

TREKSTOR[®]
Enjoy now.



SurfBook W1

OPERATING INSTRUCTIONS

Contents

1) Welcome	4
2) Intended use	5
3) Safety information	6
Operational safety	6
Repair	11
Operating environment	11
Power supply	13
Maintenance, storage and transport	14
Information on the specified storage capacities	14
4) Technical specifications	15
Technical specifications of the power adapter	16
5) Package contents	16
6) Controls and ports	17
7) Starting up the SurfBook for the first time	19
Charging the SurfBook	19
Switching on the SurfBook	20
8) Important elements on the start screen	21
9) Using the keyboard	22
Special keys and function buttons on the keyboard	22
10) Touchpad	24
11) Info Center	25
12) Accessing and using the Start menu	26
Accessing the Start menu	26
Layout of the Start menu	26
Navigating/Selecting an item in the Start menu	27
Pinning, organising and removing apps	27
13) Accessing the settings	29

14) Connecting the SurfBook to the Internet.....	30
Connecting to a stationary wireless network (WiFi)	30
15) Launching the Internet browser/Entering an Internet address.....	32
16) Downloading applications from the Windows Store	32
17) Changing the display language	33
18) Using the camera	35
19) Transferring files between the SurfBook and other devices	36
Transferring files via Bluetooth	36
Transferring files between the SurfBook and an external ... storage device	38
20) Connecting the SurfBook to a television	39
Connecting to a television via HDMI cable	39
Connecting to a television via Miracast	39
21) Reset.....	40
22) Switching off/Restarting the SurfBook.....	40
23) Useful tips on saving energy	41
24) Troubleshooting/FAQ	42
25) Glossary	44
26) Notes on copyright and trademarks	47
27) Notes on disposal and recycling	48
Disposal.....	48
Recycling	48
28) Notes on the warranty	48
29) Support information	49

1) Welcome

We hope you enjoy your new SurfBook.
You have made the choice to buy a quality product. Please read the operating and safety instructions before using the device.

IMPORTANT!

Always follow the safety information in Section 3.

IMPORTANT!

The operating instructions, quick guide and the "Product safety and legal information" booklet are part of the product.

Please read all three documents carefully before you turn on your device. They contain important information about device safety, usage and disposal.

Please keep these documents in a safe place and pass them on in full to the new owner if the device changes hands.

These operating instruction describes the basic functions of your SurfBook. For information on the operation of individual apps, please refer to the instructions of the individual apps.

For more interesting and useful tips about Windows 10 visit:

www.microsoft.com/en-gb/windows/emulator

2) Intended use

Your new SurfBook is an IT device that can be used for surfing the Internet, running apps and games and playing music and videos.

Never use the device for anything other than its intended purpose. The manufacturer is not liable for damages resulting from improper use or modification of the device. Furthermore, the manufacturer shall not be held liable for damage nor for loss of data or any subsequent damage caused as a result.

3) Safety information

This booklet uses the following warning symbols and keywords:



DANGER

Indicates possible danger to life and/or danger of severe, irreversible injuries.



CAUTION

Follow instructions to avoid injuries and material damage.



WARNING

Follow instructions to avoid material damage.



NOTE

Additional information about using the device.

Operational safety



DANGER

Children and those who, as a result of their physical, sensory or mental capabilities or lack of experience or knowledge, are not in a position to use the product safely must not be allowed in the vicinity of the product without supervision or instruction by a person responsible for their safety.



DANGER

Keep packaging materials out of reach of babies and young children. Packaging material is not a toy. There is a danger of suffocation!



DANGER

The accessories pose a choking hazard for babies and young children. Keep them out of the reach of babies and young children.

**DANGER**

Never open the casing of the device or the charger. Doing so may result in electrical shock, short circuit or fire! (There is a danger of electric shock, short circuit and fire!) If the device is defective, contact customer service instead.

**DANGER**

Do not insert any object into the ports or openings of the device or power adapter. (There is a danger of electric shock, short circuit and fire!)

**DANGER**

Never touch the power adapter with wet hands due to the risk of electric shock!

**DANGER**

The included power adapter does not have a power switch. To disconnect the power adapter completely from mains power, unplug it from the power outlet. The power adapter consumes a small amount of electricity (standby current) when it is plugged into a power outlet even if the tablet is not connected. Only run the power adapter on easily accessible power outlets in order to ensure it can be quickly removed in the event of an emergency.

**DANGER**

Do not cover the device or power adapter during operation or while charging the device. This may result in overheating (fire hazard)!

**DANGER**

The mains voltage of the power outlet with which you charge the device must always correspond to the voltage specified on the power adapter. If you are unsure of the mains voltage, consult your retailer or your local electricity company.

**DANGER**

If smoke develops or if there are any strange sounds or smells coming from the tablet, immediately remove the power adapter from the power outlet, disconnect all devices connected to the device and switch off the device (take care due to the heat!). Ensure that the device and/or the power adapter is checked by a qualified individual before using it again.

**DANGER**

Never throw the tablet into a fire, as the built-in lithium ion battery could explode.

**DANGER**

Safety is the top priority when driving. This is why we recommend that you do not use the device when driving or operating any kind of vehicle.

**CAUTION**

Do not use the device or the power adapter if it has been dropped and/or is damaged. Ensure that the device/power adapter is checked by a qualified individual before using it again.

**CAUTION**

Always ensure that the charging cable is installed securely (to prevent tripping).

**CAUTION**

Take extreme care to avoid knots in the charging cable and/or in other cables and do not place any heavy objects on top of cables. Always ensure that the cable is not bent sharply or crimped.

**CAUTION**

This device can generate high volume levels (particularly when used in combination with earphones/earbuds). Never listen at high volumes for long periods. Doing so can result in immediate or gradual hearing damage. Remember: Permanent hearing damage may only emerge later in life. You may become used to listening at high volume settings over time, making them appear normal to you. However, your hearing may have already been damaged. The higher you set the volume, the more quickly your hearing can be damaged.

