telecommunications (telephone) equipment intended to be electrically connected to a telecommunication network that has an operating voltage to ground that does not exceed 200V peak, 300V peak-to-peak, and 105V rms, and installed or used in accordance with the National Electrical Code (NFPA 70).

When using the Chromebook modem, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- DO NOT use the Chromebook near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- DO NOT use the Chromebook during an electrical storm. There may be a remote risk of electric shock from lightning.
- DO NOT use the Chromebook in the vicinity of a gas leak.

Required for UL 1642 covering primary (non-rechargeable) and secondary (rechargeable) lithium batteries for use as power sources in products. These batteries contain metallic lithium, or a lithium alloy, or a lithium ion, and may consist of a single electrochemical cell or two or more cells connected in series, parallel, or both, that convert chemical energy into electrical energy by an irreversible or reversible chemical reaction.

- DO NOT dispose the Chromebook battery pack in a fire, as they may explode. Check with local codes for possible special disposal instructions to reduce the risk of injury to persons due to fire or explosion.
- DO NOT use power adapters or batteries from other devices to reduce the risk of injury to persons due to fire or explosion. Use only UL certified power adapters or batteries supplied by the manufacturer or authorized retailers.

## Power Safety Requirement

Products with electrical current ratings up to 6A and weighing more than 3Kg must use approved power cords greater than or equal to: H05VV-F, 3G, 0.75mm<sup>2</sup> or H05VV-F, 2G, 0.75mm<sup>2</sup>.

## TV Notices

Note to CATV System Installer—Cable distribution system should be grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable – installation should include bonding the screen of the coaxial cable to the earth at the building entrance.

## Macrovision Corporation Product Notice

This product incorporates copyright protection technology that is protected by method claims of certain U.S.A. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only *unless otherwise authorized by Macrovision Corporation*. Reverse engineering or disassembly is prohibited.

## Prevention of Hearing Loss

To prevent possible hearing damage, do not listen at high volume levels for long periods.



## Coating Notice

---

**IMPORTANT!** To provide electrical insulation and maintain electrical safety, a coating is applied to insulate the device except on the areas where the I/O ports are located.

---

## Nordic Lithium Cautions (for lithium-ion batteries)

CAUTION! 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. (English)

ATTENZIONE! Rischio di esplosione della batteria se sostituita in modo errato. Sostituire la batteria con un una di tipo uguale o equivalente consigliata dalla fabbrica. Non disperdere le batterie nell'ambiente. (Italian)

VORSICHT! Explosionsgefahr bei unsachgemäßen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenem ähnlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers. (German)

ADVARSEL! Lithiumbatteri - Eksplosionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage til leverandøren. (Danish)

WARNING! Explosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion. (Swedish)

VAROITUS! Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan laitevalmistajan suosittellemaan tyyppiin. Hävitä käytetty paristo valmistagan ohjeiden mukaisesti. (Finnish)

ATTENTION! Danger d'explosion si la batterie n'est pas correctement remplacée. Remplacer uniquement avec une batterie de type semblable ou équivalent, recommandée par le fabricant. Jeter les batteries usagées conformément aux instructions du fabricant. (French)

ADVARSEL! Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner. (Norwegian)

標準品以外の使用は、危険の元になります。交換品を使用する場合、製造者に指定されるものを使って下さい。製造者の指示に従って処理して下さい。(Japanese)

ВНИМАНИЕ! При замене аккумулятора на аккумулятор иного типа возможно его возгорание. Утилизируйте аккумулятор в соответствии с инструкциями производителя. (Russian)

## Declaration of Compliance for Product Environmental Regulation

ASUS follows the green design concept to design and manufacture our products, and makes sure that each stage of the product life cycle of ASUS product is in line with global environmental regulations. In addition, ASUS disclose the relevant information based on regulation requirements.

Please refer to <http://csr.asus.com/Compliance.htm> for information disclosure based on regulation requirements ASUS is complied with.

### EU REACH and Article 33

Complying with the REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals) regulatory framework, we publish the chemical substances in our products at ASUS REACH website at <http://csr.asus.com/english/REACH.htm>.

