



USER MANUAL



Richwoods Technology Inc.
www.azpenpc.com

BASIC TROUBLE SHOOTING

My laptop is not turning on/is not charging

- Leave the unit on charge for at least an hour before attempting to turn the unit on.
- The battery may have naturally depleted and may take some time to recharge. If in storage for extended periods of time, it is recommended to periodically charge the unit to keep the battery capacity high, as batteries naturally deteriorate and eventually completely die over time.
- Make note if any lights turn on, or if any internal components like fans turn on.
- Inspect the unit, charging port and power cord for any physical damage. If you notice any damage to the power cord, please do not use it and contact support@azpenpc.com

Wi-Fi connection is not working

- Restart your modem/router, or both if you have separate units.
- Reconnect any range extenders that may be in use.
- Restart the device that is having issues.
- Try moving the device closer to the source.
- If you cannot connect at all, double check that all passwords are correct.
- If you can connect but are getting weak or slow data, try disconnecting the device from the network manually and reconnect.

Screen gets dark when unplugged

- This will be occurring due to your power plan settings.
- You can set your power plan settings through the Control Panel.

I have forgotten my password

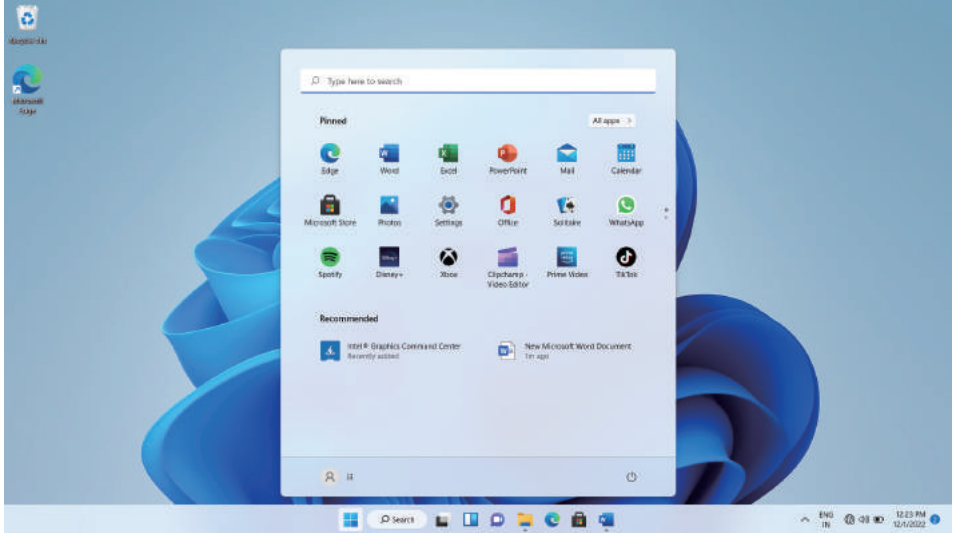
- There are several options to reset a Microsoft password.
- Use a password reset disc via USB.
- Reset Microsoft account password online with another device.
- Reset Windows back to the factory default. Please note, this will delete all personal files and settings.






For further information and the most up-to-date product guides for this laptop, please send email to support@azpenpc.com

1. Windows 11 start screen

On the start screen, you may see icons on the desktop that serve as shortcuts to some applications. You can easily open them by simply clicking on them. You may need to log onto a Microsoft account before some programs will run with full compatibility.

You can also click on the Windows icon in the lower-left corner to bring up the Start Menu.



