element™

He10-W User Manual

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User Manual Version **1.2**

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Safety Instructions

1. Ensure the unit is charged using the supplied power adaptor and ensure the adaptor is not used with other appliances such as smartphones. Element does not assume responsibility for damage due to the misuse of the supplied power adaptor.
2. Do not use this unit near water.
3. Do not place this unit on an unstable stand or table, this may cause damage to the frame and/or screen.
4. Ensure the ventilation holes on each side of the unit are not blocked to protect the unit from overheating.

Revision History

Changes to the **DRAFT** user manual are listed below:

Revision	Description	Date
1.0	• Initial Draft	07/07/2020
1.1	• Added operation of unit • Added RAM and detailed CPU • Corrected issues in pages 2, 5, 6, 7, 8 and 9	08/07/2020
1.2	• Final document	29/07/2020

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Operation of the Element He10-W

To power on the unit, hold the short power button located on the top left-hand side of the tablet. When powering the unit on, the charging indicator LED will light up red momentarily.

If the unit freezes and it is unable to shutdown via Microsoft® Windows®, you may hold the power button until the unit forcefully powers down, take care when doing this as it may result in corrupted data if done frequently.

This unit is powered by an embedded lithium battery pack for use without being tethered to an AC adaptor. The battery is recharged whenever the tablet is connected to the included AC adaptor. Charge-in-use is supported however, this will significantly increase the charge time.

When charging the battery, the charging indicator LED will light up red to indicate charging is in progress, and when complete will light up green.

Packing List

- Element He10-W tablet
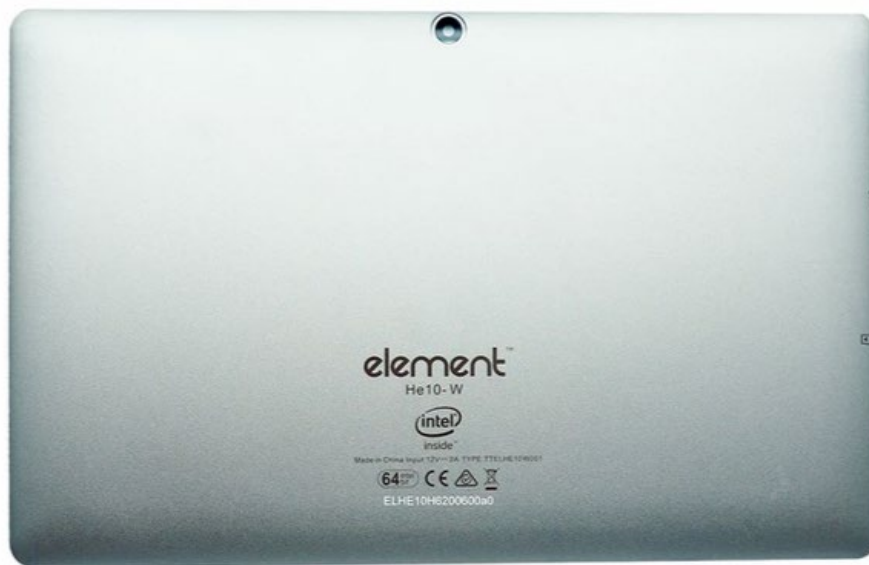- 12v AC Adaptor
- Power cable
- QR code insert

System View

Front View

Rear View

Specification

Brand	Element
Model	He10-W
Operating System	Windows 10 Pro
CPU	Intel Celeron N4100 @ 1.10GHz
RAM	6GB LPDDR4
ROM	128GB
Extended Storage	Max 128GB TF (Optional)
Screen size	10.1"
Aspect Ratio	16:10
Resolution	1200 x 1920
Networking	WIFI 2.4GHz/5GHz 802.11ac
Bluetooth	Version 5.0
Sensors	Accelerometer, Magnetic Sensor
I/O	3.5mm headphone jack Micro HDMI USB 3.0 Type C port Micro SD port
Camera	Front-facing: 2.0 MP, Back facing: 5.0 MP
Battery capacity	2004mAh
Charger	Input AC100-240v, 50-60Hz Output 12V 2A
Dimensions	261.8mm x 167.3mm x 8.8mm

