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## Europa 11

CN6811

# User Manual

**TECHNICAL HELP ON THE OPERATION OF THIS PRODUCT IS AVAILABLE**

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(MONDAY TO FRIDAY 9AM TO 5PM)

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# Important Safety Instructions

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## **WARNING**

Do not attempt to disassemble the cabinet. This device does not contain customer serviceable components. Refer servicing to qualified personnel.

## **CAUTIONS**

- The apparatus and AC adaptor shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
- Do not use the Notebook PC in the environment at too high or too low temperature, never expose the Notebook PC under strong sunshine or too wet environment. The suitable temperature for the Notebook PC and accessories is 0°C ~ 35°C.
- Always leave sufficient space around the device for ventilation. Do not use or place the device on soft surface such as a bed or cushion which could make the device build up heat.
- When charging, please place the Notebook PC in an environment that has a normal room temperature and good ventilation. It is recommended to charge the Notebook PC in an environment with a temperature that ranges from 5°C ~ 25°C. Please ensure to use only the adaptor offered by the manufacturer. Using unauthorized adaptor may cause danger and violate the authorization of the Notebook PC and the guarantee article. The maximum operating ambient temperature of the equipment declared by the manufacturer is 35°C.

## **IMPORTANT**

- The AC adaptor shall be installed near the equipment and shall be easily accessible.
- Unplug from the wall outlet during a storm.
- No naked flame sources such as lighted candles should be placed on the device.
- Do not pinch, bend, or put heavy or sharp objects on its electrical cord.
- Do not use the device while driving a car or doing any other activities in which loss of concentration could lead to potential harm to self or others.
- Excessive sound pressure from earphones and headphones can cause hearing loss.

## **Battery safety**

This device contains a built-in battery, improper use of which may result in explosion. Do not heat, open, puncture, mutilate, or dispose of the product in fire. Do not leave the device in direct sunlight for an extended period of time, which could cause

melting or battery damage. The battery in this device is not user replaceable and should only be replaced by Venturer or a Venturer Authorized Service Provider.

**CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**

### **SAR statement**

The SAR limit of Europe is 2.0 W/kg. Notebook PC has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification for use at the body is 1.506 W/kg. This device was tested for typical body-worn operations with the back of the handset kept 0 cm from the body. To maintain compliance with RF exposure requirements, use accessories that maintain a 0cm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with RF exposure requirements, and should be avoided.

### **Disposal of Batteries and Product**

This crossed-out wheeled bin symbols on products and batteries, or on their respective packaging, indicates they must be disposed of in domestic waste as they contain substances that can be damaging to the environment and human health.

The chemical symbols of Hg, Cd or Pb, where marked, indicate that the battery contains more than the specified value of mercury (Hg), cadmium (Cd) or lead (Pb) set out in Battery Directive (2013/56/EU).



### **EU Conformity Statement**

This Product is labeled with CE Mark in accordance with the related European Directives, notably Low Voltage Directive 2014/35/EU, Electromagnetic Compatibility Directive 2014/30/EU, Radio Equipment Directive 2014/53/EU and RoHS (EU) 2017/2102. Furthermore the product complies with the Ecodesign Directive 617/2013 (ErP) and its related implementing measures.

Responsible for CE-marking is Alco International Limited

11/F, Metropole Square, 2 On Yiu Street, Sha Tin, New Territories Hong Kong

The full text of the EU declaration of conformity is available at the following internet address:

**<https://venturer.com/compliance/>**



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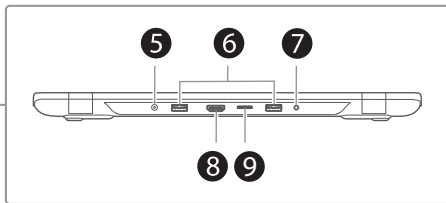
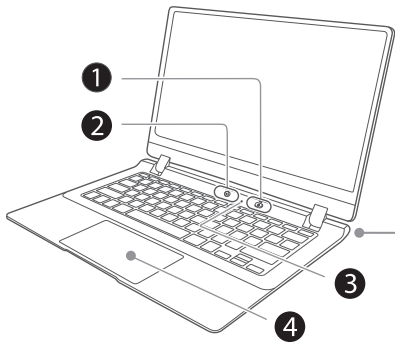
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# Getting Started

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## Getting to know Notebook PC

