

Pulcro.io

TurnKey Series



TurnKey One

User Manual

Manufacturer/Service Center Information

Pulcro.io, LLC

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Introduction

Welcome to Pulcro.io, where we turn innovative ideas into reality with our ready-to-use technology solutions. Our mission is to simplify technology for homes and businesses by providing powerful Mini PCs preloaded with software to take the hassle out of setup. Whether you're automating your smart home or streamlining your office, Pulcro.io offers compact, efficient devices designed to deliver seamless performance.

Thank you for choosing Pulcro.io - let's get started!

Before You Begin

Get to know your device and its contents! Enclosed in this box you should find:

12V DC Power Supply

Ethernet Cable

VESA Mounting Bracket (with Screws)

User Manual / Product Warranty



(#1) 2x HDMI2.1 supporting 4K@60Hz

(#3) Built-in WiFi & Bluetooth Antenna

(#5) 12V DC Power Input

(#7) 3.5mm Audio Out & Microphone Jack

(#9) 2x USB 3.0 Ports



(#2) 2x USB 2.0 Ports

(#4) Gigabit Ethernet Port

(#6) Reset Button

(#8) USB-C (Display Out) Port

(#10) Power Button



Before You Return Your Product

Please contact our support team first! Your product may be covered by our 3-year limited warranty, and we can assist with troubleshooting or provide a replacement if necessary. We're here to help and ensure you have the best experience with Pulcro.io. **Reach out to us at hello@pulcro.io for fast assistance!**

Setting Up Your Pulcro.io Mini PC

Follow these simple steps to set up your Pulcro.io Mini PC before powering it on. These simple instructions should take less than 2 minutes to complete.

1. **Connect Keyboard & Mouse:** Plug your keyboard and mouse into the available USB 2.0 ports (see #2). Keep your USB 3.0 ports free for devices that need faster transfer speeds.
2. **(Optional) Connect Ethernet:** If you prefer a wired connection, use the supplied Ethernet cable. Insert one end into the Ethernet port (see #4) on the back of the device, and the other end into your router, switch, or modem.
3. **Connect Monitor(s):** Insert your monitor's HDMI cable (not included) into the right-most HDMI port (see #1) and connect the other end to your primary monitor. For additional monitors, use the second HDMI port (see #1) or the USB-C Display Port (see #8).
4. **Power Supply:** Plug the supplied 12V DC power adapter into the Mini PC (see #5) and connect the other end to a 110V-240V surge-protected power outlet.
5. **Power On:** Press the power button (see #10) to turn on your Mini PC.

Mounting Your Mini PC To Your Monitor

Using the supplied VESA Mounting Kit (i.e. 1x bracket, 2x M2 silver screws, 2x M2 black screws), you can easily install your Mini PC to the back of your monitor. You will need a small PH1 screw-driver to complete the installation.

1. **Position the Device:** Turn the Mini PC upside down with the product label facing upwards.
2. **Attach the Bracket:** Secure the VESA bracket to the Mini PC using the two black screws. Insert them into the inner pre-drilled holes on the bottom of the device.
3. **Mount to Monitor:** Using the two silver screws, attach the Mini PC to your monitor's VESA mount (either 75mm or 100mm - depending on your monitor). Start by securing one side first, then connect any necessary cables before fully securing the final screw.



Performing a System Recovery

Your Pulcro.IO Mini PC includes a hidden recovery partition containing the necessary files to restore your device to factory settings. Depending on your situation, you can choose between two recovery options:

1. Offline Recovery – Use the preinstalled system recovery partition to reset your Mini PC to factory defaults. If this partition is corrupted or modified, the recovery may fail, and a full reimaging may be necessary. For assistance with a hard reinstall, please contact our Support team at hello@pulcro.io

2. Online Recovery – With an active internet connection, your system can download and reimagine itself with the most up-to-date software that originally shipped with your Mini PC. This recovery option may be limited by your internet speed and available system RAM. Please note: data charges may apply during this process - check with your ISP first.

Important: Backup Your Data!

Before beginning a system recovery, ensure you've backed up all important data. All personal data will be erased during the recovery process.

Since each operating system is configured differently, the steps to initiate the System Recovery may vary. Scan the QR code to visit our website's Recovery section, or go to <https://pulcro.io/recovery> and watch a step-by-step video on how to start the recovery process.



