

acer

Veriton Desktop Computer User's Manual

© 2021. All Rights Reserved.
Veriton Desktop Computer
Covers: Tower models
This revision: November 2021



Important

This manual contains proprietary information that is protected by copyright laws. The information contained in this manual is subject to change without notice. Some features described in this manual may not be supported depending on the Operating System version. Images provided herein are for reference only and may contain information or features that do not apply to your computer. Acer Group shall not be liable for technical or editorial errors or omissions contained in this manual.

Register your Acer product

If your new device runs on Windows OS, you may have had your product registered automatically while you start up your device with Windows OS.

Log in at www.acer.com/myproducts with the email address you registered for Windows OS to review your product record. (Reset your password if you do not know it.)

If the record is not found, please follow the steps below to register.

1. Ensure you are connected to the Internet.
2. Go to www.acer.com/register-product.
3. Sign in or sign up for an Acer ID.
4. Enter S/N or SNID of your device to register it.

Model number: _____

Serial number: _____

Date of purchase: _____

Place of purchase: _____



The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.

TABLE OF CONTENTS

First things first	5	BIOS utility	21
Your guides	5	Boot sequence	21
Basic care and tips for using your computer	5	Setting passwords	21
Turning your computer off	5	Power management	22
Taking care of your computer	6	Saving power	22
Taking care of your AC adapter	7	Ports and connectors	24
Cleaning and servicing	7	USB 3.2 Gen 1 information	25
The Windows OS Desktop	8	USB 3.2 Gen 2 information	25
Tips and hints for using Windows	9	Rear panel audio ports	25
Where are my apps?	9	Universal Serial Bus (USB)	26
Can I turn off notifications?	9	USB Type-C port	27
How do I check for Windows updates?	9	HDMI	28
Where can I get more information?	9	SD card reader	29
Recovery	10	Video and audio connectors	30
Creating a file history backup	10	Connecting a monitor	30
Creating a factory default backup	11	Headphones and microphone	30
Backing up your wireless and LAN drivers	11	Frequently asked questions	32
Restoring your computer	12	Requesting service	34
Reset this PC and keep my files	12	Troubleshooting	35
Reset this PC and remove everything	13	Troubleshooting tips	35
Using a Bluetooth connection	14	Error messages	35
Enabling and disabling Bluetooth	14	Internet and online security	37
Enable Bluetooth and add a device	14	First steps on the net	37
Connecting to the Internet	16	Protecting your computer	37
Connecting to a wireless network	16	Choose an Internet Service Provider	37
Connecting to a wireless LAN	16	Network connections	38
Connecting with a cable	17	Surf the Net!	40
Built-in network feature	17	Internet security software	40
Securing your computer	19	Playing Blu-Ray or DVD movies	45
Using passwords	19		
Entering passwords	19		

Getting started...

In this section you will find:

- Useful information on caring for your computer and your health
- How to create recovery backups
- Guidelines for connecting to a network
- Information on using Acer's bundled software

FIRST THINGS FIRST

We would like to thank you for making this Acer desktop computer your choice for meeting your computing needs.

Your guides

To help you use your Acer desktop computer, we have designed a set of guides:

First off, the **Setup Guide** helps you get started with setting up your computer.

For more on how your computer can help you to be more productive, please refer to the **User's Manual**. This guide contains detailed information on such subjects as system utilities, data recovery, expansion options and troubleshooting.

Once you have connected to the internet, you can download updates for your computer from:

<http://go.acer.com/support>

1. The link will open the Acer Support webpage.
2. Scroll down to *Drivers and Manuals* and search for your model by pasting in or manually entering the serial number, SNID, or product model.
3. From this page you can also download and install the Acer identification utility that will automatically detect your computer's serial number and SNID and allow you to copy it to the clipboard.
4. Once you have found your product model, any updates, or documents will be listed.

Basic care and tips for using your computer

Turning your computer off

To turn the power off, do any of the following:

- Use the Windows shutdown command: Press the *Windows key* or select the *Windows Start button*, select **Power > Shut down**.

- Right-click the *Windows Start button* > **Shut down or sign out** > **Shut down.**

If you need to power down the computer for a short while, but don't want to completely shut it down, you can put it to *Sleep* by doing any of the following:

- Press the power button.
- Press the sleep hotkey.
- Press the *Windows key* or select the *Windows Start button*, select **Power** > **Sleep.**
- Right-click the *Windows Start button* > **Shut down or sign out** > **Sleep.**



Note

If you cannot power off the computer normally, press and hold the power button for up to ten seconds to shut down the computer. If you turn off the computer and want to turn it on again, wait at least two seconds before powering up.

