

A large, light gray, stylized letter 'D' that serves as a background graphic for the title section.

# ConceptD 500

User Manual

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Desktop Computer Covers:

Tower models

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# Upgrading your Computer

**In this section, you will find:**

- Instructions on how to replace a hardware component

# UPGRADING YOUR COMPUTER

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## Installation precautions

Before you install any computer component, we recommend that you read the following sections. These sections contain important ESD precautions along with pre-installation and post-installation instructions.

### ESD precautions

Electrostatic discharge (ESD) can damage your processor, disk drives, expansion boards, and other components. Always observe the following precautions before you install a computer component:

1. Do not remove a component from its protective packaging until you are ready to install it.
2. Wear a wrist grounding strap and attach it to a metal part of the computer before handling components. If a wrist strap is not available, maintain contact with the computer throughout any procedure requiring ESD protection.

### Required tools

In performing the component replacement process, you will need the following tools:

- Philips screwdriver
- Hex screwdriver
- Flat screwdriver
- Scissors



#### Note

*The screws for the different components vary in size. During the disassembly process, group the screws with their corresponding components to avoid mismatches when putting back the components.*

## Pre-installation instructions

Always observe the following before you install any component:

1. Make sure that the ODD and card reader slot is empty.
2. Turn off the power to the computer and all peripherals.
3. Unplug the power cord from the computer.
4. Unplug the network cable and all connected peripheral devices from the computer.
5. Place the computer on a flat, steady surface.



### **Warning**

**Hot surface. Allow the computer to cool off first before handling.**

6. Open your computer according to the instructions on [removing the rear system cover on page 3](#) and [removing the left side system cover on page 5](#).
7. See the following sections for specific instructions on the component you wish to install.



### **Warning**

**Not turning off the computer properly before you start installing the components may cause serious damage. Do not attempt the procedures described in the following sections unless you are a qualified service technician.**

## Post-installation instructions

Observe the following after installing a computer component:

1. See to it that the components are installed according to the step-by-step instructions in their respective sections.
2. Replace any expansion boards or peripherals that you removed earlier.
3. Replace the system covers. See [installing the left side system cover on page 6](#) and [installing the rear system cover on page 4](#).
4. Connect the necessary cables.
5. Turn on your computer.

# System Upgrade

## Removing the rear system cover

1. Before you proceed, make sure that you have turned off your computer and all peripherals connected to it. Read the [Pre-installation instructions on page 2](#).
2. Remove the screw that secure the rear system cover to the computer.



3. Take off the rear system cover.



4. Set the cover aside for re-installation later.

## Installing the rear system cover

1. Align the cover to the bottom part of the computer's rear side (1).
2. Push the rear system cover until it latches into place (2).



3. Secure the rear system cover to the computer using one screw.

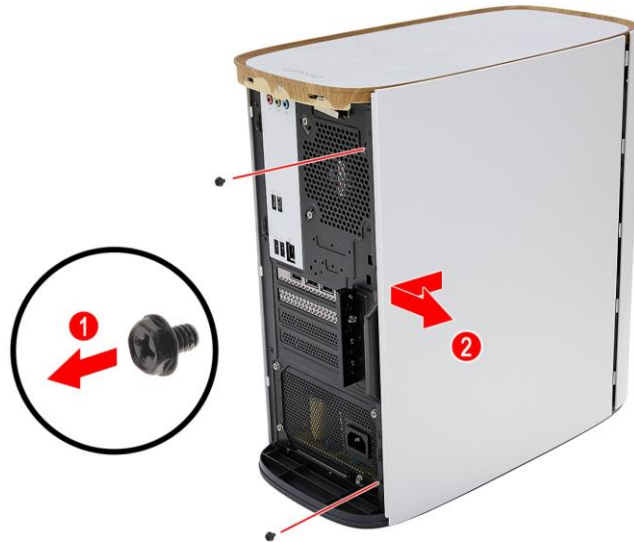


4. Observe the [Post-installation instructions on page 2](#).



## Removing the left side system cover

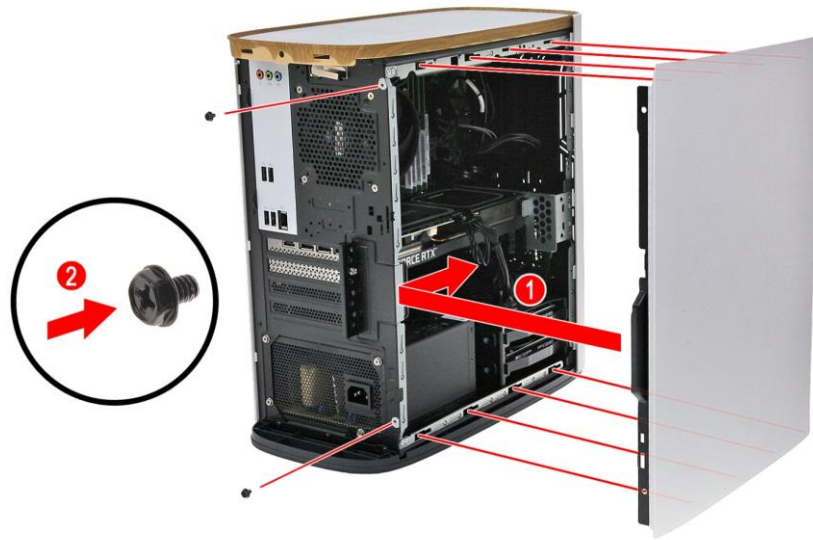
1. Remove the two screws that secure the left side system cover to the computer (1).
2. Slide the cover toward the back of the computer and pull away from the side of the computer (2).



3. Set the cover aside for re-installation later.

## Installing the left side system cover

1. Align the cover to the sides of the computer and slide the cover toward the front of the computer (1).
2. Secure the cover with two screws (2).



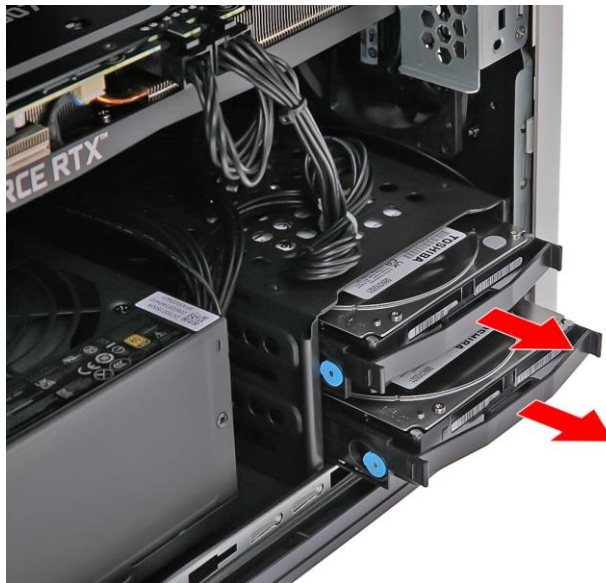
3. Observe the [Post-installation instructions on page 2](#).