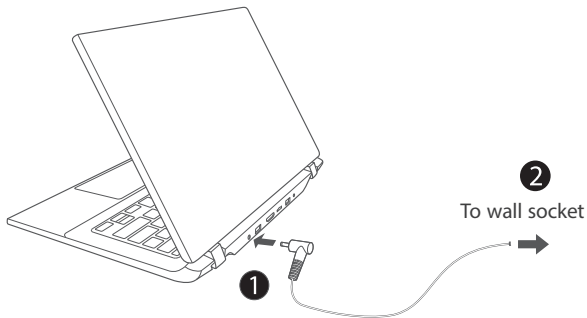


- 1 Power button**  
Press to turn your Notebook PC on or off.
- Operating status indicator**  
Shows the operating status of the computer.
- Red: Charging
  - Red (blinking): Low battery
  - Red (breathing): Sleep (charging)
  - Green: Power on / Fully charged
  - Green (breathing): Sleep

- 2 Camera**  
The built-in camera allows you to take still photos and record videos.
- 3 Microphone**  
For voice input.
- 4 Touchpad**

- 5 DC IN jack**  
Connects with 12V DC charger.
- 6 USB 3.0 ports**  
Connects to a USB storage device or a mouse, keyboard, or camera.
- 7 Headphones jack**  
Headphones connection for personal listening.
- 8 HDMI port**  
Connects to a TV or a display device.
- 9 MicroSD card reader**  
Accepts microSD card (up to 256GB).

## Charging your Notebook PC





### **IMPORTANT! Please Read.**

We recommend fully charging your Notebook PC before using it for the first time. For optimum performance, please connect the provided AC adaptor to your Notebook PC when it falls below 20% charge.

### **NOTE**

- Use ONLY the included AC Adaptor to charge the battery.
- The AC Adaptor may vary in appearance, depending on models and your region.
- Charging time will vary depending on remaining battery level. Charging from 0% to 70% will take approximately 1.5 hours. You may not be able to turn on your Notebook PC within a few minutes if the battery was fully drained.

### **In order to keep the battery working in best condition, please pay attention to the following:**

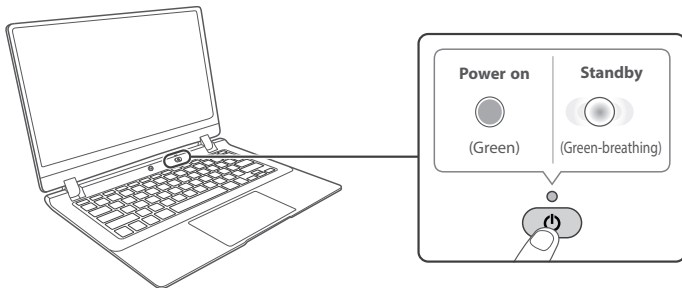
- The included AC adaptor is for use with this unit only. Do not use it with other equipment.
- Please do not charge the battery in high temperatures.
- Do not wait for the battery to be fully depleted before charging again. Keep the battery charged as needed.
- If your Notebook PC has not been used for a long period of time, the battery might be in over discharge protection mode and may take longer to charge.

## Turning on your Notebook PC

### Starting for the first time

When using the Notebook PC for the first time, you will be required to setup the following:

1. Press the **Power** button to turn on your Notebook PC .






2. Select the language, then click **Yes**.
3. Follow the onscreen instructions to configure your Notebook PC .

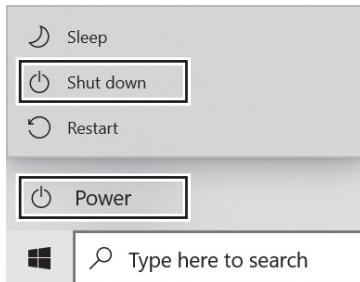
### About Windows Activation

Windows will be active automatically once you connect your Notebook PC to a WiFi network.



## Turning off your Notebook PC

1. Click the  icon in the lower-left corner of the screen or press the  **Start** key on the keyboard to get to the **Start** menu.
2. Click the  **Power** icon in the lower-left corner of the screen, it will display 3 options (Sleep, Shut down and Restart).
3. Select **Shut down** to power the Notebook PC off.