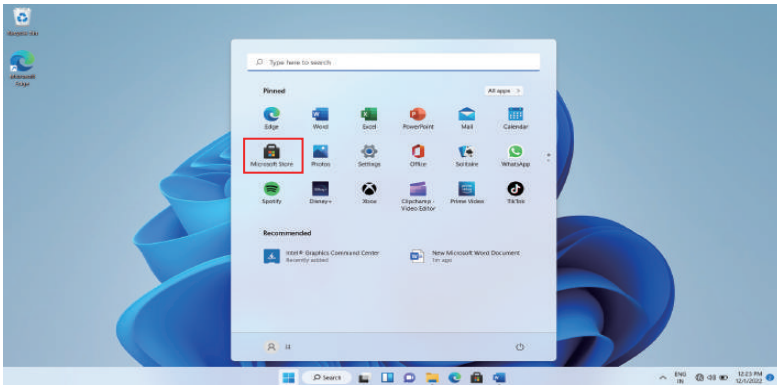
	User icon. Allows you to change account settings, lock the notebook or sign out.
 Documents	Opens the Documents folder within 'This PC'.
 Pictures	Opens the Pictures folder within 'This PC'.
 Settings	Opens the Windows Settings app. Allows you to change various aspects of the computer including apps, linked devices, time & language and account information.
	Allows you to Sleep, Shut down or Restart the computer.

2. Start Menu interface

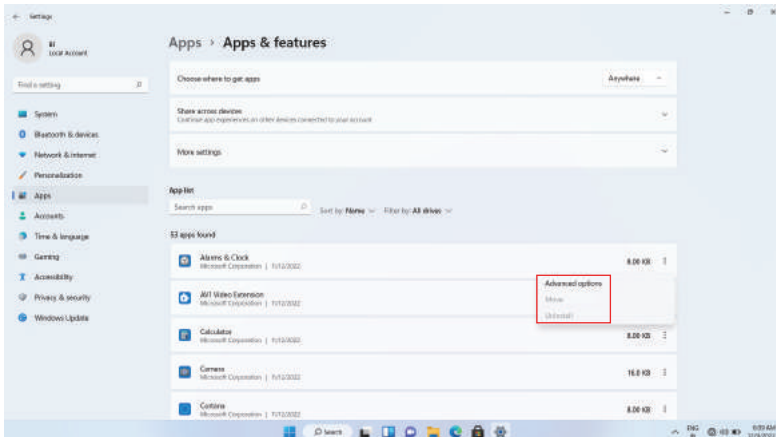
Apps already installed on the computer can be accessed via the Start Menu. Some icons will automatically be added to the right-side section for easier access.



More applications can be added to the computer via the Microsoft Store.

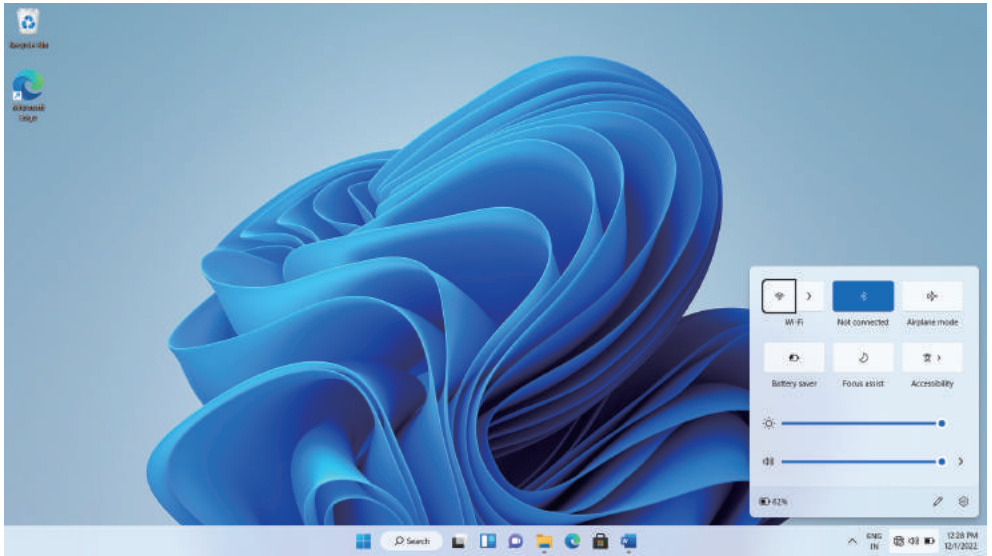


Apps can be uninstalled by right-clicking on the icon in the Start Menu and selecting "Uninstall".