**CAUTION**

Adjusting the default settings for the equalizer can boost the device's volume levels and result in hearing loss. Changing the settings of pre-installed software (e.g., the operating system, firmware, drivers) can also increase volume levels and cause hearing loss.

**CAUTION**

Do not rest the device on your lap or other parts of your body when in use. The device may heat up, resulting in discomfort or injury.

**CAUTION**

The battery in the device cannot be removed by the user!

**CAUTION**

Do not rest the device against your vehicle's airbag or the airbag's triggering areas. Injury may result when the airbag goes off due to the powerful force behind it.



CAUTION

Repeating the same sequence of motions (for example, when writing long texts on the device or playing with the device for long periods) may result in pain in the arms, hands, shoulders or the neck area. If you determine that you are suffering from these or other ailments, stop using the device and consult a doctor.



WARNING

Do not place objects of any kind on the device.



WARNING

Do not operate the display using pointed objects. Do not place any objects on the display and do not use the display to transport objects. Do not exert excessive pressure on the display as this may cause the panel to break. If you break the panel, do not touch the fragments with your hands and do not try to remove the fragments from the device. Do not use the device again until the display has been replaced by qualified personnel.



WARNING

Do not install any firmware on your device unless it is provided by us! Running third-party firmware, custom ROMs or software from unofficial sources may result in damage or loss of data and cause additional malfunctions in the device. It may also void the device's warranty.



WARNING

Do not delete unknown files and do not change the names of files or folders that you did not create yourself. This can lead to software errors on the device.



WARNING

Accessing network resources makes the device vulnerable to hackers, spyware, computer viruses and other harmful activities. This may result in damage to the device itself, your data or the software. Always ensure that your device is adequately protected by means of suitable protective measures such as antivirus software, firewalls or antispyware software and always keep this software up to date.



NOTE

Do not use USB cables over 3 m in length. Longer cables may cause data transfer errors.



NOTE

Exposing your device to electrostatic discharge may interrupt the transfer of data between your device and a connected USB device (e.g., USB memory stick), disrupt the WiFi connection or cause the device to malfunction. If this happens, disconnect any USB devices that are attached and restart your device. It may be necessary to re-connect to the WiFi network.

Repair



DANGER

No parts inside the tablet require maintenance or cleaning. Never open the casing of the device or the charger.

Operating environment



DANGER

Switch off the device if you are in areas that contain potentially explosive materials. Obey all signs and warnings posted in such areas. Switch off the device at petrol stations, near petrol or other fuels, at chemical plants or at locations where the air may contain chemicals or particles such as grain, dust or metal powders. Sparks in such areas could cause an explosion or fire resulting in injury or even death.

**CAUTION**

Switch off the device in safety or security zones where the use of mobile devices is prohibited (e.g., at airports, in hospitals or near medical equipment). Obey all signs and warnings.

**WARNING**

Never expose your device to rain or to dripping or splashing water. Should the device become wet, turn it off immediately. Ensure that the device and/or the power adapter is checked by a qualified individual before using it again.

**WARNING**

Keep the tablet away from open flames such as candles and campfires.

**WARNING**

Only operate and charge the device in ambient temperatures of between 5° C and 30° C. Protect the device from rapid temperature fluctuations (condensation from humidity can damage the device and may result in danger to the user).

**WARNING**

Only operate the device at a relative humidity of between 30 % and 70 %.

**WARNING**

Shield the device from direct sunlight and do not store it near a heat source. Do not leave the device in a car, for example, as vehicles parked in the sun can reach very high temperatures.

**WARNING**

Ensure that the environment where you use and store the device is as free of dust as possible.

**WARNING**

Do not place the device on slanted or unstable work surfaces.

Power supply



DANGER

Do not use or charge the device if the battery is damaged or leaking. Avoid making skin contact with the device and the battery if the battery is leaking. Wear protective gloves if it is not possible to avoid touching the device/battery. Immediately wash your hands thoroughly in the event of skin contact with the battery substrate. If the substance comes into contact with your eyes, rinse your eyes with plenty of water and consult a doctor as quickly as possible.



CAUTION

Only use the included power adapter or an equivalent power adapter to charge the battery in order to prevent damage to your device. If the power adapter is defective, only exchange it for an original power adapter or an equivalent power adapter. Please note the information in the technical specifications of the power adapter or contact customer service.



WARNING

Only connect the included power adapter to a suitable, professionally installed power outlet. Please read and observe the specifications on the power adapter's label. Only charge the device using the included power adapter. Do not charge the device on standard USB ports such as those found on desktop or laptop computers.



WARNING

Never wind the charging cable or other cables too tightly. Always take care to wind them up loosely.



NOTE

The device may become warm during charging. This is completely normal and has no effect on the lifespan or performance capacity of the device.



NOTE

Unplug the power adapter from the outlet and the device itself after charging to keep the integrated battery from discharging more quickly.

Maintenance, storage and transport



WARNING

When not in use, keep the device in a dry, clean, dust-free place protected from light. Observe the recommended humidity of 30 % to 70 % and the recommended ambient temperature of 5° C to 30° C and try to ensure a constant temperature.



WARNING

When the device is not in use for an extended period of time, recharge the battery at regular intervals in order to prevent deep discharge.



WARNING

Switch off the device before transporting it. When transporting the device, ensure that you use soft, stable packaging that protects the device from mechanical stress, moisture, dust and light. During transport, observe the recommended ambient temperature of 5° C to 30° C and try to ensure a constant temperature.



WARNING

Never clean the surface of the tablet with solvents, paint thinners, cleaning agents or other chemical products. Instead, use a soft, dry cloth or a soft paintbrush.

Information on the specified storage capacities



NOTE

The storage capacity indicated on the packaging and in the technical specifications refers to the total storage capacity of your device. The storage capacity of your device as indicated by the operating system may differ from the specified storage capacity, as a portion of the total storage is also used by the operating system and system applications.