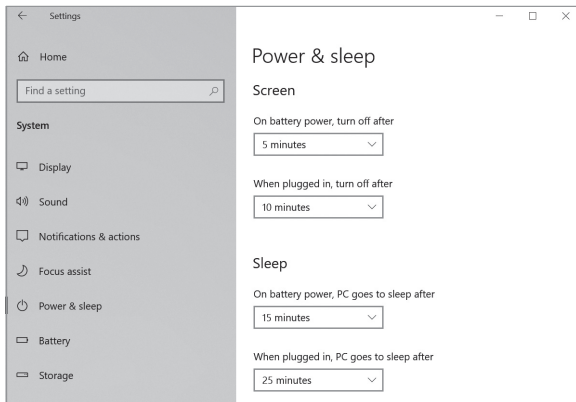
### NOTE

- Save all data before turning your Notebook PC off.
- If your Notebook PC is unresponsive, press and hold the **Power** button for several seconds and follow the on-screen instructions to force SHUT DOWN the unit.

## Power Management



When the apparatus is not connected power adaptor and not providing the main function or when other energy-using products are not dependent on its function, the default system settings and its characteristics enable the apparatus to activate display sleep mode within 5 minutes of user inactivity, and to activate a distinct sleep mode within 10 minutes of user inactivity. In the same scenario, when the apparatus is connected to power adaptor, will activate display sleep mode within 15 minutes of user inactivity, and activate a distinct sleep mode within 25 minutes of user inactivity. When in sleep mode, the system becomes fully usable within 5 seconds via network connections or user interface devices. The power management function is automatically switched on by the default system settings.

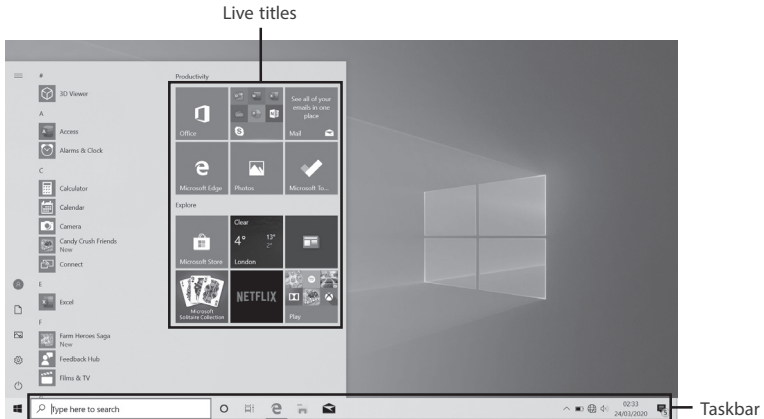
Go to **Settings -> System -> Power & sleep** to manage how your Noteboool PC use power.



# Basics


## Start menu

Click the  icon in the lower-left corner of the screen to get to the Start menu. You can also open the Start menu by pressing the  **Start** key on the keyboard.



Live Tiles on the screen change and update in real time so you can get real-time updates about news or sports, check what your friends are up to, and get the latest weather forecast.

## Expand

Click this icon  in the upper-left corner of the screen to expand the **START** menu.


## Account options

Click on your account name to change account settings, lock your device or sign out of your account.


## Settings

Allows you to access the settings of your Notebook PC . Click it to enter the **Settings** screen.

## Power











Click  icon to Sleep, Shut down or Restart your Notebook PC .

## Start

Click the  **Start** icon to open/close the Windows Start menu.

## Taskbar


The below table lists some of the frequently used icons in the Taskbar:

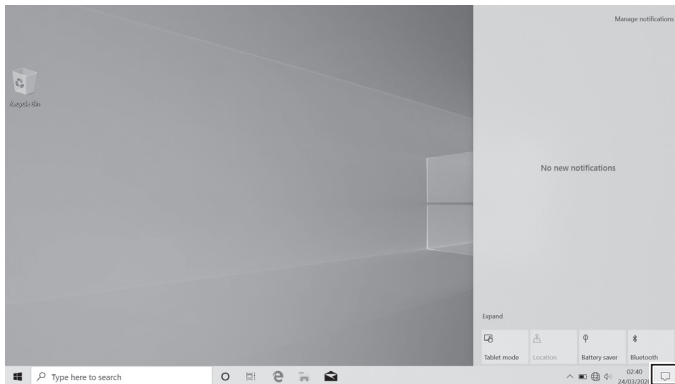
Icon	Description
	Shows the battery status.
	Displays when a Wi-Fi network connected.
	Displays when there is NO a Wi-Fi network connection or Wi-Fi is turned off.
	Airplane mode is on.
	Adjusts the speaker volume.
	Launches Action Center.
	Launches Search.
	Shows the recent task.
	Shows all opened tasks in a single view.
	Launches the File Explorer.