## Hard drives

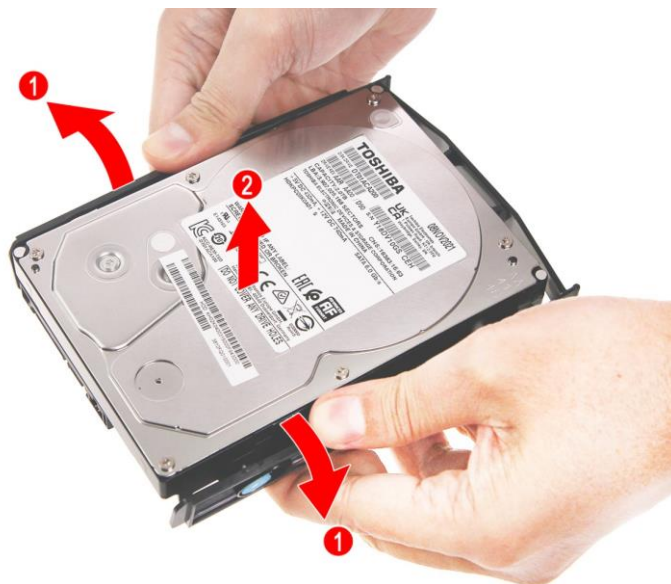
The computer supports installation of two 3.5-inch SATA hard drives in the internal HDD cage.

### Removing the 3.5-inch hard drives

1. Perform the [Pre-installation instructions on page 2](#).
2. Pull and remove the hard drives from the chassis.

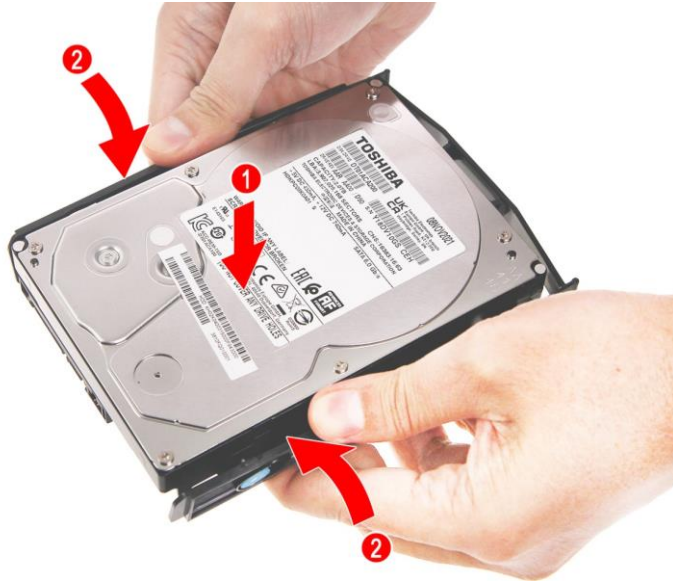


3. Pull both sides of the HDD carrier (1) then remove the hard drive (2).



## Installing the 3.5-inch hard drives

1. Remove the new hard drives from their packaging.
2. Place the hard drive into the carrier (1) and reinsert the retaining screws into the hard drive (2).



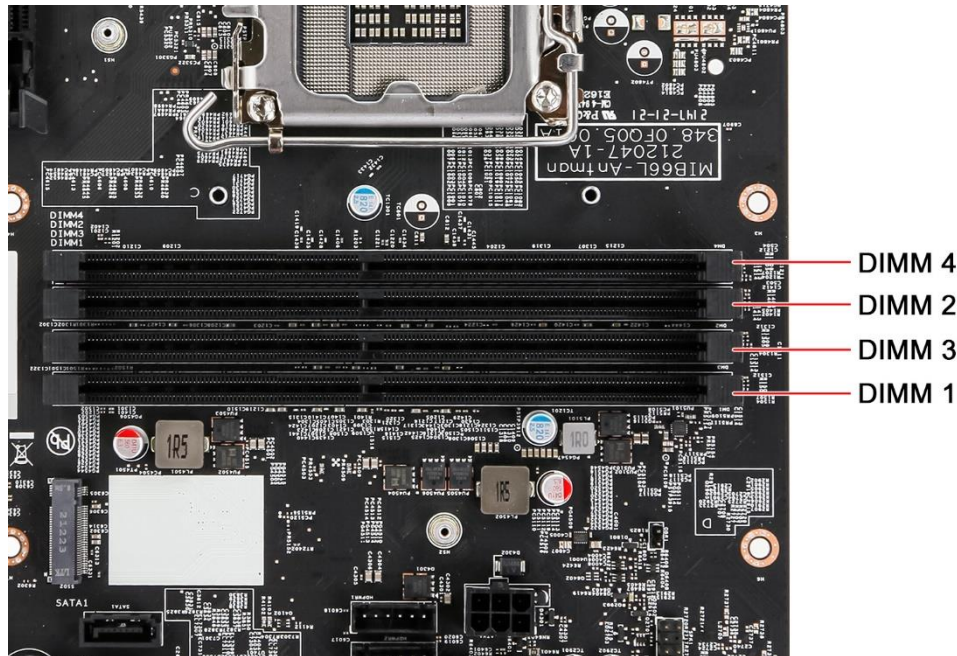
3. Insert the hard drives into the chassis.



4. Observe the [Post-installation instructions on page 2](#).

# Memory

The computer has four DDR4 U-DIMM slots that support up to 64 GB maximum system memory.



## Memory configuration guidelines

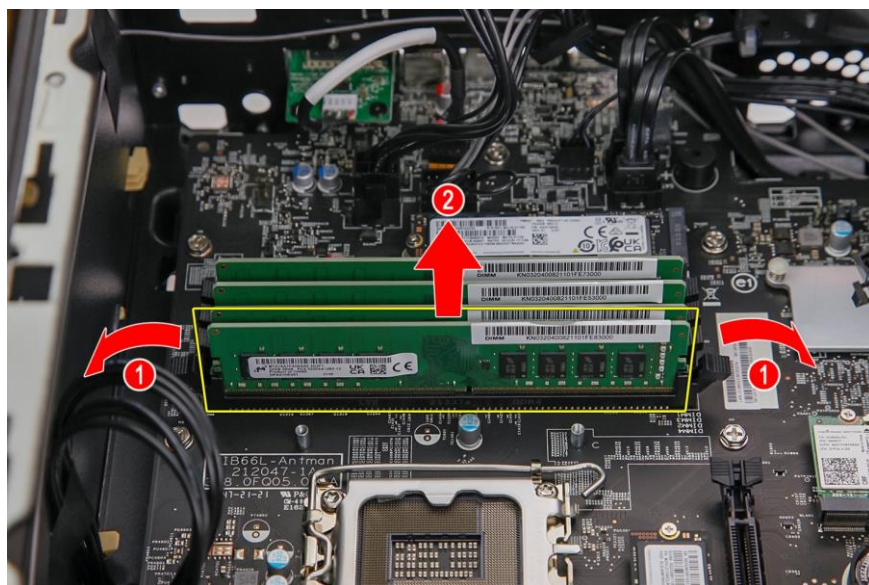
- To ensure data integrity, use only Acer-approved DDR4 3200 MHz type memory modules.
- Memory modules must be installed starting with DIMM1 slot.
- Always handle memory modules by its edges.
- When installing memory modules, populate the DIMM slots according to the table below.

Size	DIMM1	DIMM2	DIMM3	DIMM4
8GB	4GB	4GB	N/A	N/A
8GB	8GB	N/A	N/A	N/A
16GB	4GB	4GB	4GB	4GB
16GB	8GB	8GB	N/A	N/A
16GB	16GB	N/A	N/A	N/A
32GB	8GB	8GB	8GB	8GB
32GB	16GB	16GB	N/A	N/A
64GB	16GB	16GB	16GB	16GB
64GB	16GB	16GB	16GB	16GB
128GB	32GB	32GB	32GB	32GB



## Removing a memory module

1. Perform the [Pre-installation instructions on page 2](#).
2. Remove the graphics board. See [Removing the graphics board on page 12](#).
3. Press outward the holding clips on both sides of the DIMM slot outward to release the memory module (1).
4. Gently pull the memory module upward to remove it from the DIMM slot (2).