4) Technical specifications

Processor (CPU):	Intel® Atom™ x5-Z8300 processor (up to 1.84 GHz, 2 MB Intel® Smart Cache)
Operating system:	Windows® 10 Home
RAM:	2 GB (DDR3L)
Storage capacity:	32 GB
Graphics processing unit (GPU):	Intel® HD Graphics
Display type:	Full HD IPS display (matt)
Display size:	14.1" (35.8 cm)
Aspect ratio:	16 : 9
Screen resolution:	1920 x 1080 pixels
Front camera:	2 MP
Interfaces:	USB 3.0, USB 2.0, Mini-HDMI®, memory card reader, audio out/mic in (3.5 mm), microphone, camera, Bluetooth® 4.0, Miracast™, WiFi
WiFi frequencies:	802.11 b/g/n: 2.4 GHz
Supported memory cards:	microSD(HC/XC), maximum of 128 GB
Playable video formats:	H.263, H.264, H.265, MPEG-4 (Part 2), WMV7, WMV8, WMV9
Supported video container formats:	ASF, AVI, MKV, MPEG-4
Supported image formats:	BMP, GIF, JPEG, PNG
Playable audio formats:	AAC-LC, FLAC, MP3, WMA, AMR-NB
Dimensions (W x H x D):	approx. 347 x 229 x 19.5 mm
Weight:	approx. 1500 g

Housing material:	Plastic, plastic (rubber-coated)
Battery:	Lithium polymer (3.8 V / 9000 mAh)
Charge using:	DC-IN
Keyboard layout:	QWERTY
Temperature range for operation and storage:	5° C to 30° C
Relative humidity for operation and storage:	30 % - 70 %

Technical specifications of the power adapter

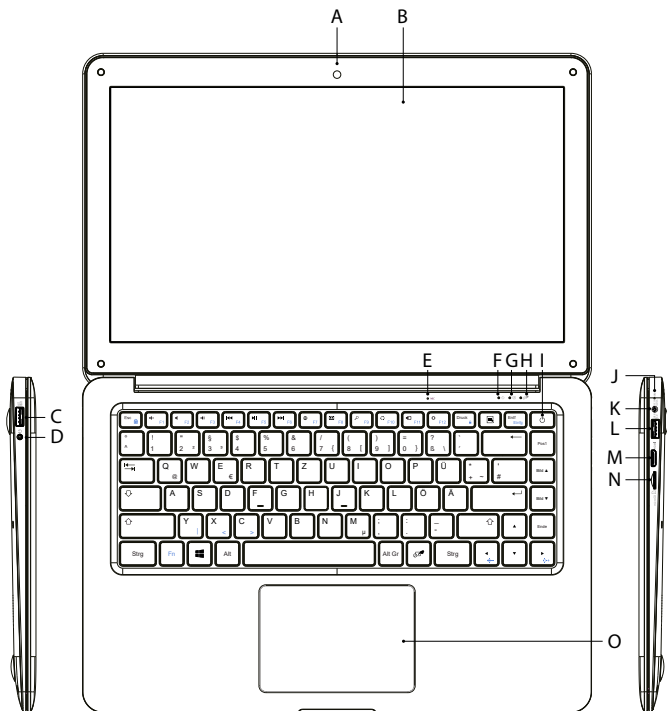
Model:	EE1230-105
Input voltage:	100 - 240 V ~ , 50/60 Hz
Input current:	0,5 A max.
Output voltage:	12,0 V
Output current:	3,0 A
Standby power consumption:	< 0,30 W
Manufacturer:	Shenzhen Shi Engine Electronic Co., Ltd.

5) Package contents

- TrekStor SurfBook W1
- Power adapter (100 V – 240 V)
- Cleaning cloth
- Quick guide
- Product safety and legal information

6) Controls and ports

- A) Camera
- B) Display
- C) USB socket (USB 2.0)
- D) Audio port
- E) Microphone
- F) Status LED on/off
- G) Caps Lock status LED
- H) Status LED touchpad
- I) On/Off switch
- J) Charging LED
- K) Charging socket
- L) USB socket (USB 3.0)
- M) Mini-HDMI® socket
- N) Memory card slot
- O) Touchpad



7) Starting up the SurfBook for the first time

First unpack your SurfBook. Remove all components from the packaging and completely remove the packaging material, including the protective film. Check to ensure that the delivery is complete (see Section 5). If you find that there are missing or damaged components, contact customer service immediately.

Charging the SurfBook

Please fully charge your SurfBook before you use it for the first time.

Connect the power adapter to the SurfBook (charging socket) and to a socket.

The charging LED is lit blue while the device is charging. The charging LED goes out once the battery is fully charged.



NOTE

Only leave the power adapter connected to the power socket until the SurfBook is fully charged. Disconnect the power adapter from the socket first and then remove the charging cable from your SurfBook.



NOTE

The maximum battery life is reached after approximately 10 charging cycles.



NOTE

We recommend charging the SurfBook while it is switched off. This allows you to get the maximum charging speed.

Switching on the SurfBook

Press the on/off switch for about 3 seconds to switch on the SurfBook. The on/off status LED is illuminated blue and the SurfBook starts up. A configuration assistant appears directly after the SurfBook has booted up. Follow the configuration assistant instructions to set up your SurfBook.



NOTE

During the setup process, the configuration assistant will prompt you to sign in with your Microsoft account. If you do not yet have a Microsoft account, please set one up at this point.