## Action Center

It allows you to receive system notifications, such as updates. It also has a really useful Quick Actions on the bottom.

### Checking notifications

1. Click the  icon in the lower-right corner of the screen to launch the ACTION CENTER screen.
2. All messages appear in the Action Center and you can select and click them to read.



**Tip:** You can go to **Settings -> System -> Notifications & actions** to set the Notifications and Actions.


### NOTE

- Select **Expand** or **Collapse** to expand or minimize the **Quick Actions** menu.

## Quick Actions menu

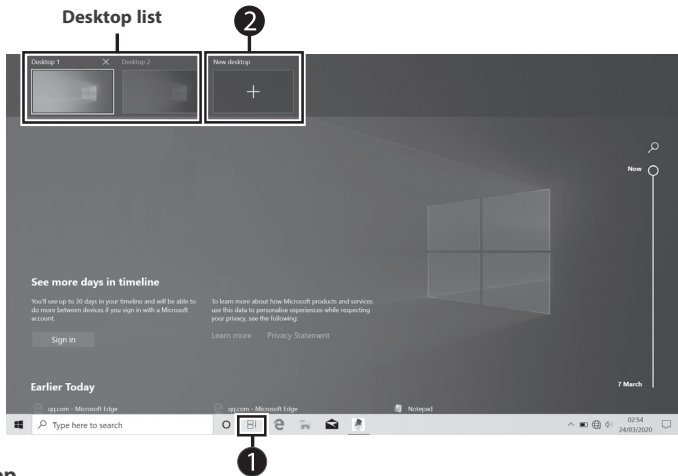
<b>Tablet mode</b>	Opens or closes the Tablet mode.
<b>Network</b>	Enables or disables Network, and connects to a wireless network so that you can check email, search the Web, access social media websites.
<b>All settings</b>	Allows you to access the settings of your Notebook PC.
<b>Nearby sharing</b>	Turns on/off Nearby sharing.
<b>Flight mode</b>	Enables or disables Flight mode. Turns it on to stop all wireless communication.
<b>Location</b>	Enables or disables Location. If this setting is on, each person who signs in to this device can change their own location settings.
<b>Focus assist</b>	Choose which notification you'd like to see and hear so you stay focused (off, Priority only or Alarms only).
<b>Mobile hotspot</b>	Activates the Mobile hotspot.
<b>Night light</b>	Enables or disables Night light.
<b>Bluetooth</b>	Enables or disables Bluetooth.
<b>VPN</b>	Add a VPN connection.
<b>Battery saver</b>	Turns on/off Battery saver.
<b>Screen snip</b>	Opens the Screen snip options.
<b>Project</b>	Opens the Project options.
<b>Connect</b>	Searches for wireless display and audio devices.

## Task view


If you have a lot of apps and programs opened, click the  icon on the taskbar to see all of your running apps and programs. You can select and click any item to open it.

### Creating a new desktop

Select and click + **New desktop**, a new desktop will be added. Then you can open your desired apps and programs on the new desktop.














### Deleting a desktop

Move the cursor over the desktop you want to delete, then select  in the upper-right corner of the desktop.

## Using the Keyboard

### Multimedia keys






























Press a hot key to trigger the following commands:

Function	Icon	Description
Sleep mode		Turns it to Sleep mode.
Brightness down		Decreases display brightness.
Brightness up		Increases display brightness.
Audio mute		Toggle key that mutes or unmutes audio.
Volume down		Decreases audio volume.
Volume up		Increases audio volume.
Search		Launches Search window.
External display control		Switches between the display screen and an external monitor (if connected).
Connect		Launches Connect window.
Windows Settings		Launches the Windows Settings.
Play/pause		Plays or pauses a selected media file.



## Windows keys

You can also use the following shortcuts to help you to launch the applications and navigate the Windows 10.

