

E10691
First Edition
August 2015



ASUS Notebook PC

IN SEARCH OF INCREDIBLE

General User's Guide



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 © 2015 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.

Table of Contents

Safety precautions.....	4
-------------------------	---

ASUS product e-manuals

How to download & view product e-manuals	8
--	---

Connect to the Internet

Windows® 10	10
Windows® 8.1	13

Tips and FAQs

Useful tips for your Notebook PC	17
Hardware FAQs	18
Software FAQs.....	21

Safety precautions

Using your Notebook PC



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



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



Do not leave your Notebook PC on your lap or near any part of your body to prevent discomfort or injury from heat exposure.



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



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



Do not place your Notebook PC on uneven or unstable work surfaces.



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



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

Caring for your Notebook PC



Disconnect the AC power and remove the battery pack (if applicable) before cleaning your Notebook PC. Use a clean cellulose sponge or chamois cloth dampened with a solution of nonabrasive detergent and a few drops of warm water. Remove any extra moisture from your Notebook PC using a dry cloth.



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



Do not place objects on top of your Notebook PC.



Do not expose your Notebook PC to strong magnetic or electrical fields.



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



Do not expose your Notebook PC to dusty environments.



Do not use your Notebook PC near gas leaks.

Proper disposal



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



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

ASUS product e-manuals

How to download & view product e-manuals

We have prepared more detailed information about your ASUS Notebook PC for you. In just a few clicks, you will be able to download and view ASUS product manuals from our website, and you will get to know more about the features and the how-to of your Notebook PC.

1. Connect your Notebook PC to the Internet.

NOTE: Refer to *Connect to the Internet* section in this manual.

2. Launch your web browser and go to <http://qr.asus.com/support>.
3. Enter your product's model name in the search bar and press <Enter>, then select your model from the search results.
4. Click **Manual & Document** tab.
5. Select and download the complete manual in your preferred language.

Connect to the Internet

Windows® 10

Connecting to wireless networks



Wi-Fi

Access emails, surf the Internet, and share applications via social networking sites using your Notebook PC's Wi-Fi connection.

IMPORTANT! Airplane mode disables this feature. Ensure that **Airplane mode** is turned off before enabling the Wi-Fi connection of your Notebook PC.

Connecting Wi-Fi

Connect your Notebook PC to a Wi-Fi network by using the following steps:

1. Select the  icon from the taskbar.
2. Select the  icon to enable Wi-Fi.
3. Select an access point from the list of available Wi-Fi connections.
4. Select **Connect** to start the network connection.

NOTE: You may be prompted to enter a security key to activate the Wi-Fi connection.

Connecting to wired networks

You can also connect to wired networks, such as local area networks and broadband Internet connection, using your Notebook PC's LAN port.

NOTE: Contact your Internet Service Provider (ISP) for details or your network administrator for assistance in setting up your Internet connection.


To configure your settings, refer to the following procedures.

IMPORTANT! Ensure that a network cable is connected between your Notebook PC's LAN port and a local area network before performing the following actions.

Configuring a dynamic IP/PPPoE network connection

1. Launch **Settings**.
2. Select **Network & Internet**.
3. Select **Ethernet > Network and Sharing Center**.
4. Select your LAN then select **Properties**.
5. Select **Internet Protocol Version 4(TCP/IPv4)** then select **Properties**.
6. Select **Obtain an IP address automatically** then select **OK**.

NOTE: Proceed to the next steps if you are using PPPoE connection.

7. Return to the **Network and Sharing Center** window then select **Set up a new connection or network**.
8. Select **Connect to the Internet** then select **Next**.
9. Select **Broadband (PPPoE)**.
10. Type your User name, Password, and Connection name then select **Connect**.
11. Select **Close** to finish the configuration.
12. Select  on the taskbar then select the connection you just created.
13. Type your user name and password then select **Connect** to start connecting to the Internet.

Configuring a static IP network connection

1. Repeat steps 1 to 5 under *Configuring a dynamic IP/PPPoE network connection*.
2. Select **Use the following IP address**.
3. Type the IP address, Subnet mask and Default gateway from your service provider.
4. If needed, you can also type the preferred DNS server address and alternate DNS server address then select **OK**.

Windows® 8.1

Connecting to wireless networks



Wi-Fi

Access emails, surf the Internet, and share applications via social networking sites using your Notebook PC's Wi-Fi connection.

IMPORTANT! The **Airplane mode** disables this feature. Ensure that **Airplane mode** is turned off before enabling the Wi-Fi connection of your Notebook PC.

Enabling Wi-Fi

Activate Wi-Fi in your Notebook PC using the following steps on your touch screen panel or touchpad.

1. Launch the Charms bar.
2. Tap/click  and tap/click .
3. Select an access point from the list of available Wi-Fi connections.
4. Tap/click **Connect** to start the network connection.