(Coming Soon)

To repurpose your Pulcro.io Mini PC with a different operating system, simply log into Pulcro MS at www.pulcro.io, register your device, and choose the operating system you'd like to switch to.

Taking Care of Your Pulcro.io Mini PC

Proper Use Guidelines:

Proper use guidelines for computers are essential to ensure that the warranty remains valid and the device operates effectively.

1. Environmental Conditions:

Operating Temperature: Use the computer within the recommended temperature range of between 10°C (50°F) and 35°C (95°F).

Humidity Levels: Avoid using the computer in excessively humid or dry conditions, keeping the humidity level between 20% and 80%.

Ventilation: Ensure that the computer has adequate airflow and is not obstructed by objects, which could cause overheating. Ensure it is used in a low-dust area.

2. Power Supply:

Use Proper Power Sources: Always use the recommended power adapter provided that is included with the Mini PC.

Surge Protection: Plug the computer into a surge protector to prevent damage from power spikes or surges.

Battery Care: If applicable to your system, follow guidelines for charging and discharging the battery to avoid overcharging or deep discharge, which could damage the battery. A battery is installed inside to keep track of your clock - and may need replacement from time to time.

3. Physical Handling:

Avoid Dropping or Bumping: Handle the computer with care to avoid physical damage, such as dropping or bumping it against hard surfaces.

Safe Transportation: Use a protective case or bag when transporting the computer to prevent damage from impacts or pressure.

Liquid Exposure: Keep liquids away from the computer to avoid spills that could damage internal components, its interfaces or the chassis.

4. Software and Security:

Use Approved Software: Install only software that is compatible and approved to avoid conflicts or system corruption.

Keep Software Updated: Regularly update the operating system and other software to ensure compatibility and security.

Avoid Unauthorized Modifications: Do not install unauthorized firmware or make modifications that could void the warranty.

5. Maintenance and Cleaning:

Regular Cleaning: Clean the computer regularly using a soft, lint-free cloth. Avoid using harsh chemicals or excessive moisture.

Keep Ports and Vents Clear: Ensure that ports and vents are free from dust and debris to prevent overheating or connectivity issues. Use a handheld vacuum to remove dust on the vents.

Storage Conditions: When not in use, store the computer in a cool, dry place to avoid damage from extreme environmental conditions.

6. External Devices and Accessories:

Use Approved Accessories: Use only accessories and peripherals recommended by to avoid compatibility issues or damage to your Mini PC.

Safely Connect and Disconnect Devices: Properly connect and disconnect external devices, such as USB drives or monitors, to prevent port damage.

7. Service and Repairs:

Authorized Service Centers: Have any repairs or servicing done only by authorized service centers to avoid voiding the warranty.

Avoid Opening the Computer: Do not open the computer case or tamper with internal components unless specifically instructed by Pulcro.io.

8. Backup and Data Protection:

Regular Backups: Regularly back up important data to prevent data loss in case of hardware failure.

Use Antivirus Software: Install and maintain up-to-date antivirus software to protect against malware that could damage the system.

9. Proper Usage:

Avoid Overloading the System: Do not overload the computer with excessive multitasking or running heavy applications beyond its specifications.

Shut Down Properly: Always shut down the computer properly through the operating system, rather than forcing a shutdown by holding the power button.



Product Warranty,
Return Policy and Legal Notices

Product Warranty, Return Policy and Legal Notices

Product Warranty:

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Pulcro.io, LLC Return Policy:

For any Product return, Customer agrees to follow and comply with the terms and process applicable according to Pulcro.io, LLC's return policy at www.pulcro.io/returnspolicy.

Note: Before a Customer returns the product to Pulcro.io, LLC, make sure to back-up any data on the hard drive(s) and on any other storage device in the product. Remove any and all confidential, proprietary, and personal information as well as removable media such as floppy disks, CDs, USB Memory storage, portable Memory Cards and PC Cards. Pulcro.io, LLC is not responsible for any confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media that may be included with a Customer's return.

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FCC Compliant (WiFi & Bluetooth)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important: This equipment has been tested (by the ODM) and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions or has been modified, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Relocate the device to a more suitable area.
- Increase the separation between the equipment.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

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