

TravelMate B311-32  
TravelMate Spin B311R-32/B311RN-32

# LIFECYCLE EXTENSION GUIDE

Self-Repair . . . . . 1-1  
Disassembly Procedures . . . . . 1-3  
Troubleshooting . . . . . 1-46  
FRU (Field Replaceable Unit) List . . . . . 1-47  
Software Update . . . . . 1-56  
Personal Data Removal . . . . . 1-57

# Self-Repair

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This chapter highlights the limited self-repair capabilities of the product.

Prior performing self-repair, familiarize yourself with the Safety Guidelines and Recommended Equipment sections first as described in the chapter "[Disassembly Procedures](#)".

Depending on model, the following key components are eligible for self-repair (if applicable);

- Battery pack
- HDD / SSD module
- DIMM module(s)
- WLAN module
- LTE module

If a particular key component is listed and thus would be eligible for self-repair, but is not described in the "[Disassembly Procedures](#)" section, then this component is either not present on the respective model, or it is present but embedded on the motherboard and therefore not eligible for self-repair.

⇒ **NOTE:**

Do not attempt to replace other components than those listed above.

⇒ **NOTE:**

For replacement parts, always use only Acer certified components in order to safeguard quality, optimum system performance, stability and reliability of the product.

⇒ **NOTE:**

Any damage to the product that occur during self-repair, or which has occurred as a result of a careless or unsuccessful self-repair attempt, is not covered by the standard product warranty.

## Disassembly Procedures

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Please refer to the chapter "[Disassembly Procedures](#)" for step by step disassembly instructions.

# System BIOS & Driver Updates

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Visit <http://www.acer.com/support> to discover the available system BIOS and Drivers for this product. After selecting the desired country/language, either enter the model name or product serial number, or select the product from the list of suggested models in order to get access to product-specific software and documentation.

## To update the system BIOS:

- Download the desired system BIOS version from the website
- Unzip the downloaded file to your computer
- Double-click the extracted file in order to initiate the update process
- The update process itself is fully automated and its progress is visualized by means of a progress indicator
- A visual notification is shown when the update is complete

### ⇒ **NOTE:**





Upgrading the system BIOS incorrectly, or intermittence of the system BIOS update process could harm the product.

### ⇒ **NOTE:**

System BIOS upgrades or downgrades, if not performed by an Acer Service Center or authorized Service Partner, are at own risk.

## To update Drivers:

Run Windows Update in order to get the latest drivers from Acer:

- Select the Start  button
- Go to **Settings**  > **Update & Security**  > **Windows Update** 
- Available Drivers will automatically be listed on the screen. Press **Download** to start the download of the respective driver
- Installation of the driver will start automatically once the download is completed

# Software Recovery

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This product has embedded software recovery tools which can be used to either perform a partial or full software recovery, but also to create a Factory Default recovery media.

For more information about the software recovery options, how to perform a software recovery or creating a Factory Default recovery media, please refer to the chapter "Recovery" which is available in the User Manual of the product.

### ⇒ **NOTE:**

In the event of not being able to create a Factory Default recovery media, it is possible to obtain a copy of the recovery media through Acer Customer Service (<http://www.acer.com/support>)

This is not a free of charge service.

# Disassembly Procedures

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## Safety Guidelines

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This chapter contains step by step procedures on how to remove and de-install components from the computer. Use the following safety guidelines to ensure your personal safety. Each procedure included in this chapter assumes that you are preparing your computer for recycling and disposal. **By performing any of these procedures you acknowledge that any remaining warranty applicable to your computer will be voided. Before you start any of the procedures in this chapter, make sure to read the following safety guidelines and the respective instructions within the chapter.**

### CAUTION!

- Turn off your computer and disconnect all power sources before opening the computer cover or panels.
- To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface at the same time as touching a connector on the back of the computer.
- Take off any metal objects on your arms or fingers such as bracelets, rings or watches and make sure your hands are completely dry. Even if your unit is unplugged, there may still be some remaining electric charge.
- If a component does not come out easily, do not forcefully remove it. Instead, check that you are removing it correctly and that no wires or other parts are in the way.
- When you disconnect a cable, pull on its connector or on its pull-tab, not on the cable itself. Some cables have connectors with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable.

## Recommended Equipment

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The following equipment are recommended to do the following maintenance procedures:

- Wrist grounding strap and conductive mat
- Philips screwdriver
- Plastic tweezers
- Flat plastic pry

# WEEE Annex VII Component

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These components are classified as requiring selective treatment:

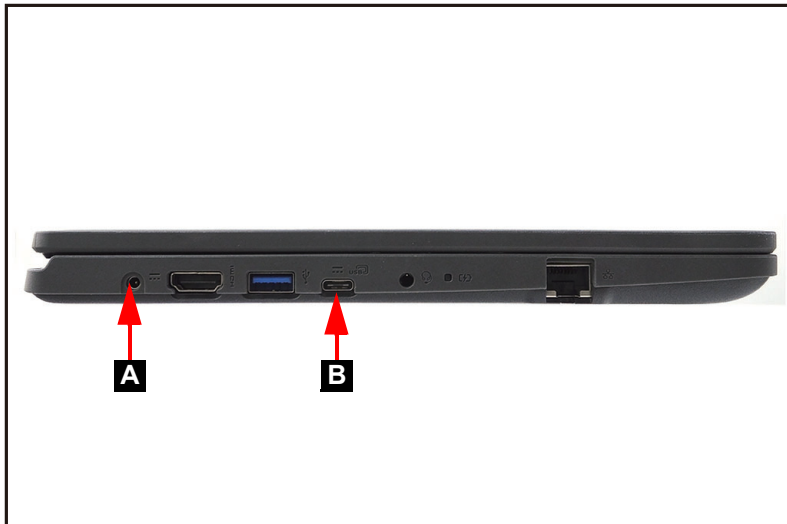
- Battery
- Power board
- Touchpad module
- SSD module (B311R-32/B311RN-32)
- WLAN module
- LTE module (B311R-32/B311RN-32)
- USB board
- Mainboard
- LCD panel

# Pre-disassembly Instructions

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Do the following prior to starting any maintenance procedures:

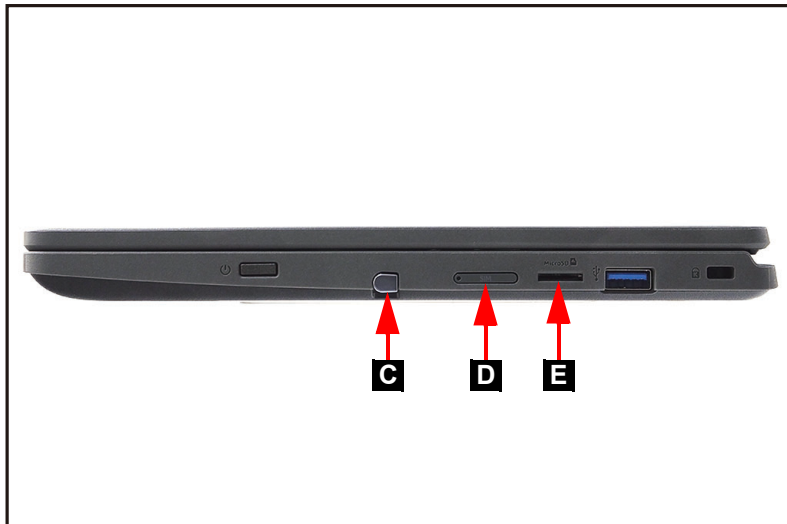
1. Place the system on a stable work surface.
2. Remove the power adapter from the DC-in jack (A) or from the USB-C port (B) as shown in [Figure 1-1](#).
3. Remove all cables from system.



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**Figure 1-1. AC Adapter Outlet**

4. Remove the stylus (C) (B311R-32/B311RN-32 model only) as shown in [Figure 1-2](#).
5. Remove the SIM card (B311R-32/B311RN-32 model only) from the SIM tray (D) as shown in [Figure 1-2](#).
6. Remove the microSD card from the SD card slot (E) as shown in [Figure 1-2](#).



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**Figure 1-2. Stylus, SIM Card, and SD Card Removal**

**⇒ NOTE:**

Make sure the system is completely powered off.



# Base Cover Removal

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1. Remove thirteen (13) screws from the base cover (Figure 1-3).



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**Figure 1-3. Base Cover Removal**

2. Carefully pry up the base cover starting from the left side and then continue releasing the latches on the bottom side (Figure 1-4).



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**Figure 1-4. Base Cover Removal**

3. Grasp and remove the base cover from the system (Figure 1-5).



**Figure 1-5. Base Cover Removal**

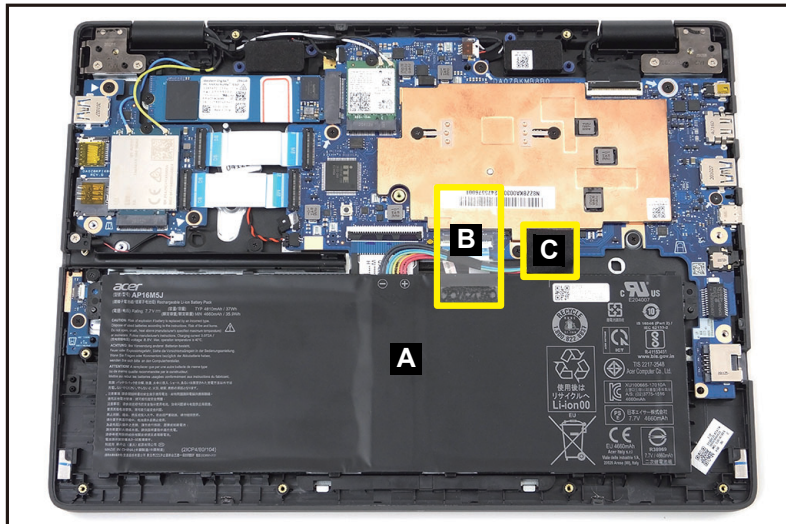
# Battery Removal

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## Prerequisite:

### Base Cover Removal

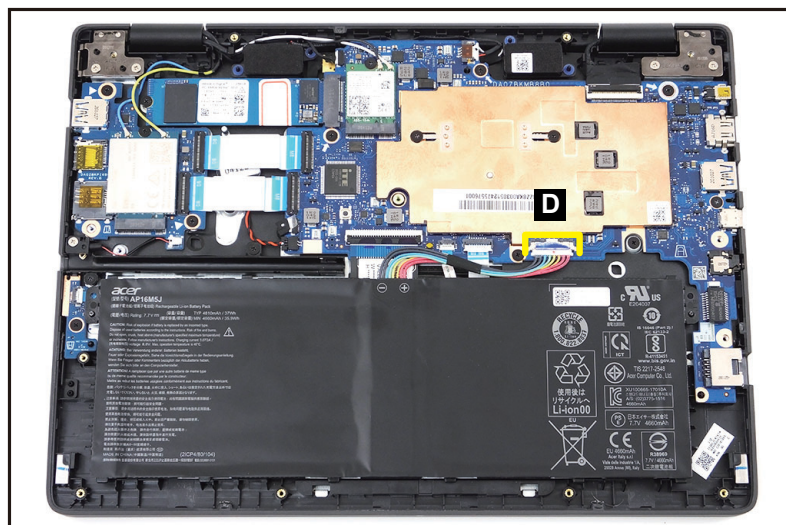
1. Find the battery pack (A) on the top assembly (Figure 1-6).
2. Detach the insulator mylar (B) and acetate tape (C) securing from the battery cable and connector (Figure 1-6).



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Figure 1-6. Battery Pack Removal

3. Disconnect the battery cable (D) from the mainboard connector (Figure 1-7).



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Figure 1-7. Battery Pack Removal

4. Lift to release the battery pack from the guide pins (E). Then remove the battery pack from the top assembly (Figure 1-8).

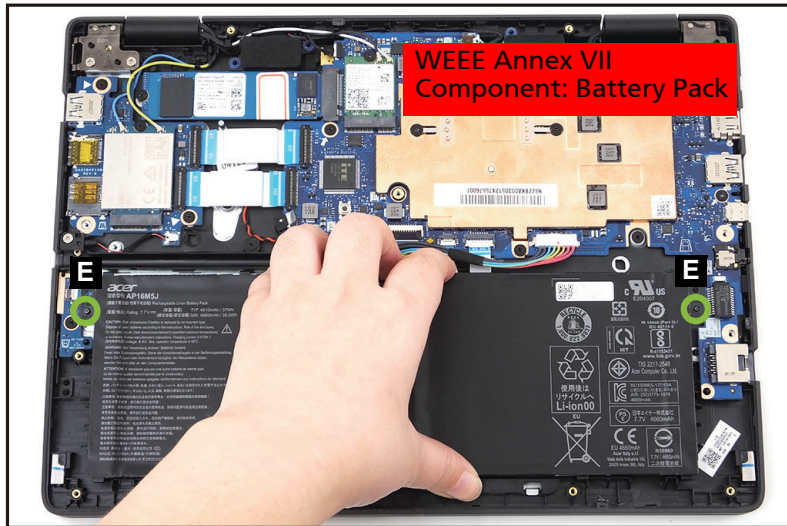


Figure 1-8. Battery Pack Removal

- + **IMPORTANT:** Follow local regulations for battery disposal.

