4 <u>Taking Care of Your Computer</u>

In this chapter, you can find information on how to clean the exterior of your computer.

General Cleaning Guidelines

We recommend to follow this list of suggestions when cleaning your computer or its peripherals.

✓ Make sure not to spray any cleaning liquid onto the computer components directly. If you need to use a cleaning liquid, spray the liquid onto a cloth instead.

✓ If you notice any dust particles in the gaps between the keyboard keys, inside the ports, or elsewhere, use a portable battery powered vacuum or try compressed air with a straw extension to clean it up.

✓ Be extra cautious when using any cleaning solvents; some people may develop an allergic reaction towards the chemicals used in cleaning solvents, and some solvents can even damage the case.

✓ Avoid eating or drinking around the computer.

Cleaning Your Computer

We recommend using the following cleaning tools:

✓ Alcohol-free glass-cleaning fluid.

✓ Solution of water and mild soap.

✓ Static-free cloth wipes.

✓ Dry microfiber cleaning cloth.

CAUTION: *To avoid permanent damage to your computer, avoid using strong cleaning solvents. When choosing a cleaning solvent, make sure it does not include the following ingredients: alcohol, acetone, ammonium chloride, methylene chloride, and hydracarbons.*

Preparation for Cleaning

Before starting to clean your computer, do the following:

1 Turn off your computer.

2 Disconnect the AC power.

3 Disconnect all the peripherals.

Cleaning the Sides, Covers, Keyboard, and Touchpad

Clean the sides, covers, keyboard, and touchpad with a soft microfiber cloth with one of the cleaning solution as listed previously. Use additionally a portable battery powered vacuum or compressed air with a straw extension if necessary to remove the dust particles.

Cleaning the Display

Wipe gently the display using a lint-free cloth moistened in alcohol-free glass cleaner. Make sure the display is completely dry before closing the lid.

5   <u>Protecting Your Computer</u>

In this chapter, you can find information on how to protect your computer from unauthorized access.

Accessing the System

You can prevent unauthorized access to your computer by using passwords. After you set a sign-in password during the initial computer setup, you are prompted to enter a correct password before proceeding with login process. In addition to the sign-in password, you can authorize yourself also using a face recognition (optional). To prevent access to the storage drive(s), you can set a storage password in Setup Utility or encrypt the data on the storage drive(s) using BitLocker Drive Encryption, and more.

Configuring Sign-In Options

You can configure how your computer authorizes you. The default sign-in options include password, PIN, or picture password. An alternative is to use Windows Hello features, such as face recognition (optional).

To set up or modify sign-in credentials, open the Start menu ⊞ and click on the **Settings** ⚙ **> Accounts > Sign-in options**. The following page opens:
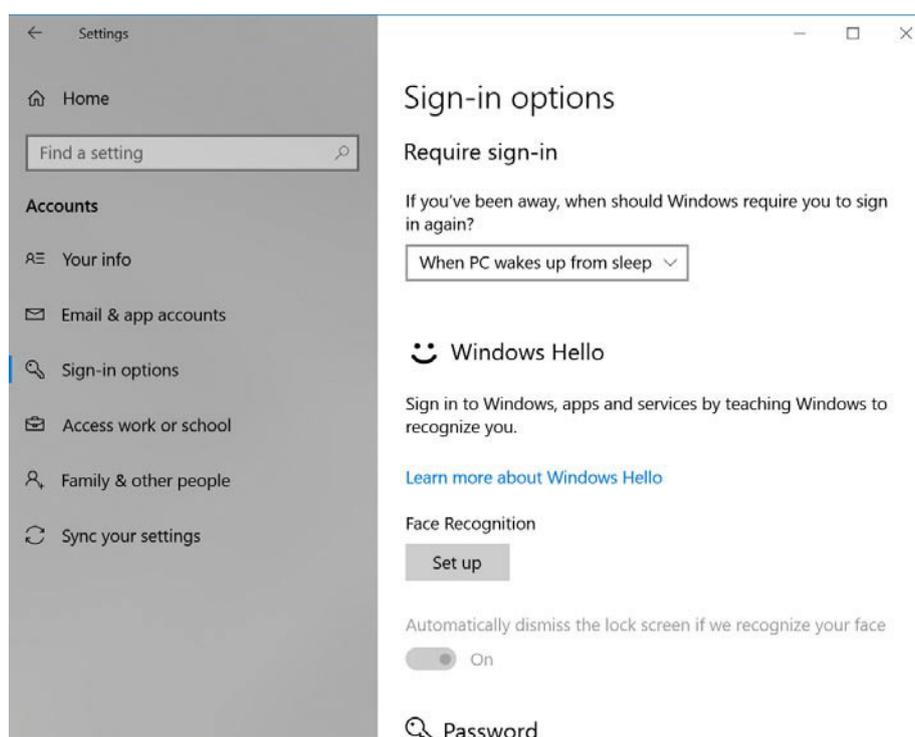
Creating or Modifying Default Sign-In Credentials

To create / remove or modify your sign-in password, PIN, or picture password, do the following:

1 Open the Sign-in options menu. Please refer to "Configuring Sign-In Options" on page 48.

2 Do any of the following:

– **Modify Your Sign-In Password:**

a) In Password ⚲ section, click on the **Change** button. Change your password page opens.

b) Enter your current password and click on the **Next** button.

c) Enter a new password, confirm the new password, and set a password hint. Then click on the **Next** button.

d) Click on the **Finish** button to complete modifying your sign-in password.

NOTE: *The sign-in password cannot be removed.*

– **Create or Remove a Sign-In PIN:**

a) In PIN ⠿ section, click on the **Add** button. You are prompted to enter the current sign-in password.

b) Enter your current sign-in password and click on the **OK** button. You are prompted to enter a new PIN and confirm the new PIN.

c) Enter a new PIN and confirm the new PIN. Check **Include letter and symbols** if needed and then click on the **OK** button to complete creating a sign-in PIN.

d) To remove the sign-in PIN, click on the **Remove** button. Then click on the **Remove** button again to confirm PIN removal. You are prompted to enter your sign-in password.

e) Enter your sign-in password and click on the **OK** button to complete removing your sign-in PIN.

– **Create or Remove a Sign-In Picture Password:**

a) In Picture password 🖼 section, click on the **Add** button. You are prompted to enter the current sign-in password.

b) Enter your current sign-in password and click on the **OK** button.

c) Click on the **Choose picture** button to select your favorite picture. Your picture is displayed on the screen.

d) Click on the Use this picture button to confirm the picture or click on the **Choose new picture** button to select another picture and repeat the step.

e) Follow the onscreen instructions to set up your gestures. After done, click on the **Finish** button to complete creating a sign-in picture password.

f) To remove the sign-in picture password, click on the **Remove** button.

About Windows Hello

Windows Hello enables you to get instant access to your computer using facial recognition. Facial recognition can replace the default sign-in password, sign-in PIN, and sign-in picture password.

> **NOTE:** *Before using Windows Hello, make sure your computer supports facial recognition feature. Various PRIMUS models support these methods as optional features. Please check your system configuration, and contact Nexstgo for more information if needed.*

Setting Up Facial Recognition (Optional)

To sign in to the system using facial recognition, do the following:

1 Open the Sign-in options menu. Please refer to "Configuring Sign-In Options" on page 57.

2 In Face Recognition section, click on the **Set up** button. Windows Hello setup page opens.

3 Click on the **Get started** button. You will see a self-image on the screen together with instructions.

4 Follow the onscreen instructions until the setup is complete.

Setting Up Passwords in Setup Utility

In Setup Utility, you can set up a supervisor password and power on password.

Setting Up a Supervisor Password

The supervisor password helps to protect system information stored in the Setup Utility. After the supervisor password is established, you are prompted to enter a password each time you want to open the Setup Utility. Unauthorized users are denied accessing the Nexstgo System Configuration options.

To set up supervisor password, do the following:

1 During system setup, press the **F2** key to open the Nexstgo System Configuration utility.
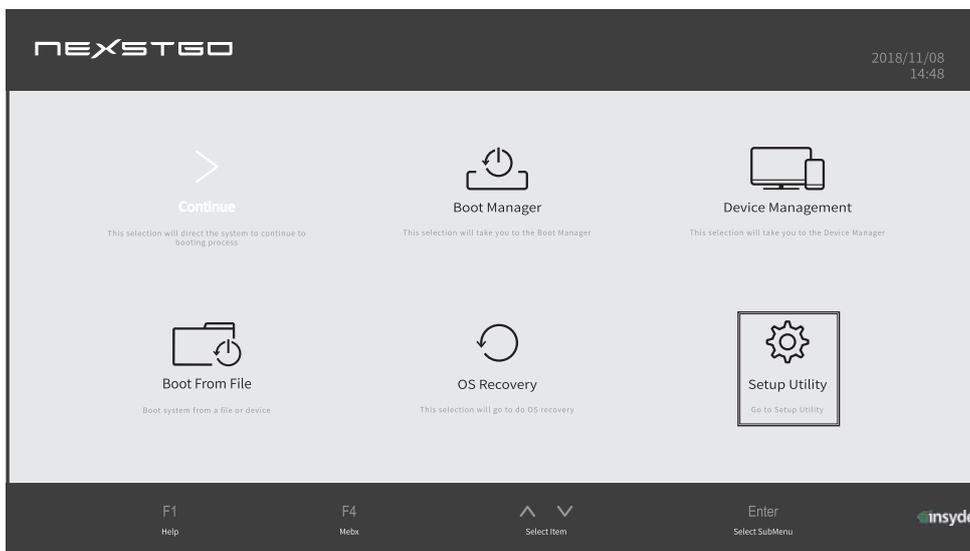
2 Use the four-directional keys (〈, 〉, ∧, ∨) on the keyboard to select **Setup Utility** and press **Enter** key. The Setup Utility Main menu opens.

3 Use ∧, ∨ keys to select **Security**.

4 Press 〉 key to select the **Set Supervisor Password** selection and press **Enter** key.
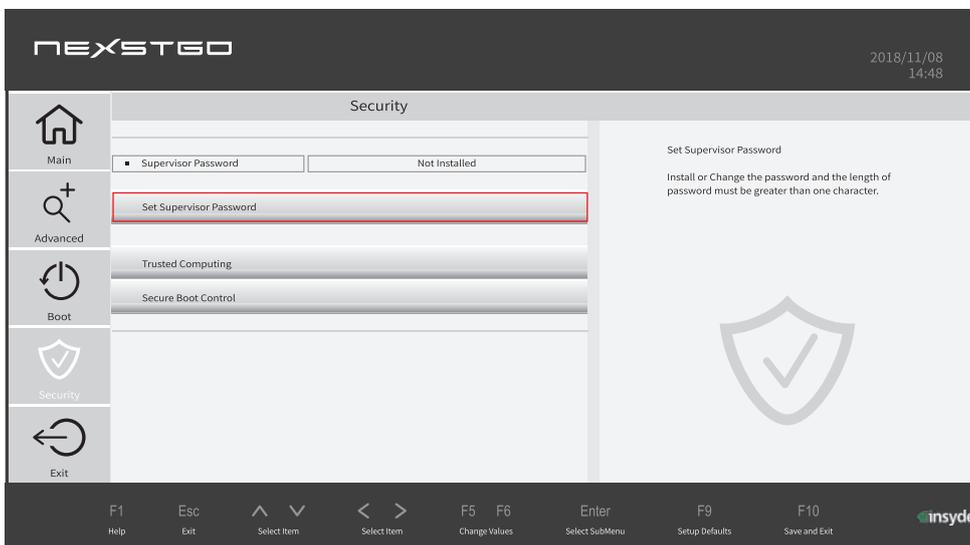
5 Enter a new password and confirm the password. Then click on the **Yes** button. You are informed that changes have been saved after you press **Save and Exit**.

