

FAQ

NETBOOKS:

This section will answer most common issues related to the below netbook models:

NB1304 – 7inch WinCE Netbook

ZN-NB5622 -7inch WinCE Netbook

For Android based Netbooks please visit this link:

- [Netbook Power ON / OFF & Charging Problems](#)
- [Connecting to Network, Internet & WIFI](#)
- [How to work on MS Office Programs?](#)
- [How to Restore the Netbook back to Factory Default?](#)

Netbook Power ON / OFF & Charging Problems

1) How to power on the netbook?

Answer:

Press the power button on the right bottom of the screen side frame. The power on indicators will glow green.

2) How do I know the unit is charging?

Answer:

When the unit is connected to mains the charging indicator will glow red. This indicates the unit is in charging mode. Also the battery monitor at the bottom right corner of the screen, will flash showing the charging of the unit in Windows CE.

Connecting to Network, Internet & WIFI

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1) How to connect to the LAN network?

Answer:

To connect to a wired LAN network user will require a RJ-45 CAT5 cable connected to the LAN wall socket. As soon as a connection is done, the unit will indicate the computer network icon at the bottom right taskbar. Click the internet explorer and visit a website. If this is successful, then internet connection is achieved.

2) How do I connect to the Internet?

Answer:

This netbook is equipped to connect to internet in 2 ways:

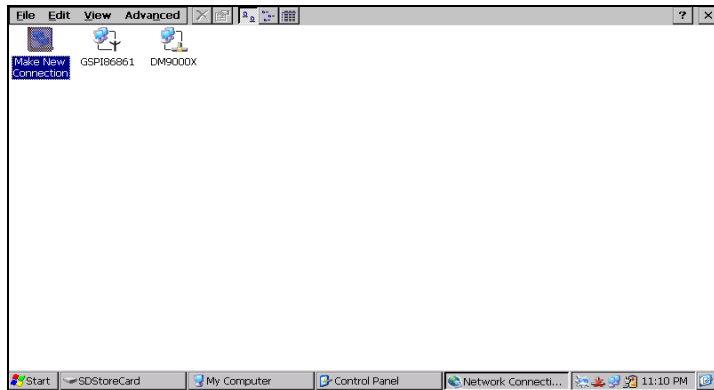
- 1) Through a wired RJ45 Lan connection;
- 2) Through WI-Fi connection.

Wired RJ45 LAN connection method:

This is similar to that explained in 1) above. To test the successful connection, click on the Internet Explorer icon on the desktop and enter a navigable website. If the connection is through the wired internet connection is successful.

This method assumes that DHCP is enabled and the netbook is not configured in Static IP network. To configure the netbook in static IP / DHCP enabled mode, please follow the below screenshots.

Double click "Network and Dial-up connections" icon in "Control panel" and the following interface will appear.



Double click and set your settings for internet, these settings are provided by your internet service provider. Set your TCP IP setting as shown in below figure.



Wireless LAN connection method:

In this method the built in Wi-Fi capability of netbook is utilized. Below steps provide an easy to follow method of connecting to the internet.

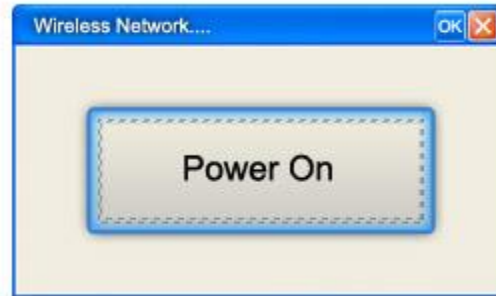
A video demonstration is available by [clicking this link](#)

Step One: You must activate the wireless function of the Netbook. To activate the wireless function, double click on the small WIFI Power icon on the desktop and select "Power on" this will turn the WIFI radio on.

Power On

This button state is asking if you wish to turn the wifi radio “on”.

By simply clicking the Power On button you will now enable the wifi radio and be able to connect wirelessly to your router.