# Power Board Removal

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## Prerequisite:

### Battery Removal

1. Release the latch and disconnect the keyboard FPC (A) from the mainboard connector (Figure 1-9).



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**Figure 1-9. Power Board Removal**

2. Release the latch and disconnect the power board FFC from the board connector (B) (Figure 1-10).
3. Release the latch and disconnect the power board FFC from the mainboard connector (C) (Figure 1-10).
4. Detach the portion (D) of the power board FFC from the top assembly and remove (Figure 1-10).

5. Remove one (1) screw from the power board (Figure 1-10).

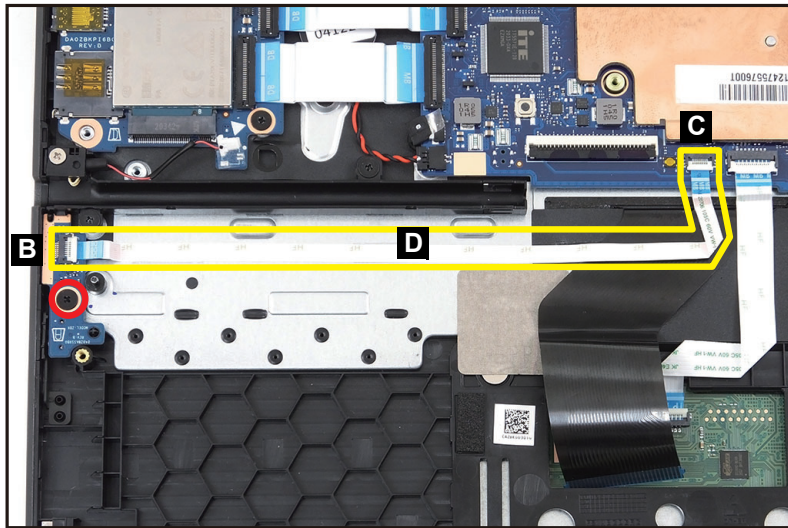


Figure 1-10. Power Board Removal

6. Release the left side of the power board from the guide pin (C) and slide to release the power board from the tab (D). Then remove the power board from the system (Figure 1-11).

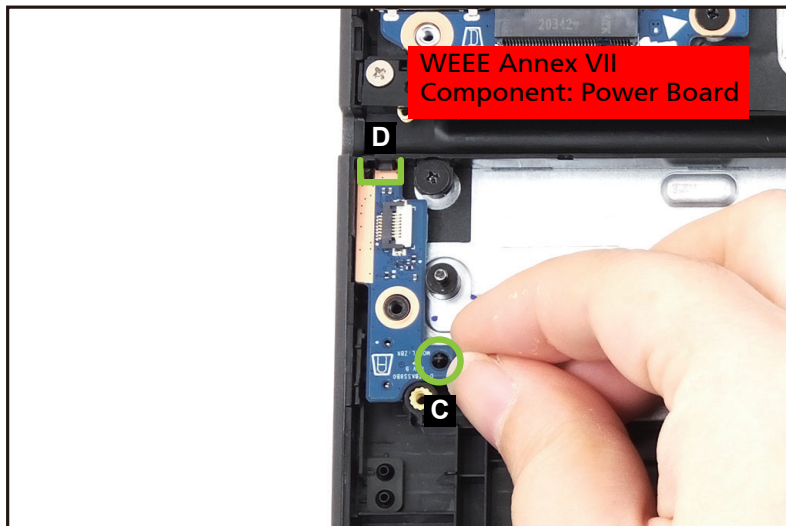


Figure 1-11. Power Board Removal

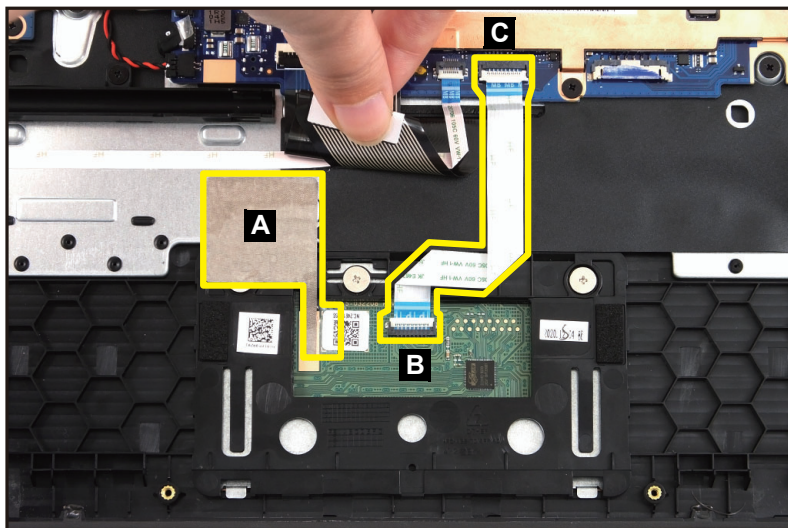
# Touchpad Module Removal

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## Prerequisite:

### Battery Removal

1. Detach the conductive fabric (A) from the touchpad and top assembly (Figure 1-12).
2. Release the latch and disconnect the touchpad FFC from the board connector (B) (Figure 1-12).
3. Release the latch and disconnect the touchpad FFC from the mainboard connector (C) (Figure 1-12).
4. Carefully detach the touchpad FFC from the top assembly and remove from the system (Figure 1-12).



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Figure 1-12. Touchpad Module Removal

5. Remove three (3) screws securing the touchpad module in place (Figure 1-13).

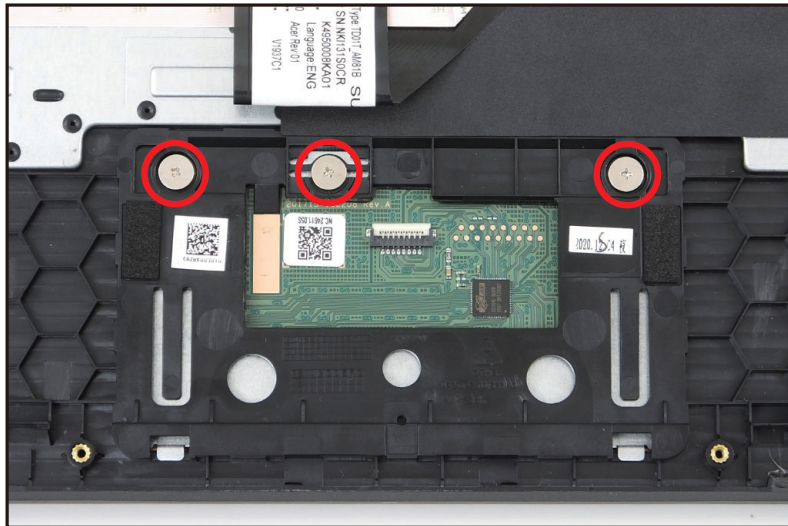


Figure 1-13. Touchpad Module Removal

6. Using the screwdriver, push the guide pins (D) firmly to release them from the top assembly (Figure 1-14).
7. Slide the touchpad module slightly to disengage it from the bottom latches (E), and then remove the touchpad module (F) from the top assembly (Figure 1-14).

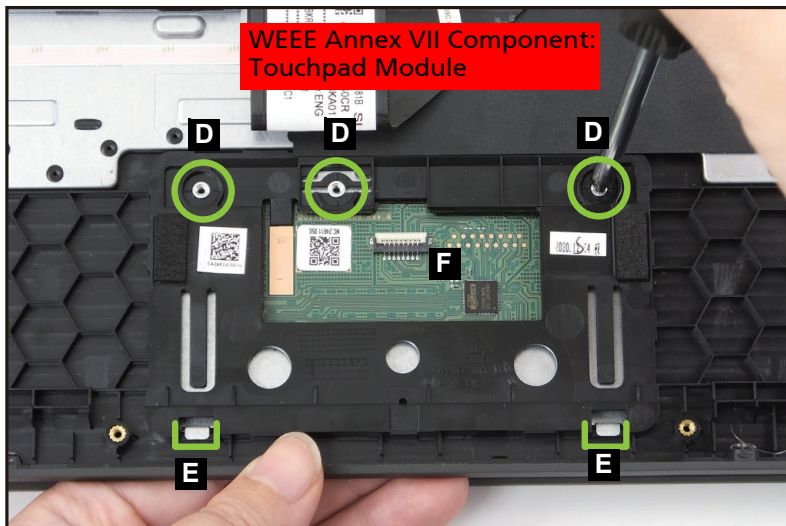


Figure 1-14. Touchpad Module Removal



# SSD (Solid State Drive) Module Removal (B311R-32/B311RN-32)

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## Prerequisite:

### Battery Removal

1. Remove one (1) screw from the SSD module (Figure 1-15).

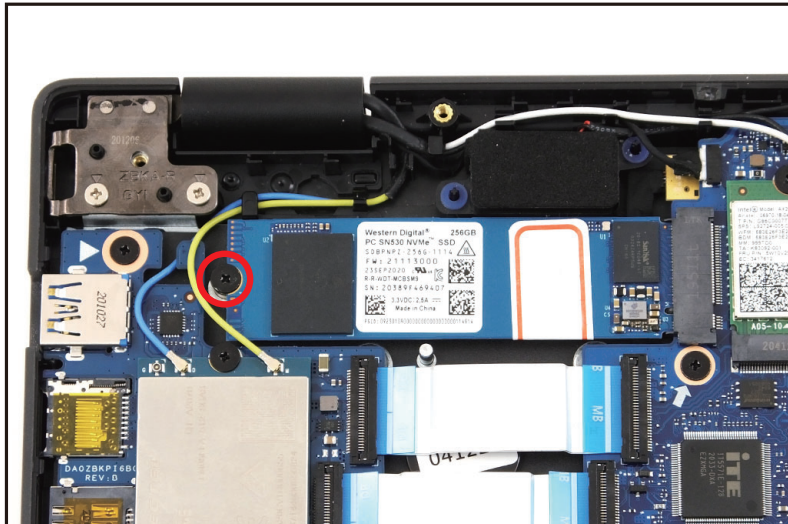


Figure 1-15. SSD Module Removal

2. Disconnect the SSD module from the mainboard connector (A) (Figure 1-16).

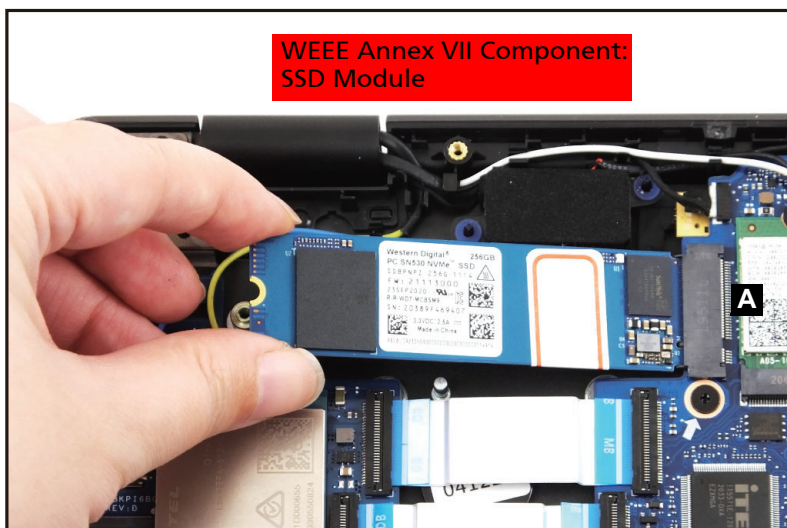


Figure 1-16. SSD Module Removal

# WLAN Module Removal

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## Prerequisite:

### Battery Removal

1. Disconnect the WLAN antennas cables from the WLAN module connectors (A) (Figure 1-17).
2. Remove one (1) screw securing the WLAN module in place (Figure 1-17).