6 Click on the **Ok** button.

7 Press the **F10** key and then click on the **Yes** button to exit saving changes. Setting up the supervisor password is complete. Next time you open the Setup Utility, a Setup Configuration Utility Password prompt appears. Enter the supervisor password to proceed.

8 To remove the supervisor password, repeat step 1. Then click on the **Setup Utility** tab and enter the supervisor password when prompted.

9 Repeat steps 3 and 4. Then enter the current password leaving the new password fields empty.

10 Click on the **Yes** button. You are informed that changes have been saved after you press **Save and Exit**.

11 Repeat step 6.

12 Press the **F10** key and then click on the **Yes** button to exit saving changes. Removing the supervisor password is complete.

Using Windows BitLocker Drive Encryption

For increased security, the Windows operating system enables you to encrypt the hard drive using Windows BitLocker Drive Encryption (BitLocker).

BitLocker can encrypt your entire hard drive, including all user, system, swap, and hibernation files. It can also protect against unauthorized changes to your system, such as firmware-level malware.

BitLocker uses the Trusted Platform Module (TPM) to provide advanced security protection for your data and to ensure integrity checking of early boot components. Your PRIMUS system already has a compatible TPM version that is required for using BitLocker.

> **NOTE:** *If you are not able to use BitLocker, make sure the TPM support is enabled in the **Nexstgo System Configuration > Setup Utility > Security > Trusted Computing > TPM Support**. For more information on the **Nexstgo System Configuration** utility, please refer to "Using the Nexstgo System Configuration Utility" on page 57.*

To start encrypting your storage drive, do the following:

1 Open the Start menu and click to expand the Windows System folder.

2 Click on the **File Explorer**.

3 Choose the storage drive that you want to encrypt and right-click on it.

4 Click on the **Turn on BitLocker** item.

5 Choose where to save the recovery key. The options include Save to a Microsoft account, Save to a file, or Print the recovery key. Follow the onscreen instructions on saving the recovery key. When done, click on the **Next** button.

6 Choose how much of your drive to encrypt. The options include Encrypt used disk space only and Encrypt entire drive. When done, click on the **Next** button.

7 Choose which encryption mode to use. The options include New encryption mode and Compatible mode. When done, click on the **Next** button.

8 Check the Run BitLocker system check to ensure that BitLocker can read the recovery and encryption keys correctly and then click on the **Start encrypting** button. The encryption begins. The whole procedure might take a while depending on the size of the drive. While the hard drive is being encrypted, you can keep working.

Trusted Platform Module (TPM)

The TPM is a security hardware device on the system board that holds computer-generated keys for encryption. The purpose of the TPM is to help to avoid attacks by hackers who aim to capture passwords and encryption keys to sensitive data. The TPM provides the ability to run applications more secure and to make transactions and communication more trustworthy. The security features provided by the TPM involve the following: random number generation, hashing, asymmetric key generation, and asymmetric encryption/decryption. Each individual TPM has its unique signature initialized during the silicon manufacturing process that further enhances its trust/security effectiveness. Each TPM must have an Owner before it can be used as a security device.

The TPM, when bundled with an optional security software package, can provide overall system security, file protection features, and protect against email/privacy concerns.

To enable the TPM support and its associated features, do the following:

1 During system setup, press the **F2** key to open the Nexstgo System Configuration utility.
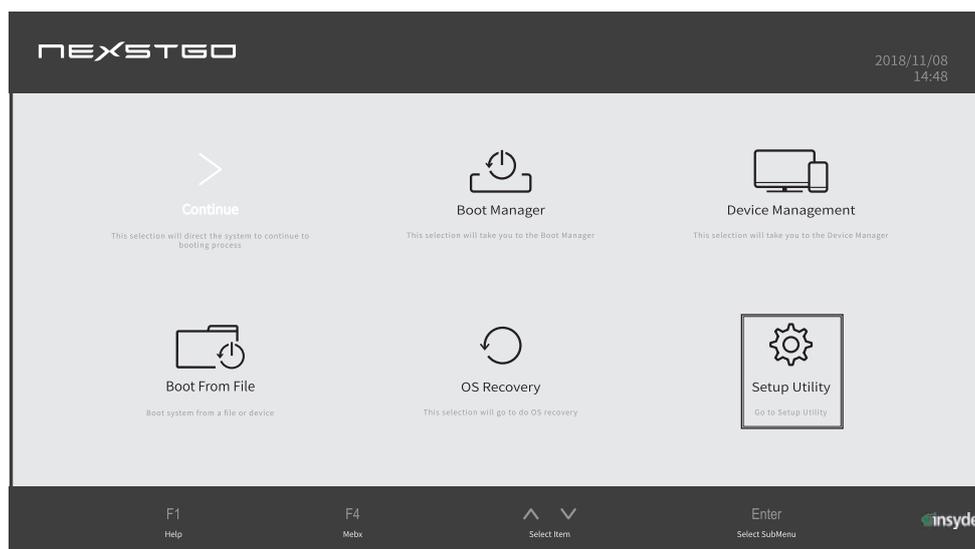
2 Use the four-directional keys (＜, ＞, ∧, ∨) on the keyboard to select **Setup Utility** and press **Enter** key. The Setup Utility Main menu opens.

3 Use ∧, ∨ keys to select **Security**.

4   Press $>$ key and use $\wedge$, $\vee$ keys to select **Trusted Computing** and enable the necessary TPM settings.
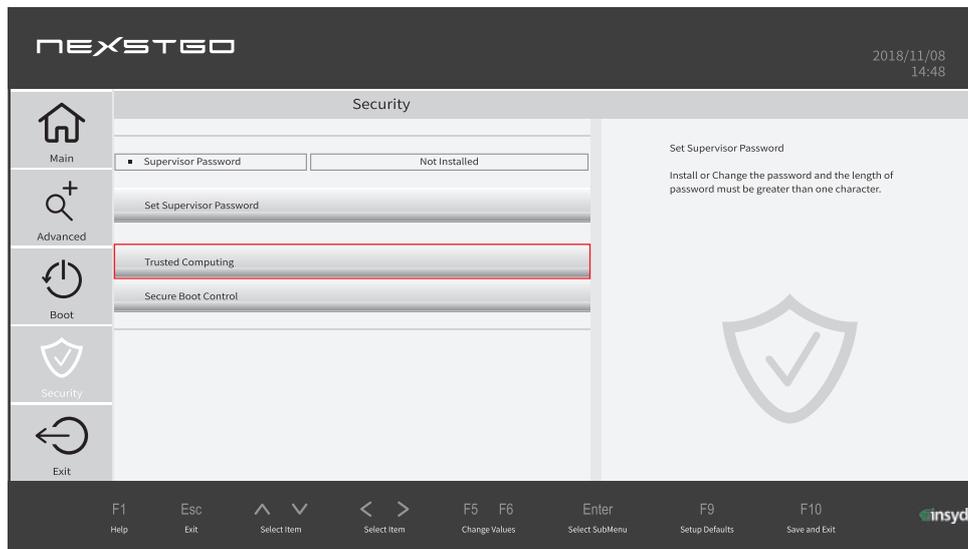
5   After done, press the **F10** key to save the modifications.

Deleting Data on the Storage Drive

If you plan to dispose of, sell, or hand your computer over to another person, make sure to delete all the sensitive data, such as your personal files and installed software.

You can use the following options to delete data from the storage drive:

✓ Use the **Nexstgo Backup and Recovery** app to reset your computer to the factory default values.

✓ Format the storage drive to prepare it for initial use.

✓ Move the data to the Recycle Bin and then empty the content of the Recycle Bin.

Unfortunately the methods described above only change the location of the data on the storage drive but do not delete the data itself. Using third party software, it is sometimes possible to restore the deleted data. There is a risk that people might read and misuse the critical data on storage drives for unforeseen purposes.

Thus, to prevent leakage of data, it is important to ensure all the data is deleted from the storage drive. You can destroy the storage drive physically by breaking it into pieces or magnetically by means of strong magnetic power making data unreadable. We recommend to use the second option. To erase quickly and easily all of the magnetic information stored on the drive, enable **Hard Disk Format** item in **Nexstgo System Configuration > Setup Utility > Advanced > Device Configuration > Disk Low Level Format**. For accessing and navigating the Nexstgo System Configuration utility, please refer to "Using the Nexstgo System Configuration Utility" on page 57.

Using Antivirus Software

When you use the computer to access any apps that require Internet connection, you potentially expose the computer to malware. Different malware, such as spyware, Trojan horses, viruses, worms, and other malicious apps, can disable the operating system, apps, utilities, or cause them to function unexpectedly.

Antivirus software can detect most of the malware, destroy them, and often repair any damage that they have caused. To provide maximum protection against newly discovered malware, make sure to keep the antivirus software up-to-date.

Your computer has Windows Defender Security Center preinstalled that also features virus and threat protection. We strongly recommend that you continue to use an antivirus program in order to provide full protection against malware.

Using Firewall Software

Firewalls help to prevent unauthorized access to the system or network resources. A firewall can be either a program installed on your computer and/or network, or a complete security solution made up of hardware and software.

Usually there are two main types of firewalls to choose from:

✓ Host-based firewalls that protect only the computer where they are installed on.

✓ Network-based firewalls that are installed between DSL or cable modem and your home network providing protection to all the computers connected on the network.

When a firewall is installed on a system, all data entering or leaving the Internet, must pass through the firewall. The firewall examines the data and blocks everything that does not meet the specified security criteria.

Your computer has Windows Defender Security Center preinstalled that also features firewall and network protection.

Using the Nexstgo System Configuration Utility

Using the Nexstgo System Configuration utility, you can set the boot order, manage devices, set the boot location, recover the operating system, and configure system settings. To access the Nexstgo System Configuration utility, press the **F2** key during system setup. The utility page opens:
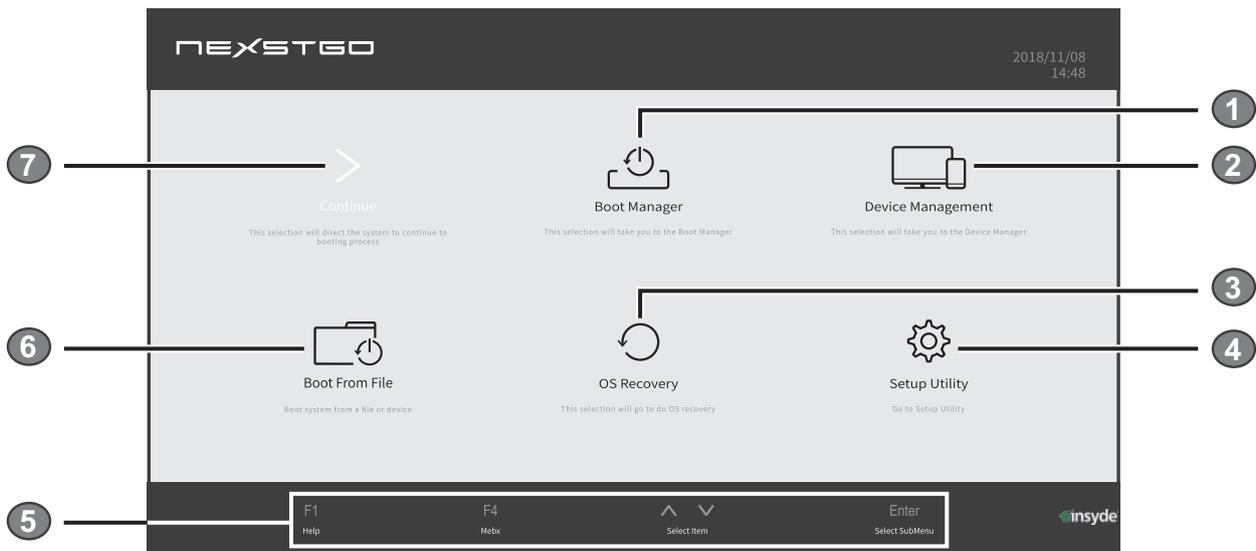
No.	Tab	Description
1	OS Recovery	Opens the operating system recovery page. For reinstalling Windows 10, please refer to "Using the Nexstgo System Configuration Utility" on page 65.
2	Boot Manager	Selects the boot device for loading the system. This boot selection is for one time only. If you want to change the default boot device, you need to modify the boot order in Setup Utility tab.
3	Device Management	Configures the network devices, checks for drivers' health status, and sets the primary video BIOS.
4	Setup Utility	Provides an overview of the system parameters and configures advanced settings, boot options, and security settings.
5	Navigation panel	Provides instructions on how to navigate the Nexstgo System Configuration utility.
6	Boot From File	Selects a storage device where is saved the boot file for loading the system.
7	Continue	Continues loading the operating system.