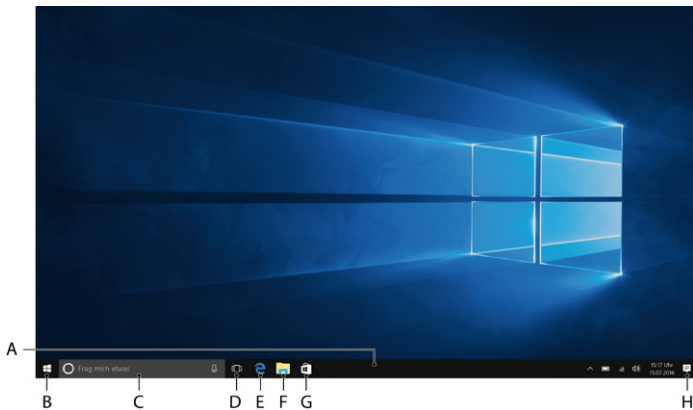
As soon as the device has been set up (and every time it is subsequently switched on and booted up), the lock screen appears. Press any key on the keyboard to unlock the screen.



NOTE

If your SurfBook is password-protected, you must enter the password now. The start screen then appears.

8) Important elements on the start screen



- A) Task bar
- B) Windows icon: Opens the Start menu
- C) Cortana: Your digital assistant reminds you of pending tasks and appointments and gives hints and tips
- D) Task View: Enables the Task View and shows all open programs including the "+ New Desktop" button for creating virtual desktops
- E) Folder symbol: Opens the file browser
- F) "e" – Microsoft Edge: Opens the Internet browser
- G) Windows Store: Opens the Windows Store
- I) Memo symbol: Opens the Action Center

9) Using the keyboard

Special keys and function buttons on the keyboard

To simplify operation, the keyboard has numerous special keys and function buttons for controlling the SurfBook.

Fn key (blue)

The blue Fn key is used to enable or operate the additional function buttons (blue symbols) on the keyboard.

These additional function keys include the F1 to F12 function keys, the key for locking the SurfBook (padlock symbol/print screen key), the "Einfg", "|", "<" and ">" keys as well as the keys for controlling display brightness (sun symbol and "+" or "-").

To enable and use these functions, keep the Fn key pressed as you press the key with the required blue symbol.



NOTE

Pressing the Fn and Esc keys simultaneously activates the F1 to F12 function keys without needing to press the Fn key. To use the actual function keys, you now need to press the Fn key. To undo this setting, simultaneously press the Fn and Esc keys again.

Windows button

Press this button to open the Start menu or to "wake up" the SurfBook from sleep mode. You can use this button in conjunction with other keys to issue control commands, for example, Windows + E (open My Computer).

Key














This key (to the right of the Alt Gr key) disables/enables the touchpad on the keyboard. This function is particularly helpful if you are composing a longer text in an app and want to avoid calling up functions via the touchpad.



NOTE

The touchpad status LED will be illuminated blue if the touchpad is disabled.

Function buttons in the top row of buttons

-  Mute
-  Volume -
-  Volume +
-  Previous track
-  Play/Pause
-  Next track
-  Open browser
-  E-mail
-  Search
-  Share
-  Devices
-  Open Settings
-  Open context menu

10) Touchpad

The touchpad performs the functions of a mouse. Move the cursor on the touch surface by swiping your finger across the surface in the desired direction.

The keys (invisibly integrated in the lower part of the touchpad) perform the same functions as mouse keys:

You use the left key to select functions, programs and files, position objects and confirm commands. The right mouse key calls up the context menu.

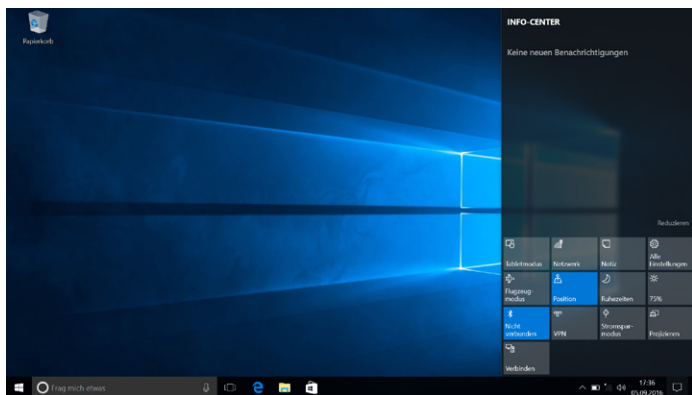
You can change the size of some displays (images, Web pages, and so on). Move two fingers apart on the touchpad to enlarge the display.

In reverse, move two fingers towards each other on the touchpad to reduce the display again.

Similarly, you can move the screen contents either up or down by placing two fingers on the touchpad in parallel and swiping either up or down.

11) Info Center

The Info Center is a bar with quick links to some important SurfBook functions, which you can either display or hide. To access the Info Center, click the memo symbol on the bottom right of the display.



NOTE

*Among other things, the Info Center includes a quick link to what is known as **TABLET MODE**". If you tap this function, the Start menu is enlarged in the display.*

12) Accessing and using the Start menu

The Start menu acts as the starting point for all of the important content of your SurfBook. Below you can read some useful information about the Start menu's basic functions.

Accessing the Start menu

There are two ways to display the Start menu:

- Click the Windows symbol on the bottom left in the task bar.
- Press the Windows button on the keyboard.

Tapping/Pressing a second time will hide the Start menu.

Layout of the Start menu

In addition to the straightforward navigation list (A) found in the "classic" Start menu of older Windows versions, the Start menu of your SurfBook has a useful app area (B) to the right of the navigation list.

Here, you can "pin" apps and favourites in the form of live tiles and organise them. This gives you quick and easy access to your most frequently used apps and content.



NOTE

In the navigation list (A) there is an alphabetical list of all the apps installed. To access this list, scroll up the navigation list.

Navigating/Selecting an item in the Start menu

To select an item (app or favourite) from the Start menu or the associated app area, click the item or use the keyboard arrow keys to navigate to the required item and then press the Enter key on the keyboard.

Pinning, organising and removing apps

You can arrange the items contained in the app area in the form of live tiles (apps and favourites) according to your own preferences, pin new items or remove those you no longer use.

Pinning apps

- a) Call up the Start menu as described above.
- b) Scroll with the mouse or use the touchpad to navigate to the desired app in the navigation bar in the Start menu.



