

Pre-order Letter & FAQ

Model: X86-P5 P6 Pocket NAS

CWWK Official Store

Version 1.5 (2025.11)

Contents / Inhalt

Pre-order Letter (English).....	2
FAQ (English)	4

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.

RAM:

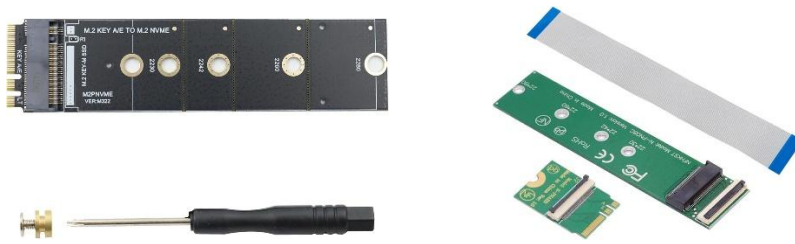
If you purchased a barebones system without RAM and SSD, we recommend choosing [Kingston Fury](#), [Crucial](#), [Corsair Vengeance](#) or [Samsung](#) DDR5 laptop memory. Most customers report normal compatibility with these models, but a few rare cases may occur. We suggest testing with at least two memory modules, and if none work, please contact us for a replacement.

SSD:

As for NVMe SSDs, we recommend purchasing low-power NAS-specialized SSDs, such as the [WD SN580](#) or [Lexar EQ790](#). (If you plan to set up RAIDZ1/RAID5 and use ZFS, only these two SSDs should be considered. If you only intend to use RAID0/RAID1, or even use the drives without any RAID, most SSDs will meet the requirements.) And we advise avoiding the higher-power models like the Samsung 990 PRO or WD BLACK SN850X, because the 4-NVMe adapter board has power consumption limits, and excessive power usage may cause system instability. It is also recommended to use four 2TB SSDs whenever possible, as 4TB SSDs may also cause system instability due to their higher power consumption.

Adapter:

Currently, testing has shown that there are **two compatible adapters**:



You can search for **M.2 A+E KEY ADAPTER** and use the images below to find the corresponding model.

- **The first adapter:**
 - **Pros:** Can be installed inside the device.
 - **Cons:** Strict requirements on 2230-size SSD height and power consumption. An SSD that is too tall may be unrecognized due to pressure, and high-power SSDs may cause heat dissipation issues.
- **The second adapter:**
 - **Pros:** Not affected by SSD size specifications.
 - **Cons:** Must be used externally.

If you are using a **SATA SSD together**, you can consider peeling off a corner of the label paper next to the memory, then route the adapter and SATA cable outside the device, and place NVMe and SATA SSD together on a small bracket.

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/14eRqTuRSBfFW2T_oaG3AsDuK6haQT-gj?usp=sharing.

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

Best regards,

CWWK Official Store

FAQ (English)

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

A: The troubleshooting steps are as follows:

1. After turning on the PC, you may notice that the fan is spinning, there is a long beep sound, and the keyboard light is on, but there is no output on the monitor. This indicates that the PC is functioning normally, and the issue lies with the monitor's settings.

If you are using a TV instead of a regular PC monitor, each HDMI port on the TV has a setting called HDMI ULTRA HD Deep Color, which must be set to "On." Otherwise, the TV will not display the output correctly when connected to the PC.

If you are using a regular PC monitor but still have no display output, try adjusting the different output modes on the monitor to see if any of them resolve the display issue.

2. Check if the power adapter is faulty: Check if the light on the power adapter is on.

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. Also, make sure the cable is connected in the correct direction (HDMI and DP cables are unidirectional).

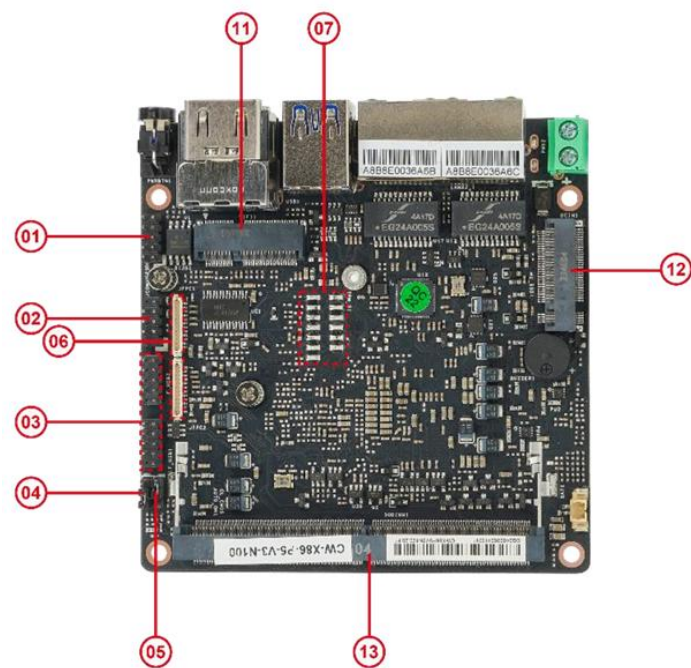
3. Check if there is an issue with the memory: After installing new memory, the first boot may take 5-10 minutes for the system to detect it. Try removing the memory and gently wiping the gold contacts with an eraser before booting again. If the system still won't boot, try powering on without the memory installed to check for a beeping sound. If you don't hear the beeping sound after a long period, it indicates that the memory module has failed the self-test. You should check whether the memory is properly installed or if the memory module is incompatible.

