

# **Pre-order Letter & FAQ**

**Model: S7 Pro**

**CWWK Official Store**

*Version 1.1 (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 chat or the warranty email address, 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 Kingston, ADATA or Samsung memory. We do not recommend purchasing Corsair and Crucial RAM for this model, 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/1OneCtD\\_1zl6mNjojWIS8VBwG7Hdog4kP?usp=sharing](https://drive.google.com/drive/folders/1OneCtD_1zl6mNjojWIS8VBwG7Hdog4kP?usp=sharing)

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

Best regards,

CWWK Official Store

# FAQ (English)

**Q: The fan is too loud and cannot be adjusted in the BIOS. What should I do?**

A: Please manually update the BIOS by visiting this link to download the Latest BIOS ISO file:

[https://drive.google.com/drive/folders/1OneCtD\\_1zl6mNjojWIS8VBwG7Hdog4kP?usp=sharing](https://drive.google.com/drive/folders/1OneCtD_1zl6mNjojWIS8VBwG7Hdog4kP?usp=sharing)

**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 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 cable and different HDMI port 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 3-10 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 you can hear 3-5 beep, it indicates that the POST function is working properly. The failure to output a display may be caused by incompatible memory. This case, first to turn off the "Auto Power On" switch next to the 2.5G network port. Then, try powering on the device with only the memory installed and wait for 30 minutes, or even up to 2 hours if necessary. If possible, you can also test by replacing the memory with a compatible module.
  - If there is no sound, the battery may need to be removed for discharge.
- 4: If you encounter a situation where the device powers on but there is no display output, not even the power LED lights up, showing the PC no signs of life at all, or when hardware such as the network port is unresponsive, you can try performing a discharge operation on the device. How to discharge the system: There are two steps to achieve discharge.

## Step 1. Power Button Discharge:

First, to turn off the "Auto Power On" switch next to the 2.5G network port. Then, remove the memory modules, SSD, NVMe adapter cards, and Wi-Fi modules, and unplug the power adapter as well as any other peripherals such as USB devices and monitors, leaving only the bare device itself. Press and hold the power button for 30 seconds. Finally, let the device sit idle for 10 minutes, and then power it on for testing with only the memory module installed.

This will discharge any residual electricity in the motherboard capacitors, aiming to eliminate leftover capacitor voltage and prevent short circuits or boot failures.

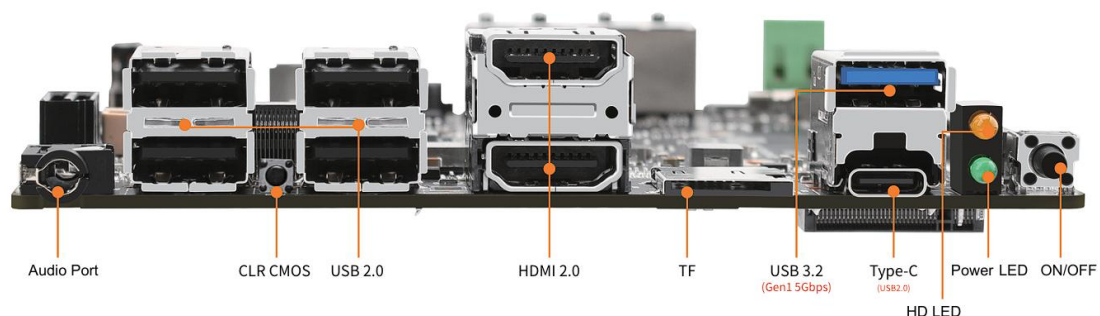
Applicable scenarios:

- The device cannot power on immediately after installing memory.
- The system cannot power on but shows no obvious hardware damage.
- Performing a "full discharge" before powering on again after minor malfunctions or freezes.

## Step 2. Clear CMOS Discharge: (when the Power Button Discharge not help)

There are two methods to clear the CMOS: either press and hold the "Clear CMOS" button or remove the coin-cell battery.

- As shown in the image below, remove the Mini PC's rear I/O shield (the side with the USB ports). Locate the button marked as CLR CMOS in the image. Press and hold this button for 60 seconds (As with the first step, both methods should be performed with the device powered off and all modules and peripherals removed). After releasing the button, let the device sit powered off for 10 minutes. Finally, power it on and test with only the memory module installed.