NOTE

Alternatively, you can use the keyboard arrow keys.

- c) Now left-click the app you want (or press the left button on the touchpad). Keep your finger on the app you want and drag it to the desired position in the app area of the Start menu.

Organising and removing apps

To access the edit mode for a particular live tile, right-click the desired tile (or press the right button on the touchpad).

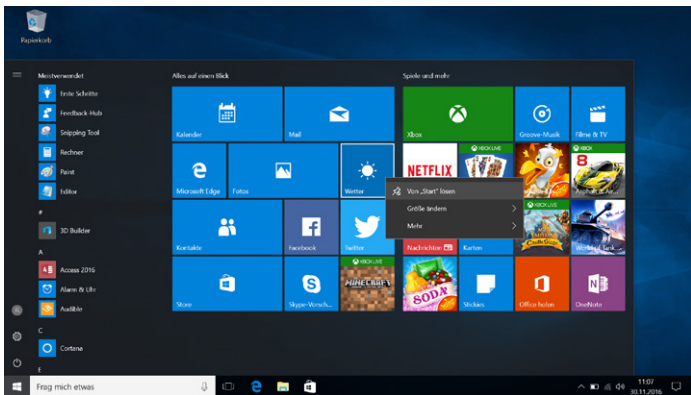
Different edit options ("Resize" and so on) now appear at the corners of the tile.

To remove the live tile from the app area of the Start menu, click the pin symbol ("Unpin from Start").



NOTE

This does not completely delete the affected app; it is simply removed from the app area of the Start menu.



NOTE

If you have activated tablet mode (see note in Section 11), all the pinned items from the app area of the Start menu will be magnified and distributed across the entire screen.

13) Accessing the settings

The button for accessing Settings (a cogwheel symbol) can be found in the bottom-left corner of the Start menu.

Alternatively, you can access the settings by opening the Info Center and clicking "ALL SETTINGS".

You can also access Settings by using the cogwheel symbol on the keyboard.

14) Connecting the SurfBook to the Internet

Connecting to a stationary wireless network (WiFi)

- a) Call up the settings (see Section 13).
- b) In Settings, tap "NETWORK & INTERNET".
- c) Click "Wi-Fi" on the left in the next screen.
- d) Click the slider or the word "Off". The word "On" now appears next to the slider.
- e) The SurfBook searches for all available wireless networks nearby and then displays them as a list ("Show available networks").
- f) Click the network that you wish to connect to.



NOTE

If you do not want the SurfBook to automatically connect to the selected network if available, remove the tick next to "CONNECT AUTOMATICALLY".

- g) Click "Connect". The SurfBook connects to the selected network.

Depending on how your router is configured, you will be prompted to authenticate yourself to the network. Generally speaking, a wireless network is secured through a WPA network key or a WPS authentication method.

WPA

If a WPA network key was assigned for your router, enter it in the input field and click "NEXT" to confirm.

WPS

If a WPS authentication method (for example, a PIN) was set up for your router, the SurfBook shows a different input field. Enter the PIN in the input field (or follow the selected authentication method). The SurfBook now connects to the wireless network.



NOTE

You may be asked whether the SurfBook should search for additional devices in the selected network and whether it should automatically connect to these devices (for example, printers or television sets). This is recommended in private home networks that you can trust. If you connect to a public wireless network, we recommend that you decline this option by tapping "No". In this way, you protect your private sphere.

You can now surf the Internet as usual using the Internet browser.



NOTE

To deactivate the WiFi connection, use the tip of your finger to move the slider for WiFi from right to left. The word "OFF" now appears next to the slider.

15) Launching the Internet browser/Entering an Internet address

The button for launching the Internet browser can be found on the start bar at the bottom of the display. Click the little blue "e" to launch the browser.



NOTE

The "e" stands for "EDGE", which is the default Internet browser installed in Windows 10.

To enter an Internet address (URL), tap the search bar displayed centrally at the top of the window.

16) Downloading applications from the Windows Store

The Windows Store is available in the app area of the Start menu and on the task bar. You can identify the Windows Store by its icon, a shopping bag featuring the Windows logo.

The following two requirements must be met in order to access the Windows Store:

1. You must be connected to the Internet.

To connect, please follow the instructions in Section 14.

2. You must have a Microsoft account and be signed in with it on your SurfBook.

Ideally, you will have created a Microsoft account or signed in with your existing Microsoft account during the initial setup process when you first switched on your SurfBook. In this case, all you have to do is open the Windows Store, select the app you require and click "INSTALL".

If you do not yet have a Microsoft account or are not signed in with it, you must perform these steps. Open the Windows Store and select the desired app. Click the app and then click "INSTALL". An assistant now appears to guide you through the process of setting up a Microsoft account.



NOTE

If you set up a Microsoft account and link it to your SurfBook, the password for unlocking the SurfBook changes. From now on, you have to enter the password for your Microsoft account to unlock the SurfBook.

17) Changing the display language

Proceed as follows to change the display language:

- a) Make sure that your SurfBook is connected to the Internet (see Section 14).
- b) Call up the settings (see Section 13).
- c) In Settings, tap "TIME & LANGUAGE" and then tap "REGION & LANGUAGE" on the left. You are now in the "COUNTRY OR REGION" window.
- d) Now tap "ADD A LANGUAGE" in the centre of the screen.
- e) Scroll to and tap the language you require.



NOTE

The SurfBook jumps back to the "COUNTRY OR REGION" window, but now displays the selected language in the list of languages below "ADD A LANGUAGE".

- f) Wait until the "LANGUAGE PACK AVAILABLE" message appears under the selected language in the list. Now tap the language and then tap "OPTIONS".
- g) Tap "DOWNLOAD" under "DOWNLOAD LANGUAGE PACK".

**NOTE**

The SurfBook now downloads the language pack and installs it. This process can take a few minutes. The "LANGUAGE PACK INSTALLED" message appears as soon as the language pack has been installed.