Taking care of your computer

Your computer will serve you well if you take care of it.

- Only use the adapter provided with your device, or an Acer-approved adapter to power your device.
- Do not expose the computer to direct sunlight. Do not place it near sources of heat, such as a radiator.
- Do not expose the computer to temperatures below 0° C (32° F) or above 50° C (122° F).
- Do not subject the computer to magnetic fields.
- Do not expose the computer to rain or moisture.
- Do not spill water or any liquid on the computer.
- Do not subject the computer to heavy shock or vibration.
- Do not expose the computer to dust or dirt.
- Never place objects on top of the computer.
- Do not slam the computer display when you close it.

- Never place the computer on uneven surfaces.



WARNING: Hot surface. Do not touch.

Taking care of your AC adapter

Here are some ways to take care of your AC adapter:

- Do not connect the adapter to any other device.
- Do not step on the power cord or place heavy objects on top of it. Route the power cord and any cables away from where people walk.
- When unplugging the power cord, do not pull on the cord itself but pull on the plug.
- The total ampere ratings of the equipment plugged in should not exceed the ampere rating of the cord if you are using an extension cord. Also, the total current rating of all equipment plugged into a single wall outlet should not exceed the fuse rating.

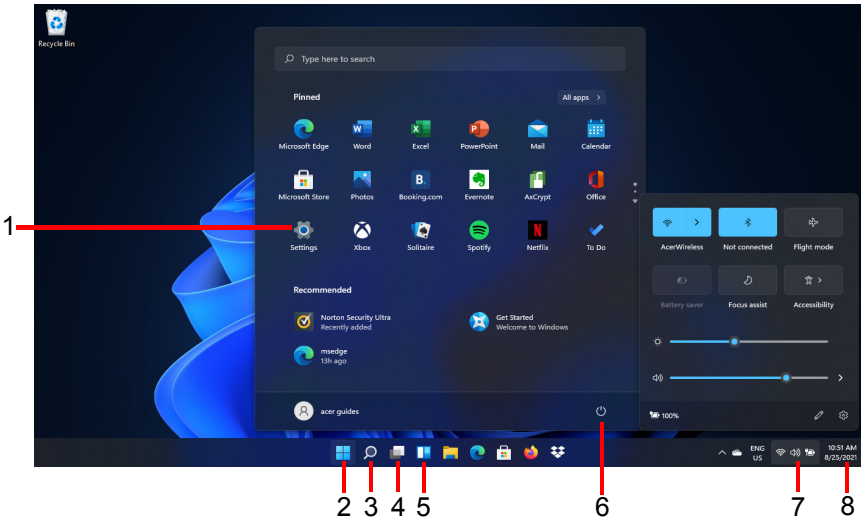
Cleaning and servicing

When cleaning the computer, follow these steps:

1. Turn off the computer.
2. Disconnect the AC adapter.
3. Use a soft, moist cloth. Do not use liquid or aerosol cleaners.

If your computer is dropped or visibly damaged, or does not work normally, please contact your nearest authorized Acer service center.

THE WINDOWS OS DESKTOP



#	Item	Description
1	Settings	Changes the apps settings for your computer.
2	Start	Launches apps, through Pinned, Recommended, or All apps.
3	Search	Types in the texts to search on your computer and the Internet.
4	Task View	Allows to switch between running applications and add the virtual desktop.
5	Widgets	Provides the weather, news, stocks, and sports information.
6	Power	Shut down, sleep or restart your computer.
7	Quick settings	Displays the situation of network connection, battery level and sound setting. You can toggle quick actions to instantly adjust or open settings.
8	Notification	Displays the notifications and calendar.

Tips and hints for using Windows

We know this is a new operating system that will take some getting used to, so we've created a few pointers to help you get started.

Where are my apps?

Move your cursor to the lower center of the screen and click search icon, start typing the name of the app you would like to open.

How do I make an app appear on Start?

If you're in all apps list and you want to make an app appear on *Start*, right-click an app and select **Pin to Start**.

How do I remove an app from Start?

Right-click an app to select it and select **Unpin from Start** to remove the app from *Start*.

How do I make an app appear on my taskbar?

If you're in all apps list and you want to make an app appear on the taskbar, right-click an app and select **More > Pin to taskbar**.

Can I turn off notifications?

Press the *Windows key* or select the *Windows Start button* and select **Settings > System > Notifications**. From here you can enable/disable notifications for all of your apps or choose which apps to enable/disable.