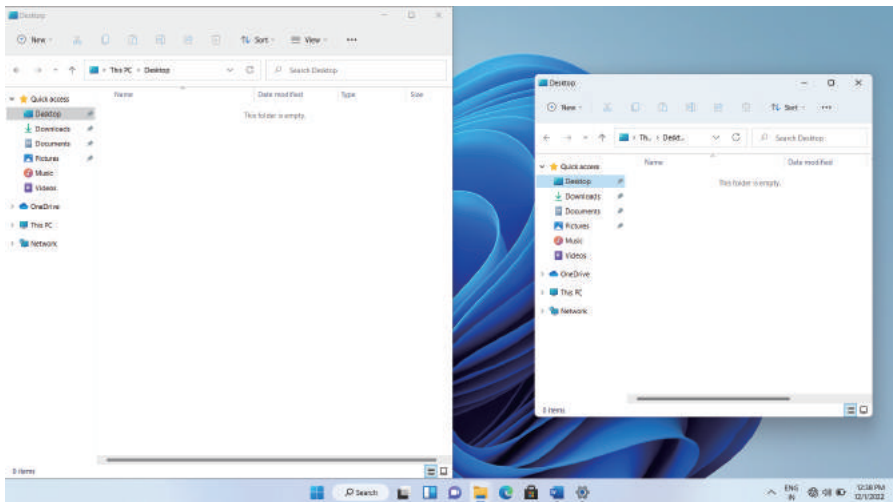
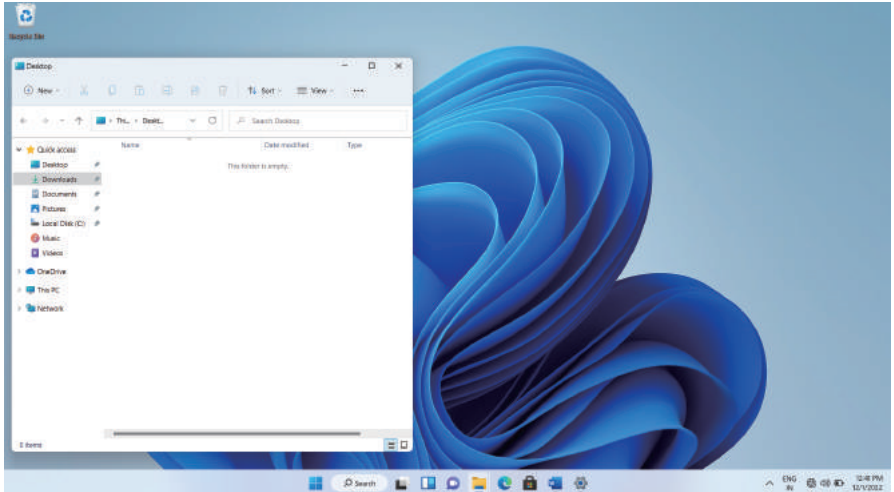
3. Notification Menu

The notification menu is accessible via the icon in the lower-right corner of the task bar. It will show notifications such as updates, emails received and calendar reminders, and allows for quick access to settings like Wi-Fi, Bluetooth, brightness, etc.



