

Pre-order Letter & FAQ

Model: U2

CWWK Official Store

Version 1.1 (2025.2)

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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 Samsung or Crucial memory (especially for the size 32GB and above).

After the first installation or replacement of memory, the system may take 7-10 minutes to recognize the memory before it can boot up normally.

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 product has undergone a power-on test before packaging and shipping, so the likelihood of hardware failure preventing it from powering on is very low. You can troubleshoot using the following methods.

1. Ensure the power adapter is connected properly.
2. Verify that the power supply specifications meet the motherboard's requirements.
3. Clean the memory modules and reseat them, or try different ones.
4. Clear the CMOS as per the motherboard manual.

Q: After connecting to the SATA 3.0 slot, the hard drive is not recognized.

A: Currently, this model only supports one mSATA SSD slot, and the SATA 3.0 and CF card slots are temporarily unavailable.

Q: No VGA Display After Startup.

A:

1. Check if the monitor is powered on.
2. Ensure the monitor cables are functioning properly.
3. Verify BIOS settings for LVDS/EDP as primary display.
4. Check if the display modules have the necessary drivers installed.

Q: BIOS Setup Unable to Save.

A:

1. Measure the CMOS battery voltage; if it's below 2.8V, replace the battery and reconfigure settings.
2. Reflash the BIOS with the same version.

Q: Unable to Enter System or Detect Hard Drive.

A:

1. Confirm that the hard drive power and data cables are connected properly.
2. Check for any damage to the hard drive.
3. Ensure the operating system is properly installed on the hard drive.
4. Verify that the hard drive is seated correctly.
5. Check if the motherboard supports the hard drive mode.

Q: Blue Screen or Freeze During System Boot

A:

1. Check for loose memory modules or external cards.
2. Remove newly installed hardware and uninstall recent drivers or software.
3. Try different memory modules.

Q: System Automatically Restarts

A:

1. Try different memory modules.
2. Remove all peripherals if they are being recognized as boot devices, and test with another monitor.

Q: Stuck on BIOS Screen During Boot

A:

1. Ensure the CPU cooling fan is functioning properly.
2. Check for loose memory modules or external cards.
3. Verify that the power supply can handle the power requirements; consider trying a different power supply.

Q: Unable to Detect USB Device.

A:

1. Check if the USB device requires separate power
2. Ensure USB ports are not experiencing connection issues
3. Verify that the USB controller is enabled in BIOS Setup

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

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

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

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