5. Repeat steps 3~4 to remove the other memory modules.

## Installing a memory module

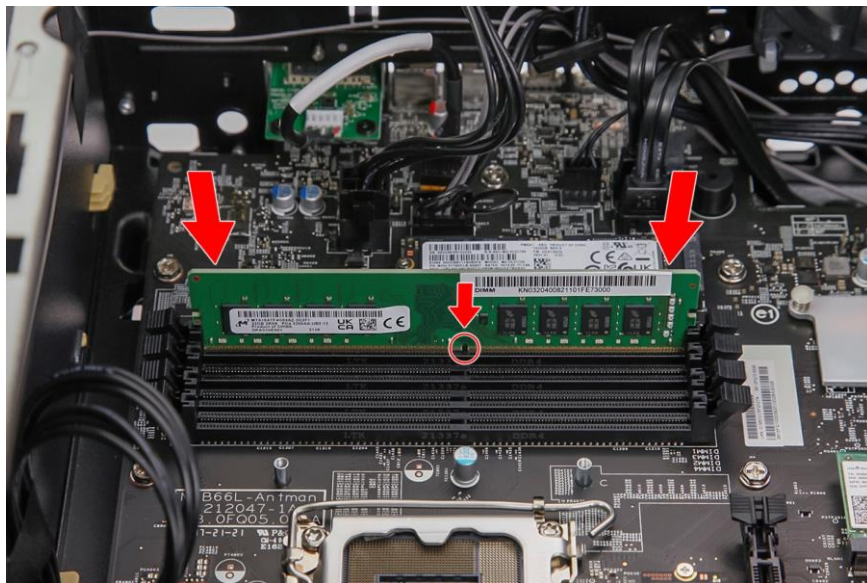


### Note

*DIMM slots on the mainboard must be installed only in certain configurations. Numbers next to DIMM slots correspond to installation sequence. Be sure to install the memory module in DIMM1 slot followed by DIMM2 slot.*

1. Select an empty DIMM slot.
2. Remove the new memory module from its packaging, handling it by the edges.
3. Align then insert the memory module into the DIMM slot (1).
4. Insert the memory to the slot until the retaining clips snap inward (2).

The module is keyed so it can only be inserted in one direction. If the module does not fit, make sure that the notch in the module lines up with the tab in the memory slot.



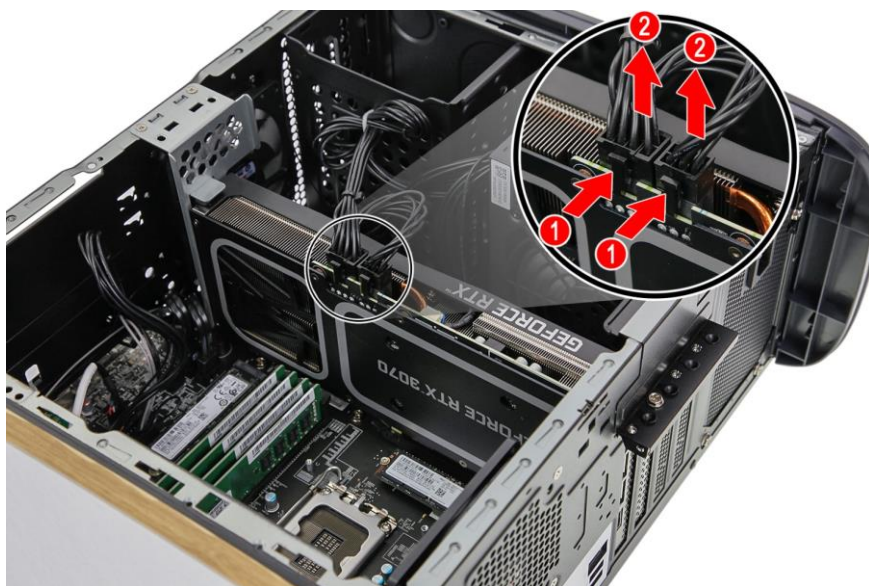
5. Repeat steps 1~4 to install the other memory modules.
6. Replace the graphics board. See [Installing the graphics board on page 14](#).
7. Observe the [Post-installation instructions on page 2](#).

## Graphic board

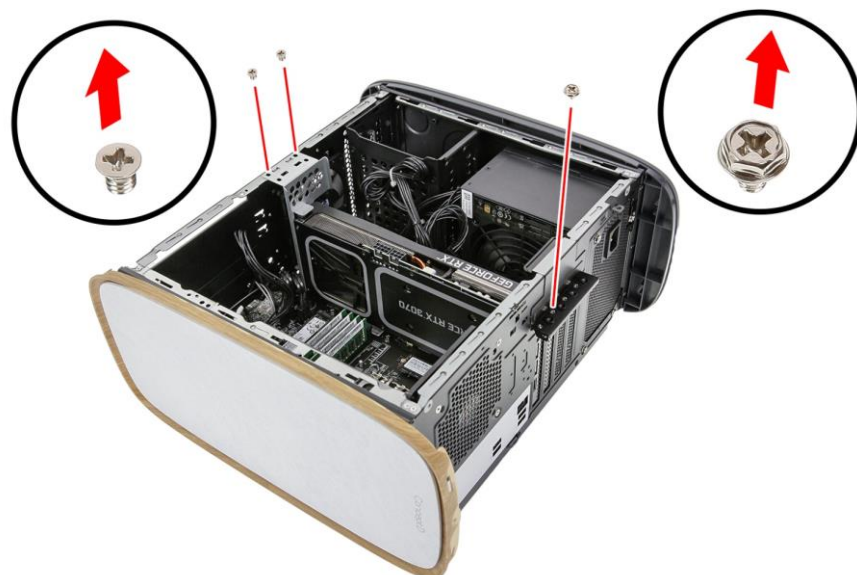
The computer contains one or two Graphic boards installed in the PCIE x16 slots. The detail configuration will be differed by different models.