I/O

3.5mm headphone jack, Micro HDMI, USB 3.0 Type C Charging port, USB 3.0 Type C port, Micro SD port
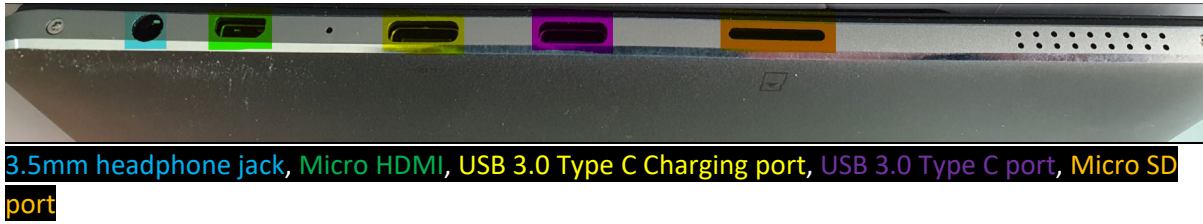
(Listed from left to right, but formatted with arrows would be ideal)

Basic Troubleshooting

The tablet does not boot

1. Check if the battery has not been depleted.
2. Plug the unit into the supplied charger, the charge light should appear red.
3. If the unit will not power on, the battery is depleted and will need time to recharge before the unit will work.
4. If the unit turns on but does not boot into Windows try following the Recovery steps below.

Windows Recovery

1. Using a USB C Male to USB A Female adaptor, connect a keyboard to the unit.
2. Turn the unit on and **press F7** to launch the boot devices.
3. Select **Setup**.
4. Navigate to **Save & Exit** then select **Windows Recover** under **Boot Override**.
5. Select **Troubleshoot**.
6. Select **Advanced Options**, then **Startup Repair** and, follow the prompts.
   a. **If Startup Repair does not fix the issue**, select see more recovery options and select **System Restore** and follow the prompts (see appendix A for screenshots).

No Internet or network connection

1. Ensure the unit is connected to the Wi-Fi network using Windows' Network & Internet settings.
2. Ensure there is a strong enough Wi-Fi signal, try moving closer to the access point.

The unit will not charge

1. Ensure the power supply is plugged into the correct USB-C port.
2. Ensure you are using the original power supply.
3. Ensure the power light (top left) lights up when the unit is connected to the charger.

For all other enquiries, please contact your respective reseller.

Warranty and RMA

Warranty

All Goods carry a twelve-month, return to base, parts and labour warranty unless otherwise stated. Damage caused by misuse or abuse, electrical damage due to power fluctuations such as surges or spikes, incompatible consumables or software, are not covered under warranty. Consumables or incorrect operation of any Goods according to the manufacturers' recommendations are not covered under warranty. Proof of purchase is to be supplied with all warranty claims.

Unless otherwise stated in writing, where an extended warranty is taken on any Goods, the scope of that warranty will be as per the standard warranty for the extended period taken. An extended warranty may only be taken on new Goods and cannot be taken retrospectively. Any payment for extended warranty must be made at the time of the original product purchase.

RMA Returns

Before returning any Goods, an RMA (Return Merchandise Authorization) number must be requested and issued. Goods will not be accepted, credited, or replaced without the RMA number stated on the returned Goods. Consumable items are not eligible for credit or return unless otherwise agreed by the Company in writing. Unauthorized returns will not be shipped back to the sender except at its expense (a handling fee may also apply).