- h) Tap the arrow to the left of "SETTINGS" in the upper left area of the window.
- i) Tap "SET AS DEFAULT" below the selected language.
- j) Restart your SurfBook. The selected language now appears in the display.

18) Using the camera

The SurfBook has a webcam on the front. To use the camera, you must first open the app provided:

- Call up the Start menu (see Section 12).
- Scroll to "C" and tap "CAMERA".

The camera app opens and appears as a window on the display.



The following functions are now available:

- Opens the gallery with your most recently taken photos. To access the most recently created images, click the arrow to the left of the image.
- Opens a selection of exposure modes and other picture modes.
- Calls up additional camera settings.

- D) Switches to video mode. When you are in video mode, a photo camera symbol is displayed here that you can use to return to photo mode.
- E) Shutter button: Click this button to take a photo. In video mode, click to start recording and click a second time to stop recording.

To close the camera app, tap "X" at the top right of the display.

19) Transferring files between the SurfBook and other devices

Transferring files via Bluetooth

- a) Enable the Bluetooth function on the device you want to connect and make the device visible to other devices if necessary. To do so, refer to the operating instructions of the device to be connected.
- b) Call up the settings (see Section 13).
- c) In Settings, tap "DEVICES" and in the following window tap "BLUETOOTH" on the left.
- d) Drag the Bluetooth slider (in the centre of the screen) with from left to right. The word "ON" appears next to the slider.

This activates the SurfBook Bluetooth function and the SurfBook searches for available devices nearby.

- e) Select the device you want to connect from the list of devices available by tapping the name of the device. Then tap "PAIR".
- f) The SurfBook sends a verification code to the device to be connected. Check that the code displayed on the device to be connected matches the code displayed on the SurfBook and confirm on the tablet by tapping "YES".

**NOTE**

You may also have to confirm the pairing procedure on the device to be connected.

- g) The status message "PAIRED" appears under the selected device after successful pairing.
- h) Exit the device settings by closing the window. To do this, click the "x" symbol at the top right of the display.
- i) Open the file browser by tapping the folder symbol on the task bar and go to the file that you would like to send.
- j) Tap the file you want to send and hold it for approximately 1 second, then release. The context menu opens as a drop-down window.
- k) Tap "SEND TO" on the context menu and then tap "BLUETOOTH DEVICE". A list of all paired Bluetooth devices appears.
- l) Tap the required device and confirm with "NEXT". The tablet now sends the selected file to the required device.
- m) You may have to confirm receipt of the file on the destination device.

**NOTE**

After a successful file transfer, deactivate the Bluetooth function to save energy. To deactivate the Bluetooth connection move the slider for Bluetooth from right to left. The word "OFF" now appears next to the slider.

Transferring files between the SurfBook and an external storage device

- a) Please connect an external storage device (for example, a USB drive or a hard drive) to a USB port on your SurfBook.
- b) After a brief moment, the external storage device is recognised by the SurfBook and displayed as an available drive under "THIS PC".
- c) Double-click to open the external storage device. All of the files stored there are now displayed.
- d) If you want to transfer a file from your SurfBook to the external storage device, drag and drop to move the file into the open window.
- e) Similarly, if you want to transfer a file from your external storage device to the SurfBook, drag and drop to move the file into the target folder or drive.



NOTE

It is important to safely remove the external storage device from the SurfBook after transferring the file(s). Click the upwards pointing arrow in the bottom right of the task bar. Select your storage device in the small window that opens, and click the prompt for ejecting the device. The following message appears: "SAFELY REMOVE HARDWARE". You can now disconnect the storage device from the SurfBook.

20) Connecting the SurfBook to a television

You can transfer the image and sound from the SurfBook to a suitable television via HDMI cable or Miracast.

Connecting to a television via HDMI cable

To connect the SurfBook to a suitable television via HDMI, you require an appropriate cable (Micro-HDMI to HDMI, available in specialist shops).

Connect the SurfBook (Micro-HDMI socket, J) and the television using the cable and, on the television, select the correct HDMI input as the source (the HDMI input to which the cable is connected). The television now shows the display of your SurfBook.

Connecting to a television via Miracast

Miracast technology is a peer-to-peer standard for image transfer. The SurfBook supports this standard and enables wireless transfer of image and sound from the SurfBook to a WiFi- and Miracast-enabled television device.



NOTE

The SurfBook can connect to your television via Miracast only if the television also supports Miracast technology. Please check with your television manufacturer if necessary.

Proceed as follows to connect your SurfBook to a Miracast-enabled television:

- a) First, take all of the necessary steps to prepare your Miracast-enabled television for the Miracast transfer (see your television's operating instructions for details).
- b) Call up the settings (see Section 13).
- c) In Settings, tap "DEVICES" and in the following window tap "CONNECTED DEVICES" on the left.

- d) Now tap "ADD A DEVICE" in the top centre. The SurfBook searches for available devices. This process may take a moment. All available devices are then displayed in a pop-up window.
- e) Tap the device that you wish to connect to. The two devices now connect to each other.
- f) A short time later, the selected device will show the display of the SurfBook.

21) Reset

If the SurfBook "freezes" and no longer responds, you can reset it. Press and hold down the on/off switch for at least 10 seconds until the device switches off. Wait for about 20 seconds and then turn the device on normally.




NOTE

Any files that have not been saved will be lost when the SurfBook is reset.


22) Switching off/Restarting the SurfBook

Briefly press the on/off switch on the device to activate the standby mode. Press it again quickly to take the SurfBook out of standby mode.

Proceed as follows to restart the SurfBook:

- a) Open the Start menu by clicking the Windows icon on the bottom left of the display or by pressing the Windows key on the keyboard.
- b) Click " in the bottom area of the Start menu and then click "RESTART". The SurfBook shuts down and restarts.

Proceed as follows to shut down and completely switch off the SurfBook:

- a) Open the Start menu by clicking the Windows icon on the bottom left of the display or by pressing the Windows key on the keyboard.
- b) Click " " in the bottom area of the Start menu and then tap "SHUT DOWN". The SurfBook shuts down.