How do I check for Windows updates?

Press the *Windows key* or select the *Windows Start button* > **Settings > Windows Update**. Select **Advanced options** to configure the settings.

Where can I get more information?

For more information please visit the following pages:

- Windows 11 information: support.microsoft.com/Windows
- Support FAQs: support.acer.com

RECOVERY

If you are having trouble with your computer, and the frequently asked questions (see **Got a question? on page 31**) do not help, you can recover your computer.

This section describes the recovery tools available on your computer. Acer provides *Acer Control Center*, which allows you to reset your PC, refresh your PC, backup files/data or create a factory default backup. If you cannot access *Acer Control Center*, click **Settings** in the Start menu, select **System** and then click **Recovery**.



Note

Acer Control Center vary depending on model or Operating System.

Creating a file history backup

Recovery Management allows you to quickly and easily back up your files and restore them if the originals are lost, damaged or deleted.

1. From *Start*, select **Control Center** in all apps list then **Recovery Management**.
2. Select the *Backup* tab and click **Get started** for *Create backup* to open the *Backup* window.
3. Click **Set up syncing** for *OneDrive folder syncing* to continue.
4. Make sure the folders that you want to back up are selected and click **Start back up** to continue.
5. You can select **View sync progress** to watch files sync until it completes.
6. To open the OneDrive folder, double click **OneDrive** icon in the notification area.

Creating a factory default backup

Recovery Drive allows you to quickly and easily back up your operating system, installed apps and data.

1. From *Start*, select **Windows Tools** in all apps list then **Recovery Drive**.
2. Select **Yes** to open the *Recovery Drive* window.
3. Make sure **Back up system files to the recovery drive** is selected and click **Next**.
4. Plug in the USB drive and wait for the PC to detect the USB drive then click **Next**.
5. Everything on the drive will be deleted. Click **Create** to continue.
6. You will be shown the backup progress on the screen.
7. Follow the process until it completes.
8. Unplug the USB drive and label it clearly.



Important

Write a unique, descriptive label on the backup, such as 'Windows Recovery Backup'. Make sure you keep the backup in a safe place that you will remember.



Note

Since the recovery backup requires at least 8 GB of storage after formatting, it is recommended to use a USB drive with a capacity of 16 GB or larger.

Backing up your wireless and LAN drivers

Back up your wireless and LAN drivers. You can use these backups to install the wireless and LAN drivers if you install another operating system.

1. From *Start*, select **Control Center** in all apps list then **Recovery Management**.
2. Select the *Backup* tab and click **Get started** for *Backup wireless and LAN drivers*. Choose a folder to save your drivers and select **OK**.
3. You will be shown the backup progress on the screen.

Restoring your computer

Recovery Management allows you to quickly and easily restore your computer back to its default status. You can choose to keep your files or remove them before reinstalling Windows.

Reset this PC and keep my files

1. From *Start*, select **Control Center** in all apps list then **Recovery Management**.
2. Select the *Restore* tab and click **Get started** to open the *Recovery* window.
3. Click **Reset PC** to *Choose an option*.
4. Select **Keep my files** to refresh your PC and reinstall your operating system without removing your personal files.
5. Choose from the two options - **Cloud download** or **Local reinstall** to reinstall Windows. (Ensure you are connected to the internet when using Cloud download.)
6. Click **Change settings** to open the *Choose settings* options.
7. Choose your settings options and follow the instructions on screen. Click **Confirm** then **Next** to continue.



Important

If you have apps installed on your PC, they will be removed.

8. Resetting the PC will reinstall Windows, change settings back to their factory defaults and remove all preinstalled apps and programs without removing your personal files. Click **Reset** to continue. This will take a while and your PC will restart.
9. You will be shown the reset progress on the screen. The screen will turn off during the reset process.
10. The screen will turn back on when it is installing Windows. Your PC will restart several times during the reset process.
11. Follow the process until it completes.
12. When your PC has completed the reset process, Windows will have been reset back to its factory default settings without removing your personal files.