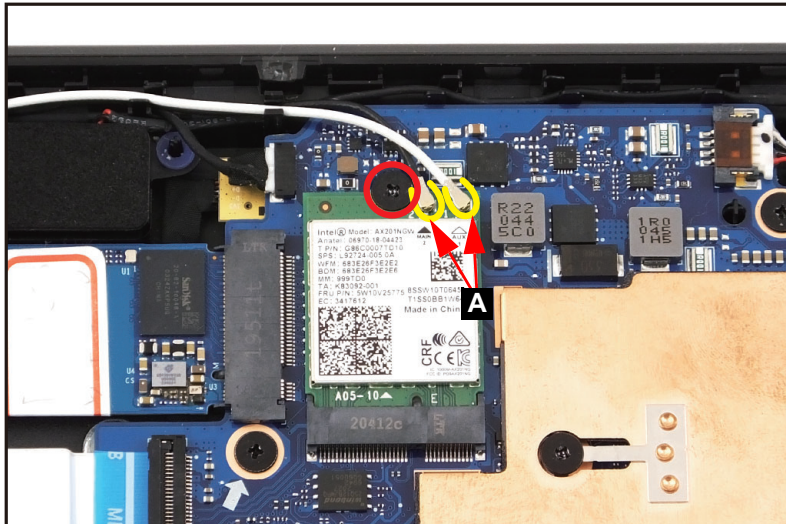


Figure 1-17. WLAN Module Removal

3. Disconnect the WLAN module from the mainboard connector (B) and remove from the system (Figure 1-18).

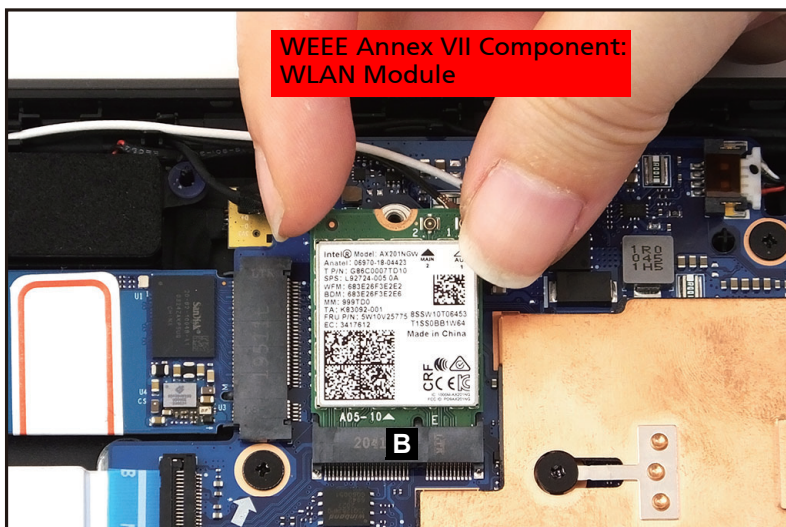


Figure 1-18. WLAN Module Removal

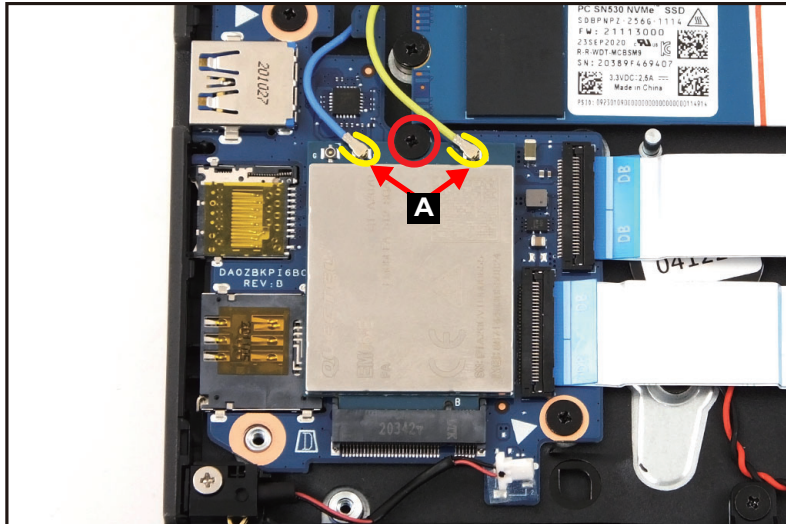
# LTE Module Removal (B311R-32/B311RN-32)

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## Prerequisite:

### Battery Removal

1. Disconnect the LTE antenna cables from the LTE module connectors (A) (Figure 1-19).
2. Remove one (1) screw securing the LTE module in place (Figure 1-19).



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Figure 1-19. LTE Module Removal

3. Disconnect the LTE module from the USB board connector (B) and remove (Figure 1-20).

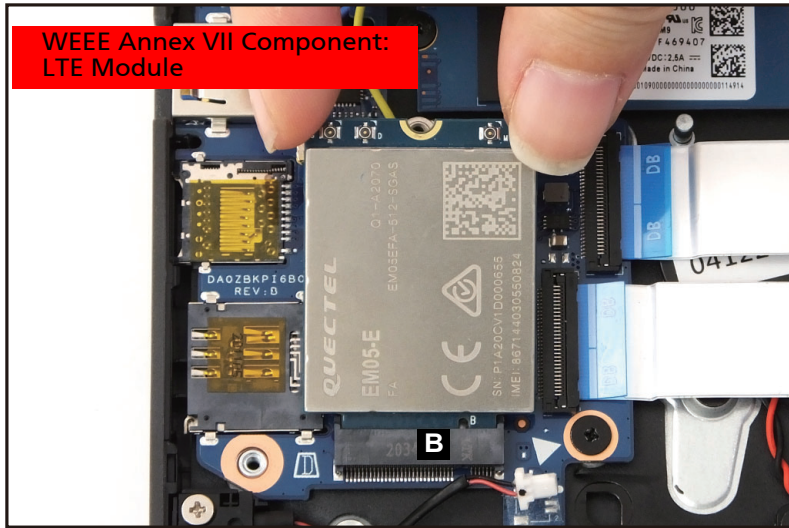


Figure 1-20. LTE Module Removal

## USB Board Removal (B311-32)

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### Prerequisite:

#### Battery Removal

1. Release the latches and disconnect the USB board FFC from the mainboard connector (A) and the USB board connector (B). Then remove the USB board FFC (Figure 1-21).
2. Remove one (1) screw securing the USB board in place (Figure 1-21).

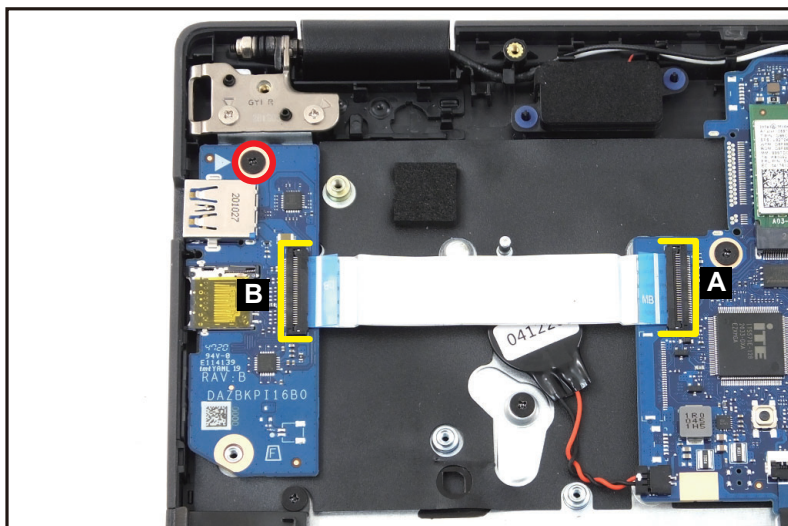


Figure 1-21. USB Board Removal

3. Release the USB board from the screw sleeves (C) and remove from the top assembly (Figure 1-22).

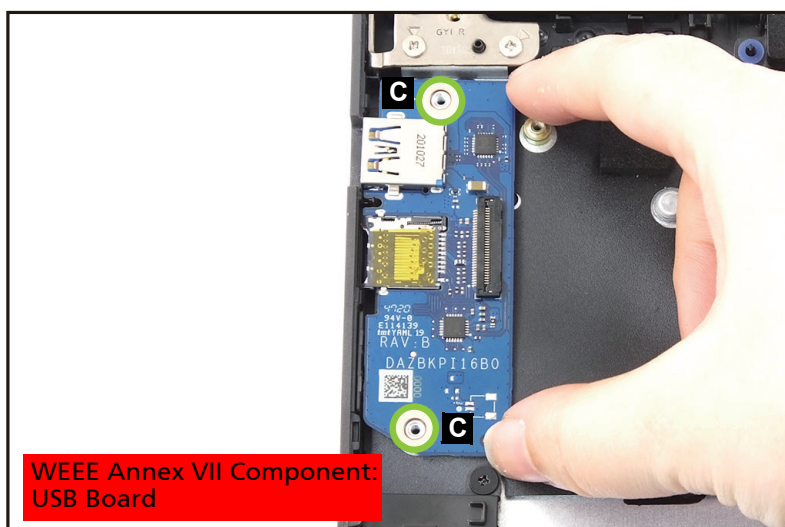


Figure 1-22. USB Board Removal

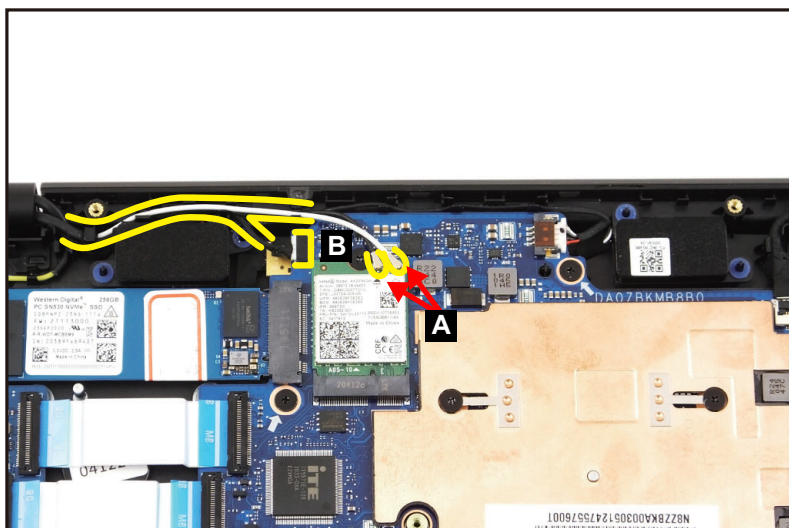
## LCD Module Removal (B311R-32/B311RN-32)

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### Prerequisite:

#### Battery Removal

1. Disconnect the WLAN antenna cables from the WLAN module connectors (A) (Figure 1-23).
2. Disconnect the sensor board cable from the mainboard connector (B) (Figure 1-23).
3. Unroute the WLAN antenna cables and the sensor board cable from the guides on the top assembly (Figure 1-23).



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Figure 1-23. LCD Module Removal

4. Disconnect the LTE module antenna cables from the LTE module connectors (C) and unroute from the guides on the top assembly (Figure 1-24).