The Customer may return authorised Goods or parts ("items") using the shipping method of its choice and is responsible for the return shipping charges. The Company recommends that the Customer insures the return shipment as the Company cannot be responsible for damaged or lost shipments. Used or otherwise altered items not in new condition are not eligible for credit. Upon receipt of your returned items, the Company will inspect them, return them to inventory if in a new unused condition and issue the Customer with the credit according to the conditions of the applicable Cancellation of Order.
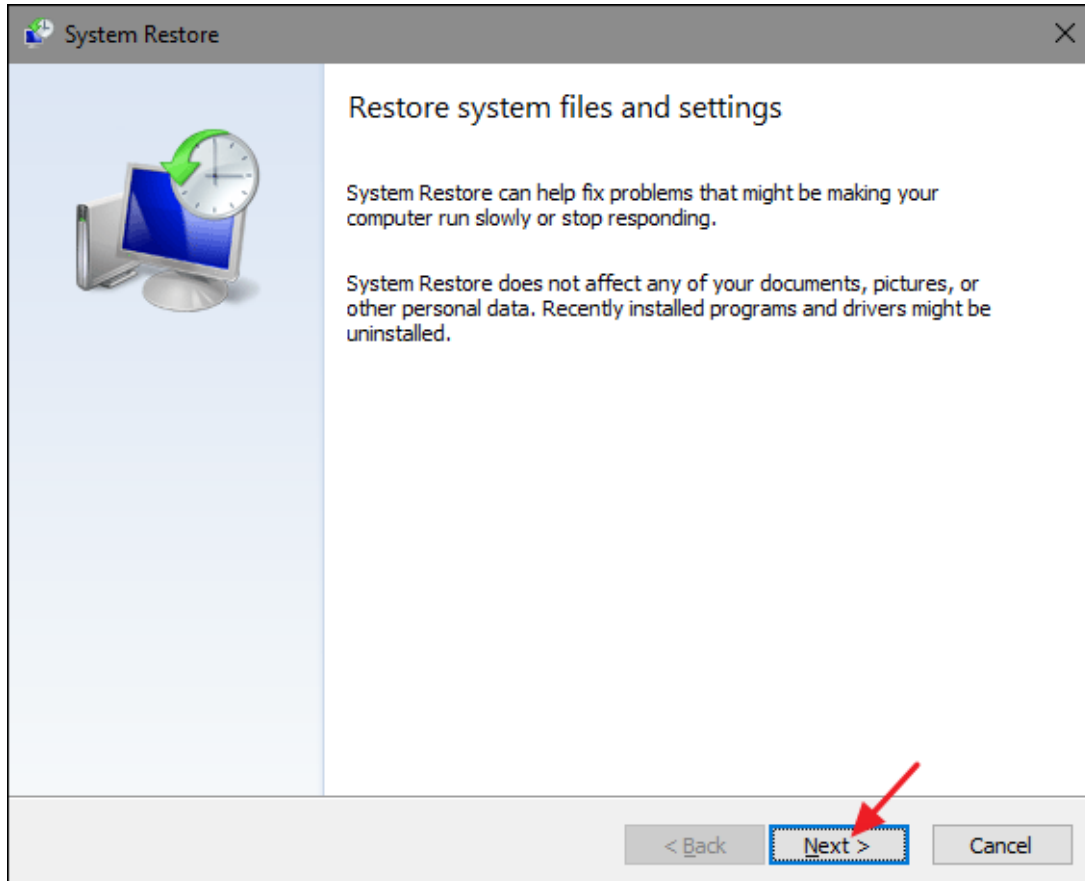
Please note, we recommend keeping the original packaging for warranty claims and/or shipping.