Nexstgo System Configuration Utility Navigation

To navigate the utility menu, you can use both keyboard keys or the touchpad.
Do any of the following:

✓ **To select a tab or menu item:** Use the four-directional keys ($<$, $>$, $\wedge$, $\vee$) on the keyboard or move your finger across the touchpad.

✓ **To enter a submenu or select an item parameter:** Press the **Enter** key on the keyboard or left-click/ tap once on the submenu or the item parameter.

✓ **To exit a submenu or menu item:** Press the **F2** key on the keyboard once or repeatedly if necessary or click on the right touchpad button once or repeatedly if necessary.

✓ **Change values (Setup Utility only):** Press the **F5** or **F6** keys on the keyboard.

✓ **Load defaults (Setup Utility only):** Press the **F9** key on the keyboard to load the default values to the menu items.

✓ **Save and exit (Setup Utility only):** Press the **F10** key on the keyboard to save the values and exit the **Setup Utility**.

> **NOTE:** *The following is a list of tabs that exit the System Configuration utility.*
> − *To continue loading the operating system in a normal mode, select the Continue tab.*
> − *To manually select a boot device for loading the operating system, select the Boot Manager tab.*
> − *To manually select a file on the boot device for loading the operating system, select the Boot From File tab.*
> − *To reinstall the operating system, select the OS Recovery tab.*

Boot Manager
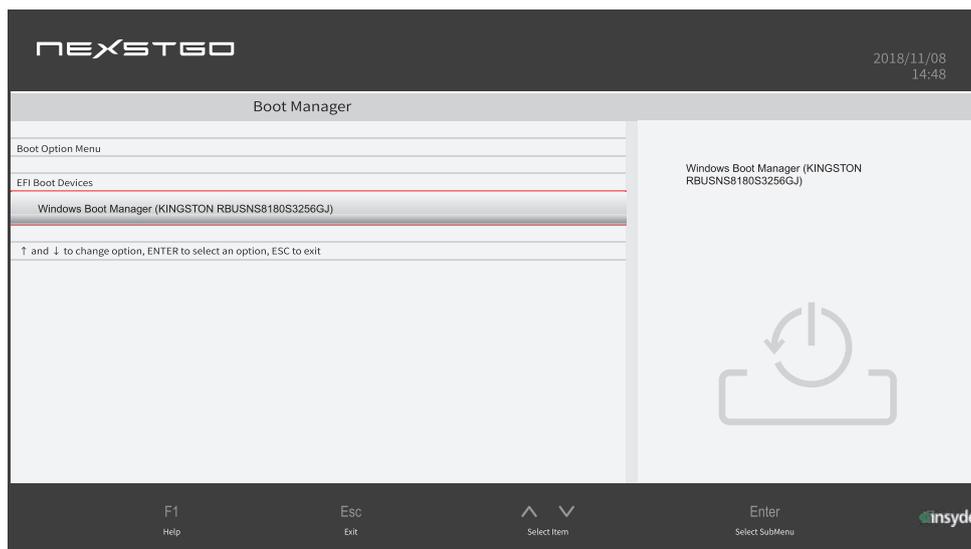
Item	Description
Boot Option Menu	Select the boot device that you want to use for loading the operating system.
EFI Boot Devices	

Device Manager
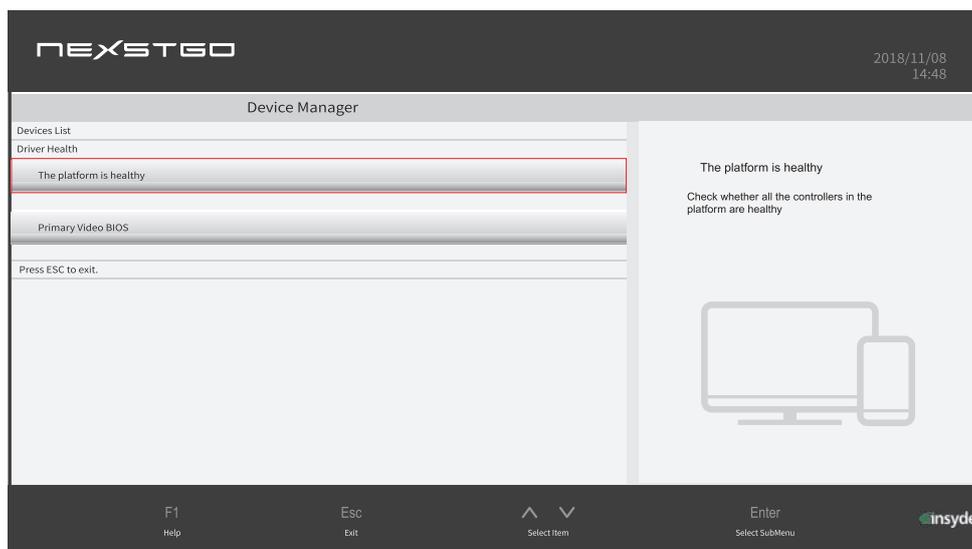
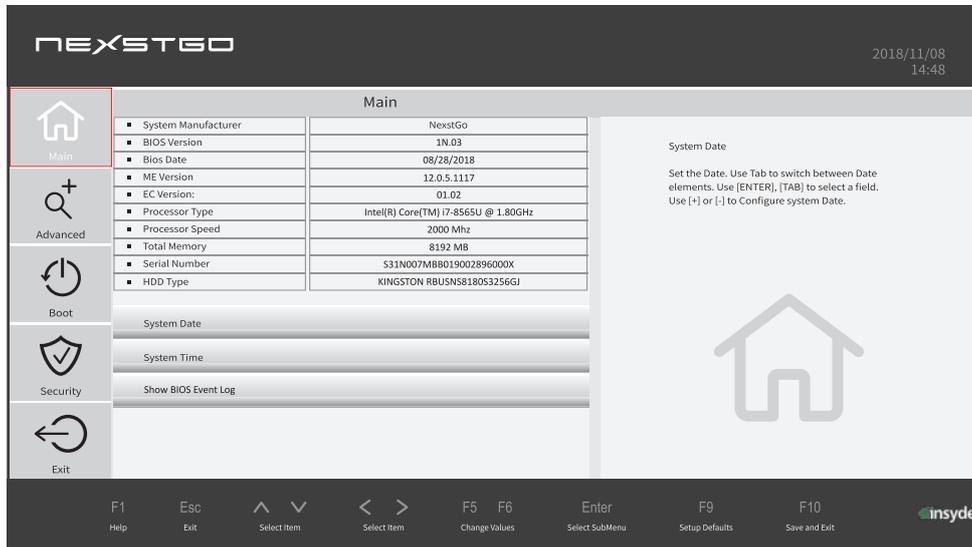| Item	Description
Driver Health	✓ Review the driver health status. ✓ Enter the Driver Health item if you need to repair a driver with specific controller or repair the whole platform until all modules reach their terminal statuses.
Primary Video BIOS	Not supported in this model.

Boot From File
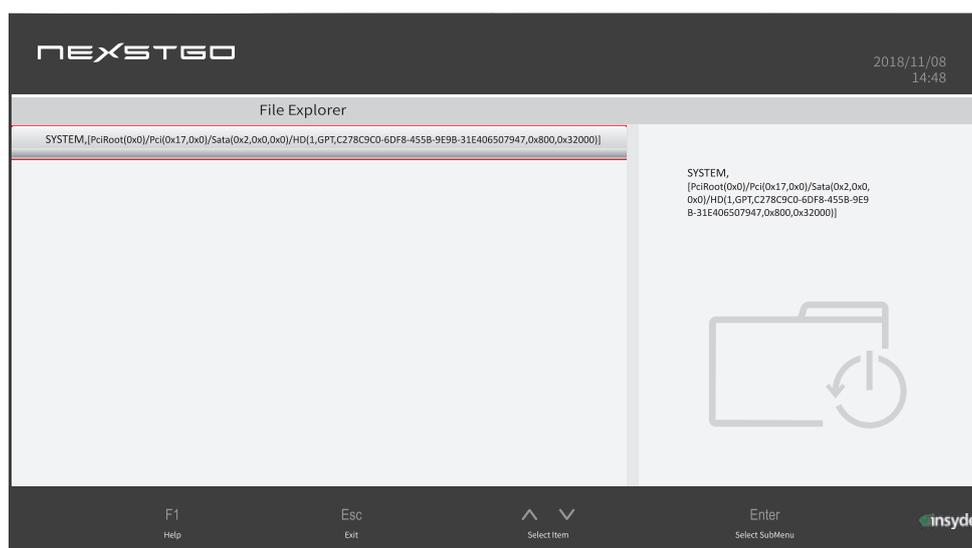
Item	Description
File Explorer	Select the boot file location for loading the operating system. The File Explorer displays the folder paths from all the connected storage devices. If the boot file was not selected correctly or has a problem, you will receive an error message and will be directed back to the File Explorer.

Setup Utility

Main Menu

Item	Description
Main	Review the system parameters, such as system manufacturer, BIOS version, BIOS date, ME version, EC version, processor type, processor speed, total memory capacity, serial number, HDD type, and HDD Type 1.
System Date	Set system date. ✓ Use the **Tab** key on the keyboard or tap directly using the touchpad to switch between the date elements. ✓ Use the **Enter** key and the **Tab** key on the keyboard or tap directly using the touchpad to select a field. ✓ Use the **+** key or the **-** key on the keyboard or tap on the ∨ button using the touchpad to configure the system date.
System Time	Set system time. ✓ Use the **Tab** key on the keyboard or tap directly using the touchpad to switch between the time elements. ✓ Use the **Enter** key and the **Tab** key on the keyboard or tap directly using the touchpad to select a field. ✓ Use the **+** key or the **-** key on the keyboard or tap on the ∨ button using the touchpad to configure the system time.
Show BIOS Event Log	Select the Event Storage to show the events of it.

Advanced Menu

Item	Description
Processor Configuration	✓ **Intel Virtualization Technology:** Enable to allow VMM utilizing the additional hardware capabilities by Vanderpool Technology. ✓ **Intel VT-d:** Enable to allow Directed I/O (VT-d) extend Intel's Virtualization Technology (VT) roadmap by providing hardware assists for virtualization solution. **NOTE:** *Modifications require a full power cycle to take effect.*
Device Configuration	✓ **Fn Activate Function Key Default:** Set the default function of the **Fn** lock key when the **Fn** lock key is activated. The available options include Function Key or Multimedia Keys. For example, if the **Fn** lock key is set to **Multimedia Keys** then the **Fn** lock key depending multimedia keys (**F1~F12**) can be used if the Fn lock key is on. If you want to use the Windows default functions **F1~F12**, you need to toggle the **Fn** lock key to off. ✓ **Camera:** Enable to allow using the camera. ✓ **Card Reader:** Enable to allow using the card reader. ✓ **Touchpad:** Enable to allow the touchpad. ✓ **USB Charger:** Enable to allow USB charging for compatible devices using the USB type-C port. ✓ **Microphone:** Enable to allow using the microphone.
SATA Mode Selection	✓ Set how SATA controller(s) operate.
H2O Event Log Config Manager	✓ Show all of the configuration pages.