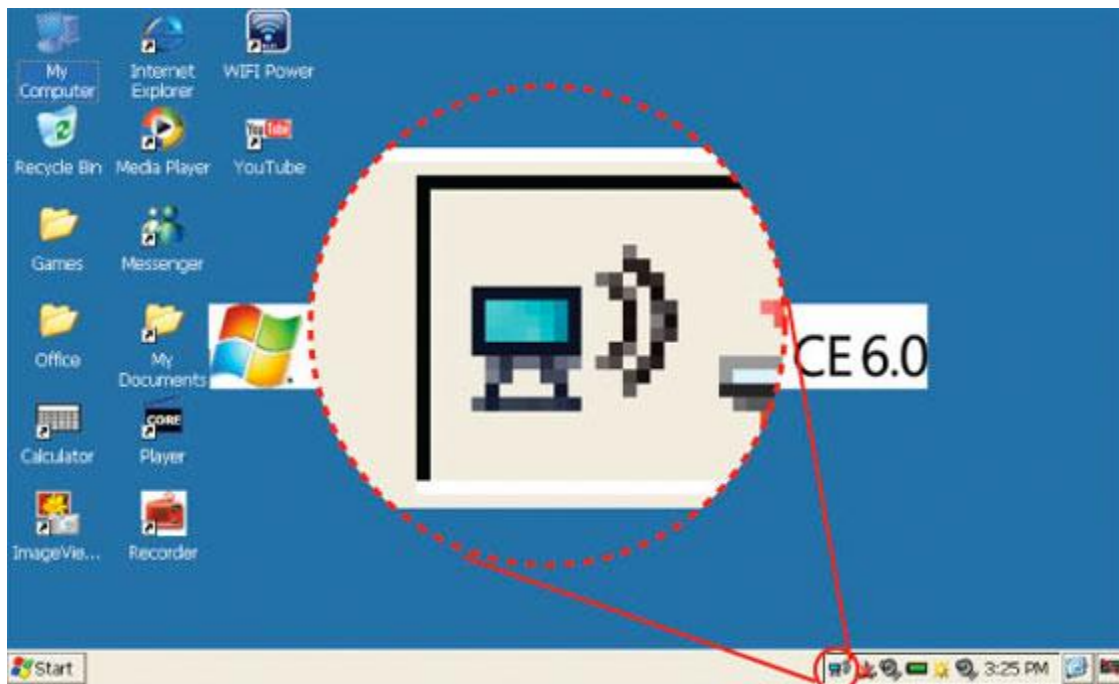
Power Off

This button state is asking if you wish to turn the wifi radio “off”.

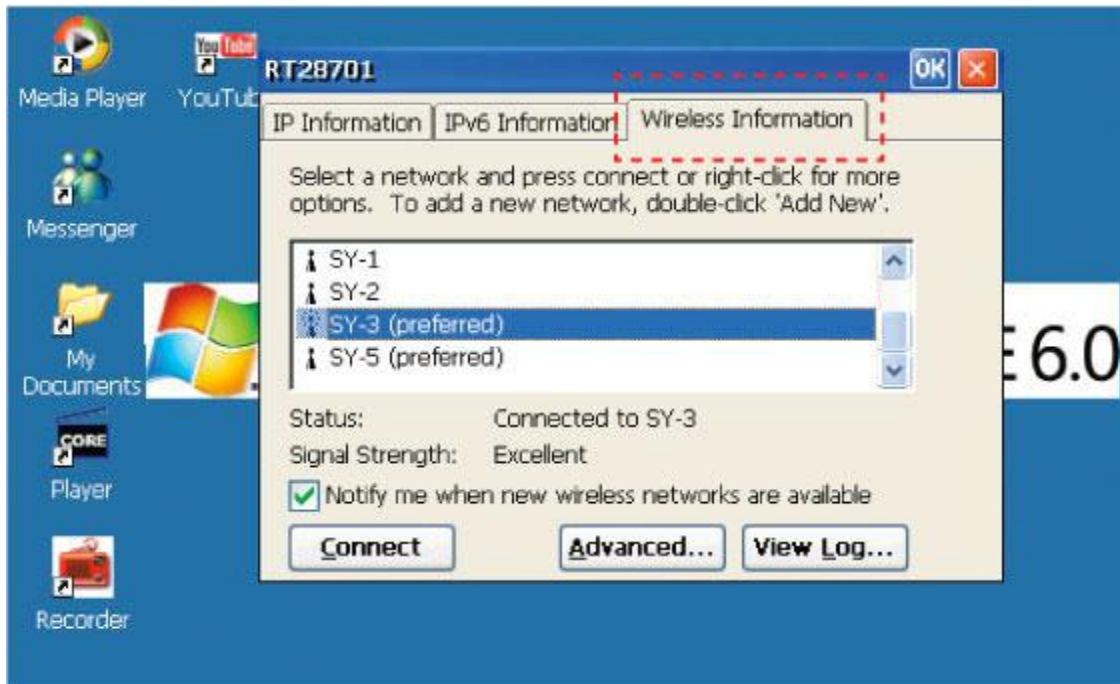
By simply clicking the Power Off button you will disable the wifi radio on the netbook and make it so there is no wireless communication available.