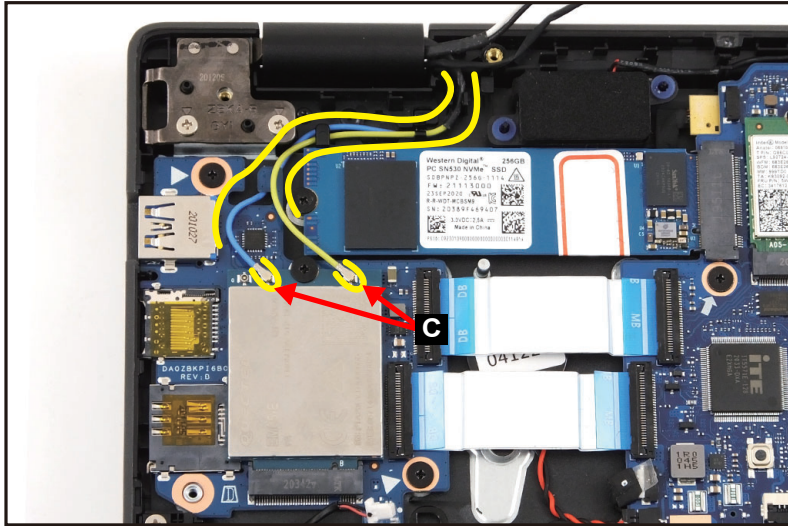


Figure 1-24. LCD Module Removal

5. Disconnect the eDP cable from the mainboard connector (D) and unroute from the top assembly (Figure 1-25).

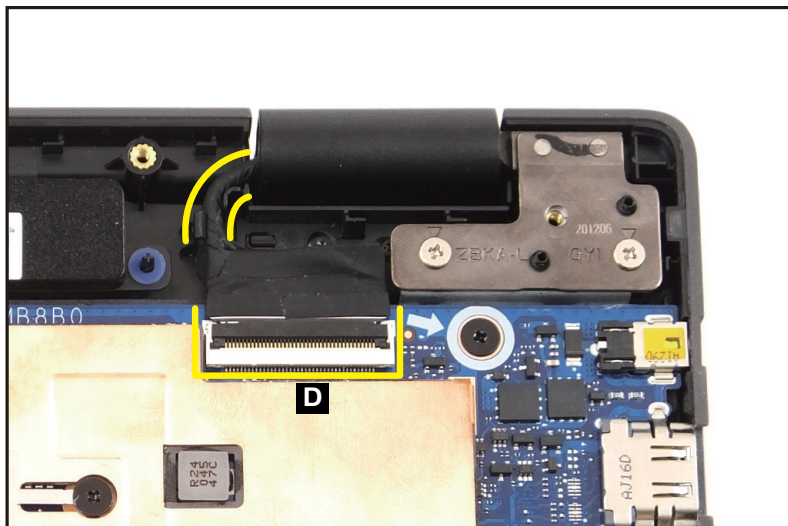
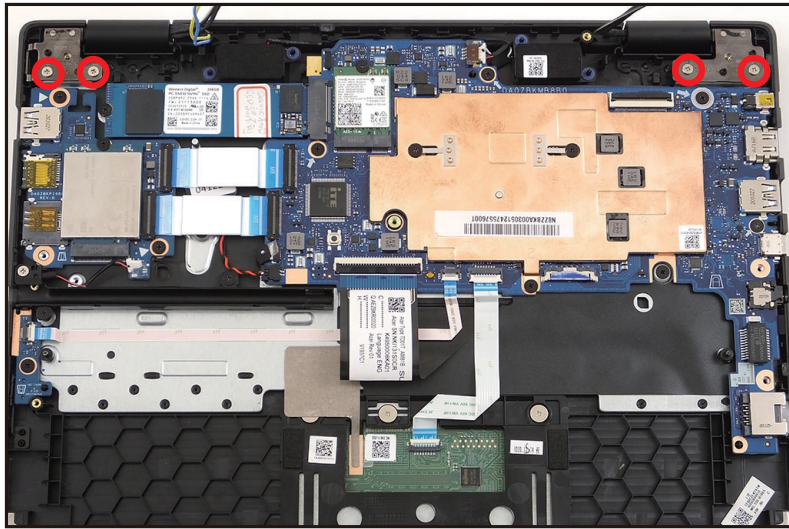


Figure 1-25. LCD Module Removal

6. Remove four (4) screws securing the LCD module in place (Figure 1-26).



**Figure 1-26. LCD Module Removal**

7. Place the device on a flat surface, top assembly facing up (Figure 1-27).
8. Lift the top assembly until it is fully open (Figure 1-27).



**Figure 1-27. LCD Module Removal**



9. Pull the top assembly away from the LCD module to the direction of the arrow as illustrated on [Figure 1-28](#).



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**Figure 1-28. LCD Module Removal**

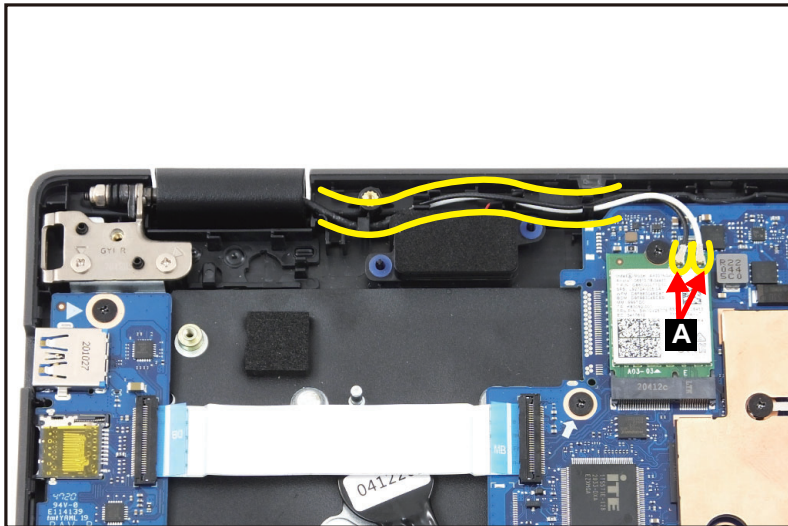
## LCD Module Removal (B311-32)

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### Prerequisite:

#### Battery Removal

1. Disconnect the WLAN antenna cables from the WLAN module connectors (A) (Figure 1-29).
2. Unroute the WLAN antenna cables from the guides on the top assembly (Figure 1-29).



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Figure 1-29. LCD Module Removal

3. Disconnect the eDP cable from the mainboard connector (B) and unrout from the top assembly (Figure 1-30).

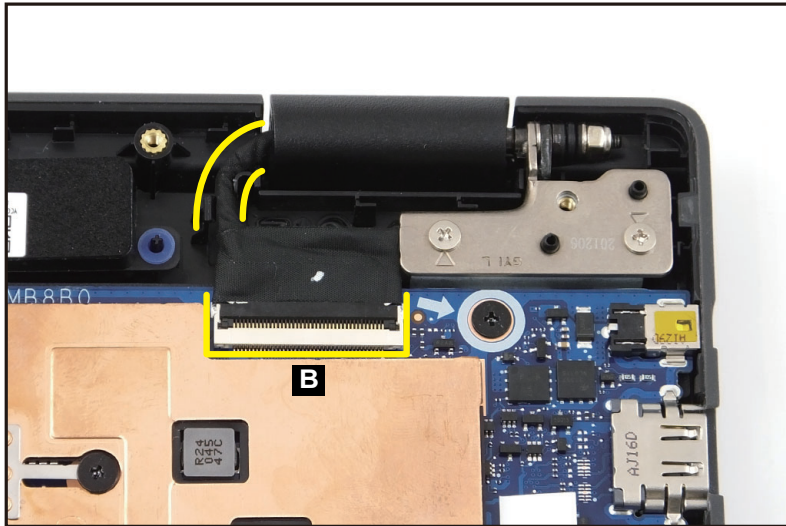


Figure 1-30. LCD Module Removal

4. Remove four (4) screws securing the LCD module in place (Figure 1-31).

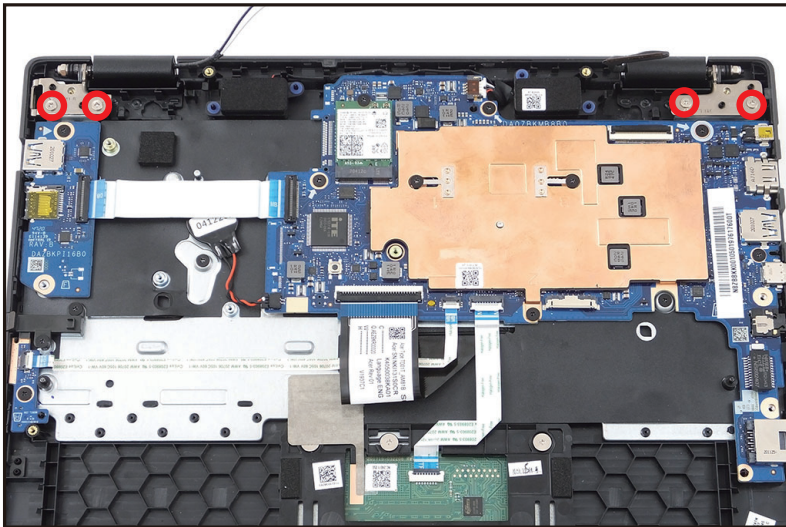


Figure 1-31. LCD Module Removal

5. Place the device on a flat surface, top assembly facing up (Figure 1-32).
6. Lift the top assembly until it is fully open (Figure 1-32).



**Figure 1-32. LCD Module Removal**

7. Pull the top assembly away from the LCD module to the direction of the arrow as illustrated on Figure 1-33.



**Figure 1-33. LCD Module Removal**

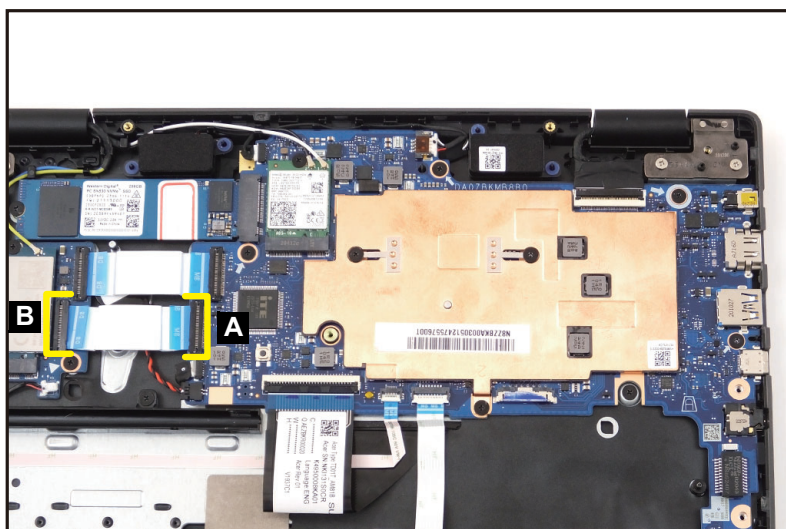
# Keyboard Removal

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## Prerequisite:

### Battery Removal

1. Release the latches and disconnect the USB board FFC from the mainboard connector (A) and USB board connector (B) (Figure 1-34).



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**Figure 1-34. Keyboard Removal**

2. Release the latch and disconnect the keyboard FPC from the mainboard connector (C) (Figure 1-35).
3. Release the latch and disconnect the hall sensor board FFC from the mainboard connector (D) (Figure 1-35).
4. Release the latch and disconnect the touchpad FFC from the mainboard connector (E) (Figure 1-35).

5. Remove two (2) screws securing the keyboard in place (Figure 1-35).

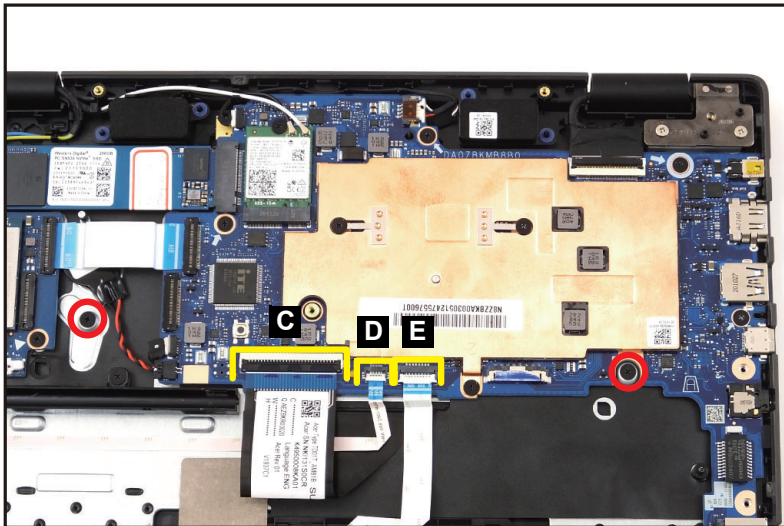


Figure 1-35. Keyboard Removal

6. Hold the keyboard FPC (F) on the side away from the keyboard (Figure 1-36).

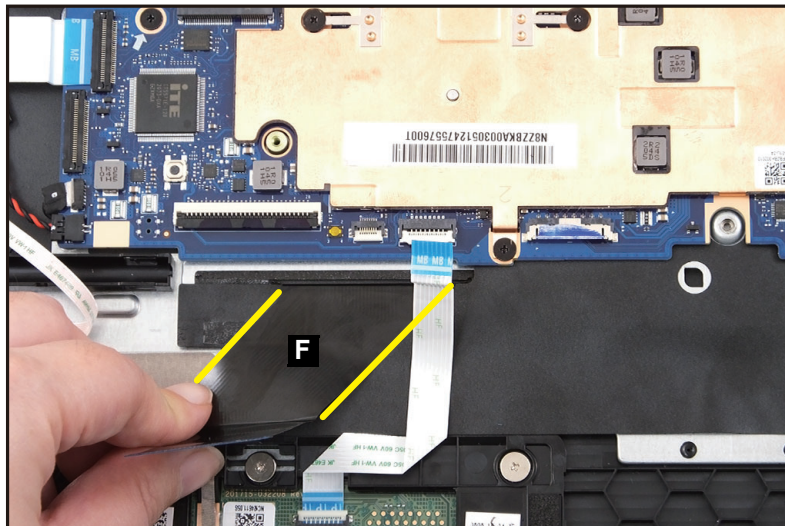
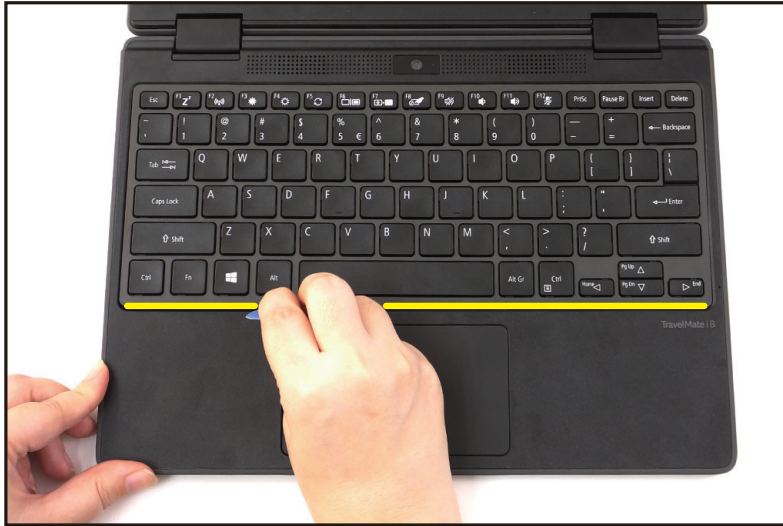


Figure 1-36. Keyboard Removal

7. Place the top assembly on the surface keyboard side facing up (Figure 1-37).
8. Release the keyboard bottom side latches from the top assembly (Figure 1-37).