Boot Menu

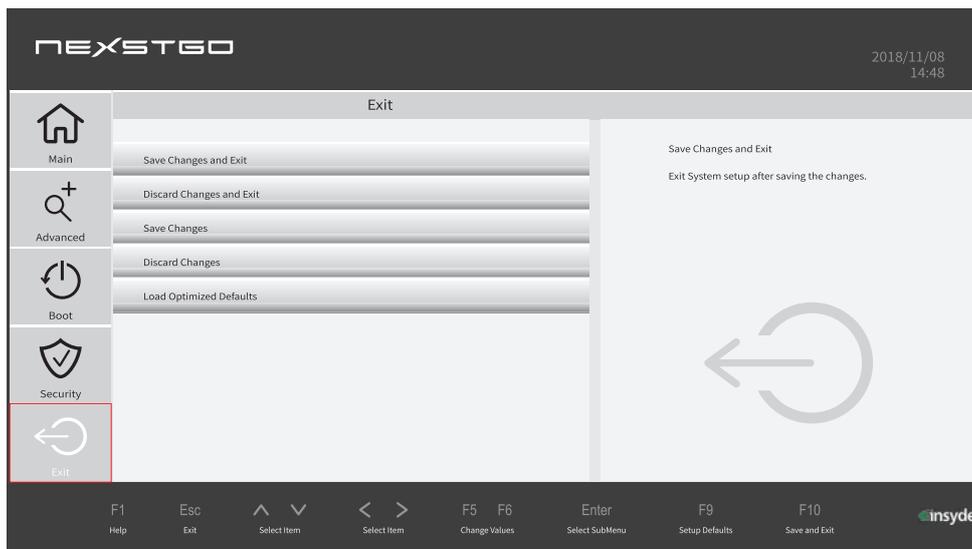| Item	Description
Network Stack	Enable/Disable UEFI network stack, usually for UEFI PXE boot.
PXE Boot capability	Enable this feature if you want to use the PXE boot function.
Windows Boot Manager	Enable/Disable Windows Boot Manager (KINGSTON RBUSNS8180S3256GJ).

Security Menu
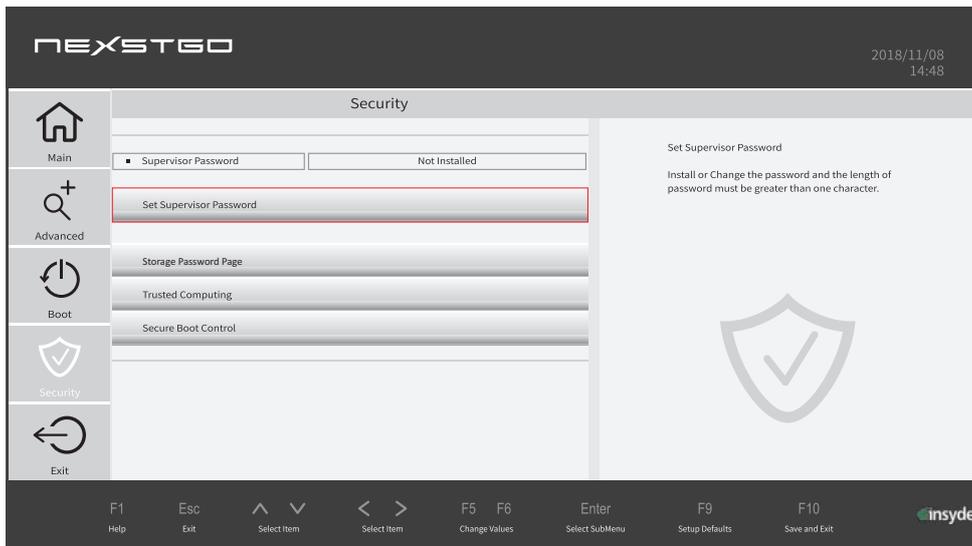
Item	Description
Set Supervisor Password	Set the supervisor password to control the access to the system configuration settings. The password has to be greater than one character. Please refer to "Setting Up a Supervisor Password" on page 60.

Trusted Computing	✓ **TPM Support:** Enable the TPM support for advanced crypto capabilities. ✓ **TPM State:** Enable the TPM state to see pending TPM operations. **NOTE:** *Modifications to the TPM state will take effect after you restart the computer.* ✓ **Pending TPM Operation:** Set the pending TPM operation to TPM Clear if you want to clear all data secured by TPM or to None if you want to discard the selection.
Secure Boot Control	✓ **Secure Boot Control:** Enable secure boot flow control to prevent malicious apps and "unauthorized" operating systems from loading during the system start-up process. ✓ **Enroll All Factory Default Keys:** Enable to install all the default secure keys, such as PK, KEK, db, and dbx set by the manufacturer. Changes will take effect after you restart the system. ✓ **Clear Secure Boot Keys:** Enable if you want to uninstall all the default secure keys, such as PK, KEK, db, and dbx set by the manufacturer. Changes will take effect after you restart the system.

Exit Menu

Item	Description
Save Changes and Exit	Select this option if you want to save all modifications and exit the Nexstgo System Configuration utility. The computer will automatically restart.
Discard Changes and Exit	Select this option if you want to discard all modifications and exit the Setup Utility.
Save Changes	Select this option if you want to save the modifications but not to exit the Setup Utility.
Discard Changes	Select this option if you want to discard the modifications but not to exit the Setup Utility.
Load Optimized Defaults	Select this option to reset all values in Setup Utility to their factory defaults.

Installing and Updating Device Drivers

Device drivers are programs that control a specific type of device that is attached to your computer. Each hardware component has its own driver which informs the operating system how to operate that device. When you add new hardware component to your computer, the operating system tries to install the device driver automatically using its built-in drivers library. If the driver cannot be located, you are prompted to install the driver manually.

> **NOTE:** *As device drivers are programs, like any other file on your computer, they may sometimes get corrupted and not perform properly due to the corruption. We recommend to keep the device drivers always up-to-date to avoid malfunction of any hardware components.*

Getting the Latest Drivers

To download and update the device drivers, use the preinstalled Nexstgo Software Updater app. Please refer to "Nexstgo Software Updater" on page 26.

6   <u>Advanced Configuration</u>

In this section, you will find information on how to backup and recover your computer.

Backup Features

Configuring File Backup

You can backup your files to another device and restore them if the originals are lost, damaged, or deleted. File backup can be performed just once or set to occur automatically. To configure file backup settings, do the following:

1   Open the Start menu ⊞ and find the Nexstgo group in the apps list.

2   Click on the **Nexstgo Backup and Recovery** app.

NOTE: *You may be prompted to confirm opening an app from an unknown publisher. Click **Yes** to continue.*

---
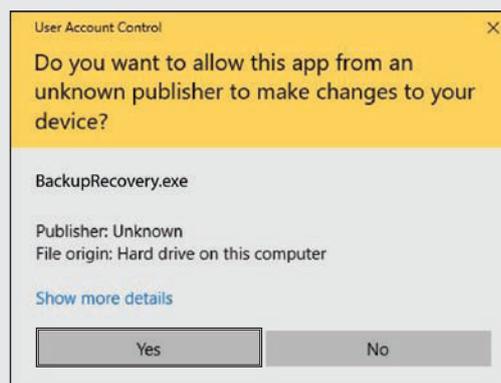
3 Click on the **File Backup** tab.