4. Eliminate SSD interference that may prevent the device from entering BIOS. First, remove the SSD and leave only the memory installed. Then, power on the device and repeatedly press "Delete" or "F2" to try to manually enter BIOS. Once you confirm that you can access BIOS, turning off the device, reconnect the SSD.

5. Eliminate static interference from the HDMI port. Disconnect all peripherals from the device and unplug the power adapter. Press and hold the power button for up to 1 minute to ensure that any static on the external ports is fully discharged. Afterward,

try reconnecting and powering on the device. It could be that static has accumulated on the motherboard, and you may need to clear the CMOS to discharge the static.

6: How to discharge the system: (When the PC is connected to power but pressing the power button produces no response at all, it is recommended to perform this step first)



1 2 3	1-2 (Default)	NORMAL
	2-3	CLR_CMOS

Step 1: Power off completely: Disconnect all external devices (including the power adapter).

Step 2: Release residual electricity: Press and hold the power button for 15–30 seconds after powering off. Repeat this 2–3 times to drain any remaining electricity from the motherboard.

Step 3: Clear CMOS: There are two methods:

Method 1: Remove the memory modules and hard drive. Locate Pin #05 as shown in the diagram above. Move the jumper cap from the default position (Pins 1-2) to Pins 2-3. Wait for 30 seconds. Return the jumper cap to its original position (Pins 1-2). Reinstall the memory and hard drive. Power on the device and repeatedly press "Delete" or "F2" to see if the device can successfully enter BIOS.

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. Power on the device and repeatedly press "Delete" or "F2" to see if the device can successfully enter BIOS.

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.**

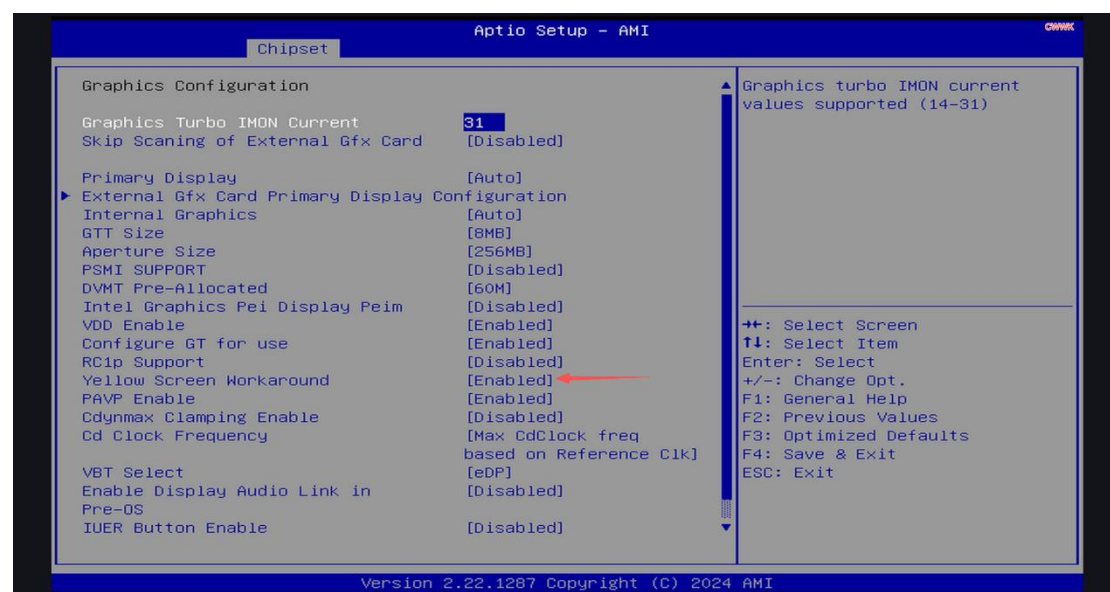
1. PL1 / PL2 (CPU Power Limits)

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/VXCQuW3XQSosL8RRJL2ixp/173>

