



Q: Does the laptop come with Windows 11 pre-installed?

A: Yes, the laptop comes with a lifetime license to Windows 11 Home pre-installed. You'll need to connect to the internet when setting up the laptop for the first time to activate it. If it's not activated automatically, Windows 11 can be activated through System Settings, after you've connected to the internet.

Q: Do I have to pay for activating Windows 11?

A: No, it's pre-installed with a lifetime license. Go to System Settings and click on "Activate Windows" to begin.

Q: What is the battery life?

A: The battery life is up to 6 hours with mixed usage of the laptop.

Q: Is the storage expandable and up to how much?

A: Yes, the storage is expandable up to 1TB SSD, it can be upgraded by an authorized service engineer only.

Q: Is the RAM expandable and up to how much?

A: No, RAM is not expandable

Q: How do I activate Windows?

A: Go to the Control Panel --> System and Security-->Systems and click on "Activate Windows". At the bottom right, click on "Troubleshoot" and Windows will be activated in 1-2 minutes.

Q: Can I activate Windows without the Internet?

A: If the Internet is not available, you can call Microsoft toll-free number - 18002002114 and get Windows activated via IVR.

Q: Do I need an activation key to activate Windows?

A: No, the activation key is embedded in BIOS and you only need to activate through System Settings.

Q: What happens to the Windows license if the system crashes?

A: The Windows license will be linked with the registered Windows account and it can be reactivated again in the event of a system crash.

Q: Is the processor or GPU upgradeable?

A: No, the processor and GPU are not upgradeable.

Q: What software does the laptop come preloaded with?

A: Microsoft Windows 11 Home Edition, Dolby Access app



Q: Does the laptop screen support touch and can it be flipped backwards?

A: No, the laptop screen is not a touchscreen. You can open the laptop only up to 130 degrees.

Q: Does the keyboard come with a backlight?

A: No, the keyboard does not come with a backlight.

Q: Does the laptop come with an Ethernet port for LAN connectivity?

A: No, the laptop has WiFi connectivity.

Q: Why is there a warranty-seal sticker at the bottom case of the laptop?

A: In case of warranty claims, the warranty-seal will help authorized service technicians to check if the bottom case of the laptop was opened or not.

Q: What is the adapter type? Is it possible to use a higher capacity adapter with this laptop?

A: The laptop comes with a 57W adapter with a pin type charging pin. It is recommended to use the company provided adaptor and battery only.

Q: Does the laptop come with a CD/DVD ROM drive?

A: No, this laptop does not have a CD/DVD ROM.

Q: Can users add an internal HDD in this laptop?

A: No, this laptop comes with an SSD storage slot only.

Q: Does the type-c port support charging?

A: Yes, the type-C port supports charging with a power delivery charger made for standard laptops. The included charger with the sales pack is not a type-c adapter.

Q: What is the SSD storage type?

A: The laptop SSD type is SATA. The connector is compatible with NVMe.

Q: Does the laptop come with pre-installed Microsoft Office?

A: No, the laptop does not come with Microsoft Office.

Q: What is the laptop's display specification?

A: The laptop has a 14-inch Full HD LED Backlit IPS display.

Q: What is the permissible amount of permanently bright or dark pixels for this display?

A: All laptop and monitor screens have millions of pixels. It is possible that even after full testing, there may be up to five permanently bright or dark pixels on the screen. However, these do not affect the laptop's performance.



Q: Why does Windows 11 require frequent updates?

A: Windows 11 is the latest version of Windows and it's important to install the updates for optimum performance.

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