### Removing the Graphics board

1. Perform the [Pre-installation instructions on page 2](#).
2. Disconnect the power cables from the graphics board.

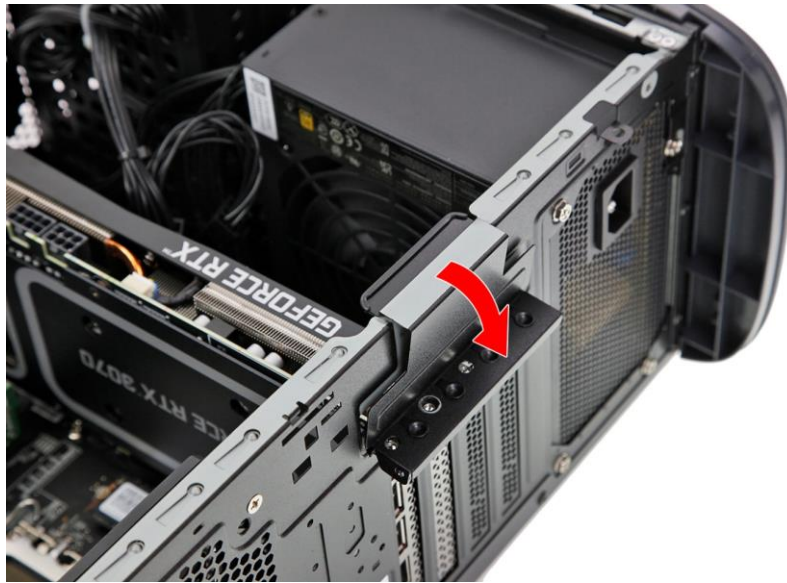


3. Remove the three screws that secures the graphics board to the chassis.

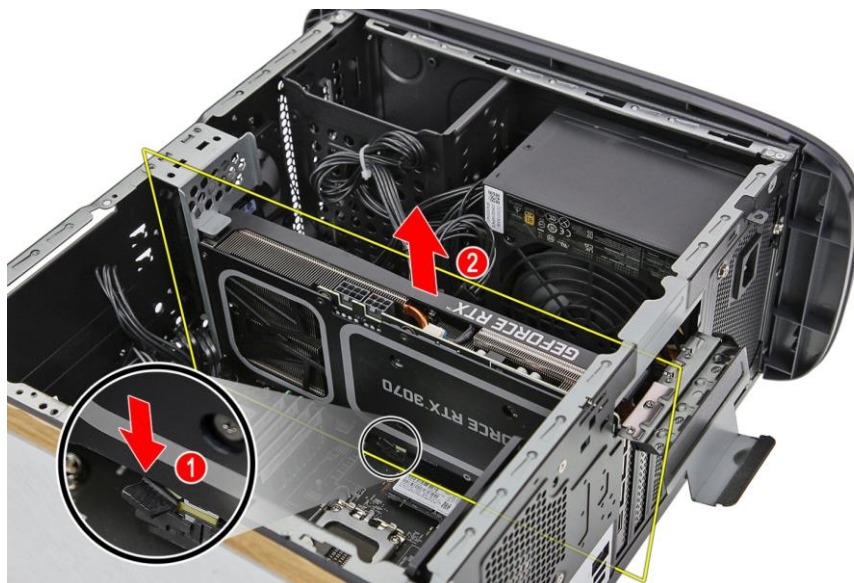




4. Unlatch the metal clip that secure the graphics board to the chassis.



5. Release the latch that secures the graphics board to the mainboard (1).
6. Detach the graphics board from the PCIe x16 slot (2).



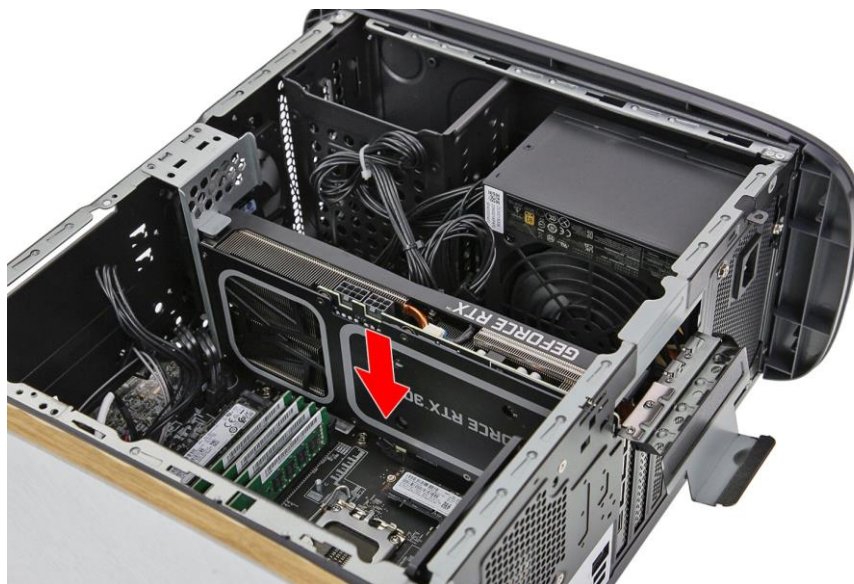
## Installing the Graphics board

1. Remove the new graphics board from its packaging.
2. Insert the graphics boards into the PCIe x16 slot and press it down until it latches into place.

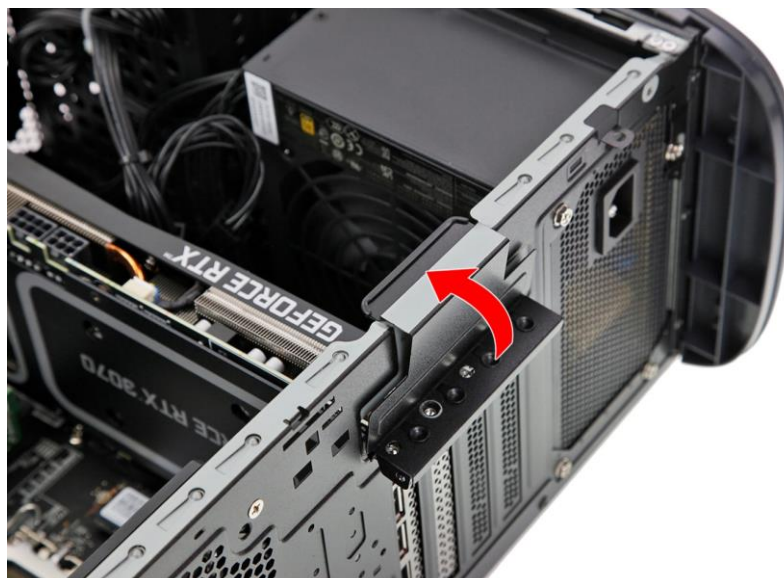


### Note

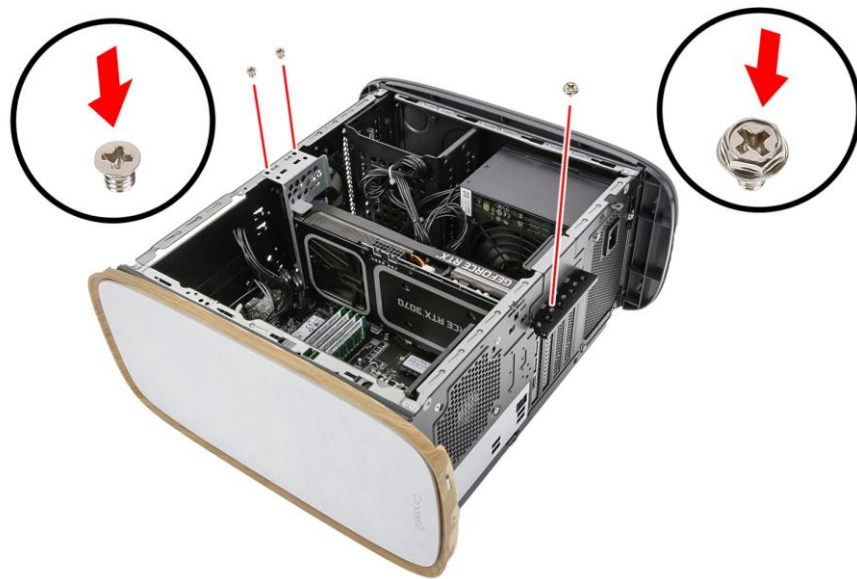
*For replace/upgrade graphic board, please check the specification of graphic board & power supply first in order to make sure the graphic board and power supply could work.*