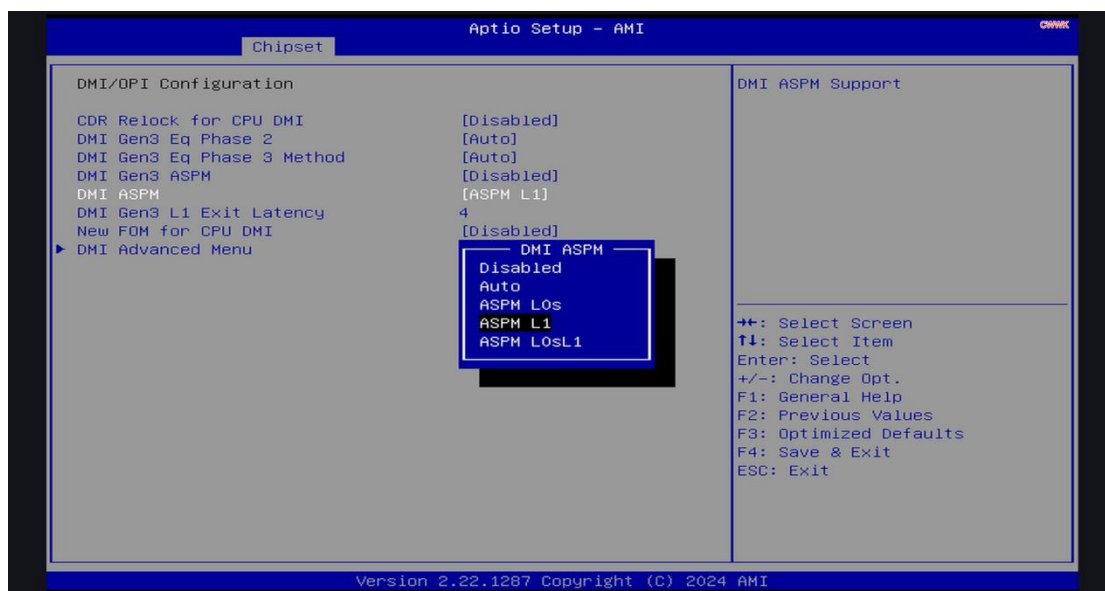
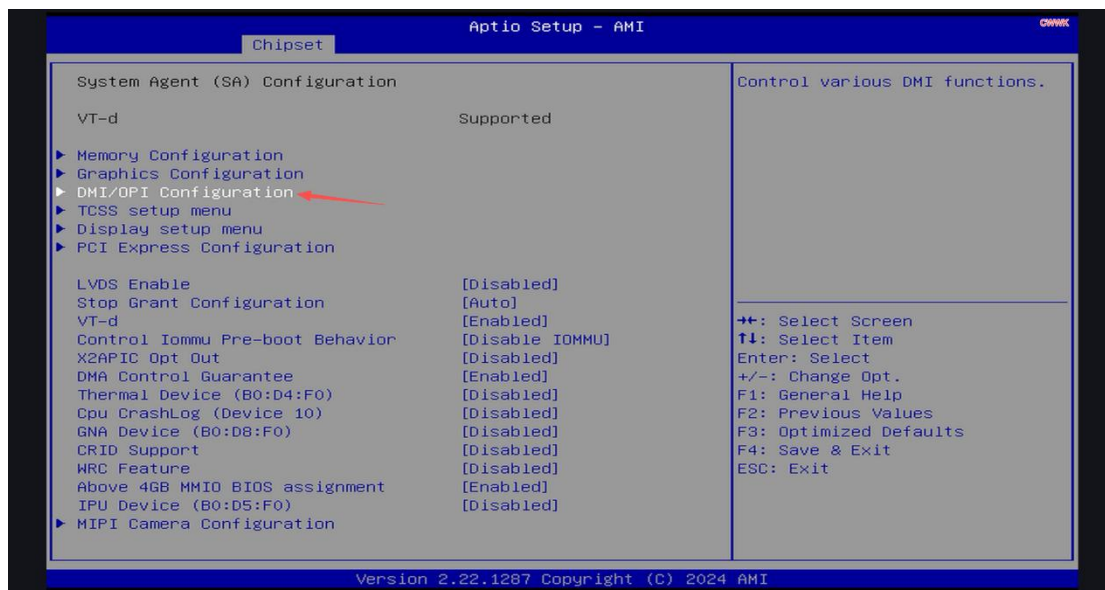
If not visible, update to the latest **2025.5.31 BIOS** (see page 2).

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: How to enter the BIOS settings?

A: Press the "Delete" key repeatedly to enter the BIOS settings. Press "F11" 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 OMV, Proxmox, TrueNAS, unraid, 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?

A: Yes, it does. But you will need to create a bootable USB drive. 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 -10 ~ 75°C.

Q: Does it support adding a fan?

A: Yes. The top of the PC has 4 screw holes for fans, and it supports adding a USB 7015 size fan (Package included).

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 LAN port cannot be recognized, what should I do?

A: In previous after-sales cases, this issue has mostly been attributed to the drivers or the operating system itself. The problem can typically be resolved by reinstalling the latest network card drivers or by reinstalling the most recent version of the operating system.