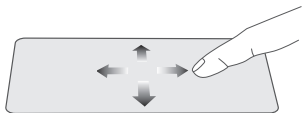
- |   |  |
|---|--|
|  Opens or closes the Start menu.  |  +  Launches the <b>PROJECT</b> screen         |
|  +  Launches <b>Action Center</b>          |  +  Opens the <b>Run</b> window                |
|  +  Launches the desktop                   |  +  Launches <b>Search</b> window              |
|  +  Launches <b>File Explorer</b>          |  +  Chooses the programs on the taskbar        |
|  +  Launches <b>Feedback Hub</b>           |  +  Opens <b>Ease of Access</b> setting menu   |
|  +  Launches Windows <b>Settings</b>       |  +  Opens the context menu of the Start button |
|  +  Launches the <b>CONNECT</b> screen     |  |
|  +  Activates the Lock screen              |  |
|  +  Minimizes all currently active windows |  |

## Using the Touchpad

Use the Touchpad to move the cursor or select an item. The left and right buttons of the Touchpad act the same as the left and right buttons of a mouse.

### Moving

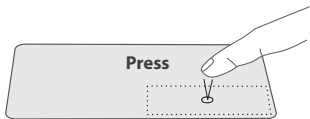
Slide your finger on the Touchpad to move the cursor.



### Right-click

To right-click an item, press the right touchpad button.

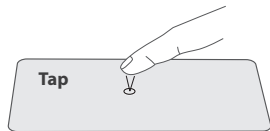
- In the Start menu, select an app and press the right touchpad button to launch the Setting bar.
- On the File Explorer desktop, select one folder or file and press the right touchpad button to open the right-click menu.



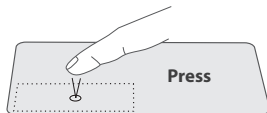
### Left-click

Tap the touchpad or press the left touchpad button.

- In the Start menu, click an app to launch it.
- On the File Explorer desktop, double click an application to launch it.

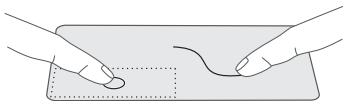


or



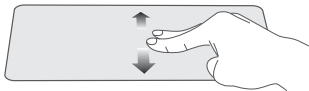
## Dragging and dropping

Press and hold the left button. Select an item using your other finger then drag and drop it to a new position.



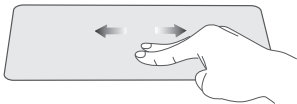
## Two-finger scroll (up/down)

Slide two fingers to scroll up or down.



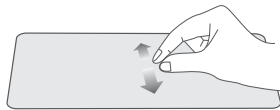
## Two-finger scroll (left/right)

Slide two fingers to scroll left or right.



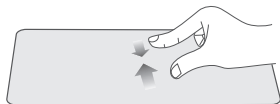
## Zoom out

Pinch two fingers while viewing a website, map, or image.



## Zoom in

Spread two fingers apart while viewing a website, map, or image.



## NOTE

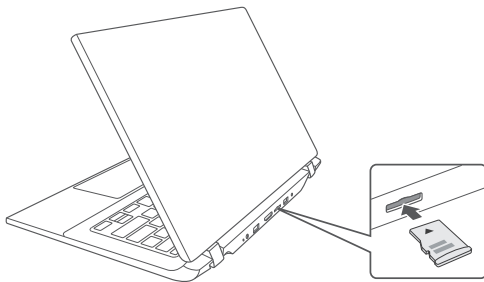
- Please keep your fingers dry and clean when using the Touchpad.

# Connections and Setup

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## Inserting a microSD card

Insert the microSD card (sold separately) into the Notebook PC 's microSD slot until it clicks.



To check the storage of the microSD card, go to **Settings** -> **System** -> **Storage**.

Remove the microSD card by pushing in on the card's edge. The card will pop out and can be removed.

### **NOTE**

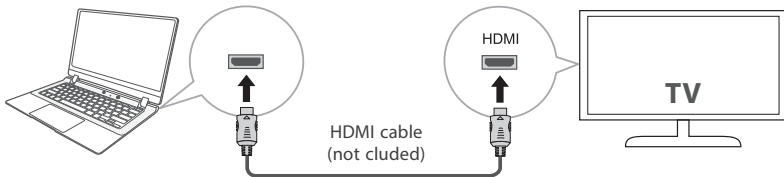
- You can use microSD™card and microSDHC™card (up to 256GB, SD card not included).

## External display
















You can connect the Notebook PC to an external display device. The cables required to connect an external display are sold separately.