3. Press the metal clip to secure the graphics board bracket.



4. Secure the graphics board to the chassis using three screws.



5. Connect the power cables to the graphics board.



6. Observe the [Post-installation instructions on page 2](#).

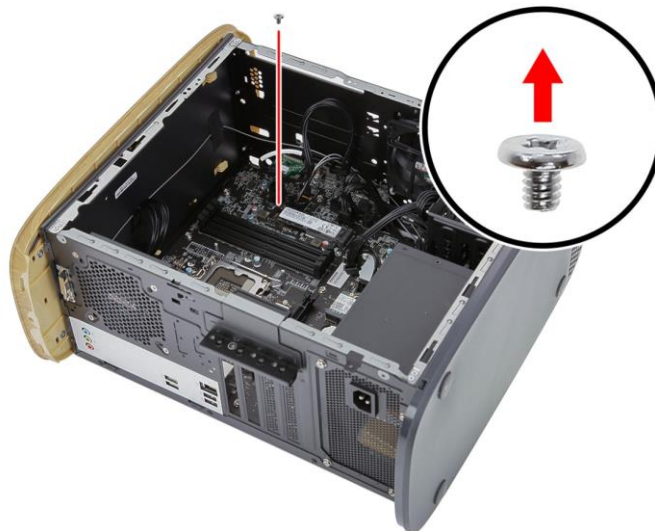


## M.2 SSD modules

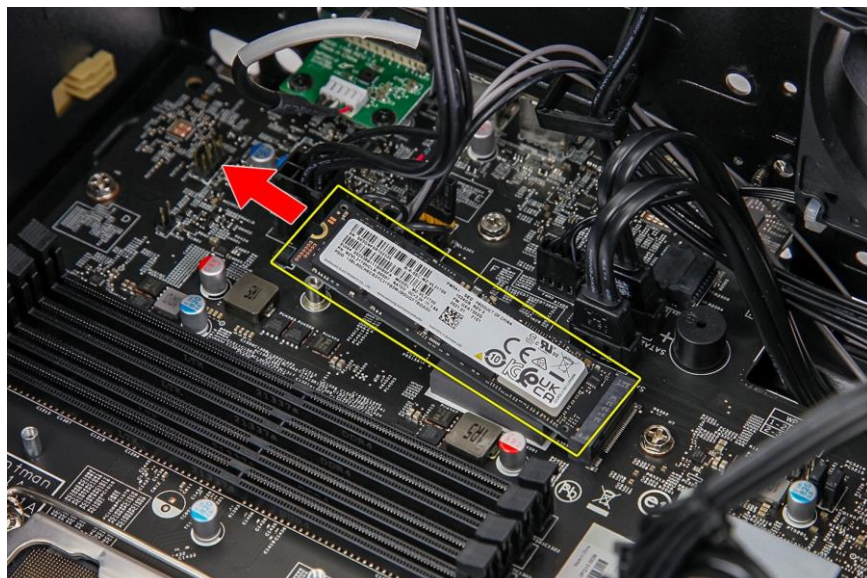
The computer contains two M.2 SSD modules installed in the M.2 PCIE slots.

### Removing the M.2 SSD modules

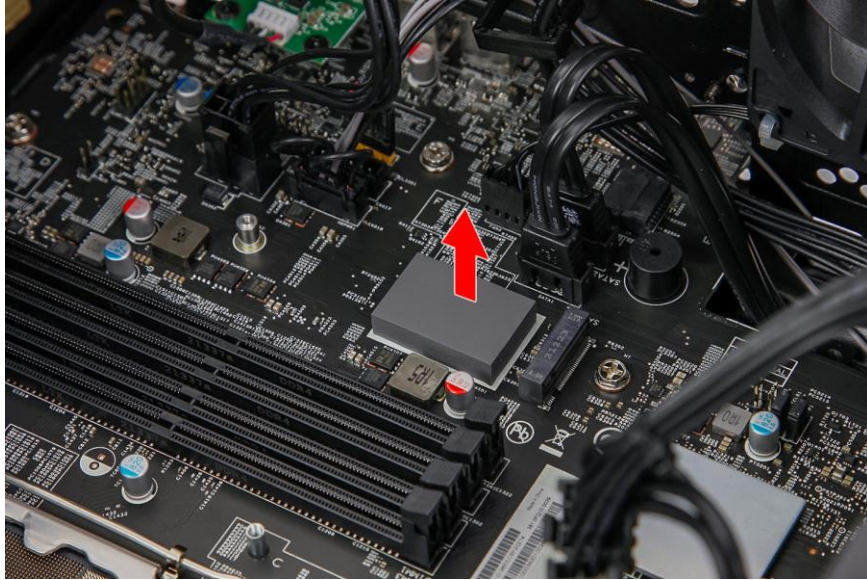
1. Perform the [Pre-installation instructions on page 2](#).
2. Remove the graphics board. See [Removing the graphics board on page 12](#).
3. Remove the screw that secures the M.2 SSD module from the SSD2 slot.



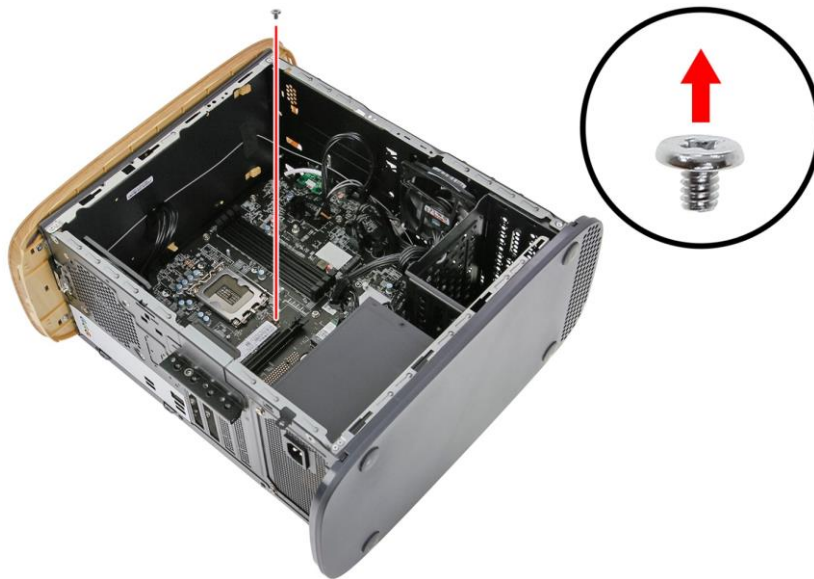
4. Detach the M.2 SSD module from the SSD2 slot.



5. Remove the thermal pad from the SSD2 slot.



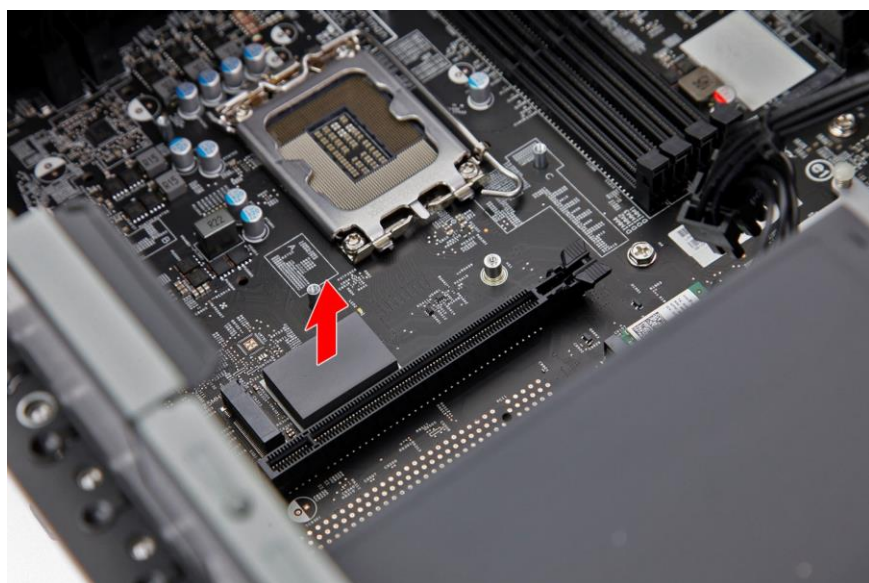
6. Remove the screw that secures the M.2 SSD module from the SSD1 slot.



