

Pre-order Letter & FAQ

Model: F5 F7

CWWK Official Store

Version 1.3 (2025.11)

Contents / Inhalt

Pre-order Letter (English).....	2
FAQ (English)	3

Pre-order Letter (English)

Dear Customer,

Thank you very much for choosing our CWWK product.

Here are some helpful tips:

We offer 1 year warranty and lifetime online technical support for free. If you have any questions, you can always contact us via Amazon page email, we will reply within 24 hours.

Product manuals, drivers, BIOS update files, and other resources can be get from our official team.

If you cannot find a specific file, feel free to contact us, we will update or provide it as soon as possible.

If you purchased a barebones system without RAM and SSD, we recommend choosing ADATA, Kingston, Samsung or Crucial memory (especially for the size 32GB and above). We do not recommend purchasing Corsair RAM, as it is more likely to have compatibility issues.

After the first installation or replacement of memory, the system may take 3-10 minutes to recognize the memory before it can boot up normally.

For BIOS updates, driver files, and more related to this product, you can access them at the following link:

https://drive.google.com/drive/folders/1lg0JCbMaeeRTDdQpRfrZ8UvQ1RHtYat1?usp=s_haring

For more solutions to product-related questions, please refer to the FAQ.

Best regards,

CWWK Official Store

FAQ (English)

Q: The idle power consumption is too high. Are there BIOS options to reduce it?

A:

Yes. CWWK BIOS includes 4 main power-saving options.

Please note that **available options may vary depending on the model and BIOS version.**

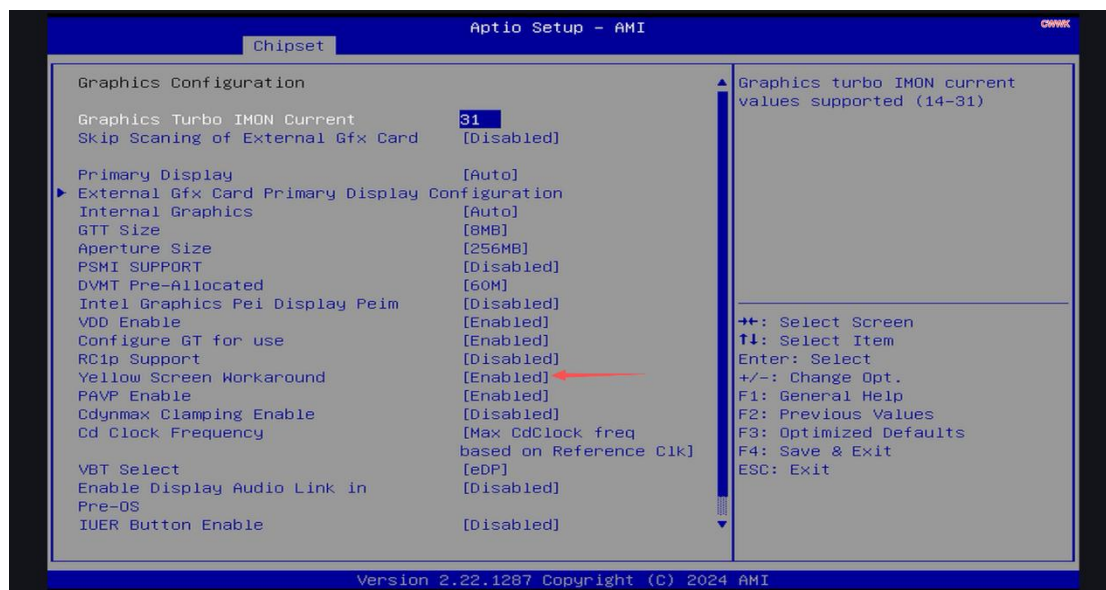
1. PL1 / PL2 (CPU Power Limits)

Control CPU power draw and performance balance.

- **PL1:** Long-term sustained power limit (e.g., 15W TDP).
- **PL2:** Short-term boost limit for higher performance under load.

To enable:

Enter **BIOS** → **Chipset** → **System Agent** → **Graphics Configuration** → **Yellow Screen Workaround** → **Enable** to unlock full BIOS.



Then adjust **Power Limit 1/2** under the Power section.