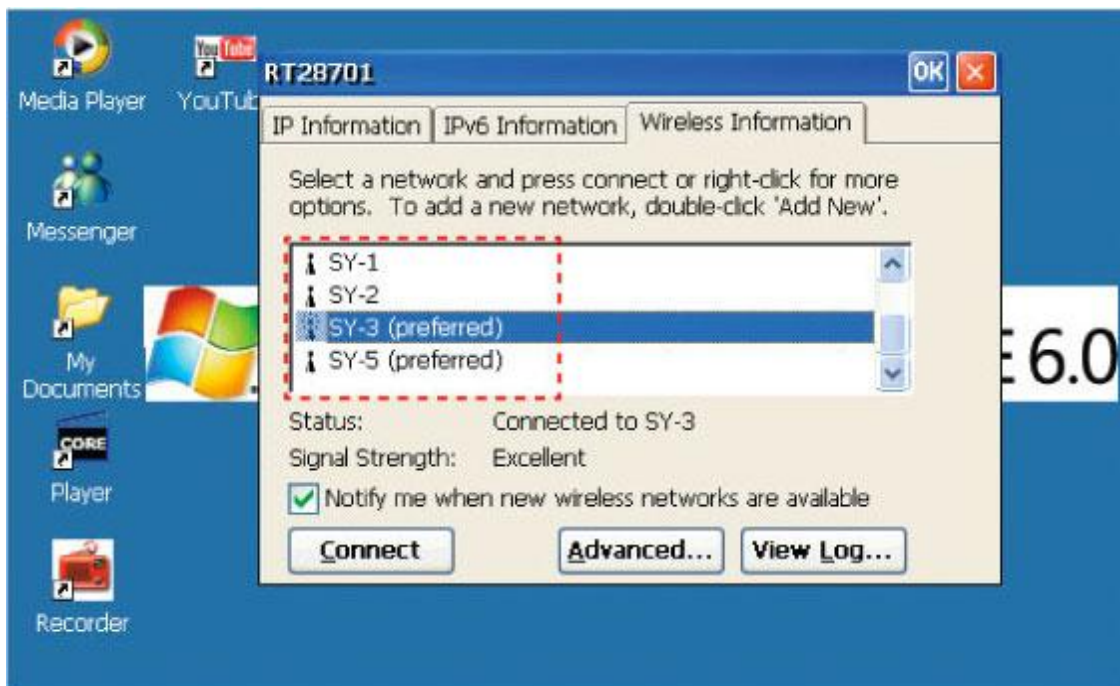
Next: Please double click the small Wi-Fi icon located in the lower right corner of the desktop to open the wireless connections manager.



Step Two: Once this has been done please select the “wireless information” tab in the pop-up window.