**Figure 1-37. Keyboard Removal**

9. Carefully lift the bottom of the keyboard to release it from the top assembly (Figure 1-38). DO NOT remove yet!
10. Unroute the keyboard FPC from the opening (G) on the keyboard compartment. Then remove the keyboard (H) (Figure 1-38).



**Figure 1-38. Keyboard Removal**

## Mainboard Removal (B311R-32/B311RN-32)

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### Prerequisite:

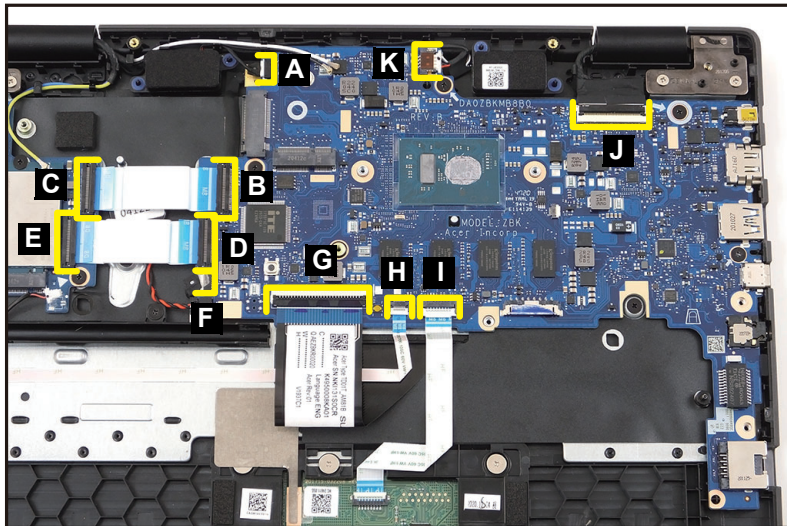
Ensure that the **SSD (Solid State Drive)**, **WLAN Module**, and **Heatsink** have been disassembled prior removing the mainboard.

1. Disconnect the sensor board cable from the mainboard connector (A) ([Figure 1-39](#)).
2. Release the latch and disconnect the USB board FFC (closer to the SSD connector) from the mainboard connector (B) ([Figure 1-39](#)).
3. Release the latch and disconnect the USB board FFC (upper connector) from the USB board connector (C) ([Figure 1-39](#)).
4. Release the latch and disconnect the USB board FFC (closer to the rear camera connector) from the mainboard connector (D) ([Figure 1-39](#)).
5. Release the latch and disconnect the USB board FFC (lower connector) from the USB board connector (E) ([Figure 1-39](#)).
6. Disconnect the rear camera cable from the mainboard connector (F) ([Figure 1-39](#)).
7. Release the latch and disconnect the keyboard FPC from the mainboard connector (G) ([Figure 1-39](#)).
8. Release the latch and disconnect the hall sensor FFC from the mainboard connector (H) ([Figure 1-39](#)).
9. Release the latch and disconnect the touchpad FFC from the mainboard connector (I) ([Figure 1-39](#)).
10. Release the latch and disconnect the eDP cable from the mainboard connector (J) ([Figure 1-39](#)).
11. Disconnect the speaker cable from the mainboard connector (K) ([Figure 1-39](#)).



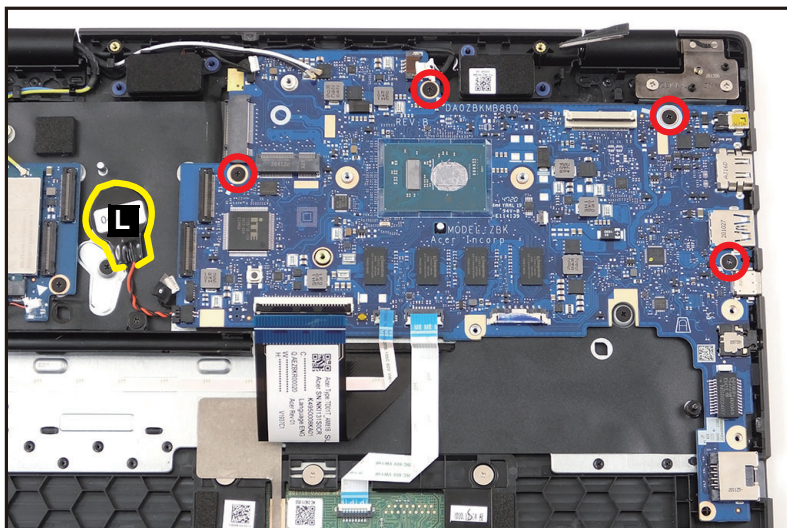
**⚠ CAUTION:**

Make sure all cables, FFCs, and FPC are disconnected from the connectors on the mainboard to avoid damage during removal.



**Figure 1-39. Mainboard Removal**

12. Remove four (4) screws securing the mainboard in place (Figure 1-40).
13. Detach the RTC battery (L) from its slot on the top assembly (Figure 1-40).



**Figure 1-40. Mainboard Removal**

14. Release the mainboard from the guide pins (M) on the top assembly. Then remove the mainboard (Figure 1-41).

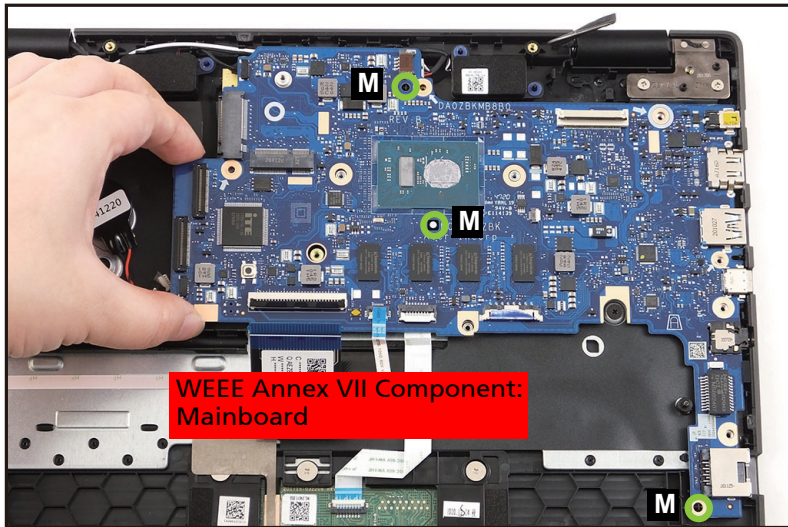


Figure 1-41. Mainboard Removal

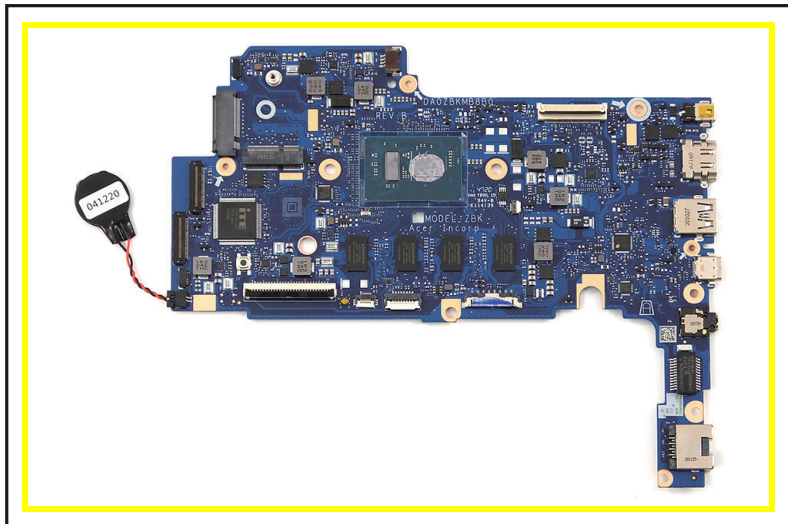


Figure 1-42. Mainboard

+ **IMPORTANT:**

Circuit boards >10 cm<sup>2</sup> have been highlighted with a yellow rectangle as shown in Figure 1-42. Remove the circuit board and follow local regulations for disposal.

## Mainboard Removal (B311-32)

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### Prerequisite:

Ensure that the **WLAN Module** and **Heatsink** have been disassembled prior removing the mainboard.

1. Release the latch and disconnect the USB board FFC from the mainboard connector (A) (Figure 1-43).
2. Release the latch and disconnect the USB board FFC from the USB board connector (B) (Figure 1-43).
3. Release the latch and disconnect the keyboard FPC from the mainboard connector (C) (Figure 1-43).
4. Release the latch and disconnect the hall sensor FFC from the mainboard connector (D) (Figure 1-43).
5. Release the latch and disconnect the touchpad FFC from the mainboard connector (E) (Figure 1-43).
6. Release the latch and disconnect the eDP cable from the mainboard connector (F) (Figure 1-43).
7. Disconnect the speaker cable from the mainboard connector (G) (Figure 1-43).

### ⚠ CAUTION:

Make sure all cables, FFCs, and FPC are disconnected from the connectors on the mainboard to avoid damage during removal.

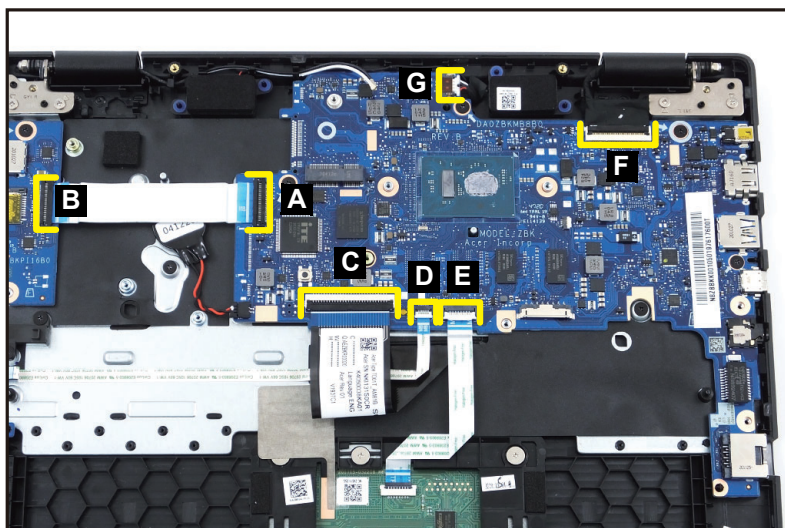
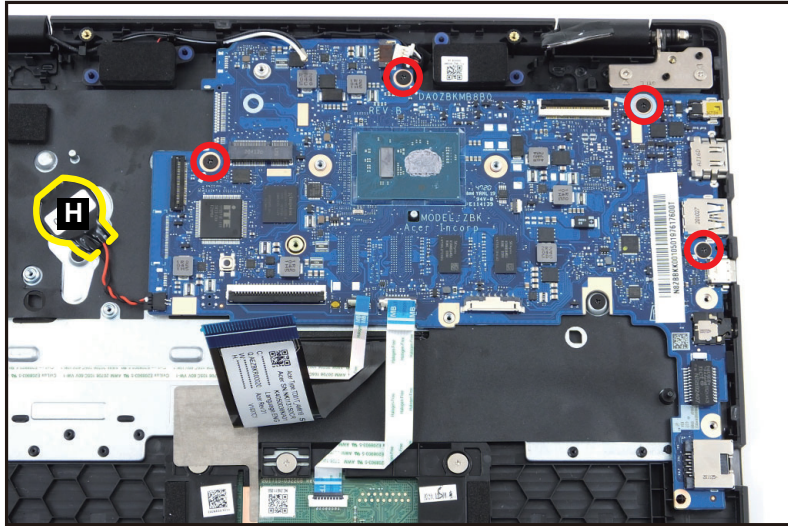