### EU RoHS

This product complies with the EU RoHS Directive. For more details, see <http://csr.asus.com/english/article.aspx?id=35>.

### Japan JIS-C-0950 Material Declarations

Information on Japan RoHS (JIS-C-0950) chemical disclosures is available on <http://csr.asus.com/english/article.aspx?id=19>.

### India RoHS

This product complies with the “India E-Waste (Management) Rules, 2016” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls (PBBs) and polybrominated diphenyl ethers (PBDEs) in concentrations exceeding 0.1% by weight in homogenous materials and 0.01% by weight in homogenous materials for cadmium, except for the exemptions listed in Schedule II of the Rule.

## Vietnam RoHS

ASUS products sold in Vietnam, on or after September 23, 2011, meet the requirements of the Vietnam Circular 30/2011/TT-BCT.

Các sản phẩm ASUS bán tại Việt Nam, vào ngày 23 tháng 9 năm 2011 trở về sau, đều phải đáp ứng các yêu cầu của Thông tư 30/2011/TT-BCT của Việt Nam.

## ASUS Recycling/Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components as well as the packaging materials.

Please go to <http://csr.asus.com/english/Takeback.htm> for detailed recycling information in different regions.

## Rechargeable Battery Recycling Service in North America



For US and Canada customers, you can call 1-800-822-8837 (toll-free) for recycling information of your ASUS products' rechargeable batteries.

## Ecodesign Directive

European Union announced a framework for the setting of ecodesign requirements for energy-related products (2009/125/EC). Specific Implementing Measures are aimed at improving environmental performance of specific products or across multiple product types. ASUS provides product information on the CSR website. Further information could be found at <https://csr.asus.com/english/article.aspx?id=1555>.

## ENERGY STAR® Qualified Product



ENERGY STAR® is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy helping us all save money and protect the environment through energy efficient products and practices.

All ASUS products with the ENERGY STAR® logo comply with the ENERGY STAR® standard, and the power management feature is enabled by default. The monitor is automatically set to sleep within 10 minutes of user inactivity; the computer is automatically set to sleep within 30 minutes of user inactivity. To wake your computer, click the mouse, press any key on the keyboard, or press the power button.

Please visit <https://www.energystar.gov/powermanagement> for detailed information on power management and its benefits to the environment. In addition, please visit <https://www.energystar.gov> for detailed information on the ENERGY STAR® joint program.

---

**NOTE:** ENERGY STAR® is NOT supported on FreeDOS and Linux-based products without power management.

---

## EPEAT Registered Products

The public disclosure of key environmental information for ASUS EPEAT (Electronic Product Environmental Assessment Tool) registered products is available at <https://csr.asus.com/english/article.aspx?id=41>. More information about EPEAT program and purchase guidance can be found at [www.epeat.net](http://www.epeat.net).

## Regional notice for Singapore

Complies with IMDA Standards DB103778
---

This ASUS product complies with IMDA Standards.

## Notices for removable batteries

- Risk of explosion if battery is replaced by an incorrect type.
- The battery and its component must be recycled or disposed of properly.

## AVIS concernant les batteries remplaçables

- La batterie de l'appareil peut présenter un risque d'incendie ou de brûlure si celle-ci est retirée ou désassemblée.
- La batterie et ses composants doivent être recyclés de façon appropriée.



## Simplified EU Declaration of Conformity

ASUSTek Computer Inc. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Full text of EU declaration of conformity is available at <https://www.asus.com/support/>.

The WiFi operating in the band 5150-5350 MHz shall be restricted to indoor use for countries listed in the table below:

AT	BE	BG	CZ	DK	EE	FR
DE	IS	IE	IT	EL	ES	CY
LV	LI	LT	LU	HU	MT	NL
NO	PL	PT	RO	SI	SK	TR
FI	SE	CH	HR	UK(NI)		



## Simplified UKCA Declaration of Conformity

ASUSTek Computer Inc. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of The Radio Equipment Regulations 2017 (S.I. 2017/1206). Full text of UKCA declaration of conformity is available at <https://www.asus.com/support/>.

The WiFi operating in the band 5150-5350 MHz shall be restricted to indoor use for the country listed below:

UK