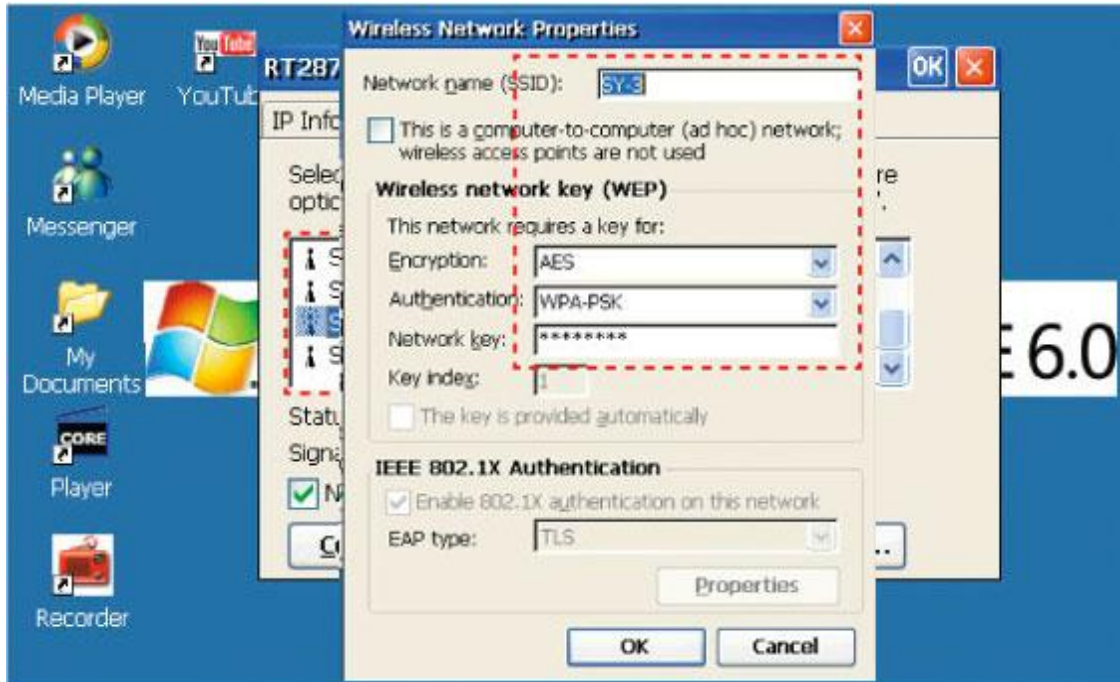


Step Three: Please allow the netbook to search for your wireless network automatically, this may take a few minutes to complete. Once your network appears, select your network and double click it (or click connect).



Step Four: The “wireless network properties“ window will then pop-up. Please complete the required information in the following fields.

Please note: if you have trouble completing this information, you may contact your network administrator or Internet service provider.



Please note: To utilize the WIFI connection of your netbook you must have access to a router with wireless capabilities, in addition, you must also have the network passkey to access the wireless connection of the router.

If you do not have the network passkey you may obtain this information from either your ISP (Internet Service Provider), the manufacturer of the router, or your IT administrator.

* We are unable to give you router / network passwords.

Setup Complete You have now completed the wireless set-up for your netbook and should be able to access the Internet wirelessly. To access the Internet simply click on the Internet explorer icon located on the desktop.

How to work on MS Office Programs:

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1) How can I work on MS Office programs like Word, Excel & PowerPoint?

Answer :

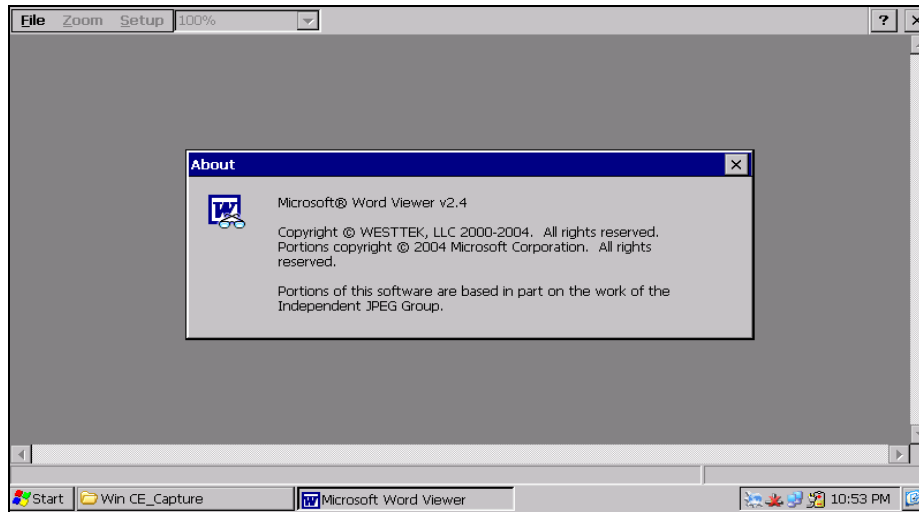
The office system of Mini netbook consists of Microsoft WordPad, Microsoft Word Viewer, Microsoft excel, Microsoft PowerPoint Viewer, Microsoft PDF Viewer, of which, the Microsoft WordPad and Excel is editable and the other can only be used for reading corresponding files, as shown in the figures below.