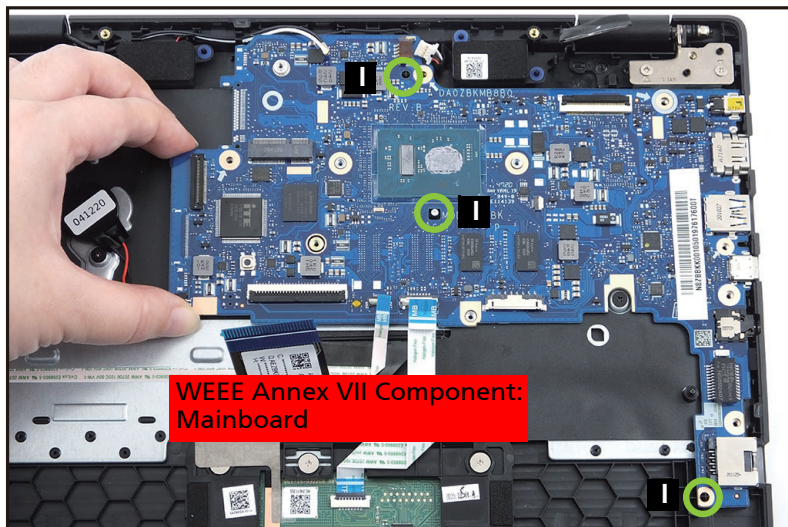
Figure 1-43. Mainboard Removal

8. Remove four (4) screws securing the mainboard in place (Figure 1-44).
9. Detach the RTC battery (H) from its slot on the top assembly (Figure 1-44).



**Figure 1-44. Mainboard Removal**

10. Release the mainboard from the guide pins (I) on the top assembly. Then remove the mainboard (Figure 1-45).



**Figure 1-45. Mainboard Removal**

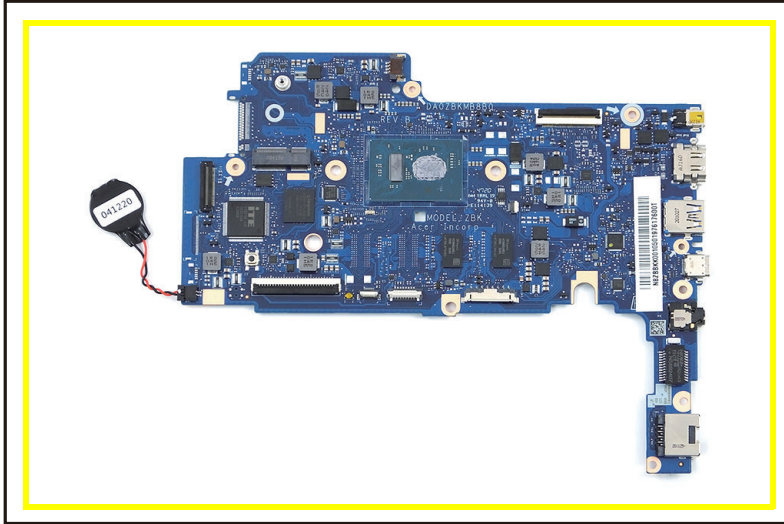


Figure 1-46. Mainboard

+ **IMPORTANT:**

Circuit boards >10 cm<sup>2</sup> have been highlighted with a yellow rectangle as shown in [Figure 1-46](#). Remove the circuit board and follow local regulations for disposal.

## USB Board Removal (B311R-32/B311RN-32)

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### Prerequisite:

#### [LTE Module Removal \(B311R-32/B311RN-32\)](#)

1. Disconnect the DC-in cable from the mainboard connector (A) ([Figure 1-47](#)).
2. Unroute the LTE antenna cables (B) from the cable guides on the top assembly ([Figure 1-47](#)).
3. Release the latches and disconnect the USB board FFC (closer to the SSD module) from the mainboard connector (C) and the USB board connector (D). Then remove the USB board FFC ([Figure 1-47](#)).
4. Release the latches and disconnect the other USB board FFC from the mainboard connector (E) and USB board connector (F). Then remove the USB board FFC ([Figure 1-47](#)).
5. Remove one (1) screw securing the USB board in place ([Figure 1-47](#)).

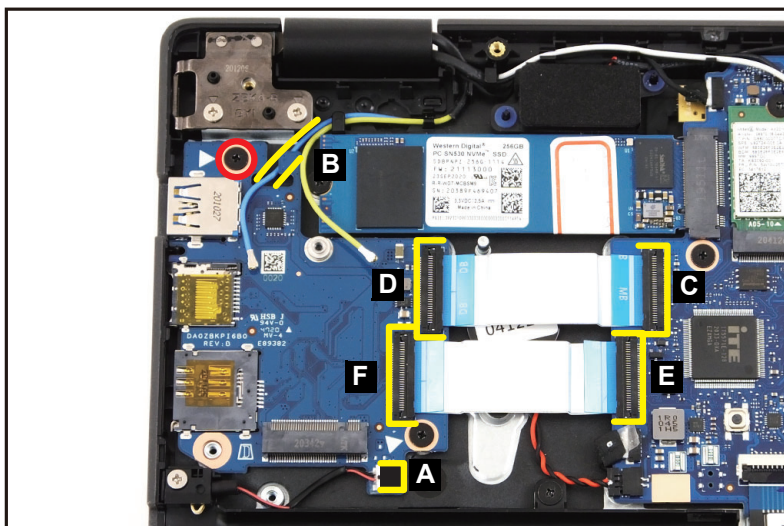


Figure 1-47. USB Board Removal

6. Release the USB board from the screw sleeves (G) and remove from the top assembly (Figure 1-48).

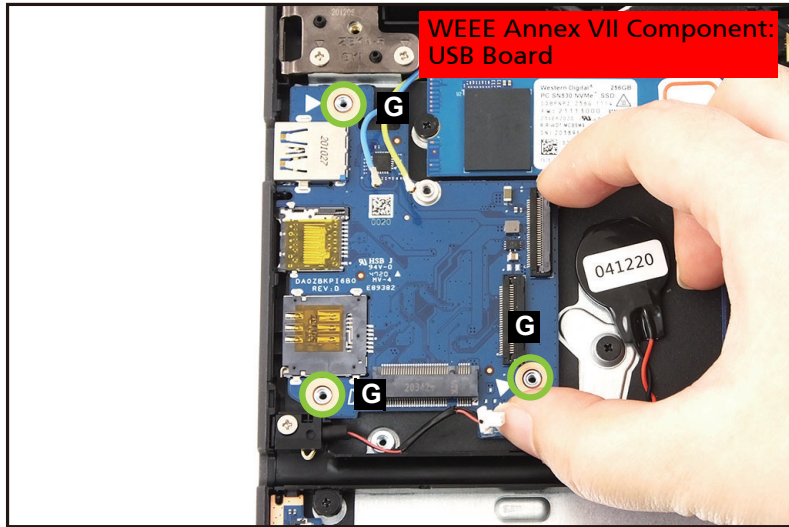


Figure 1-48. USB Board Removal

## LCD Bezel Removal (B311-32)

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### Prerequisite:

[LCD Module Removal \(B311-32\)](#)

1. Pry the LCD bezel from the upper side to release the latches ([Figure 1-49](#)).



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**Figure 1-49. LCD Bezel Removal**

2. Continue along the right side of the bezel ([Figure 1-50](#)).



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**Figure 1-50. LCD Bezel Removal**



3. Pry the LCD bezel from the right side to release latches (Figure 1-51).



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**Figure 1-51. LCD Bezel Removal**

4. Continue along the bottom side of the bezel until all the latches have been released and then remove the LCD bezel (Figure 1-52).



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**Figure 1-52. LCD Bezel Removal**

## LCD Panel Removal (B311R-32/B311RN-32)

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### Prerequisite:

[LCD Module Removal \(B311R-32/B311RN-32\)](#)

1. Starting from the upper edge, pry the LCD cover to release latches. Then continue to release the left and right side latches ([Figure 1-53](#)).



---

**Figure 1-53. LCD Panel Removal**

2. Continue to release the bottom latches ([Figure 1-54](#)).



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**Figure 1-54. LCD Panel Removal**

3. Release the eDP cable from the left hinge cap. Then remove the LCD panel (A) (Figure 1-55).

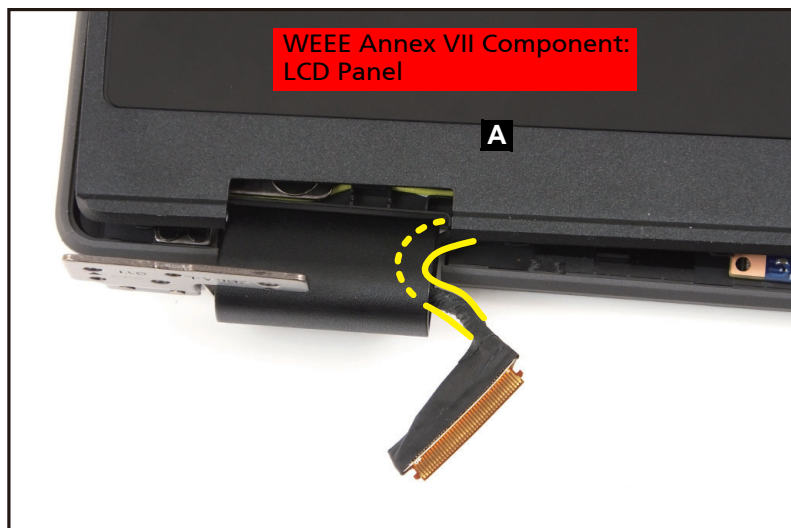


Figure 1-55. LCD Panel Removal

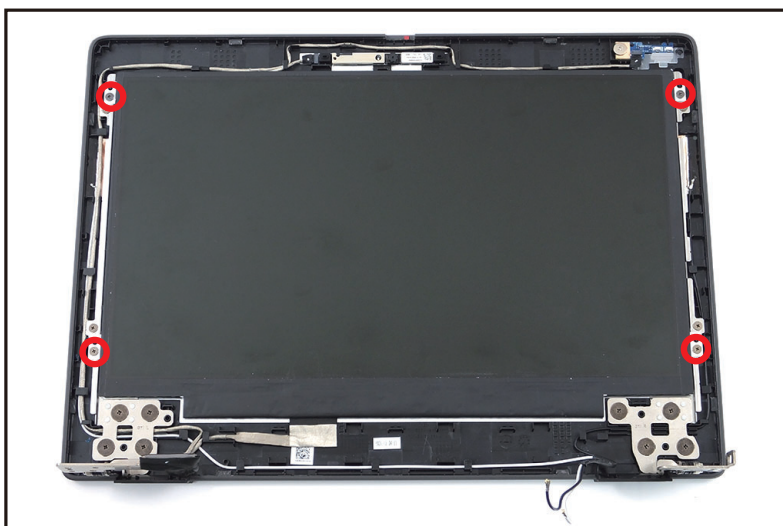
## LCD Panel Removal (B311-32)

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### Prerequisite:

[LCD Module Removal \(B311-32\)](#)

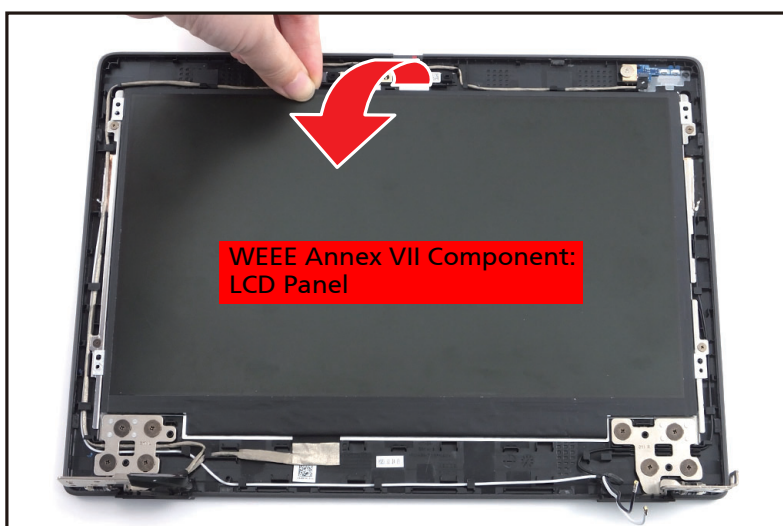
1. Remove four (4) screws securing the LCD hinges in place ([Figure 1-56](#)).