### Connecting to a display

1. Connect the Notebook PC to a TV or other display device using an HDMI cable (not included) through the HDMI port.







2. Turn on your TV or other display device and select its input mode.
3. Go to **Action Center** menu, select and click **Project**.

 Tablet mode	 Location	 Battery saver	 Bluetooth
 Night light	 Mobile hotspot	 Flight mode	 Nearby sharing
 All settings	 Network	 Connect	 Project
 VPN	 Focus assist	 Screen snip	

**Tip:** You can also use the following shortcuts to launch the **Project**.




4. Select your desired mode as following:

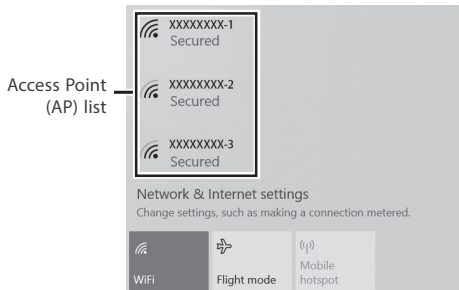
	<b>PC screen only</b> Shows the screen on the Notebook PC only.
	<b>Duplicate</b> Shows the screen on both the Notebook PC and the external display.
	<b>Extend</b> Extends the screen to the external display.
	<b>Second screen only</b> Shows the screen on the external display only.

**Tip:** You can also select the dual view (extend) mode. Go to **Settings** -> **System** -> **Display**, and select **Detect** on the **Multiple displays** option.

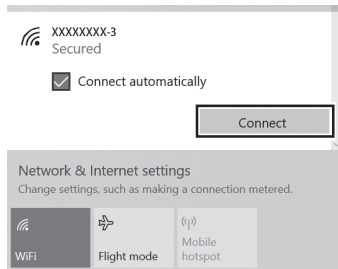
## Connecting to a Wi-Fi network

Connect the Notebook PC to a wireless network to use the Internet.

1. On the Taskbar, select and click .



2. Select a network from the list of detected wireless networks and select **Connect automatically** -> **Connect**.



3. Enter the **Access Point's** password, if necessary, and select **Next**.

**Tip:** You can also go to **Settings** -> **Network & Internet** -> **Wi-Fi**, click it to **On**.





### NOTE

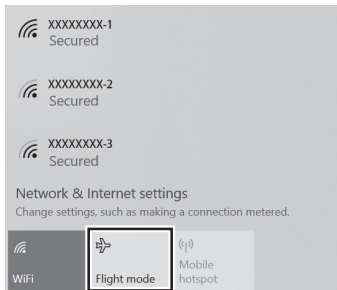
- If the device finds a network that you connected to previously, it will connect to it automatically.
- If the Wi-Fi network does not appear in the list, it maybe a hidden network, please click "**Hidden Network**" and input SSID name of network along with password for a connection.

## Flight mode

The Flight mode disables the wireless connection, allowing you to use your Notebook PC safely while in-flight.

If you see  icon displayed in the lower-right corner of the screen, the Flight mode is on. You should turn off the Flight mode to enable the wireless network.

1. On the Taskbar, select and click .



2. Select and click  **Flight mode**.

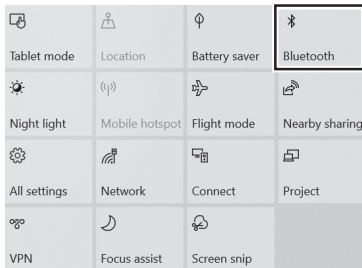
**Tip:** You can also go to **Settings -> Network & Internet -> Flight mode**, click it to **On**.



## Bluetooth

You can use Bluetooth to communicate between the Notebook PC and other Bluetooth devices, such as a smartphone.

1. Go to **Action Center** menu, select and click **Bluetooth** to turn it on.




2. Then the Notebook PC will be a discoverable bluetooth device and you can scan it on your other bluetooth device.


**Tip:** You can also go to **Settings** -> **Devices** -> **Bluetooth**, click it to **On**.

## Brightness


You can adjust the brightness level of the screen according to your requirements.

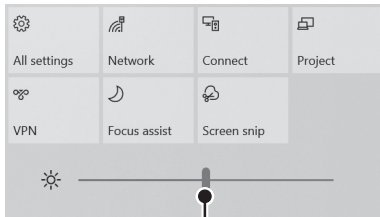
### Using the keyboard to adjust brightness

Press the  key to decrease the brightness of the computer screen.