7. Detach the M.2 SSD module from the SSD1 slot.



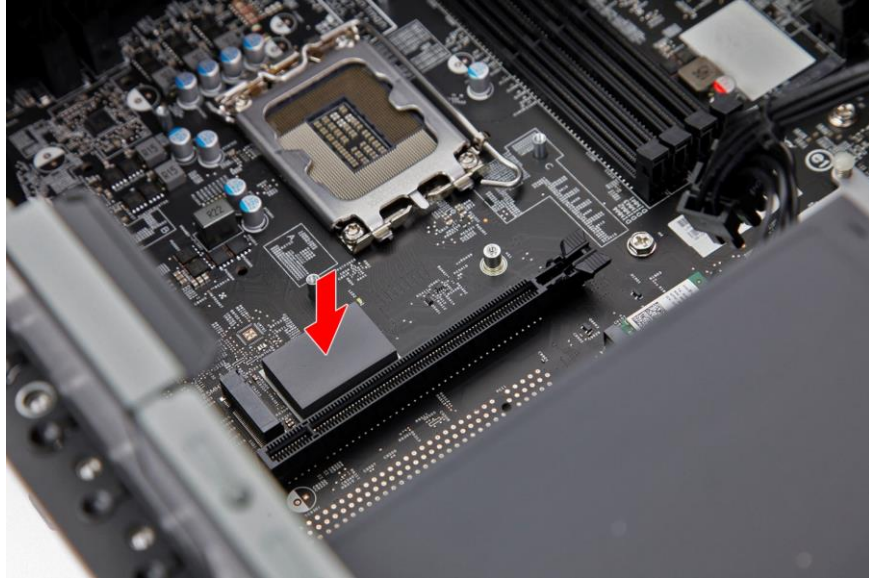
8. Remove the thermal pad from the SSD1 slot.



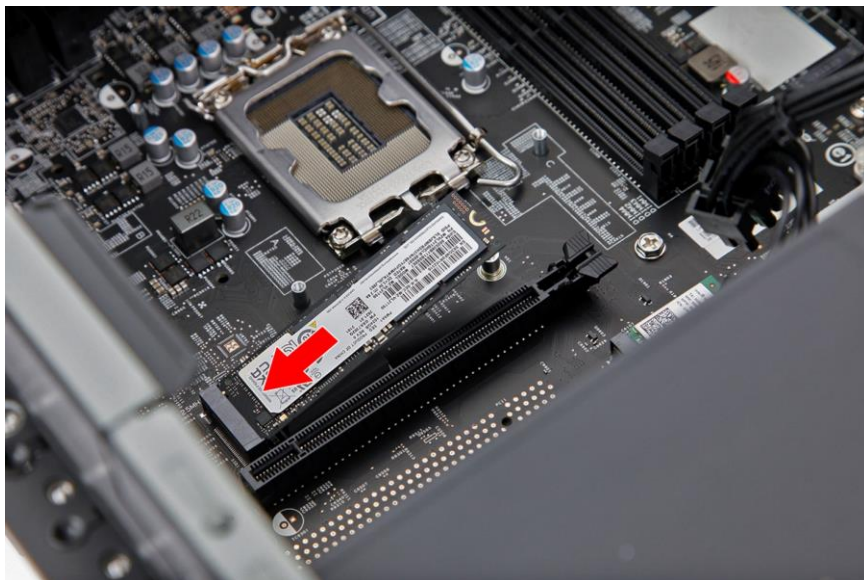


## Installing the M.2 SSD modules

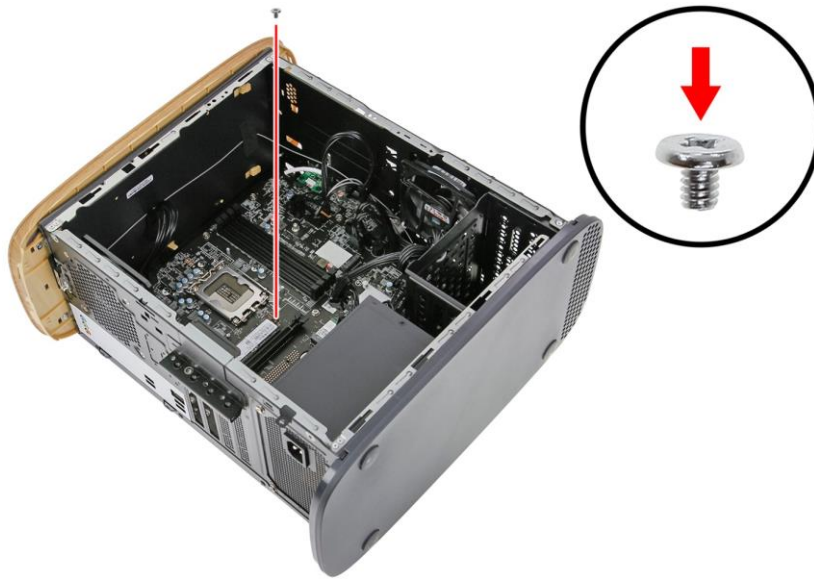
1. Remove the new M.2 SSD modules from their packaging.
2. Place a thermal pad into the SSD1 slot.



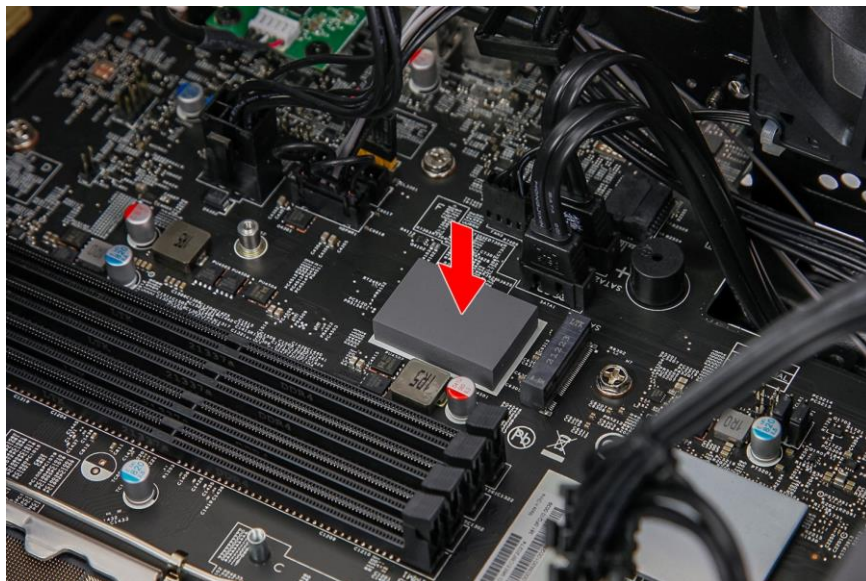
3. Insert the M.2 SSD module into the SSD1 slot.