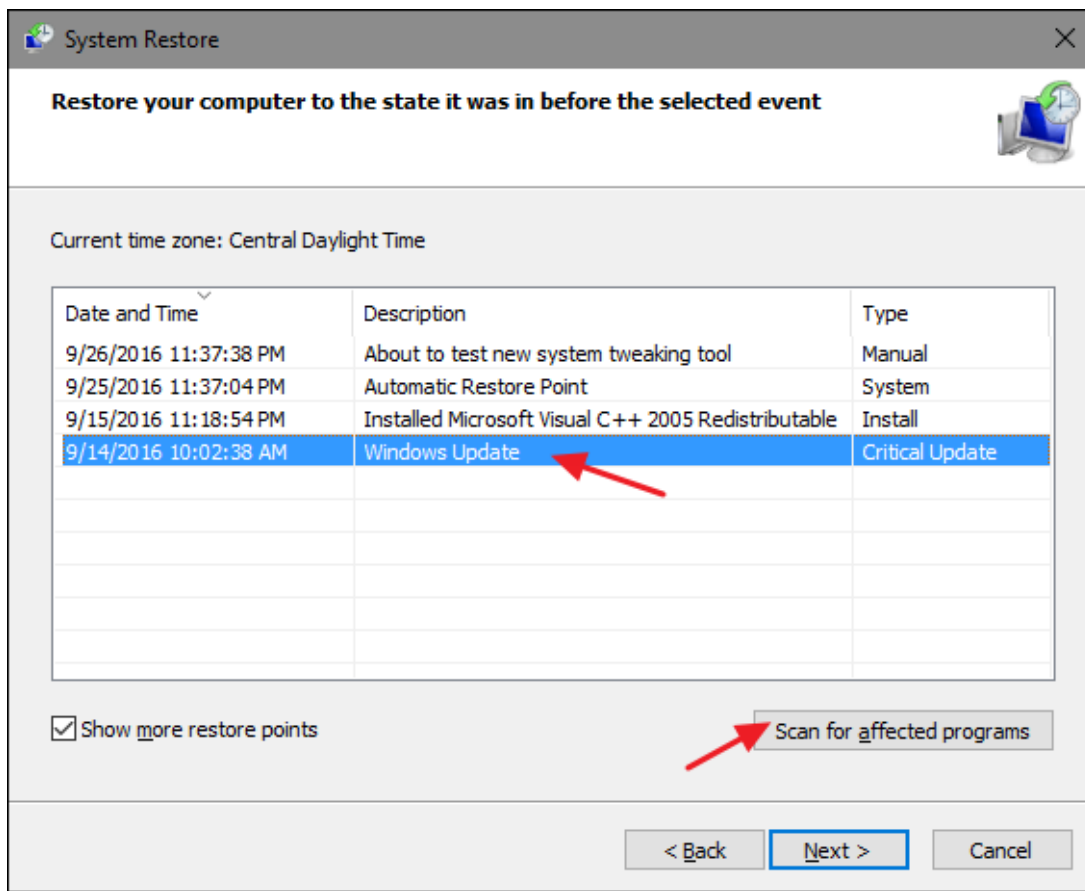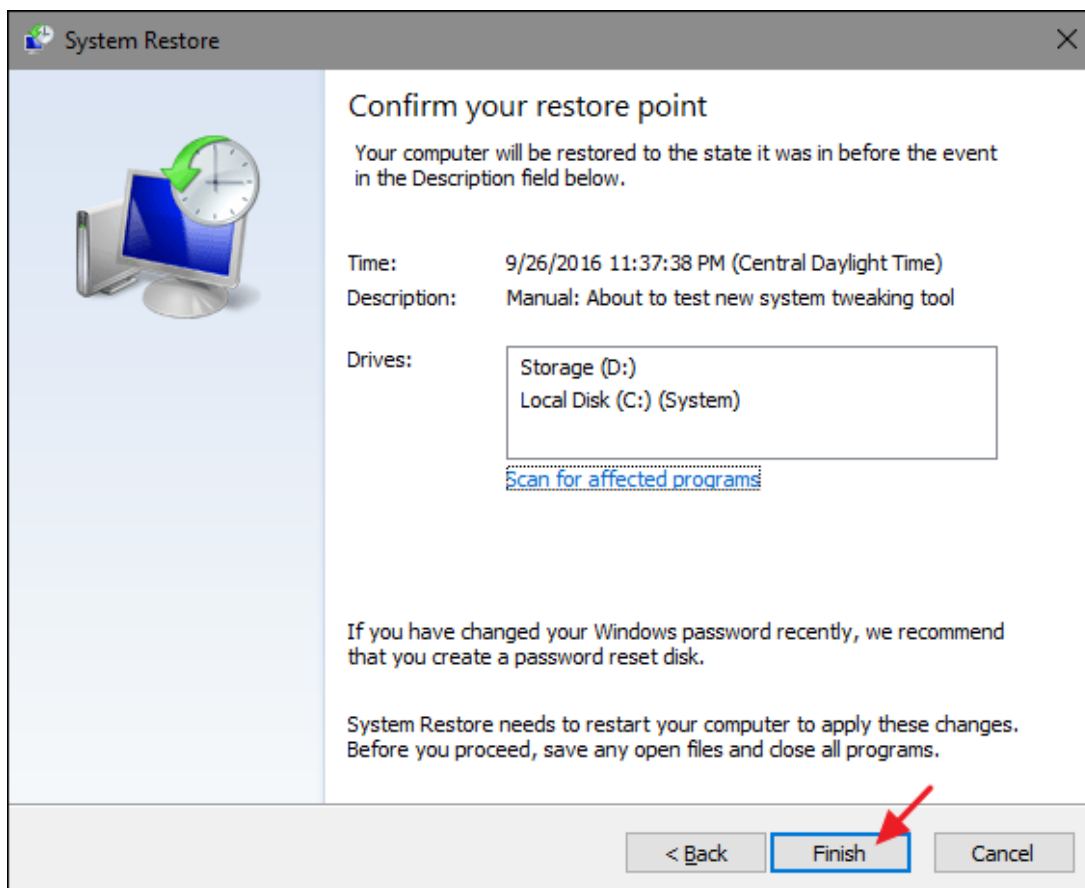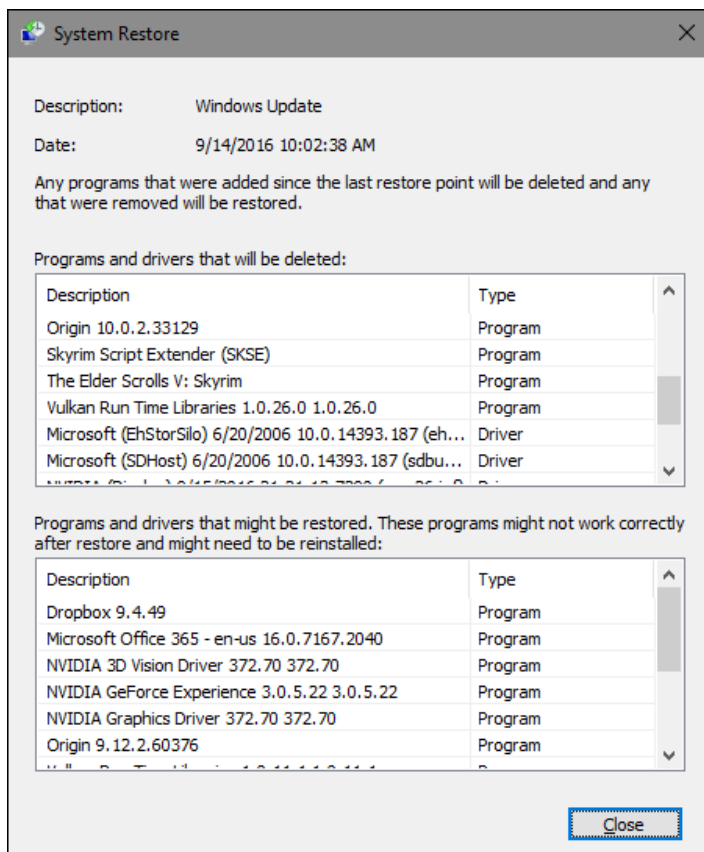
Appendices

Appendix A

Windows Startup Repair

Click **Next**.

Select a restore point, then scan for any affected programs they'll be listed in the dialogue box below. After taking note, click close.

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Click **Finish**, then click **Yes**.