NOTE: You may be prompted to enter a security key to activate the Wi-Fi connection.

5. If you want to enable sharing between your Notebook PC and other wireless-enabled systems, tap/click **Yes**. Tap/click **No** if you do not want to enable the sharing function.

Connecting to wired networks


You can also connect to wired networks, such as local area networks and broadband Internet connection, using your Notebook PC's LAN port.

NOTE: Contact your Internet Service Provider (ISP) for details or your network administrator for assistance in setting up your Internet connection.

To configure your settings, refer to the following procedures.


IMPORTANT! Ensure that a network cable is connected between your Notebook PC's LAN port and a local area network before performing the following actions.

Configuring a dynamic IP/PPPoE network connection

1. Launch **Desktop**.
2. From the Windows® taskbar, right-click the network icon  then tap/click **Open Network and Sharing Center**.
3. In the Network and Sharing Center window, tap/click **Change adapter settings**.
4. Right-click on your LAN then select **Properties**.
5. Tap/click **Internet Protocol Version 4(TCP/IPv4)** then tap/click **Properties**.

6. Tap/click **Obtain an IP address automatically** then tap/click **OK**.

NOTE: Proceed to the next steps if you are using PPPoE connection.

7. Return to the **Network and Sharing Center** window then tap/click **Set up a new connection or network**.
8. Select **Connect to the Internet** then tap/click **Next**.
9. Tap/click **Broadband (PPPoE)**.
10. Type your User name, Password, and Connection name then tap/click **Connect**.
11. Tap/click **Close** to finish the configuration.
12. Tap/click  on the taskbar then tap/click the connection you just created.
13. Type your user name and password then tap/click **Connect** to start connecting to the Internet.

Configuring a static IP network connection

1. Repeat steps 1 to 5 under *Configuring a dynamic IP/PPPoE network connection*.
2. Tap/click **Use the following IP address**.
3. Type the IP address, Subnet mask and Default gateway from your service provider.
4. If needed, you can also type the preferred DNS server address and alternate DNS server address then tap/click **OK**.

Tips and FAQs

Useful tips for your Notebook PC

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

- Update Windows® periodically to ensure that your applications have the latest security settings.
- 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 Notebook PC.
- Always backup your data and make it a point to create a backup data in an external storage drive.
- Refrain from using the Notebook PC at extremely high temperatures. If you are not going to use your Notebook PC 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 Notebook PC:
 - Product key for your operating systems and other installed applications
 - 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 Notebook PC. 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 Notebook PC. The brightness and color tone of your Notebook PC 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 Notebook PC's battery life?



You can try doing any of the following suggestions:

- Use the function keys to adjust the display brightness.
- If you are not using any Wi-Fi connection, switch your system into **Airplane mode**.
- 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 Notebook PC.
- If the problem still exists, contact your local ASUS service center for assistance.

5. Why is my touchpad not working?

Press  +  to enable your touchpad.

6. When I play audio and video files, why can't I hear any sound from my Notebook PC'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 Notebook PC and remove it.

7. What should I do if my Notebook PC's power adapter gets lost or my battery stops working?

Contact your local ASUS service center for assistance.

8. My Notebook PC 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. You can also disable

your touchpad by pressing  + .

9. Instead of showing letters, pressing the “U”, “I”, and “O” keys on my keyboard displays numbers. How can I change this?

Press the  key or  +  (on selected models) on your

Notebook PC to turn off this feature and use the said keys for inputting letters.

Software FAQs

1. When I turn on my Notebook PC, the power indicator lights up but nothing appears on my screen. What can I do to fix this?

You can try doing any of the following suggestions:

- Force shutdown your Notebook PC by pressing the power button for at least four (4) seconds. Check if the power adapter and battery pack are inserted correctly then turn on your Notebook PC.
- If the problem still exists, contact your local ASUS service center for assistance.

2. What should I do when my screen displays this message: "Remove disks or other media. Press any key to restart."?

You can try doing any of the following suggestions:

- Remove all connected USB devices then restart your Notebook PC.
- Remove any optical discs that are left inside the optical drive then restart.
- If the problem still exists, your Notebook PC might have a memory storage problem. Contact your local ASUS service center for assistance.

3. My Notebook PC boots slower than usual and my operating system lags. How can I fix this?

Delete the applications you recently installed or were not included with your operating system package then restart your system.

4. My Notebook PC does not boot up. How can I fix this?

You can try doing any of the following suggestions:

- Remove all connected devices to your Notebook PC then restart your system.
- If the problem still exists, contact your local ASUS service center for assistance.

5. Why can't my Notebook PC wake up from sleep mode?

- You need to press the power button to resume your last working state.
- Your system might have completely used up its battery power. Connect the power adapter to your Notebook PC and connect to a power outlet then press the power button.