4. Secure the M.2 SSD module to the SSD1 slot using one screw.

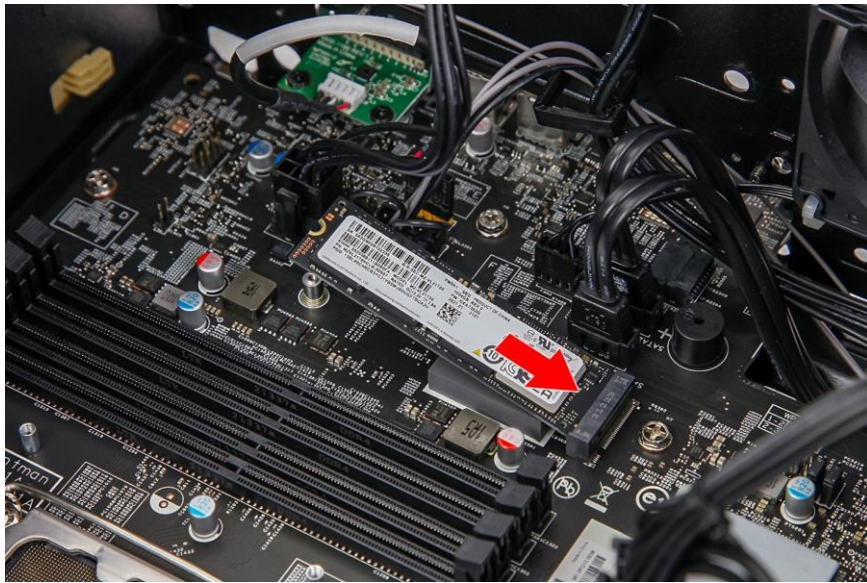


5. Place a thermal pad into the SSD2 slot.

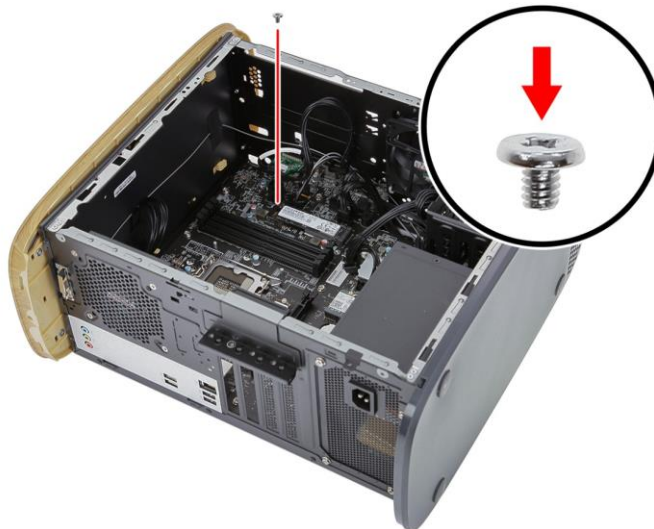




6. Insert the M.2 SSD module into the SSD2 slot.



7. Secure the M.2 SSD module to the SSD2 slot using one screw.



8. Replace the graphics board. See [Installing the graphics board on page 14](#).
9. Observe the [Post-installation instructions on page 2](#).

# ConceptD Palette

**In this section, you will find:**

- Information on how to use the ConceptD Palette software

# CONCEPT D PALETTE

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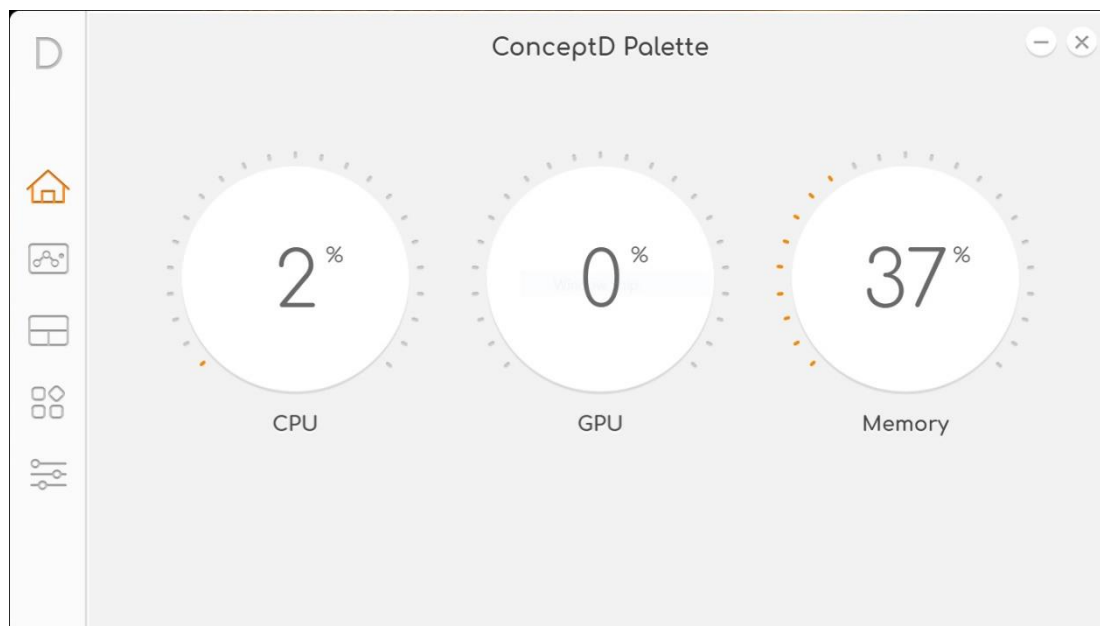
ConceptD Palette software gives you instant access to your user settings with the simple and intuitive user interface. Adjust your color profile, monitor your system, and change your settings on your ConceptD with ease. The Palette software comes preinstalled on ConceptD products and is only available for ConceptD products.

## ConceptD Palette Features

- Monitoring (System Information Dashboard)
- Split Screen
- App Center
- Creative Tools Settings

To set up the ConceptD Palette application (Windows 10):

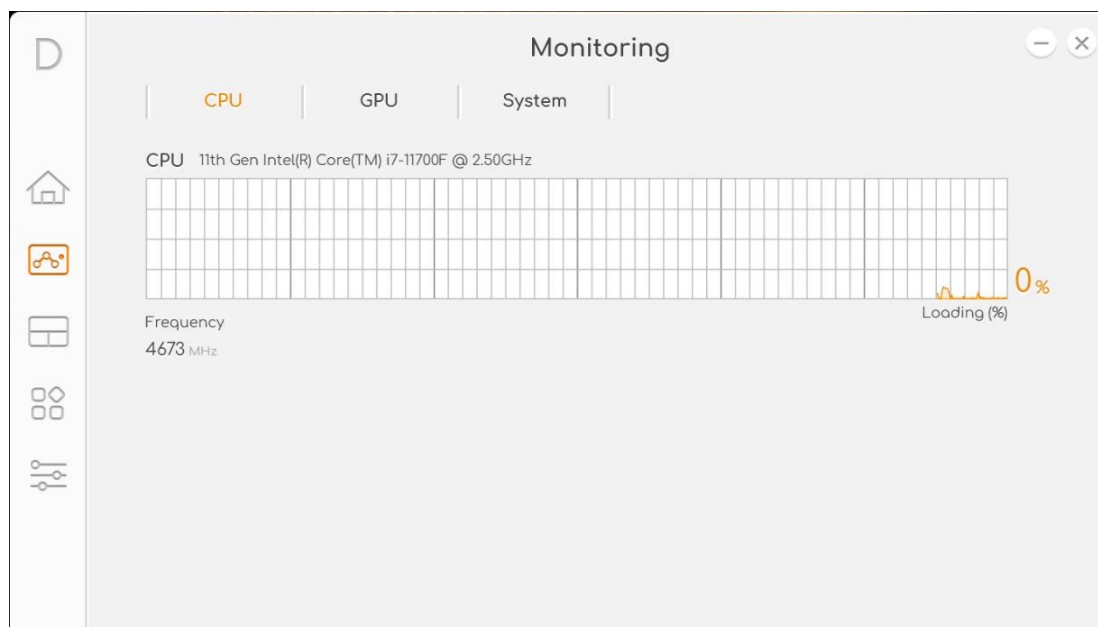
1. From the Start menu, select **All apps**.
2. Select **Acer**.
3. Select **ConceptD Palette**.



Alternatively, you can double-click the ConceptD Palette desktop shortcut to run the application.