Reset this PC and remove everything

1. From *Start*, select **Control Center** in all apps list then **Recovery Management**.
2. Select the *Restore* tab and click **Get Started** to open the *Recovery* window.
3. Click **Reset PC** to *Choose an option*.
4. Select **Remove everything** to reset your PC back to its factory default.
5. Choose from the two options - **Cloud download** or **Local reinstall** to reinstall Windows. (Ensure you are connected to the internet when using Cloud download.)
6. Click **Change settings** to open the *Choose settings* options.
7. Choose your settings options and follow the instructions on screen. Click **Confirm** then **Next** to continue.
8. Click **Reset** to continue.
9. You will be shown the reset progress on the screen. The screen will turn off during the reset process.
10. The screen will turn back on when it is installing Windows. Your PC will restart several times during the reset process.
11. Follow the process until it completes.
12. When your PC has completed the reset process, Windows will use factory default settings.

USING A BLUETOOTH CONNECTION

Bluetooth is a technology enabling you to transfer data wirelessly over short distances between many different types of devices. Bluetooth-enabled devices include computers, cell phones, tablets, wireless headsets, and keyboards.

To use Bluetooth, you must ensure the following:

1. Bluetooth is enabled on both devices.
2. Your devices are "paired" (or connected).

Enabling and disabling Bluetooth

The Bluetooth adapter must be enabled on both devices. For your computer, this may be an external switch, a software setting, or a separate Bluetooth dongle plugged into the computer's USB port (if no internal Bluetooth adapter is available).



Note

Please check your devices owner's manual to determine how to turn on its Bluetooth adapter.

Enable Bluetooth and add a device

Every new device must first be "paired" with your computer's Bluetooth adapter. This means it must first be authenticated for security purposes. You only need to pair once. After that, simply turning on the Bluetooth adapter of both devices will connect them.

Bluetooth on your computer is disabled by default. To enable your computer's Bluetooth adapter, do the following:

1. Press the *Windows key* or select the *Windows Start button* > **Settings** > **Bluetooth & devices**, and click the toggle under **Bluetooth** to enable/disable it.
2. Click on **Add device** then select the device that you want to add.
3. Your computer will automatically start searching for devices, as well as make itself visible to other devices.

4. Select the device you wish to pair from the list of discovered devices.
5. After pairing, if there is a code displaying on the screen, enter that code on the device to proceed the connection.



Note

Some devices using older versions of the Bluetooth technology require both devices to enter a PIN. In the case of one of the devices not having any inputs (as in a headset), the passcode is hardcoded into the device (usually "0000" or "1234"). Consult your device's user manual for more information.

You can also enter the Bluetooth settings by selecting the *Network, Sound and Battery* icon in the lower right-hand corner of the screen to open the *Quick settings* pane. From here, you can enable or disable Bluetooth or right-click on **Bluetooth > Go to Settings** to enter the Bluetooth settings.

CONNECTING TO THE INTERNET

This chapter includes general information on types of connections, and getting connected to the internet. For detailed information, please refer to **Network connections on page 38**.

Your computer's built-in network features make it easy for you to connect your computer to the internet using a cable or a wireless connection.

First though, in order to connect to the internet, you'll need to sign up for internet services from an ISP (Internet Service Provider) -- usually a phone or cable company -- that will have to go to your home or office to set up internet service. The ISP will install a small box, a router or modem, that will allow you to connect to the internet.

Connecting to a wireless network

Connecting to a wireless LAN

A wireless LAN (or WLAN) is a *wireless local area network*, which can link two or more computers without using wires. Once connected to WLAN, you can access the internet. You can also share files, other devices, and even your internet connection itself.

Your computer's wireless connection is turned on by default and Windows will detect and display a list of available networks during setup. Select your network and enter the password if required. You can use the network management options to turn your wireless network on/off or control what is shared over the network.

To connect to a wireless network, please follow the steps below.

1. Ensure you have a wireless router/access point and current internet connection through the ISP of your choice. Make a note of the wireless network's name and password (if necessary).



Note

Please refer to your ISP or router documentation for details on connecting to the internet.

2. Click **Network** icon in the notification area.



Note

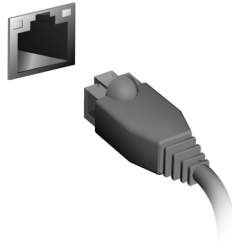
*If Wi-Fi is turned off, please click **Wi-Fi** tile to turn it on.*

3. Select Manage WiFi connections.
4. You will see a list of available wireless networks. Select the one you wish to use.
5. Once you select a wireless network, select **Connect**.
6. If required, enter the network's password.

Connecting with a cable

Built-in network feature

If your computer has a network port, plug one end of a network cable into the network port on your computer, and the other end into a port on your router (refer to the image below.) Then, you'll be ready to get online.



Keeping your computer and data safe...

In this section you will find:

- How to secure your computer
- Setting passwords

SECURING YOUR COMPUTER

Your computer is a valuable investment that you need to take care of. Learn how to protect and take care of your computer.