 Tutorial: <https://doc.x86pi.cn/#!/docs/fs/VXCQuW3XQSosL8RRJL2ixp/173>

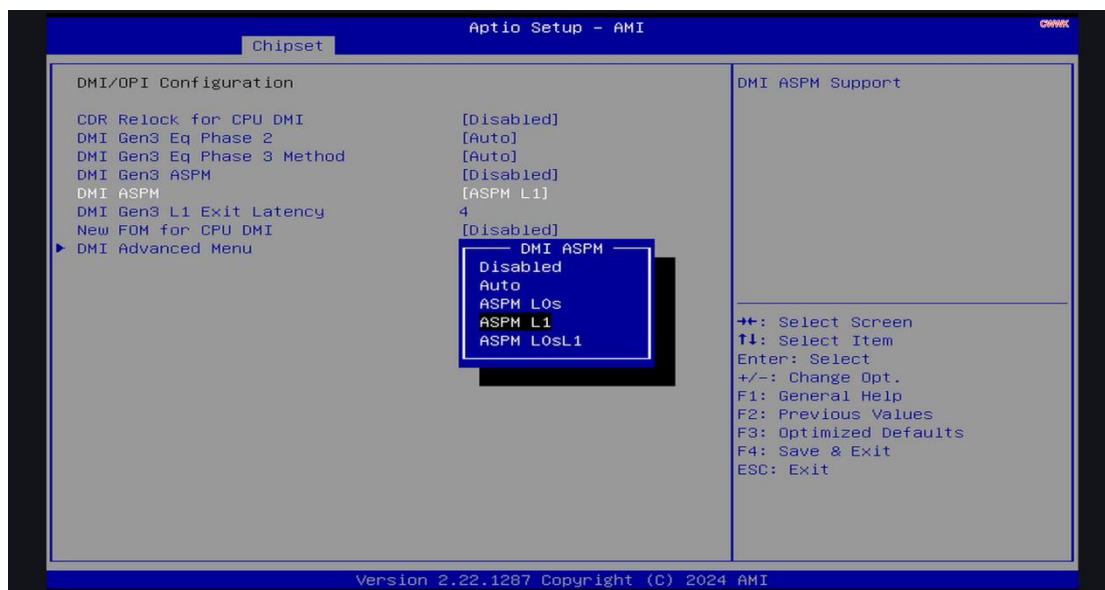
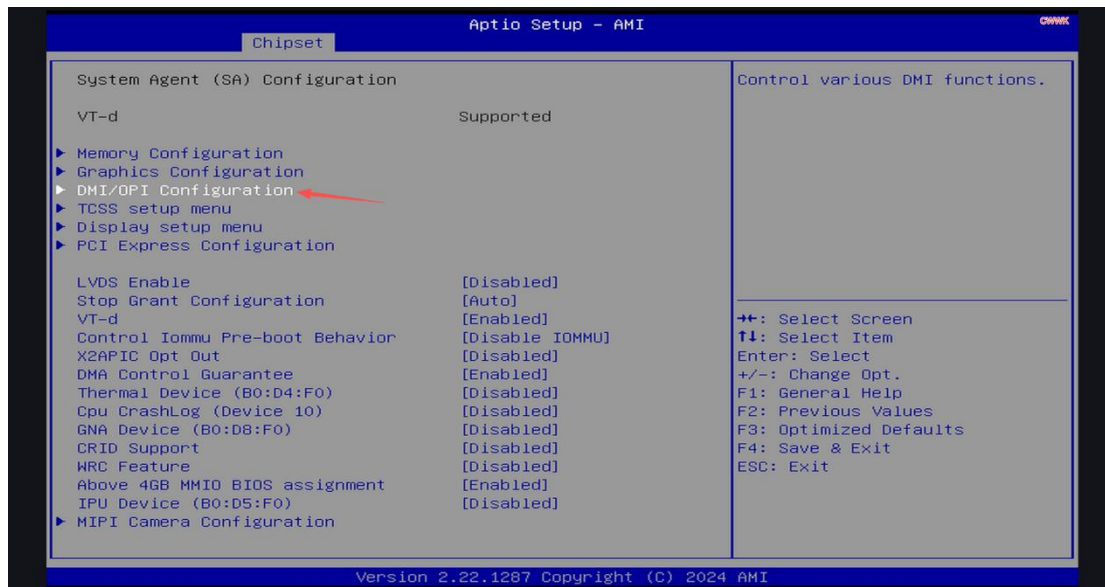
If not visible, update to the latest **2025.5.31 BIOS** (see page 2).