4 Click on the **LAUNCH** button.
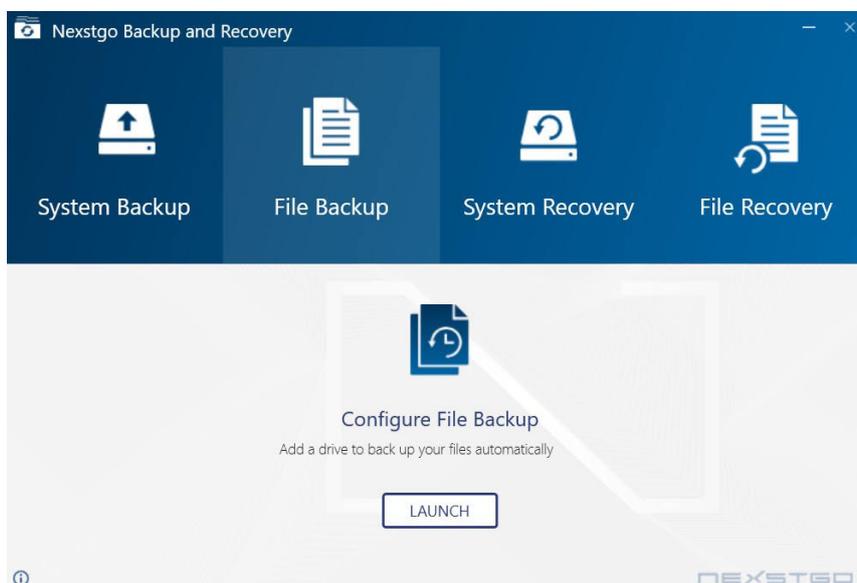
The Windows settings Backup page opens.

5 Click on the ⊞ **Add a drive** option. You are prompted to select a destination for the backup.

6 Click on the storage drive that you want to choose for saving backup files.
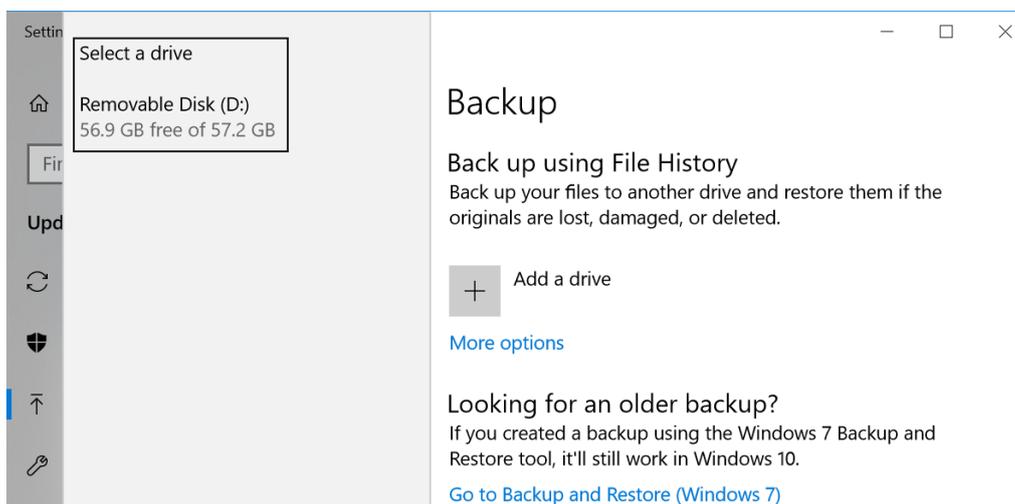
7   Click on the **More options** link under Backup page to configure more backup options, such as set the backup schedule, select the files and folders that you want to backup, and more.
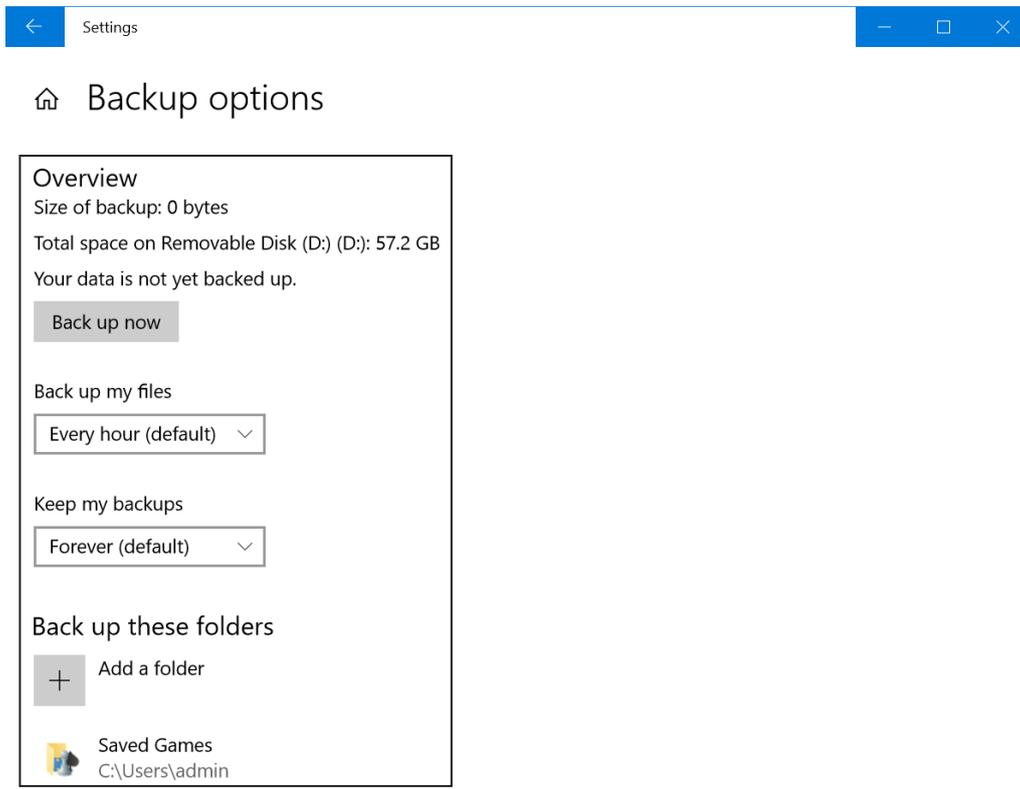
8   Return to the Backup page. Set the **Automatically backup my files** option to **On** to enable automatic backup.
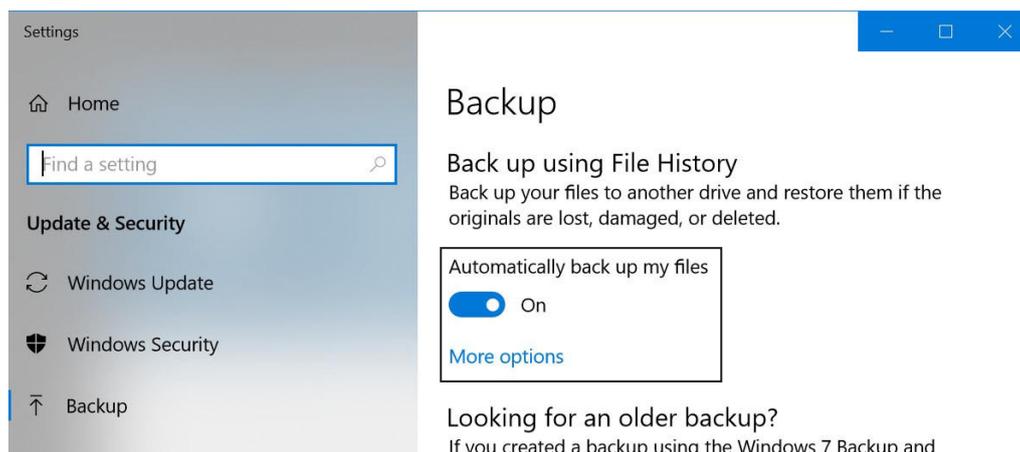
Configuring System Backup

To backup the system, you can create a system restore point or create a recovery drive. The restore point allows you to restore Windows to a point in the past, when it worked properly. The purpose of the recovery drive is to provide a source when restoring the storage drive to the factory default values if all other recovery methods have failed. As a precautionary measure, make sure to create a restore point or recovery drive as early as possible.

> **IMPORTANT:** *The recovery drive is computer specific. Once you have created a recovery drive, you cannot use it to restore another computer, neither can you use a recovery drive from another computer to restore your computer unless the hardware components and the operating system exactly match.*

Creating a System Restore Point

To create a system restore point, do the following:

1 Open the Start menu ⊞ and find the Nexstgo group in the apps list.

2 Click on the **Nexstgo Backup and Recovery** app.

> **NOTE:** *You may be prompted to confirm opening an app from an unknown publisher. Click* **Yes** *to continue.*
>
> User Account Control ✕
>
> **Do you want to allow this app from an unknown publisher to make changes to your device?**
>
> BackupRecovery.exe
>
> Publisher: Unknown
> File origin: Hard drive on this computer
>
> Show more details
>
> | Yes | No |
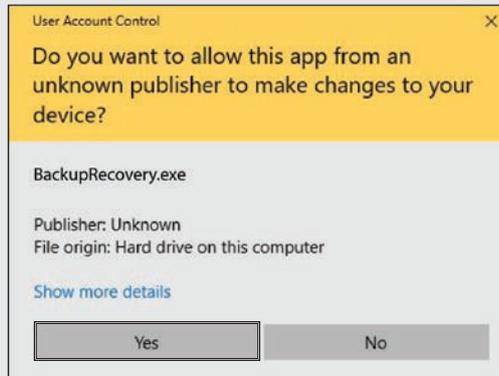
3 Click on the **System Backup** tab.

4 Select **Configure Restore Point** and click on the **LAUNCH** button.
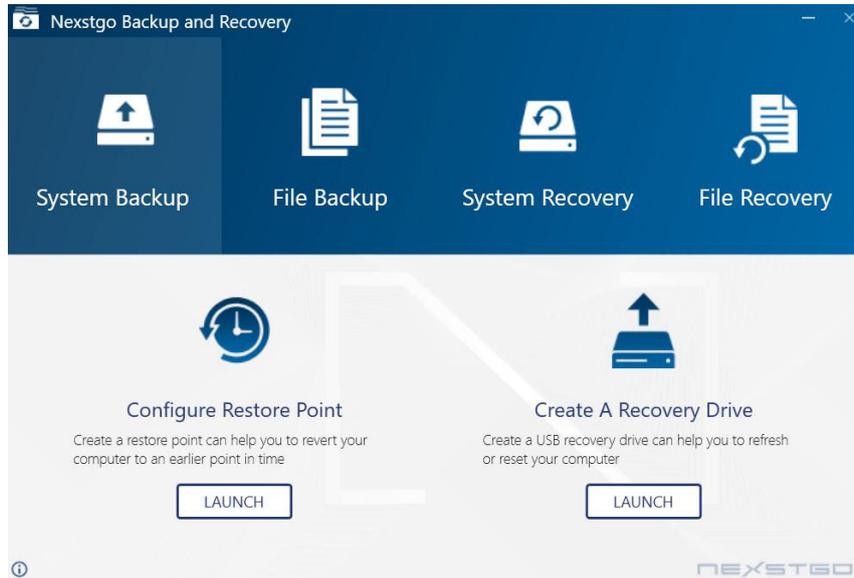
The System Protection tab opens on System Properties page.

5 Select the system storage drive.

6 Click on the **Configure...** button.
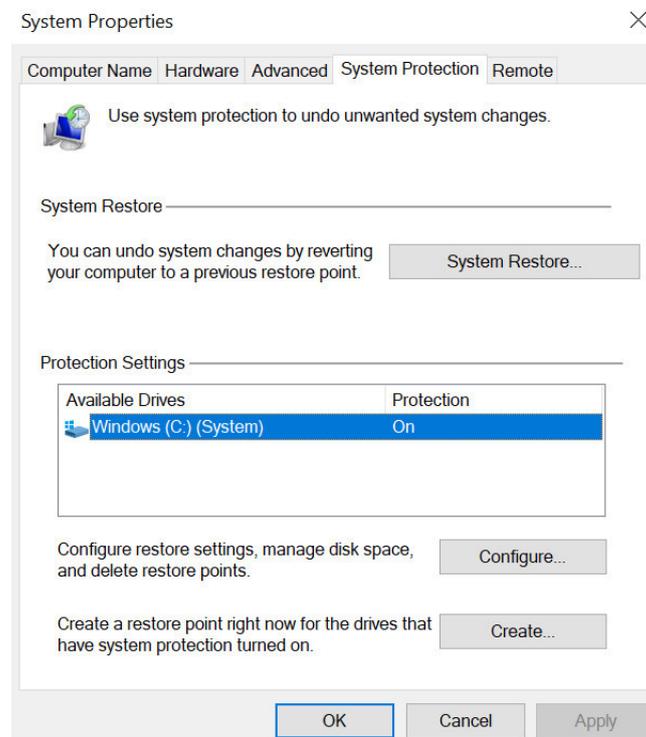
7 In the Restore Settings section, select **Turn on system protection** option.

8 In the Disk Space Usage section, set the maximum disk space used for system protection.

9 Click on the **Apply** button and then on the **OK** button to save the modifications.

10 To create a system restore point right now, click on the **Create** button and follow the onscreen instructions.

Creating a Recovery Drive

To create a system restore point, do the following:

1 Open the Start menu ⊞ and find the Nexstgo group in the apps list.

2 Click on the **Nexstgo Backup and Recovery** app.

> **NOTE:** *You may be prompted to confirm opening an app from an unknown publisher. Click* **Yes** *to continue.*

3 Click on the **System Backup** tab.

4 Select **Create a Recovery Drive** and click on the **LAUNCH** button.
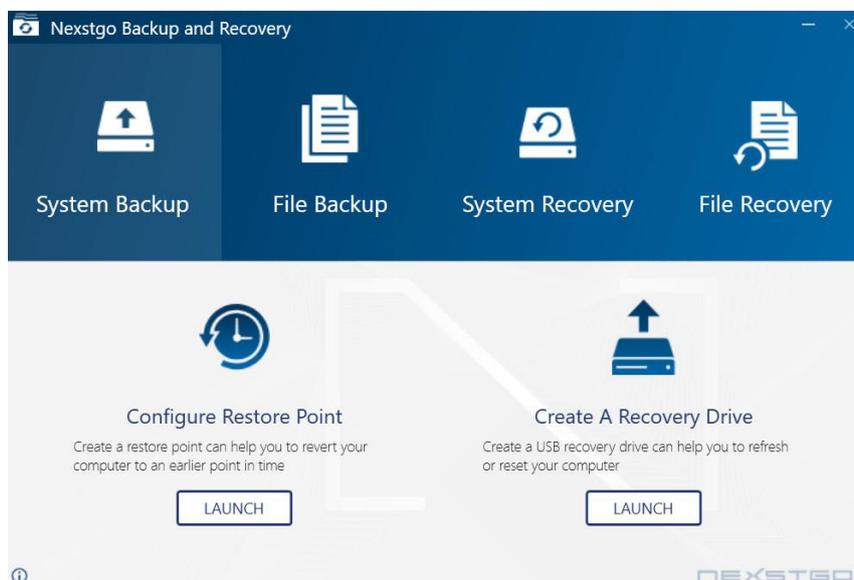
The Recovery Drive page opens.