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**Figure 1-56. LCD Panel Removal**

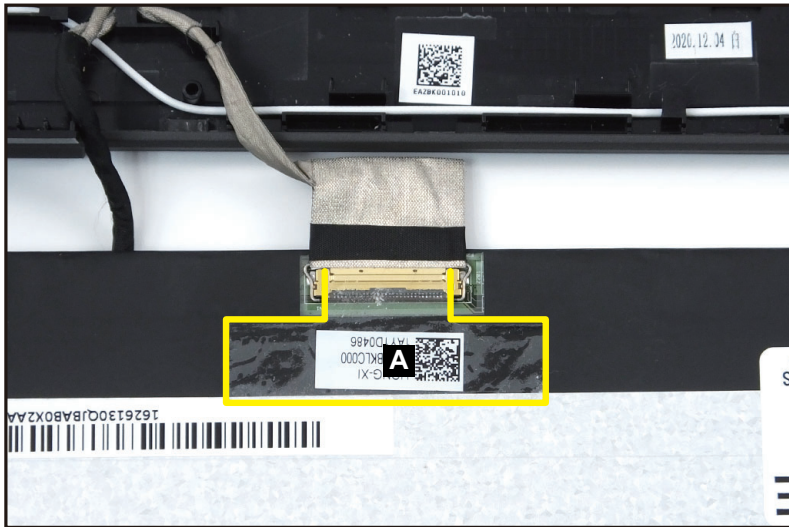
2. Carefully flip the LCD panel so that the display panel is facing down on a flat surface and the eDP cable connection is exposed ([Figure 1-57](#)).



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**Figure 1-57. LCD Panel Removal**

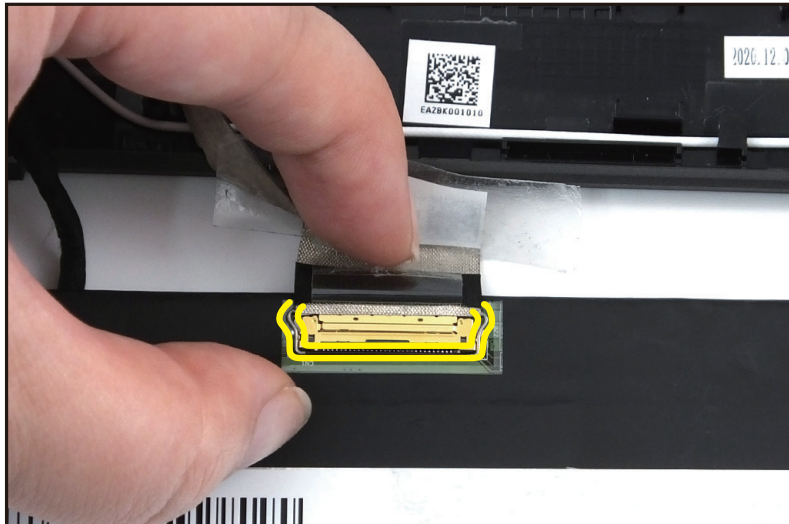
3. Detach the mylar tape (A) securing the eDP cable to the LCD panel ([Figure 1-58](#)).



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**Figure 1-58. LCD Panel Removal**

4. Disengage the clip on the eDP cable connector ([Figure 1-59](#)).



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**Figure 1-59. LCD Panel Removal**

5. Disconnect the eDP cable from the panel connector (B) (Figure 1-60).

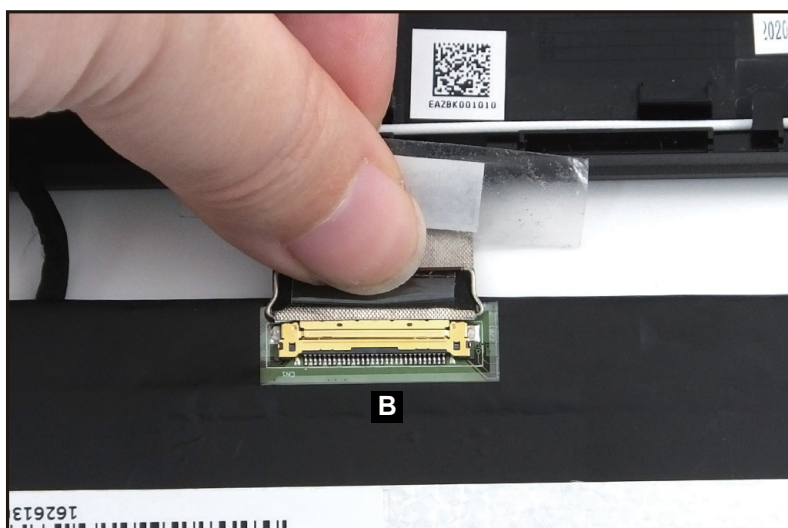


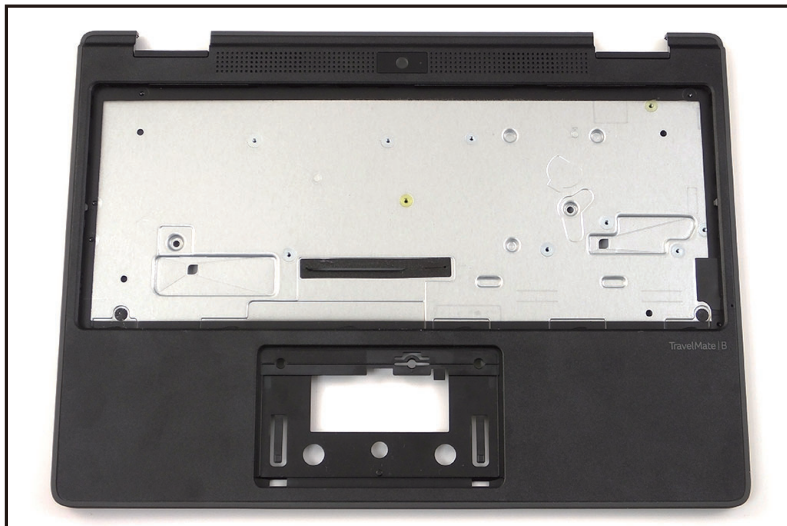
Figure 1-60. LCD Panel Removal

## Top Assembly Removal

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### Prerequisite:

Ensure that the **Power Board, Touchpad Module, Stylus holder, Camera Module (rear), USB Board, Speaker, LCD Module, and Keyboard** have been disassembled prior removing the top assembly.



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Figure 1-61. Top Assembly

# Troubleshooting

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This chapter shows you how to deal with common system problems. Read it before calling a technician if a problem occurs. Solutions to more serious problems require opening up the computer. Do not attempt to open the computer yourself; contact your dealer or authorized service center for assistance.

## Troubleshooting tips

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This computer incorporates an advanced design that delivers on-screen error message reports to help you solve problems.

If the system reports an error message or an error symptom occurs, see “Error messages” below. If the problem cannot be resolved, contact your dealer.

## Error messages

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If you receive an error message, note the message and take the corrective action. The following table lists the error messages in the alphabetical order together with the recommended course of action.

**Table 1-1. Error Messages**

Error Messages	Corrective Action
CMOS battery bad	Contact your dealer or an authorized service center.
CMOS checksum error	Contact your dealer or an authorized service center.
Disk boot failure	Insert a system (bootable) disk, then press <b>Enter</b> to reboot.
Equipment configuration error	Press <b>F2</b> (during POST) to enter BIOS utility, then press <b>Exit</b> in the BIOS utility to reboot.
Hard disk 0 error	Contact your dealer or an authorized service center.
Hard disk 0 extended type error	Contact your dealer or an authorized service center.
I/O parity error	Contact your dealer or an authorized service center.
Keyboard error or no keyboard connected	Contact your dealer or an authorized service center.
Keyboard interface error	Contact your dealer or an authorized service center.
Memory size mismatch	Press <b>F2</b> (during POST) to enter BIOS utility, then press <b>Exit</b> in the BIOS utility to reboot.

If you still encounter problems after going through the corrective measures, please contact your dealer or an authorized service center for assistance.



# FRU (Field Replaceable Unit) List

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Please contact your local service center to find out how to obtain the part or replace your device.