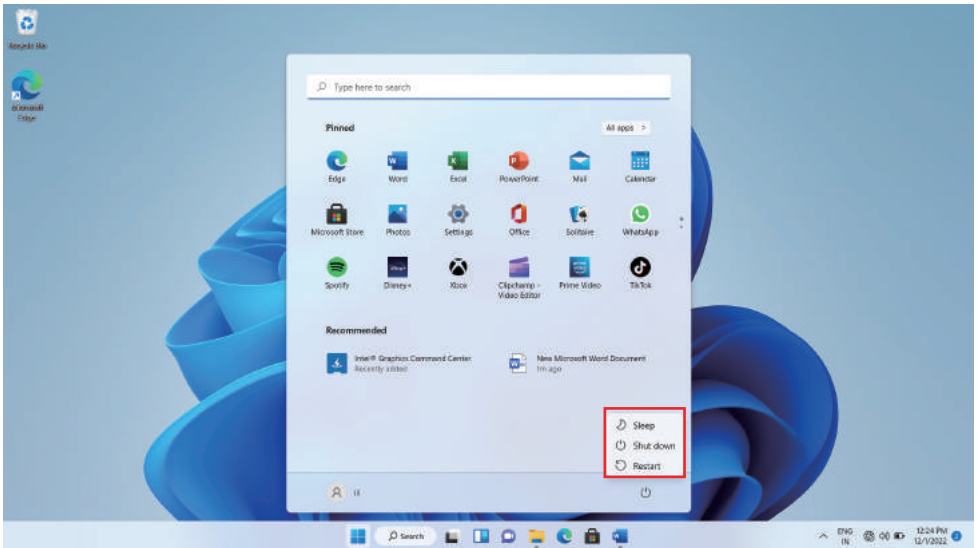
4. Multitasking

Drag windows to the left or right sides of the screen and let go when you can see an outline of the window around half of the screen. You can then select another open window to fill the free space on the other half of the screen.



5. Sleep, Restart and Power Off

Select the Windows icon in the lower-left corner, then click on the power icon, then select Sleep, Shut down or Restart.



Limited Warranty

What the warranty covers:

Azpen offers a limited manufacturer warranty from defects in material and workmanship through normal use during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, Azpen will at its sole option, repair or replace the product with a new or similar product. Replacement product may include remanufactured, refurbished, rebuilt parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. warranty service can only be performed by Azpens' authorized service center. Shipping costs of the product to the service center and liability are the responsibility of the purchaser. In the case of Fraud or Misrepresentation, Azpen reserves the right to deny all warranty coverage or claims.

How long the warranty is effective:

Azpen products are warranted for one (1) year, (365 days) for parts and labor and begin on the original date of purchase. Reconditioned, Refurbished or Remanufactured products are warranted for ninety (90) days for parts and labor. Out-of-warranty service fees may apply.

Who the warranty protects:

This warranty shall not extend to anyone other than the original purchaser of this product, and is non-transferable. The original dated bill-of-sale or receipt must be provided as proof of purchase.

Warranty does not cover damage, deterioration or malfunction resulting from:

- Damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product; cracked screen cosmetic damage or exterior finish; accidents, abuse, normal wear and tear, negligence, fire, water, lightning or other acts of nature.
- Incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions.
- Use of products, equipment, services, parts, supplies, accessories applications, modifications, installations, repairs, external wiring or connectors not supplied or authorized by Azpen.

Limitation of Liability

In no event, under any cause of action or theory of liability, shall Azpen, its affiliates, distributors or suppliers be liable for any indirect, incidental, consequential or punitive damages, of any nature whatsoever, arising out of the use of or inability to use any Azpen product(s), including without limitation, property damage, loss of value of product(s) that are used in or with Azpen product(s). You

agree and understand Azpen has no liability for any damage, loss of data or destruction to consumer electronics devices or other personal property including, without limitation, cellular phones, tablets, laptops, or other handheld devices. Regardless of the legal theory on which a claim is based, shall limit the recovery of any kind against Azpen not to be greater in amount than the purchased price of the product if any. There are no express warranties other than those listed and described above.



For more information or to
register online, visit us at:

www.azpenpc.com

For customer service, please contact:

(855) 297-3672

support@azpenpc.com

Monday—Friday
9:00 am — 5:30 pm (CST)

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DESIGNED IN USA

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