5   Make sure the **Backup up system files to the recovery drive** option is checked and then click on the **Next** button.
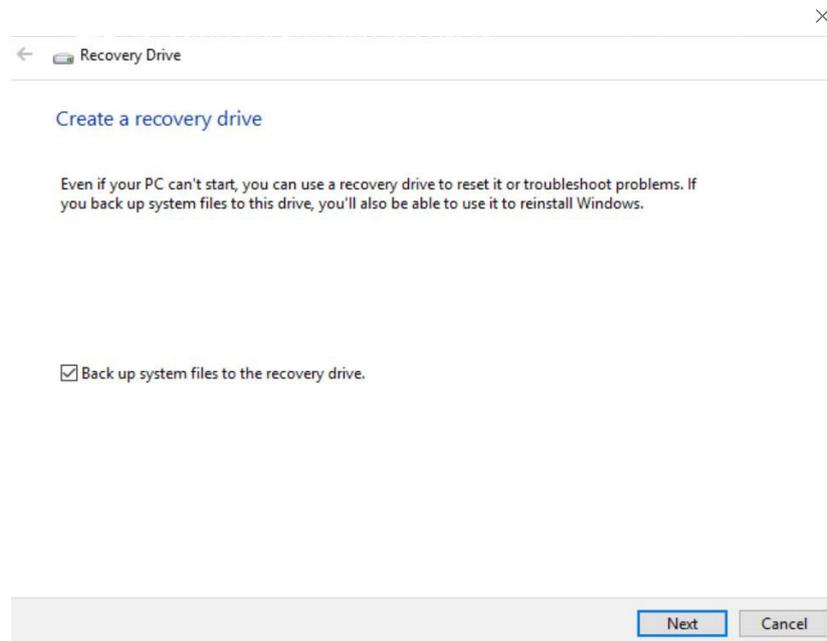
6   Connect a USB storage disk to the computer with a minimum free space of 16 GB when prompted and then click on the **Next** button. You will be informed that everything on the USB storage drive will be deleted and recommended to backup any personal files.

7   Click on the **Create** button to start creating a recovery drive.

Creating a recovery drive may take up to several minutes. The system will notify you when the recovery drive is done.

Restoring Features

Restoring Personal Files and Folders

If you want to restore personal files or folders that have been backed up previously, do the following:

1   Open the Start menu ⊞ and find the Nexstgo group in the apps list.

2   Click on the **Nexstgo Backup and Recovery** app.

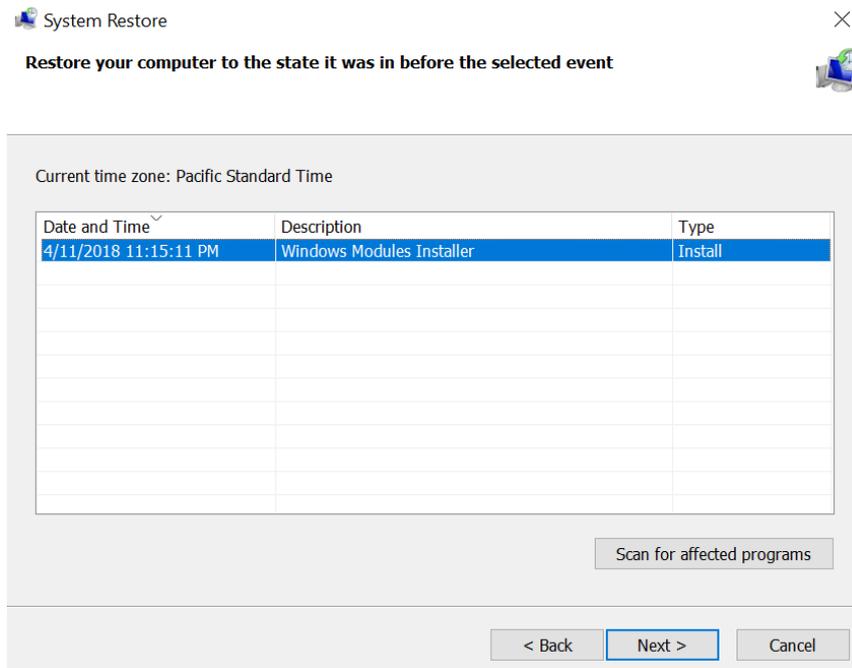> **NOTE:** *You may be prompted to confirm opening an app from an unknown publisher. Click* **Yes** *to continue.*

3   Click on the **File Recovery** tab.

4   Select **Restore Personal File** and click on the **LAUNCH** button.
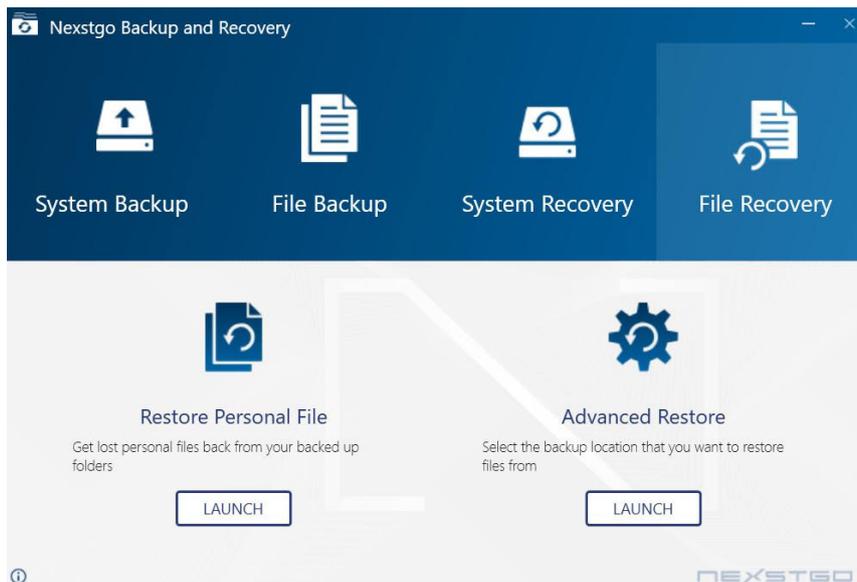
The Home - File History page opens.
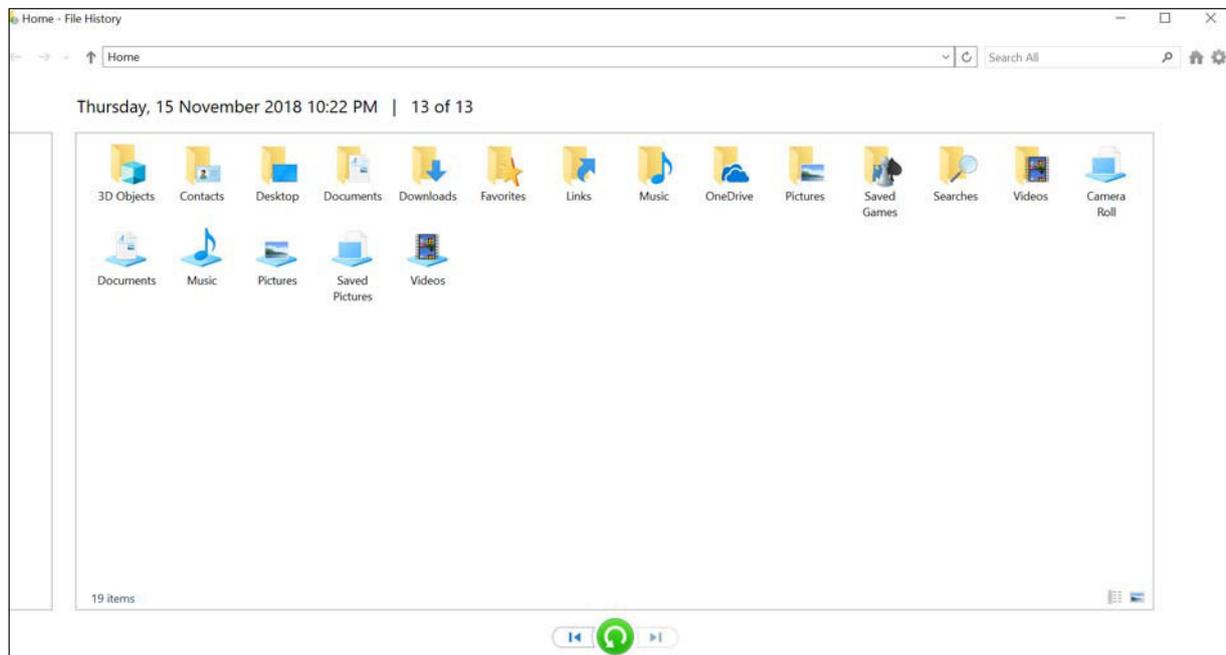
5 Use the navigation buttons ⏮ / ⏭ to select the backup date page and then select the file(s) or folder(s) that you want to restore.

6 Click on the **Restore to original location** ⟳ button and follow the onscreen instructions until restoring your file(s) or folder(s) procedure is complete.

> **NOTE:** *If you need to use more advanced restore options, click on the **Advanced Restore** tab in **Nexstgo Backup and Recovery** app **> File Recovery**. This option enables you to use the Windows 7 backup and restore features.*

Restoring the System

If your computer is not performing well, you need to repair or restore the system. To repair the system, please refer to "Using Advanced Startup Options" on page 86. If the operating system can be still loaded, you can try restoring Windows 10 to an earlier working state without affecting your documents or reset the computer with or without removing your personal files, and then reinstalling the Windows operating system. To restore the system if the operating system cannot be loaded, please refer to "Recovering the Operating System if Windows 10 Fails to Start" on page 87.

Restoring the System to a Previous State

To restore the system from a restore point, do the following:

1 Open the Start menu ⊞ and find the Nexstgo group in the apps list.

2 Click on the **Nexstgo Backup and Recovery** app.

> **NOTE:** *You may be prompted to confirm opening an app from an unknown publisher. Click* **Yes** *to continue.*
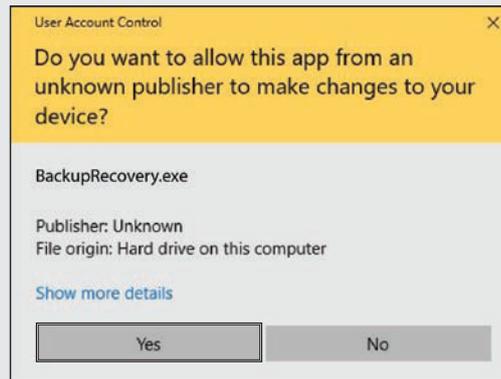
3 Click on the **System Recovery** tab.

**4** Select **System Restore** and click on the **LAUNCH** button.
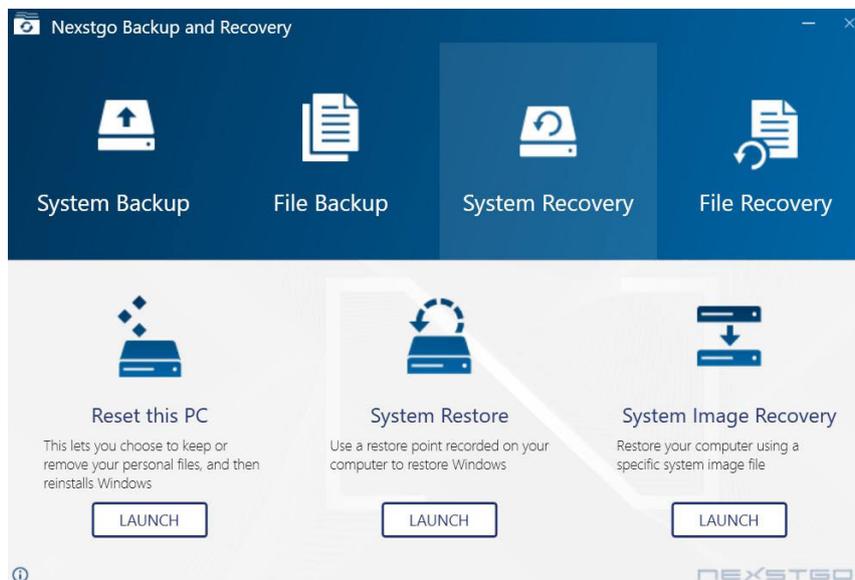
The System Restore page opens.