## Monitoring

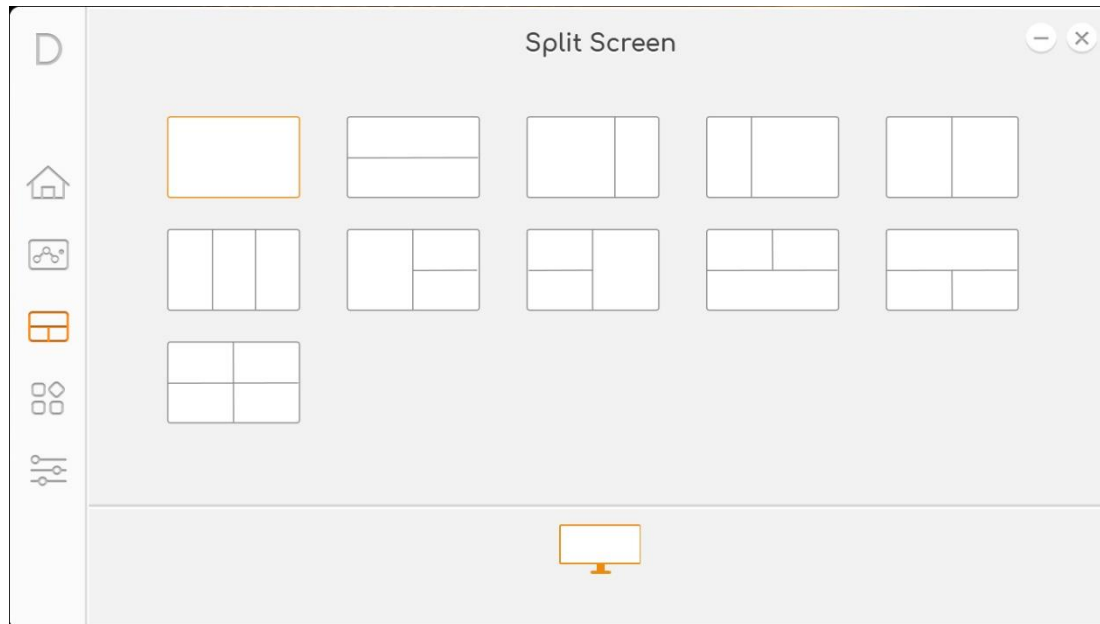
Select the Monitoring tab to view CPU, GPU and system performance.



Category	Description
CPU	Displays CPU temperature and loading.
GPU	Displays GPU temperature and loading.
System	Displays temperature and loading. Also displays RAM, Wi-Fi and LAN usage.

## Split Screen

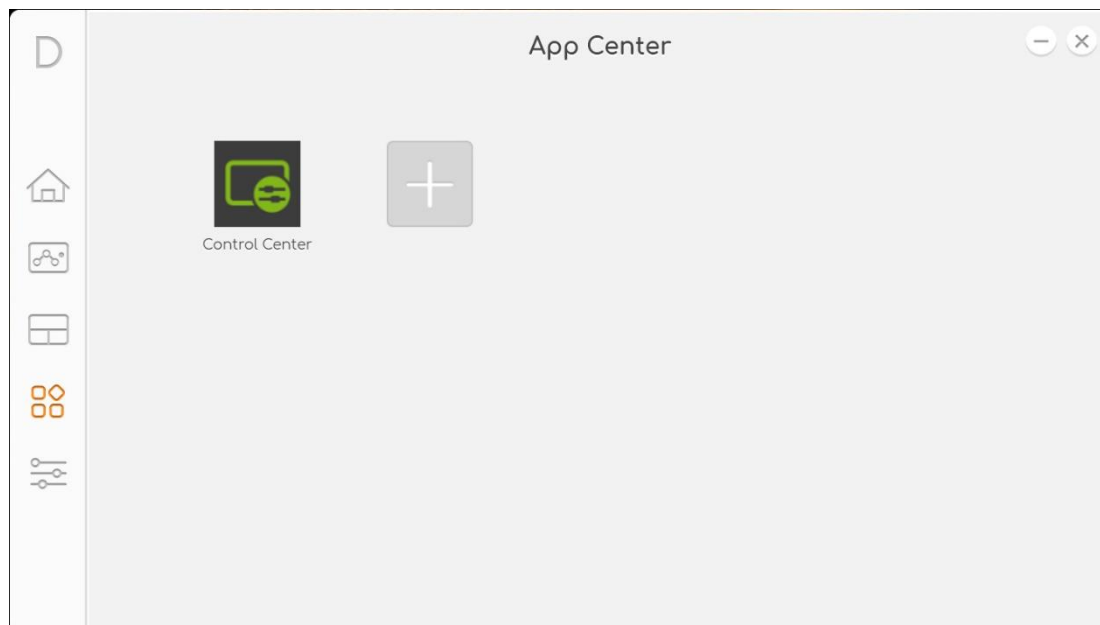
Select the Split Screen tab to configure your screen display.



Category	Description
Split Screen	Shows options on various split screen configurations.

## App Center

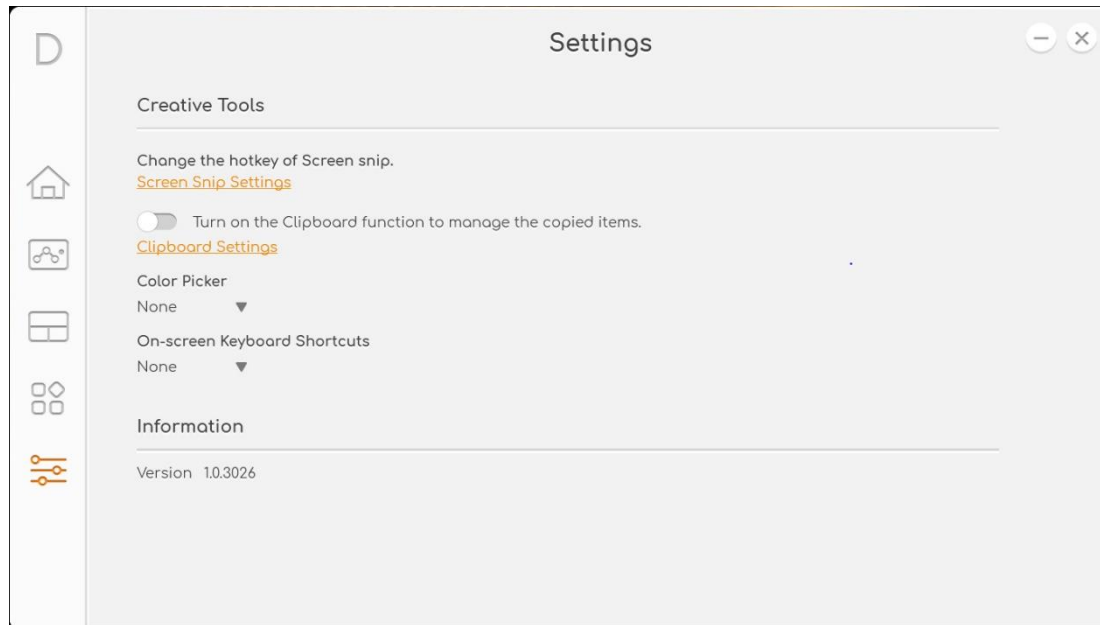
Select the App Center tab to view the applications that are available for quick access. You can add frequently used applications to this tab by clicking the “+” sign.



Category	Description
App Icon	Displays applications available for quick access/executions.
+	Add an application for quick access/executions.

## Creative Tools Settings

Select the Creative Tools Settings tab to configure frequently used design tools.



Category	Description
Screen Snip Settings	Configure screen snip setting options.
Clipboard Settings	Configure clipboard setting options.
Color Picker	Configure color picker setting options.
On-Screen Keyboard Shortcuts	Configure on-screen keyboard shortcut options.