23) Useful tips on saving energy

- Deactivate the WiFi function when it is not in use.
- Deactivate the Bluetooth connection when it is not in use.
- Only leave the SurfBook connected to the socket until the battery is fully charged.
- Switch to standby mode when the SurfBook is not in use or switch it off completely.

24) Troubleshooting/FAQ

In the following, you will find a list of frequently asked questions along with the appropriate answers and proposed solutions.

Why is my SurfBook slow to charge?

If you charge the SurfBook while it is under a very high load (for example, video playback at 100 % display brightness and simultaneous surfing, chatting or games), the battery will charge very slowly due to the high load. We therefore recommend charging the SurfBook while it is switched off. This allows you to get the maximum charging speed.

When I attempt to start a video recording, I get an error message and recording does not start. What can I do?

Please first install all available updates on your SurfBook (see the question "How can I install Windows Updates on my SurfBook?"). If you continue to receive an error message despite installing the updates, please contact customer service.

Why does my SurfBook show less storage space than indicated on the packaging?

The storage capacity indicated on the packaging and in the technical specifications refers to the total storage capacity of your SurfBook. However, a portion of the total storage is also used by the operating system and system applications.

Why am I getting no sound from my SurfBook?

You may have connected headphones to your SurfBook. When headphones are connected, the speakers of the SurfBook are automatically disabled. Disconnect the headphones from the SurfBook in order to activate the speakers again. If there is still no sound from the speakers, check whether the sound on the SurfBook is switched on and whether the volume is set high enough.

Why does my SurfBook just switch off sometimes?

If the energy level of the battery falls below a critical level, the SurfBook displays a corresponding warning.

If you ignore these warnings, the SurfBook is put into sleep mode at a charge level of 5 per cent in order to counteract total discharge of the battery. Total discharge can lead to a situation where it is no longer possible to charge the SurfBook. For this reason, connect the tablet to the charger at this point at the latest in order to prevent data loss and damage to the battery.

My SurfBook won't switch on. What can I do?

The battery may not be sufficiently charged to allow the SurfBook to switch on. Connect the SurfBook to the charger (see Section 7) to recharge the battery.

Which e-book formats are compatible with my SurfBook?

You first need to download an app from the Windows Store (see Section 16) to be able to read e-books on your SurfBook. You can search specifically for free apps to display e-books. The functions of the selected app will determine which e-book formats you can read on your SurfBook.

How can I install Windows Updates on my SurfBook?

Your SurfBook checks for new updates daily (an Internet connection must be available) and displays an appropriate message in the Action Center when new updates are available. To ensure your SurfBook is always up-to-date, it is therefore extremely important to connect the SurfBook regularly to the Internet (see Section 14). If you selected the "EXPRESS SETTINGS" option in the start assistant when you switched on for the first time, the SurfBook automatically performs available updates when you shutdown (download and installation). You can change this setting at a later point in time. To do this, call up the settings (see Section 13) and select the method used to install updates under "UPDATE & SECURITY" -> "WINDOWS UPDATE" -> "ADVANCED OPTIONS".

What can I do if the internal storage of my SurfBook is full or almost full?

To relieve the pressure on the internal storage of your SurfBook and free up storage space, you can transfer media files stored on the SurfBook (for example, images, videos or text files) to an external storage device (for example, a USB stick or suitable memory card) or you can delete apps that you no longer require.

25) Glossary

Apps/applications

An app (abbreviation of the word "application") or application is a program that you can download from the Windows Store, for example, and install on your SurfBook. Games, programs for playing back images and music files, word processing programs and a lot more are available.

Audio out/mic in

This description of the audio port on your SurfBook indicates that you can connect simple headphones or earphones (audio signal out) to the port as well as a headset with microphone (audio/microphone signal in).

Bluetooth®

Bluetooth is a standardised wireless interface on your SurfBook that enables a wireless exchange of data between your SurfBook and other suitable peripheral devices.

HDMI®

HDMI stands for "High Definition Multimedia Interface" and is a cable-based interface for digital image and sound transmission to connected HDMI-ready peripheral devices. Using a suitable HDMI cable, you can, for example, play the videos stored on your SurfBook on an HDMI-ready television without having to first save the videos on your television.

Microsoft account

"Microsoft account" is the new name for the previous "Windows Live ID". Your Microsoft account consists of an e-mail address and a password that you need to sign into services such as Outlook.com, OneDrive, Windows Phone or Xbox Live. If you use an e-mail address and password to sign into these or other services, this means that you already have a Microsoft account. You can, however, register for a new account at any time.

Multi-touch display

A touch display is a display that responds to command inputs via pressure points (for example, from a finger or a stylus pen). The multi-touch display is an extension of the "simple" touch display: It can simultaneously recognise the input of multiple pressure points. Besides the keyboard provided, the multi-touch display is the most important element for operating your SurfBook.

Scrolling

Scrolling refers to the act of moving the screen contents either horizontally or vertically. You can scroll by using the scroll bar or by using the scroll wheel on the mouse.

Task bar

The task bar is the horizontal bar found at the bottom of your SurfBook. Unlike your desktop, which can be covered by opened windows, the task bar is almost always visible. The task bar therefore provides you with constant access to the important functions and settings of your SurfBook plus an overview of all the windows you have open.

USB

USB stands for "Universal Serial Bus" and is the name of a cable-based interface on your SurfBook. It is used to connect peripheral devices and exchange data between your SurfBook and external devices such as a USB stick.

USB host adapter cable

The USB host adapter cable included in the package contents of your SurfBook features a Micro-USB plug (for connecting to the Micro-USB 3.0 socket of your SurfBook) and a USB socket on the other end. You can use this cable to connect USB sticks with the USB 3.0 standard to the Micro-USB 3.0 socket of your SurfBook, for example, and benefit from the faster data transfer speed of the USB 3.0 standard.