- The principle of removing the CMOS coin-cell battery is the same as described above, and the steps are similar. The difference is that one method involves

pressing the button for 60 seconds, while the other requires removing the coin-cell battery and letting the device sit for 10 minutes. Clearing the CMOS will completely reset the BIOS/UEFI settings to factory defaults, and any residual charge stored in the capacitors will be released, eliminating boot issues caused by BIOS settings.

Applicable scenarios:

- Incorrect BIOS settings or overclocking parameters prevent the system from powering on.
- Memory or storage parameter conflicts prevent startup.
- A full reset of the motherboard settings is needed.
- To resolve certain hardware compatibility issues (e.g., abnormal behavior of the I226-V network card).

5. If the system still won't power on after discharging, please contact CWWK technical support for further help.

**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.**

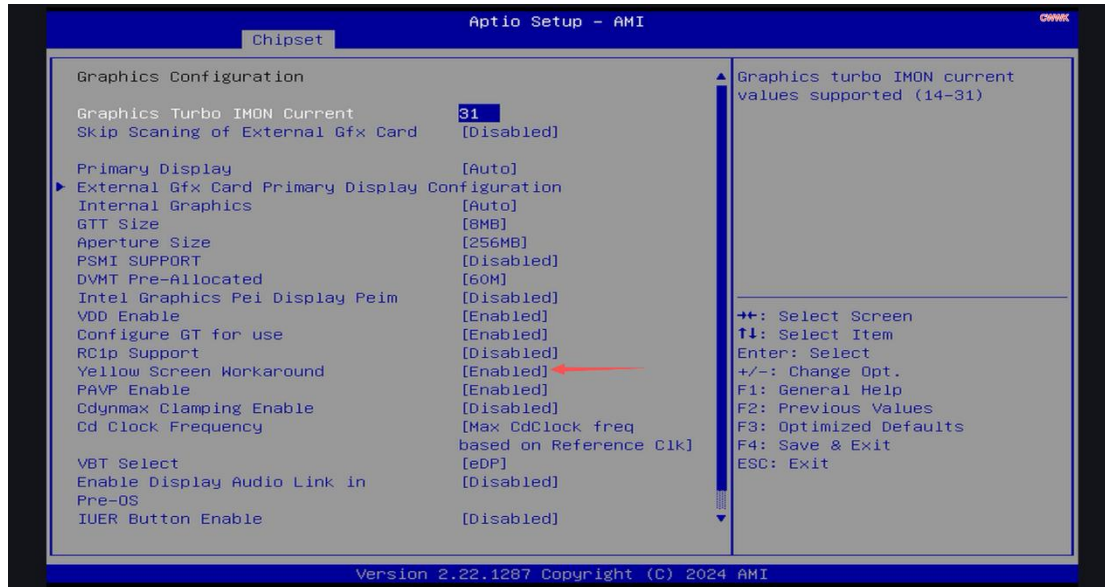
#### **1. PL1 / PL2 (CPU Power Limits)**

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/VXCQuW3XQSSosL8RRJL2ixp/173>

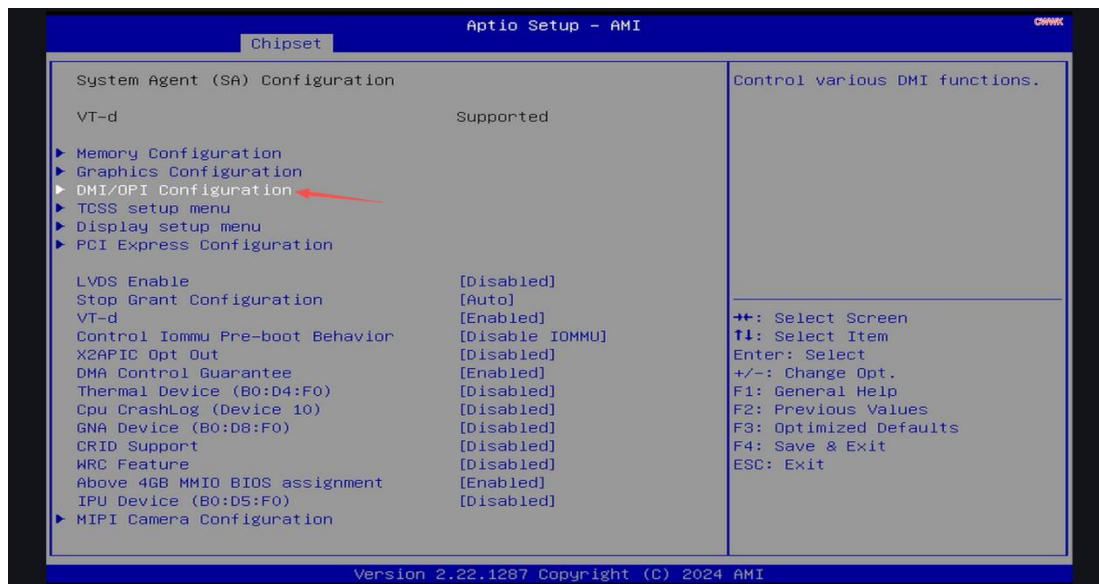
If not visible, update to the latest **2025.5.31 BIOS** (see page 2).