# Exploded Diagrams

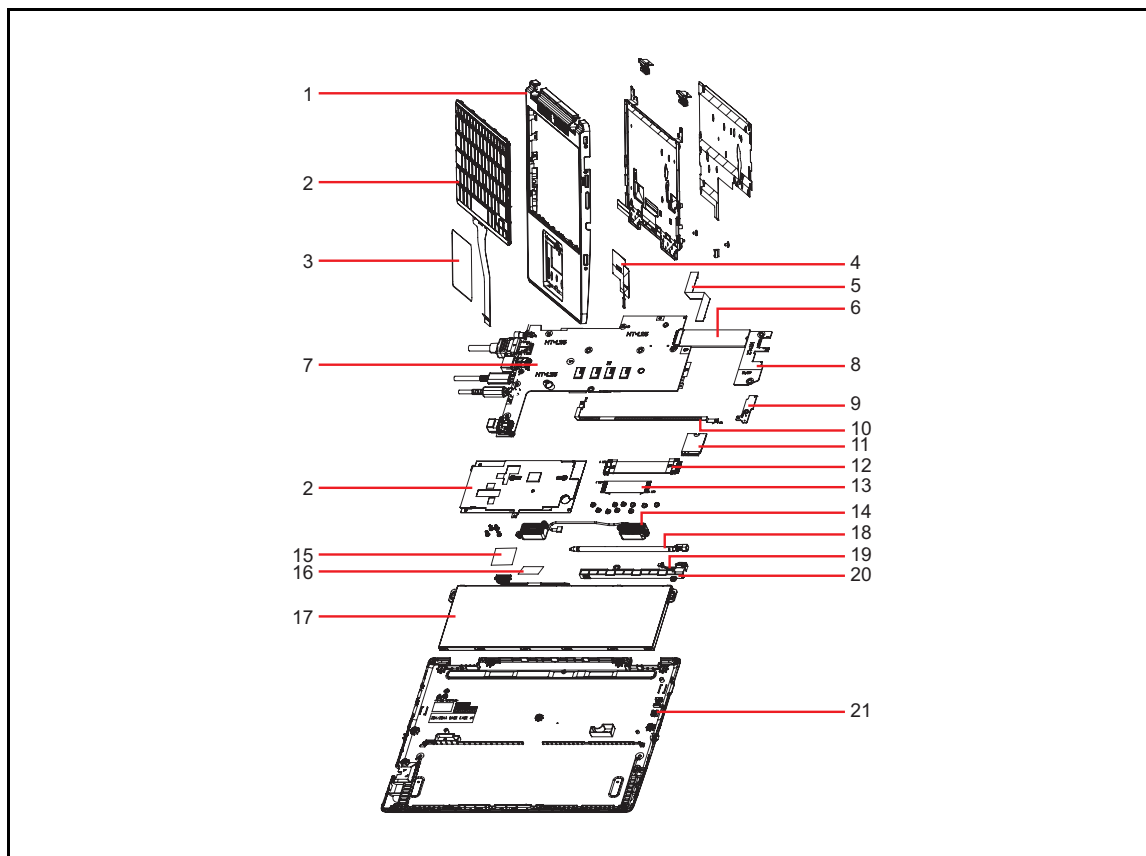


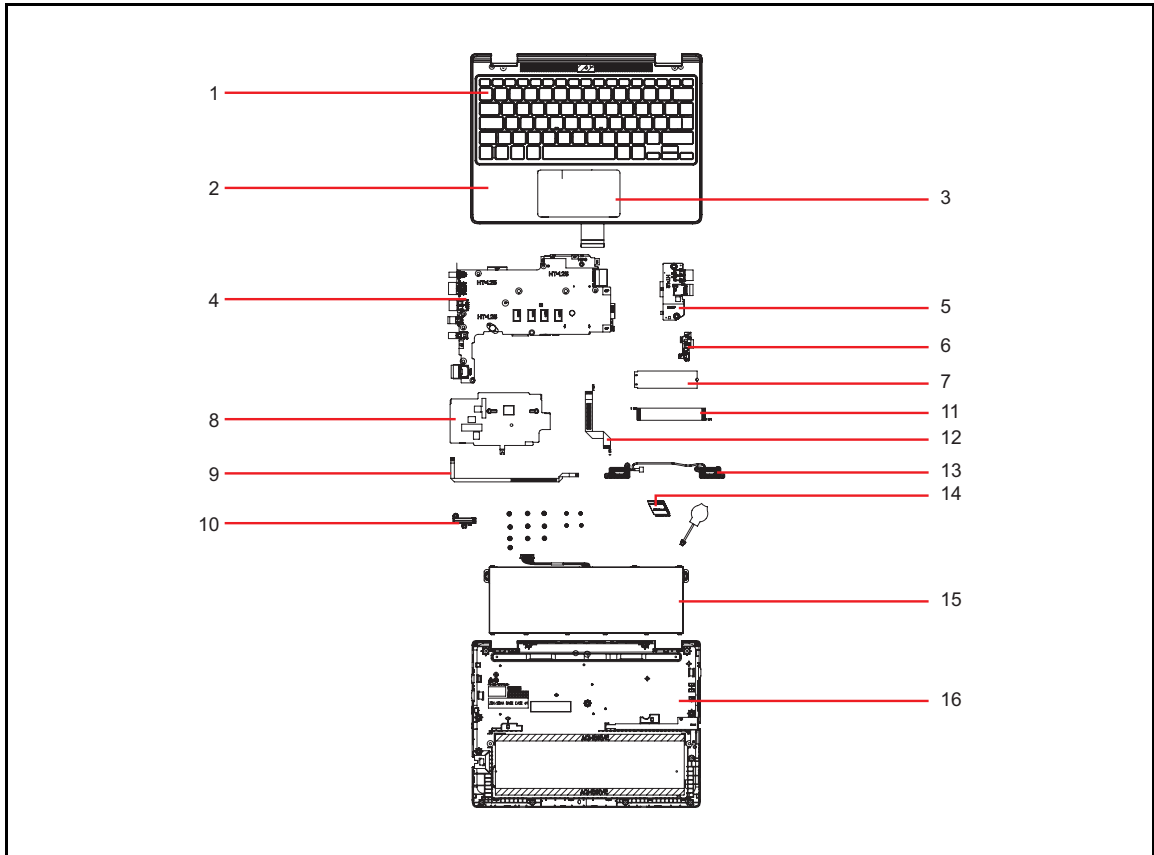
Figure 1-62. System Exploded Diagram (B311-32)

Table 1-2. System Exploded Diagram (B311-32)

No.	Description
1	Upper case
2	Keyboard
3	Touchpad
4	Conductive tape
5	Touchpad FFC
6	SSD
7	Mainboard
8	I/O board
9	Hall sensor board
10	5M camera cable

**Table 1-2. System Exploded Diagram (B311-32) (Continued)**

No.	Description
11	WLAN
12	I/O board FFC (for LTE SKU)
13	I/O board FFC (for WIFI SKU)
14	Speaker
15	Acetate tape for battery
16	Insulation mylar for battery cable
17	Battery
18	Stylus
19	Stylus charger cable
20	Stylus holder
21	Lower case



**Figure 1-63. System Exploded Diagram (B311R-32/B311RN-32)**

**Table 1-3. System Exploded Diagram (B311R-32/B311RN-32)**

No.	Description
1	Keyboard
2	Upper case (for WIFI SKU)
	Upper case (for LTE SKU)
3	Touchpad
4	Mainboard
5	I/O board
6	Hall sensor board
7	SSD
8	Heatsink
9	Hall sensor FFC
10	Dummy stylus
11	I/O board FFC
12	Touchpad FFC

**Table 1-3. System Exploded Diagram (B311R-32/B311RN-32) (Continued)**

No.	Description
13	Speaker
14	WLAN
15	Battery
16	Lower case

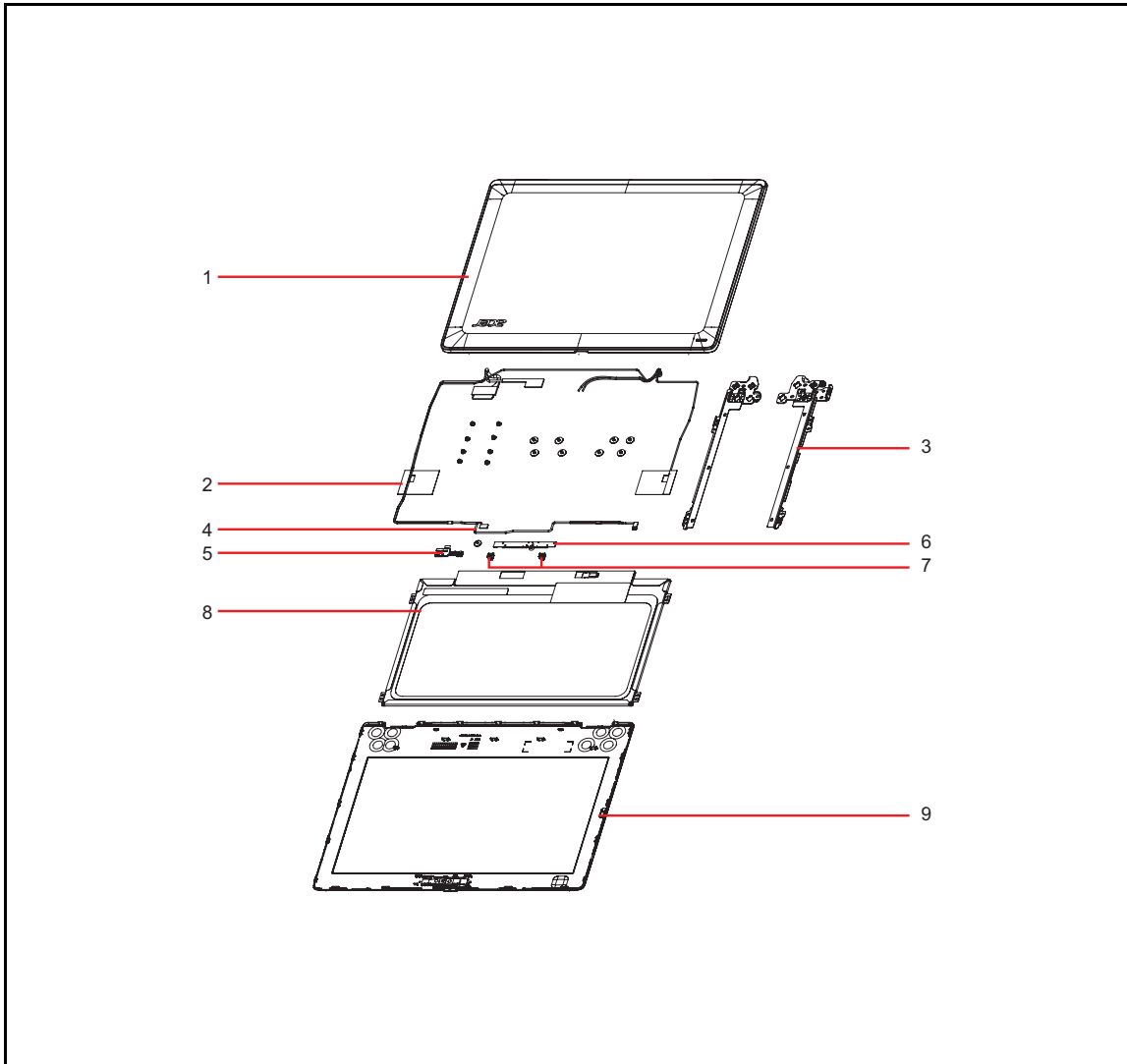


Figure 1-64. LCD Assembly Exploded Diagram (B311-32)

Table 1-4. LCD Assembly Exploded Diagram

No.	Description
1	LCD cover
2	WiFi antennas
3	Left hinge
	Right hinge
4	G-sensor board FFC
5	LED board
6	Camera
7	Microphone rubber

**Table 1-4. LCD Assembly Exploded Diagram**

No.	Description
8	LCD panel
9	LCD bezel

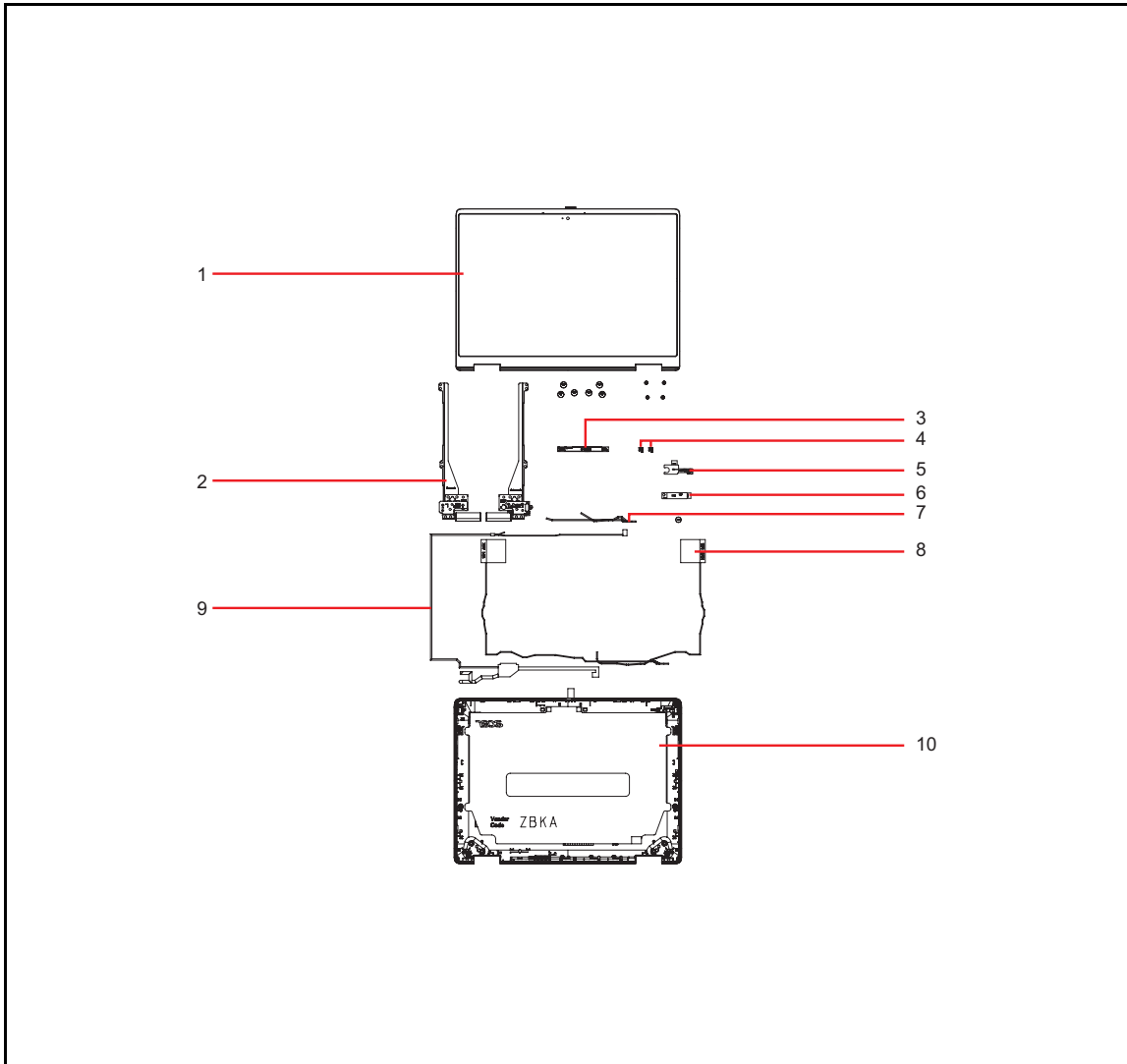


Figure 1-65. LCD Assembly Exploded Diagram (B311R-32/B311RN-32)

Table 1-5. LCD Assembly Exploded Diagram

No.	Description
1	LCD panel
2	Left hinge
	Right hinge
3	Camera
4	Microphone rubber
5	LED board
6	G-sensor board
7	G-sensor board FFC



**Table 1-5. LCD Assembly Exploded Diagram**

No.	Description
8	WLAN Antennas
9	LCD cable
10	LCD cover

# Software Update

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## Updating your software

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Please visit <http://go.acer.com/?id=17883>







# Personal Data Removal

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## Removing your personal data

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There are three options to choose from:

- Option 1: Select **Start**  > **Settings**  > **Update & Security**  > **Recovery**. Under **Reset this PC**, select Get started. Open **Recovery settings**.
- Option 2: Restart your PC to get to the sign-in screen, then press and hold down the **Shift key** while you select the **Power**  icon > **Restart** in the lower-right corner of the screen. After your computer restarts, select **Troubleshoot** > **Reset this PC**.
- Option 3: Select **Start** , then press and hold down the **Shift key** while you select the **Power**  icon > **Restart** to restart your computer into Recovery Mode. After your computer restarts, select **Troubleshoot** > **Reset this PC**.