Using passwords

Passwords protect your computer from unauthorized access. Setting these passwords creates several different levels of protection for your computer and data:

- Supervisor Password prevents unauthorized entry into the BIOS utility. Once set, you must enter this password to gain access to the BIOS utility. **See Setting passwords on page 21.**
- User Password secures your computer against unauthorized use. Combine the use of this password with password checkpoints on boot-up and resume from Hibernation (if available) for maximum security.
- Password on Boot secures your computer against unauthorized use. Combine the use of this password with password checkpoints on boot-up and resume from Hibernation (if available) for maximum security.



Important

Do not forget your Supervisor Password! If you forget your password, please get in touch with your dealer or an authorized service center.

Entering passwords

When a password is set, a password prompt appears in the center of the display screen.

- When the Supervisor Password is set, a prompt appears when you enter the BIOS utility.
- Type the Supervisor Password and press **Enter** to access the BIOS utility. If you enter the password incorrectly, a warning message appears. Try again and press **Enter**.
- When the User Password is set and the password on boot parameter is enabled, a prompt appears at boot-up.

- Type the User Password and press **Enter** to use the computer. If you enter the password incorrectly, a warning message appears. Try again and press **Enter**.



Important

You have three chances to enter a password. If you fail to enter the password correctly after three tries, the system halts. Press and hold the power button for four seconds to shut down the computer. Then turn on the computer again, and try again.

BIOS UTILITY

The BIOS utility is a hardware configuration program built into your computer's BIOS.

Your computer is already properly configured and optimized, and you do not normally need to run this utility. However, if you encounter configuration problems, you may need to run it.

To activate the BIOS utility, press **F2** while the computer logo is being displayed.

Boot sequence

To set the boot sequence in the BIOS utility, activate the BIOS utility, then select **Boot** from the categories listed on the top of the screen.

Setting passwords

To set a password on boot, activate the BIOS utility, then select **Security** from the categories listed on the top of the screen.

Find **Set Supervisor Password** and enter a password to enable this feature. Once you have entered a password for this feature, you may then enable/disable **Password on Boot**.

Remember to select **F10** to properly save and exit the BIOS utility when you are done making changes.

POWER MANAGEMENT

This computer has a built-in power management unit that monitors system activity. System activity refers to any activity involving one or more of the following devices: keyboard, mouse, hard disk, peripherals connected to the computer, and video memory. If no activity is detected for a period of time, the computer stops some or all of these devices in order to conserve energy.

Saving power

Disable Fast startup

Your computer uses Fast startup to start quickly, but also uses a small amount of power to check for signals to start. These checks consume extra power.

If you prefer to reduce your computer's power requirements and environmental impact, turn off Fast startup:



Note

If Fast startup is off, your computer will take longer to start from Sleep. Your computer will also not start if it receives an instruction to start over a network (Wake on LAN).

1. Press the *Windows key* or select the *Windows Start button* then then search for "**Choose a power plan**".
2. Select **Choose what the power buttons do**.
3. Select **Change settings that are currently unavailable**.
4. Scroll down and disable **Turn on fast startup**.
5. Select **Save changes**.

Ports and connectors...

In this section you will find:

- Information on the ports and connectors fitted to your computer

PORTS AND CONNECTORS

The tables below indicate what the different icons represent.



Note

The ports and connectors listed below may not be available on all models.

Icon	Item	Icon	Item
	Power button		Serial port
	Microphone jack		Line-in jack
	Speaker or headphone jack		Audio combo-jack
	USB port		HDMI port
	External display (VGA) connector		DC-in jack
	RJ-45 Ethernet connector		DisplayPort
	Line-out / speaker-out jack		DVI port
	Recovery button		USB port with power-off charging
	Kensington lock slot		USB Type-C port
	SD card reader		

USB 3.2 Gen 1 information




- USB 3.2 Gen 1 compatible ports are blue.
- Compatible with 3.2 Gen 1 and earlier devices.
- For optimal performance, use 3.2 Gen 1-certified devices.
- Defined by the 3.2 Gen 1 specification (SuperSpeed USB).

USB 3.2 Gen 2 information

- USB 3.2 Gen 2 compatible ports are red.
- Compatible with 3.2 Gen 2 and earlier devices.
- For optimal performance, use 3.2 Gen 2-certified devices.
- Defined by the 3.2 Gen 2 specification (SuperSpeed USB).