Please note this netbook's primary aim is to serve the purpose of basic internet browsing, checking online emails, online chatting, watching online videos & listening to online music etc. As such the hardware limitations of netbook and WinCE permit seamless operations of those programs preinstalled in the unit. The netbook is not may not perform tasks which a high power higher performance notebook can do.

Microsoft WordPad



Microsoft Word Viewer

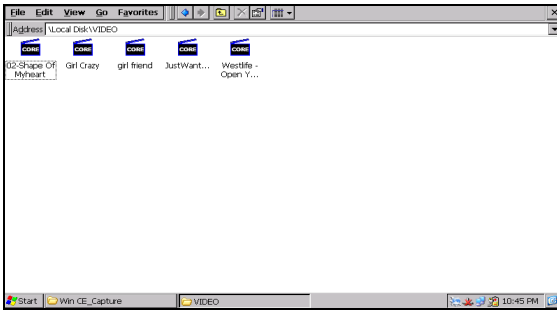


Microsoft Excel

The screenshot shows the Microsoft Excel application window. The menu bar includes File, Edit, and Insert. The spreadsheet contains the following data:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	PACKING INFORMATION												
2	Gift box	H	W	L									
3	Dimension cm:	22.5	30	6									
4													
5	Dimension inches:	8.86	11.81	2.36									
6													
7													
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The taskbar shows the Start button, a folder named 'Win CE_Capture', and an open application named 'SpreadCE - PACKING INFOR...'. The system tray shows the time as 11:01 PM.



How to Restore the Netbook back to Factory Default?

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Restoring netbook to original factory state is recommended in the following situations.

- 1) The netbook does not boot-up but the power-on indicator is green color.
- 2) The screen freezes upon power on and the Windows CE operating system does not load. In this case any files saved on the netbook maybe lost since the restoring process performs a format of the flash disk. It is always recommended to saved any working files into SD Card memory .This will avoid data loss during netbook restoration process.
- 3) Inconsistent operation of the programs installed in the netbook. In this situation it is recommended to backup your data to a SD Card. Backup is simply done by copying your important files from the locations in the netbook where you have saved those files.

Steps to follow for restoring the netbook to factory state:

- 1) Back up any important data to a SD Card or USB disk if possible.
- 2) Copy the "SCRIPT" folder in the CD that came with the package at the time of purchase of the netbook, to a SD Card. Before copying the SCRIPT folder ,please make sure the SD Card is properly formatted. The SCRIPT folder has all the necessary files and subfolders to restore the unit back to factory state.
If CD cannot be found please [click here](#) to download the firmwares corresponding to your model & serial number. Every serial number corresponds to a particular set of firmware.
- 3) Make sure the SD Card only contains the SCRIPT folder copied to it. As a safety precaution, no other files should be in the SD Card.
- 4) Insert the SD Card with SCRIPT folder into the SD Card slot. Make sure the Netbook is powered off and the power adaptor is not connected to it.
- 5) Now connect the power supply adaptor to the netbook. The charging indicator will light up to red color. Press the power on button.

- 6) After power on, the system will start booting from the SD Card and some batch process will begin.
- 7) Follow the on screen instructions until all the files are copied.
- 8) After complete copy, the screen will prompt you to remove the SD Card and restart the unit.
- 9) After restart the unit will go back to its factory state.