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 followingitems 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. 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 .

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.