5 Click on the **Next** button.

6 Select the system restore point that you want to use and then click on the **Next** button.

> **NOTE:** *Click on the **Scan for affected programs** button to review any programs that were installed later than the selected restore point was created or removed after the restore point was created.*

7 Confirm your restore point and click on the **Finish** button.
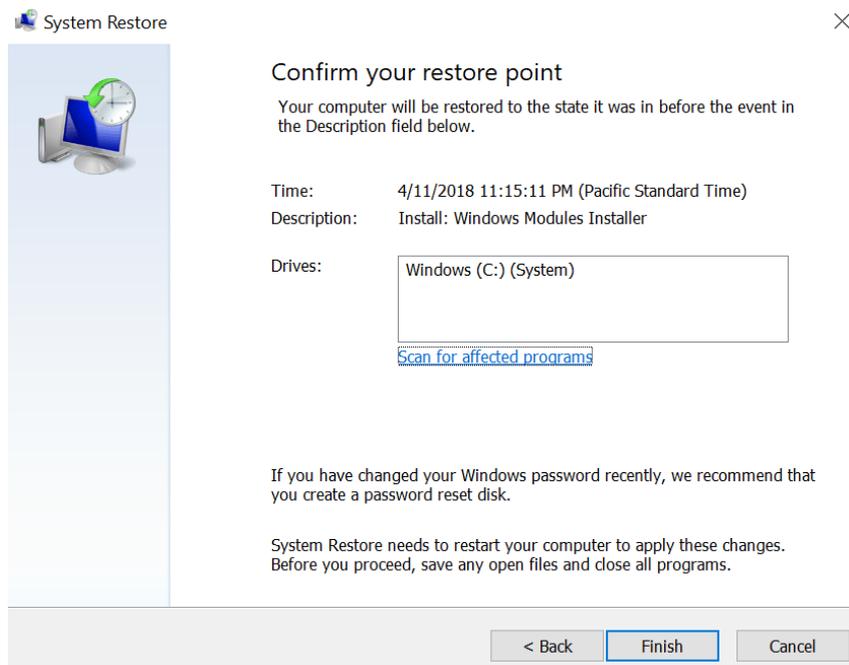
Wait until the system finishes restoring to an earlier working state.

Restoring the System From an Image

To restore the system from an image, do the following:

1   Open the Start menu ⊞ and find the Nexstgo group in the apps list.

2   Click on the **Nexstgo Backup and Recovery** app.

> **NOTE:** *You may be prompted to confirm opening an app from an unknown publisher. Click* **Yes** *to continue.*
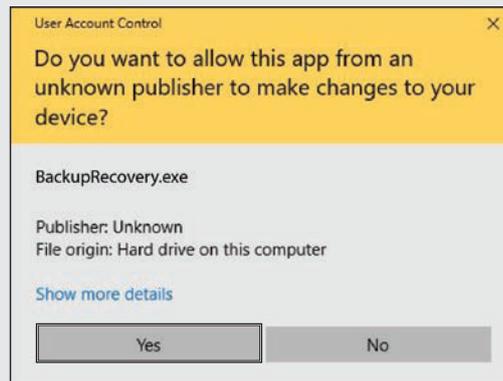
3   Click on the **System Recovery** tab.

4   Select **System Image Recovery** and click on the **LAUNCH** button.

You are informed that this action restarts the computer in WinRE environment.

5   Click on the **OK** button to continue.
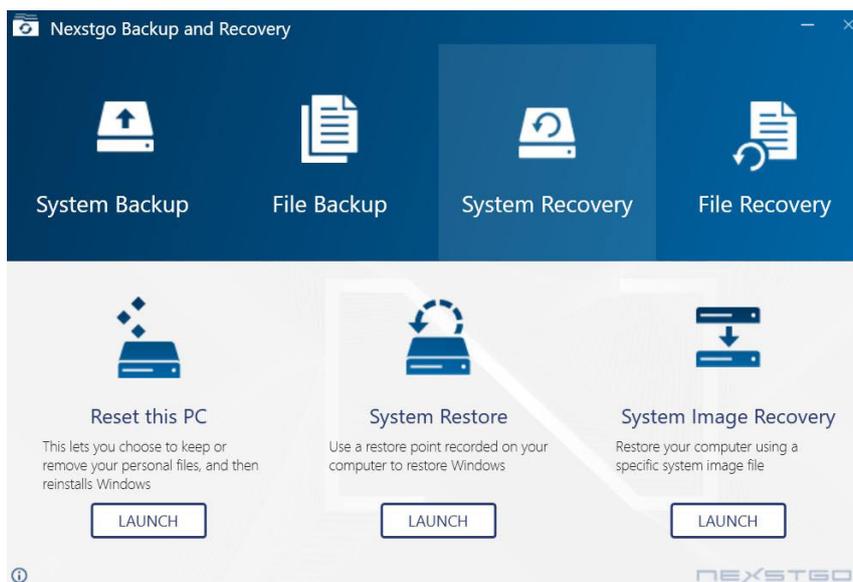
The Choose an option page opens.

6   Click on the **Use a device** > **EFI USB Device** tab.

7   Follow the onscreen instructions to complete restoring Windows operating system from an image.

Resetting the System

To reset your computer, do the following:

1   Open the Start menu ⊞ and find the Nexstgo group in the apps list.

2   Click on the **Nexstgo Backup and Recovery** app.

> **NOTE:** *You may be prompted to confirm opening an app from an unknown publisher. Click* **Yes** *to continue.*
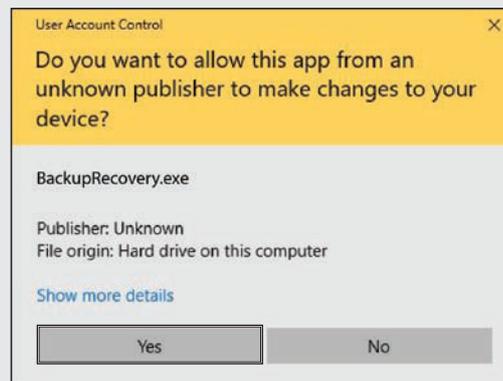
3   Click on the **System Recovery** tab.

4   Select **Reset this PC** and click on the **LAUNCH** button.
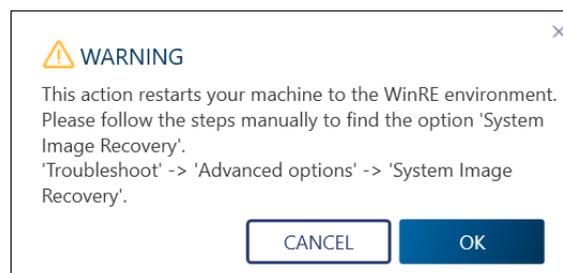
5   Select one of the following depending on your needs:
   – **Keep my files:** Removes the apps and settings, but keeps your personal files.
   – **Remove Everything:** Removes all of your personal files, apps, and settings.

6   Follow the onscreen instructions to reinstall Windows operating system.

Using Advanced Startup Options

The Advanced options menu includes shortcuts to advanced troubleshooting tools and Windows startup methods that can be used to repair important files, start Windows with the minimum necessary processes, restore previous settings, and more.

To access and start using the Advanced options menu, do the following:

1   Open the Start menu ⊞ and click on the **Settings** ⚙ **> Update & Security > Recovery > Advanced startup > Restart** now. The Choose an option page opens.

2   Click on the **Troubleshoot > Advanced options**.
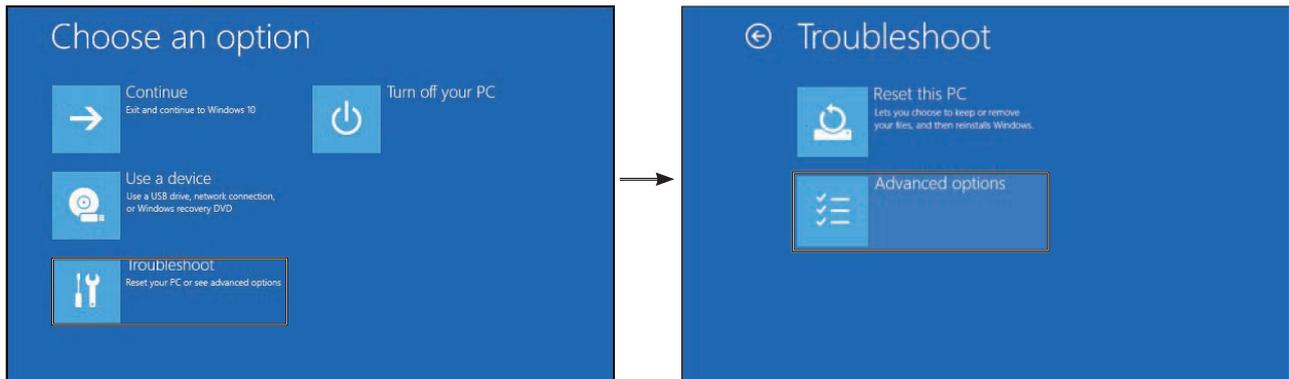
The Advanced options page opens.
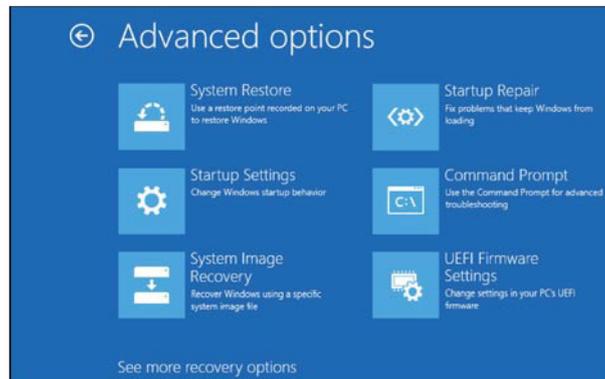
3   Click on any of the following:

   – **System Restore:** Launches the System restore utility, which lets you fix some types of crashes and errors by restoring computer settings, drivers, and apps to the restore point that was created earlier.

   – **System Image Recovery:** Enables you to restore a backup image of your PC.

   – **Startup Repair:** Launches Windows' built-in startup repair tool, which can troubleshoot and fix startup problems automatically.

   – **Command Prompt:** Restarts the computer and loads a Command Prompt window for troubleshooting.

   – **UEFI Firmware Settings:** Restarts the computer and loads Nexstgo System Configuration utility for you to modify UEFI firmware settings.

   – **Startup Settings:** Enables you to access alternative startup modes and tools, such as Low-Resolution Video mode, Debugging mode, Boot Logging, and Safe Mode. Disable driver signature enforcement, early-launch anti-malware protection, and automatic restart on system failure.

Recovering the Operating System if Windows 10 Fails to Start

The Windows recovery environment functions independently from the Windows 10 operating system. It enables you to recover or repair the operating system even if Windows 10 fails to start. After two unsuccessful attempts to boot the computer, Windows recovery environment starts automatically. You can choose between recovery or repair.