Press the  key to increase the brightness of the computer screen.

### Using the taskbar to adjust brightness

Click the  icon in the lower-right corner of the screen to launch the ACTION CENTER menu. Drag the bar to adjust the brightness.





Brightness adjustment bar

## Volume

You can adjust the system volume or sound volume when playing music or video.

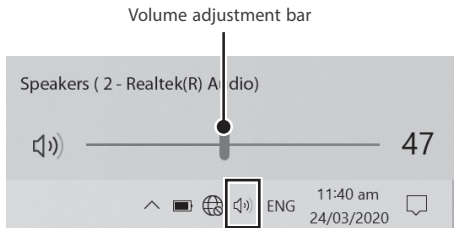
### Using the keyboard to control volume

Press the  key to decrease the sound volume.

Press the  key to increase the sound volume.

### Using the taskbar to control volume

Select and click  on the Taskbar, then drag the adjustment bar to your desired volume.



# Troubleshooting

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When a problem occurs with the Notebook PC, it is easy to restore the Notebook PC to the factory default settings. Back up important data regularly before a problem occurs with the Notebook PC.

You can go to **Settings** -> **Update & security** -> **Recovery** to recover your Notebook PC.

## Reset this PC

If your PC isn't running well, resetting it might help. This lets you choose to keep your personal files or remove them, and then reinstalls Windows. Click **Get started** and then choose an option.

### *Keep my files*

Removes apps and settings, but keeps your personal files.

### *Remove everything*

Removes all of your personal files, apps, and settings.

## Advanced startup

Start up from a device or disc (such as a USB drive), change your PC's firmware settings, change Windows startup settings, or restore Windows from the system image. This will restart your PC.

If you want to perform this action, click **Restart Now**.



### **NOTE**

Third-party applications will be removed.

## Q & A

### **The device won't start**

- This may happen if your battery is empty. Please connect the provided AC adaptor to a wall socket.

### **Windows is not active automatically**

Windows will be active automatically once you connect your Notebook PC to a Wi-Fi network.

- Make sure that you have a Wi-Fi network connection.

### **Notebook PC displays network or service error message**

- When you are located in places with poor signal, your Notebook PC may lose its Wi-Fi connection. Try moving closer to the Wi-Fi router.

### **Notebook PC is frozen or a serious error appears**

- If the Notebook PC is frozen or suspended, you may need to close the application or refresh your Notebook PC.
- If the Notebook PC is frozen or slow to respond, press and hold the power button for several seconds and follow the on-screen instructions to force SHUT DOWN the unit, then press the power button to turn on your Notebook PC again.

# Specifications

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**Processor**

Intel Celeron N4000 / N4020 (optional)

**CPU Speed**

1.1GHz

**RAM**

2GB / 3GB / 4GB / 8GB (optional)

**Display**

1920 x 1080 FHD

**Camera**

VGA

**Card Reader**

MicroSD Card Slot support max 256GB

**USB port**

USB 3.0 Type A x 2

**WiFi Connection**

IEEE 802.11 b/g/n/ac

**Bluetooth**

Bluetooth 4.0

**Power**

DC 12V (operates with supplied AC adaptor)

**Specifications and external appearance are subject to change without notice.**

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## **About HDMI**

High-Definition Multimedia Interface (HDMI) is a high-speed digital interface that can transmit uncompressed high definition video and digital multichannel audio. It delivers high quality picture and sound quality. HDMI is fully backward compatible with DVI. As required by the HDMI standard, connecting to HDMI or DVI products without HDCP (High bandwidth Digital Content Protection) will result in no Video or Audio output.

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## **Windows 10 Home in S mode**

Streamlined for security and performance, Windows 10 Home in S mode works exclusively with apps from the Windows Store. Some accessories and apps that are compatible with other Windows 10 version might not work with Windows 10 Home in S mode, and performance can vary. Certain default settings, features, and apps cannot be changed. If needed, you can easily switch to a Windows 10 Home configuration.

## Limited Warranty

**ALCO INTERNATIONAL LTD** makes following limited warranty. This limited warranty extends only to the original consumer purchaser and is limited to non-commercial use of the product.

**VENTURER** products are warranted to be free from defects in materials or workmanship for a period of one year from the date of their original retail purchase. If the unit fails to conform this warranty, we will service the product using new or refurbished parts and products at VENTURER's sole discretion.