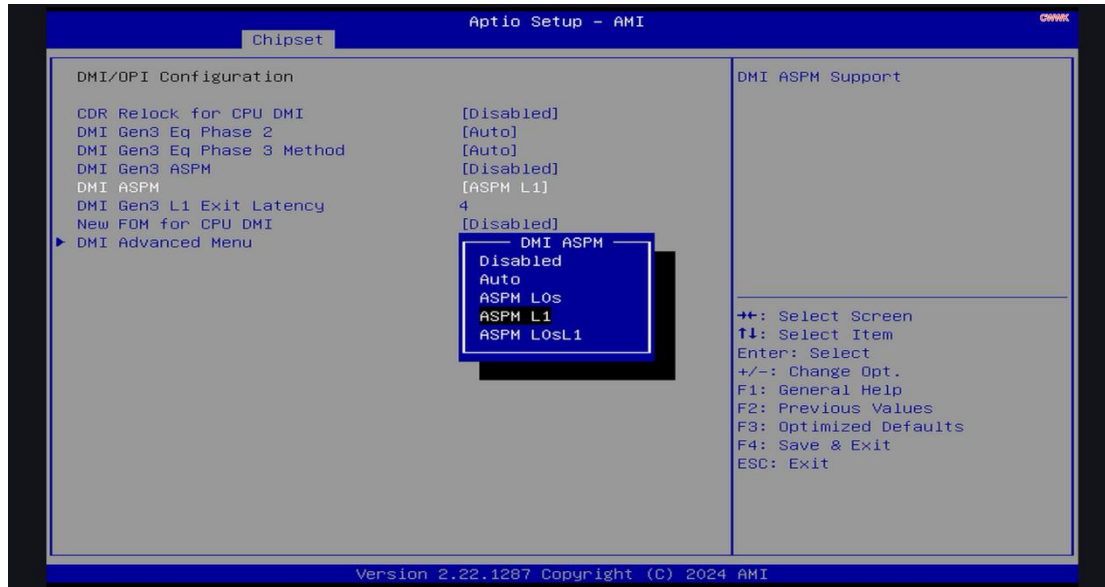
## 2. ASPM (Active State Power Management)

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: How to enter the BIOS settings?

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

#### 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: Pfsense 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 OPNsense, OpenWrt, Proxmox, Windows, Linux 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: Is the device running too hot?**

A: The device works at a normal temperature range of 0-70°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. It could also be another specific manifestation of content compatibility issues. If possible, please try testing with a different memory module.

**Q: The OS failed during installation or froze after installation., what should I do?**

A: First, make sure that you are installing the OS in **UEFI mode**, as legacy mode installation is not supported and may cause the system to freeze. If the installation mode is correct, the issue is most likely another specific manifestation of content compatibility problems. If possible, please try testing with a different memory module.

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

A: Please connect the network cable first, then connect the power. Also, check whether the driver and related software are properly installed. If it is confirmed that the issue is not driver-related, but the network card is still not recognized at the BIOS level, then you will need to update the BIOS and perform a discharge operation on the device. This will initialize the network card hardware and help the BIOS recognize it again.

**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. Alternatively, you can directly search for **“Realtek ALC897 Driver”** in a search engine and download and install it yourself.