Windows Store

The Windows Store is an online store offered by Microsoft with lots of useful and interesting apps that you can download to your SurfBook. See the "Downloading applications from the Windows Store" section for information on how to download apps from the Windows Store. Please note that you need to pay for some apps (paid apps are clearly labelled as such in the Windows Store).

26) Notes on copyright and trademarks

Copyright law prohibits the copying of the content of this document (illustrations, reference documents etc.), as a whole or in part, without the permission of the copyright holder.

The Bluetooth word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by TrekStor GmbH is under license. Other trademarks and trade names are those of their respective owners.

HDMI, the HDMI Logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.

Intel, Intel Atom and the Intel Inside logo are trademarks of Intel Corporation in the U.S. and/or other countries.

Microsoft and Windows 10 are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

TrekStor is a registered trademark of TrekStor Ltd. in the European Community and other countries.

Copyright © 2016 TrekStor GmbH. All rights reserved.
Some product or company names mentioned elsewhere may be brand names or trade names of the respective proprietor.

27) Notes on disposal and recycling

Disposal



This symbol indicates that this product and/or its battery contain components that are harmful to the environment and/or human health if not disposed of properly. As the owner of a used electrical or electronic device, you should not dispose of this device together with unsorted household rubbish.



CAUTION

The battery in the device cannot be removed by the user!

Recycling



Your device and its sales packaging consist of valuable raw materials, which must be recycled in the interest of environmental protection. Contact your city or municipal authority for information on the correct method of disposal!



28) Notes on the warranty

The statutory warranty period for consumer products is 24 months. There is no warranty beyond this.

Unauthorised modifications to the device (in particular, installing external firmware not approved by the manufacturer or modifying the device's hardware) may void the warranty.

29) Support information

If you have questions about your TrekStor product or problems, please proceed as follows:

- Carefully read the operating instructions.
- Take a look at our FAQ section of our website, where you will find answers to the most frequently asked questions about your product.
- Check whether you have entered the correct settings on your device using the product features and functions as points of reference.
- Consult the respective product detail page for up-to-date information (such as newly available firmware updates) on your product.

If you have taken these measures and the problem persists, please contact our service team directly. Our professional service employees will discuss all of the additional necessary steps with you and provide individual support to help you quickly and easily continue to address your concern. Directly contacting us, the manufacturer, via our service hotline or by filling out our service form allows us to address your concern more quickly and allows you to benefit from high-quality consulting and support.

You can find out how to reach our service team here:

www.trekstor.de/support-en.html

EU DECLARATION OF CONFORMITY

As manufacturer and importer respectively:

TrekStor GmbH
Berliner Ring 7
D-64625 Bensheim, Germany

herewith declares that the products

Product: SurfBook W1 14.1 WIFI (SB14432-1)

Type: Netbook

comply with the following directive(s):

- **2014/35/EU** Low-voltage directive
- **2014/53/EU** Radio Equipment Directive
- **2009/125/EC** Energy - Related - Products - Directive (ErP) I.V.m.VO (EU) Nr. 278/2009
- **2011/65/EU** Restriction of the use of certain hazardous substances

The following norms were consulted to assess conformity:

- **EN 55022:2010:** Electromagnetic compatibility
- **EN 55024:2010:** Information technology equipment - Immunity characteristics - Limits and methods of measurement (CISPR 24:2010)
- **EN 61000-3-2:2014:** Harmonic Current Emission
- **EN 61000-3-3:2013:** Voltage Fluctuation and Flicker
- **EN 61000-4-2:2009:** Electrostatic Discharge
- **EN 61000-4-3:2006+A1:2008+A2:2010:** RF electromagnetic field immunity tests
- **EN 61000-4-4:2012:** Fast transients
- **EN 61000-4-5:2014:** Surges
- **EN 61000-4-6:2014:** Injected current
- **EN 61000-4-8:2010:** Power-frequency magnetic field
- **EN 61000-4-11:2004:** Voltage dips, short interruptions and voltage variations immunity tests
- **EN 62209-2:2010:** Human exposure to radio frequency fields from hand-held and body-mounted wireless communication devices
- **EN 50566:2013 SAR:** Product standard to demonstrate compliance of radio frequency fields from handheld and body-mounted wireless communication devices used by the general public (30 MHz - 6 GHz)
- **EN 62479:2010 SAR:** Basic restrictions related to human exposure to electromagnetic fields (10 MHz to 300 GHz)
- **EN 300 328 V1.9.1:** Electromagnetic compatibility and Radio spectrum Matters (ERM); Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques
- **EN 301 489-1 V1.9.2 EMC and ERM: Part 1:** Common technical requirements
- **EN 301 489-17 V2.2.1 EMC and ERM: Part 17:** Specific conditions for 2,4 GHz wideband transmission systems
- **EN 50581:2012:** Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances
- **EN 50563:2011+A1:2013:** External a.c. d.c. and a.c. a.c. power supplies. Determination of no-load power and average efficiency of active modes.
- **EN 50332-1:2013:** Sound system equipment: Headphones and earphones - Maximum sound pressure level measurement
- **EN 50332-2:2013:** Sound system equipment: Headphones and earphones - Maximum sound pressure level measurement
- **EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013:** Information technology equipment - Safety - Part 1: General requirements

The CE symbol confirms that this product conforms with the above mentioned norms and regulations.

The manufacturer also declares the conformity of the product according to the following directives:

- **2006/1907/EC REACH:** Regulation concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals
- **2013/1272/EU PAH:** REACH restricting the use of polycyclic aromatic hydrocarbons
- **2004/850/EC SCCP:** REACH restricting the use of short chain chlorinated paraffins"

Bensheim, 26.10.2016

S. Szmigiel
Shimon Szmigiel, CEO

TrekStor GmbH
Berliner Ring 7
64625 Bensheim, Germany

www.trekstor.de



CE 0700

BA_STW1_V1-10-EN-161215