2. ASPM (Active State Power Management)

Reduces PCIe lane voltage/clock when idle.

Modes: **L0s (light saving)**, **L1 (deep saving)**.

After unlocking the BIOS (same method as above), find **ASPM** under **DMI/OPI Configuration**.



3. C-State (CPU Idle States)

Automatically lowers CPU power when idle.

Levels: **C0 (active)** → **C10 (deep sleep)**.

Find this in **CPU Configuration**, or unlock BIOS if not visible.

4. ACPI (Advanced Configuration and Power Interface)

Defines system-wide power states:

S0 (on), **S3 (sleep)**, **S4 (hibernate)**, **S5 (off)**.

Available under **Advanced** → **ACPI Settings**.

Q: The PC won't turn on, how can I troubleshoot it?

A: The troubleshooting steps are as follows:

1. Check if the power adapter is faulty: Check if the light on the power adapter is on.
2. Check if the HDMI or DP cable is faulty: If the power button is on but there is no display on the screen, check if the cable is properly connected, or try replacing the HDMI or DP cable to see if the screen turns on.
3. Check if there is an issue with the memory: After installing new memory, the first boot may take 7-10 minutes for the system to detect it. Try removing the memory and gently wiping the gold contacts with an eraser before booting again. If the system still won't boot, try powering on without the memory installed to check for a beeping sound. If there is no sound, the battery may need to be removed for discharge.
- 4: How to discharge the system: There are two ways to achieve discharge.
 - Method 1: Remove the Mini PC's rear I/O shield (Between the USB2.0 and HDMI ports). Locate the button marked as number 20 in the image. Press and hold this button for 20 seconds, then release it to complete the discharge operation.
 - Method 2: Open the case, remove the memory, locate the CMOS battery on the motherboard, and remove it. Wait for 5-10 minutes to ensure the capacitors are fully discharged. Reinstall the battery and memory, reconnect the power, and try to power on again.
5. If the system still won't power on after discharging, please contact CWWK technical support for further help.

Q: How to enter the BIOS settings?

A: Press the "Delete" key repeatedly to enter the BIOS settings. Press "F7" to enter the boot menu.

Q: Does it support BIOS legacy boot?

A: No, it does not. CPUs from the 11th generation and above only support UEFI mode boot.

Q: Which OS is pre-installed?

A: Windows 11 Pro is pre-installed.

Q: The new hard drive is not recognized by Windows, what should I do?

A: If you insert a new hard drive into Windows, you need to initialize the drive. You can follow the steps on the official Microsoft website.

Important note: Initializing the drive will erase all data, so make sure the drive does not contain important information.

Q: Does it support installing Pfsense, OPNsense, OpenWrt, Proxmox, Ubuntu, or Debian?

A: Yes, it does. As long as the system is open-source and the Linux kernel version is 5.10 or higher, it should work. However, if using CentOS 7.9, you will need to manually find and install the kernel package for an upgrade.

Q: Does it support booting the OS from USB drive or TF card?

A: Yes, it does. But you will need to create a bootable USB drive or TF card. If you're unsure how to do this, please contact CWWK technical support for help.

Q: I can't install the software I want, what should I do?

A: CWWK technical support is available online to assist you.

Q: Is the device running too hot?

A: The device works at a normal temperature range of 0-60°C.

Q: Does it support adding a fan?

A: Yes. The bottom of the PC has 4 screw holes for fans, and it supports adding a 12V 4-pin 80x80x10mm size fan. The package includes a small 4-pin to 4-pin adapter cable and fan screws.

Q: Does it support a VESA mount?

A: Yes. The bottom of the PC has 4 screw holes, allowing you to screw in VESA screw posts to fit a VESA mount.

Q: Can I install both a 2.5" SSD and a fan at the same time?

A: You can install the fan on the bottom and mount the SSD externally. The method is to remove the small recessed rectangular piece on the bottom, then connect the internal slots and external SSDs using SATA cables.

Q: The PC frequently powers on automatically, what should I do?

A: It is likely that the memory was loosened during shipping. Please remove the machine's outer casing, take out the memory, and then reinsert it.

Q: The network port is not recognized, what should I do?

A: Please connect the network cable first, then connect the power.

Q: After plugging in the audio device, no sound is produced, what should I do?

A: First, check if the issue is with the audio device itself. If not, you can contact technical support to obtain the sound card driver.