To reinstall Windows operating system, do the following:

> **IMPORTANT:** *Reinstalling the operating system will delete all your personal data saved on the internal storage drive.*

1   Connect the storage device with the operating system installation program to your computer.

2   Start the computer and during system setup, press the **F2** key to open the Nexstgo System Configuration utility.

3   Click on the **OS Recovery** tab. Choose an option page opens.
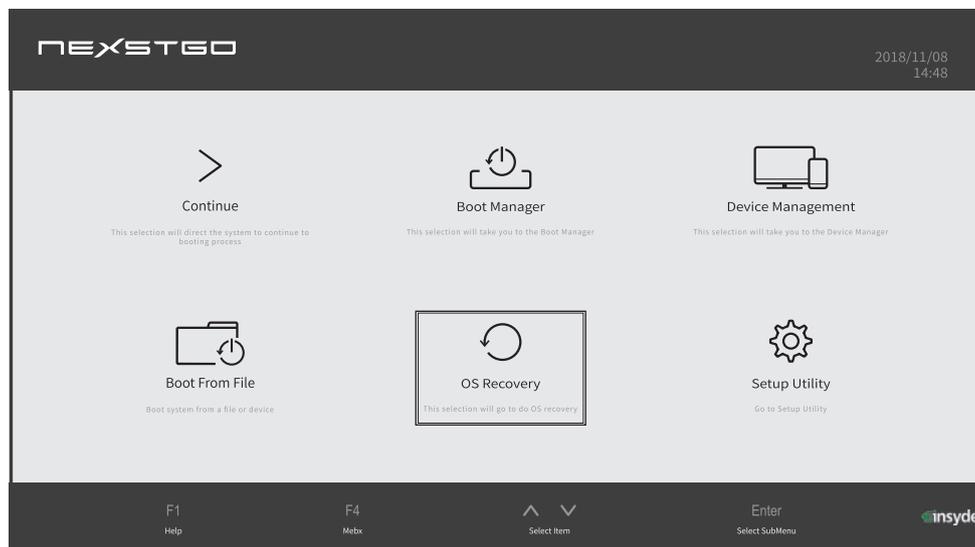
4   Click on the **Use a device** option. Use a device page opens.
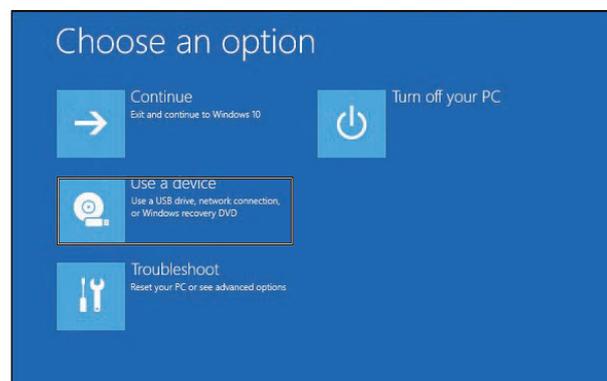
5   Click on the device where you want to restore the operating system.

6   Follow the onscreen instructions to complete installing the operating system.

7   To install any missing drivers, please refer to "Installing and Updating Device Drivers" on page 72.

7

<u>Troubleshooting</u>

In this chapter, you can find information on possible solutions to problems that may occur when using your computer.

General Recommendations

✓ Always keep your system up-to-date. This might resolve problems you face with your computer.
- For checking and updating drivers and apps in your computer, please refer to "Nexstgo Software Updater" on page 26.
- For monitoring and updating Windows operating system, do the following:

> **NOTE:** *By default, Windows Updates are downloaded and installed automatically.*

a) Click on the **Windows Defender Security Center** icon in the Windows notification area.

The Windows Defender Security Center page opens.

b) Click on the **Device performance & health** tab.

The Device performance & health page opens.

c) Review the status of Windows Updates.

> **NOTE:** *For smoother computer performance, we also recommend to monitor the Storage capacity, Device driver, and Battery life.*

✓ Always close open apps and windows you are not currently using.

✓ Uninstall unused apps and empty the recycle bin regularly to free some space on the storage drive.

Other methods for cleaning the space on the storage drive:

– Use the Disk Defragmenter (**Control Panel** (view by **Large icons** or **Small icons**) **> Administrative Tools > Defragment and Optimize Drives**).

– Allow Windows automatically free up space by removing files you do not need, such as temporary files and content in your recycle bin (**Start menu ⊞ > Settings ⚙ > System > Storage > Storage sense > On**).

✓ Back up your personal data regularly and make sure you have a backup of the system. Please refer to "Advanced Configuration" on page 73.

Problems and Solutions

If you experience a problem with your computer, please refer to the instructions in this section to find a solution.

Computer Becomes Unresponsive

Problem	Description
Computer stops responding	1 Press and hold the Power button for at least 3 seconds to turn off the computer. – If the computer is turned off, restart the computer by pressing the Power button. If the computer is still not responding, continue with step 2. 2 Remove all the external devices that are connected to the computer and unplug the AC adapter. Wait for a few minutes and restart the computer by pressing the Power button. If the computer is still not responding, have the computer serviced.

Problems with Wireless Networks

Wireless-LAN

Problem	Description
Computer cannot connect to the wireless network	Make sure of the following: ✓ WLAN function is enabled. Please refer to "Wireless Connections" on page 39. ✓ Airplane mode is off. ✓ Your computer is within the range of the wireless router's signal. ✓ Your computer is using the correct WLAN adapter driver. To check the driver's status, open the **Start menu ⊞ > Settings ⚙ > Network & Internet > Status > Change adapter options > right-click Wi-Fi > Properties > Networking > Configure > General**. Make sure the Device status is **This device is working properly**. ✓ You have entered the connection parameters and password correctly when connecting to a secured wireless router.

Bluetooth

Problem	Description
Computer cannot connect to another Bluetooth device	Make sure of the following: ✓ Bluetooth function is enabled. Please refer to "Bluetooth" on page 40. ✓ Bluetooth device is visible and discoverable. ✓ You have confirmed the pairing codes in both your computer and in the other device when making the connection.

Problems with the Keyboard

Problem	Description
Liquid is spilled on the keyboard	1 As the liquids conduct electricity, make sure that no liquid creates a short circuit between you and the AC power adapter (if in use). 2 Unplug the AC power adapter as quickly as possible. 3 Turn off the computer. 4 Wait until you are sure that all the liquid is dry before turning on the computer. If the keyboard stops functioning, have the computer serviced.

When using an external keyboard, all or some of the keys do not function properly.	**1** Turn off the computer.
	2 Disconnect and reconnect the keyboard.
	3 Turn on the computer and see if the problem is solved. If the keyboard is still not functioning, make sure you have installed the correct driver for the keyboard. To check the driver's status, do the following:
	  a) Open the **Control Panel** (view by **Large icons** or **Small icons**) > **Keyboard** > **Hardware** tab.
	  b) Click on the external keyboard and then click on the **Properties** button.
	   Make sure the Device status is **This device is working properly**. If you see any other statuses, please refer to the keyboard's user manual for troubleshooting.

Touchpad is not Functioning

Problem	Description
Touchpad is not functioning	Make sure the touchpad lock toggle key ⌨ (**F10**) is not on.

Problems with the Screen

Problem	Description
The screen is blank when the computer is turned on	The battery may have depleted. Connect the AC power adapter to the computer and to the electrical outlet simultaneously. Please refer to "Connecting the AC Power Adapter" on page 28.
The screen goes blank suddenly	Check and modify (if necessary) the time period in minutes when the display turns off in **Control Panel** (view by **Large icons** or **Small icons**) > **Power Options > Choose or customize a power plan > Nexstgo > Change plan settings > Turn off the display**:.
The screen is not readable or distorted	Make sure of the following: ✓ Your computer is using the correct display adapter driver. To check the driver's status, open the **Start menu ⊞ > Settings ⚙ > System > Display > Display adapter properties > Adapter > Properties > General**. Make sure the Device status is **This device is working properly**. ✓ The screen resolution and color parameters are correctly set.
The external monitor screen is blank	Make sure the external monitor is switched on. Then press the keyboard multimedia key ⌨ (**F8**) and select the display mode. Please refer to "Selecting a Display Mode" on page 40. If the problem remains, do the following: **1** Connect the external monitor to another computer to make sure it is functioning. **2** Reconnect the external monitor to your computer. **3** Refer to the external monitor's user manual or manufacturer's webpage to make sure that the resolution and refresh rates are supported.

Problems with Audio

Problem	Description
Sound is not audible	Make sure the audio mute toggle key 🔇 (**F1**) is not on. Please refer to "Audio mute toggle key" on page 11.
MIDI or wave sound does not play correctly	Make sure the built-in audio device is functioning properly. To check the audio device status, open the **Control Panel** (view by Category) **> Hardware and Sound > Devices and Printers > Device Manager > Sound**, video and game controllers.
The voice is not clear on audio recordings made by using the microphone input	Check the Enhance Voice Recognition feature in **Control Panel** (view by **Large icons** or **Small icons**) **> Realtek HD Audio Manager > Microphone Array > Microphone Effects**.
The voice is not loud enough on audio recordings made by using the microphone input.	Adjust the recording volume slider bar in **Control Panel** (view by **Large icons** or **Small icons**) **> Realtek HD Audio Manager > Microphone Array > Recording Volume**.
When headphones are connected, speakers do not produce sound	When you connect the headphones to the computer, the playback is automatically redirected to the headphones. If you want to listen to the sound from the speakers, set the speakers as the default audio device in **Control Panel** (view by Category) **> Sound > Playback**.

Problems with the Fingerprint Reader

Problem	Description
The surface of the fingerprint reader is dirty, strained, or wet, and you fail to authenticate your fingerprint	Gently clean the surface of the reader with a dry, lint-free cloth.

Problems with the Battery

Problem	Description
Battery depletes fast after charging	Use the Nexstgo Power Manager app to save power consumption: ✓ Configure the peak shift (selected models only) feature that charges the battery only at peak-off hours. ✓ Configure the battery charging thresholds. Please refer to "Nexstgo Power Manager" on page 20.

The AC power adapter is connected to the computer but the battery does not start charging	✓ Make sure the AC power adapter is connected correctly to the computer and to the electrical outlet. If charging does not start, do the following: a) Disconnect the AC power adapter from the electrical outlet. b) Connect another electrical device to the power outlet, and then check that you can use that electrical device. If the outlet is working, disconnect the electrical device. c) Reconnect the AC power adapter to the electrical outlet and check if the battery has started to charge. If the battery is still not charging, have the computer serviced.

Problems with the Internal Storage Drive

Problem	Description
Opening folders and files has become slow	The storage drive may have bad sectors. Use the Disk Defragmenter utility to analyze and defragment (if necessary) the storage drive. Open the **Control Panel** (view by **Large icons** or **Small icons**) **> Administrative Tools > Defragment and Optimize Drives**.
System fails to load Windows from the storage drive	You may need to restore the operating system. Please refer to "Restoring the System" on page 80 .

Problems with the Software

Problem	Description
Third party app does not install correctly or does not function as expected	Make sure of the following: ✓ The app is compatible with Windows 10. ✓ Your computer has enough resource to run the app. ✓ Your computer has the correct device drivers.

Problems with USB Devices

Problem	Description
A compatible USB device does not start charging when connected to the USB port	Make sure of the following: ✓ The USB device is connected to the correct USB port (USB type-A 3.1 port) ✓ The USB charger function is enabled in **Nexstgo System Configuration > Setup Utility > Advanced > Device Configuration > USB Charger**. ✓ Your computer has the correct device drivers.
The computer does not recognize the USB device	Some external storage devices cannot be recognized by the operating system automatically. If Windows fails to recognize the USB device, download the device driver from the manufacturer's webpage and install manually.

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FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT
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 warning
This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

Canada, Innovation, Science and Economic Development Canada (ISED) Notices
This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Avis du Canada, Innovation, Sciences et Développement économique Canada (ISED)
L'émetteur/récepteur exempt de licence contenu dans 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;
L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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.

Devraient également être informés les utilisateurs que les radars à haute puissance sont désignés comme utilisateurs principaux (c.-à-utilisateurs prioritaires) des bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient provoquer des interférences et / ou endommager les appareils LE-LAN.

Radio Frequency (RF) Exposure Information
The radiated output power of the Wireless Device is below the Innovation, Science and Economic Development Canada (ISED) 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 also been evaluated and shown compliant with the ISED RF Exposure limits under mobile exposure conditions. (antennas are greater than 20cm from a person's body).

Informations concernant l'exposition aux fréquences radio (RF)
La puissance de sortie rayonnée du dispositif sans fil est inférieure aux limites d'exposition aux radiofréquences d'Innovation, Sciences et Développement économique Canada (ISED). Le dispositif sans fil doit être utilisé de manière à minimiser le potentiel de contact humain pendant le fonctionnement normal.

Cet appareil a également été évalué et montré conforme aux limites d'exposition RF ISED dans des conditions d'exposition mobiles. (Les antennes sont à plus de 20 cm du corps d'une personne).