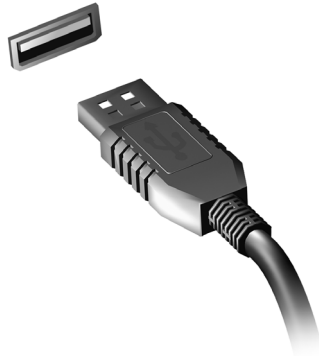
Rear panel audio ports

The table below indicates the functions of the audio jacks on the rear panel (if available).

Icon	color	Headset	Stereo	Quadrophonic	5.1-channel
	Blue			Rear	Rear
	Green	Headset	Front	Front	Front
	Blue	Mic-in	Mic-in	Mic-in	Center/ woofer

UNIVERSAL SERIAL BUS (USB)

The USB port is a high-speed port which allows you to connect USB peripherals, such as a mouse, an external keyboard, additional storage (external hard disks), or any other compatible device.



Note

Two USB standards are currently available on Acer computers: USB 2.0 (High-speed USB) and USB 3.2 Gen 1 (SuperSpeed USB). USB 2.0 ports on Acer computers have a black tongue in the port, while USB 3.2 Gen 1 ports have a blue tongue. For best performance, USB 3.2 Gen 1 devices should always be plugged into USB 3.2 Gen 1 ports. Consult your device's documentation to see which standard it supports.

You can also charge devices such as tablets, smartphones, or other devices through a USB port. Some USB 3.2 Gen 1 ports support charging devices when the computer is in Hibernate or turned off. Additionally, you can use a USB hub to connect multiple devices to a single USB port.



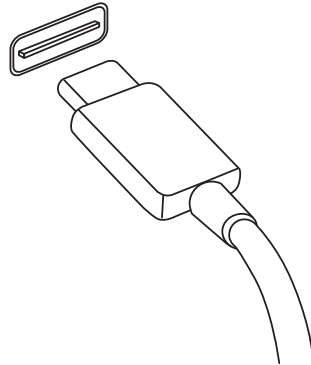
Important

When removing a USB storage device, you should right-click on the USB icon in the Windows task bar and select "Eject <device>" to tell the operating system to stop using the device before removing it. Failure to do this may result in data loss or damage to your peripheral.

USB TYPE-C PORT

A USB Type-C port is a connector that allows you to easily connect USB Type-C peripherals, such as additional storage (e.g. an external drive), or any other compatible device.

The Type-C port is reversible; connectors may be inserted with either side up.



Note

On Acer computers USB Type-C ports support up to USB 3.2 (SuperSpeed USB, 10 Gbps).

Other USB devices with a USB Type-C connector are supported, but transfer speed may be reduced and certain functions will be disabled (such as Thunderbolt video support).



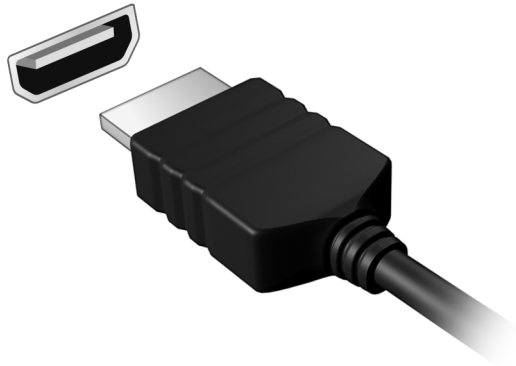
Important

When removing a USB storage device, you should right-click on the USB icon in the Windows task bar and select "Eject <device>" to tell the operating system to stop using the device before removing it. Failure to do this may result in data loss or damage to your peripheral.

HDMI

HDMI (High-Definition Multimedia Interface) is a high-quality, digital audio/video interface. HDMI allows you to connect any compatible digital audio/video source, such as your computer, a set-top box, DVD player, and audio/video receiver to any compatible digital audio and/or video monitor, such as a digital television (DTV) with a single cable.

The single cable keeps everything neat and tidy while ensuring easy connection and the best audio and visual quality.



SD CARD READER

SD (Secure Digital) cards are used in a wide selection of digital cameras, tablets, media players and cellular phones.



Inserting an SD card

1. Align the card so that the connector points towards the port, with the connectors facing down.
2. Carefully slide the card into the port. If you find you need to use any force to insert the card, try reorientating the card slightly.
3. Push the card until it clicks into place. A few millimetres of the card will extend from beyond the slot.

If the card contains some files, the *Windows AutoPlay* window may appear (this depends on the contents of the card) and ask you if you wish to use a program to access the contents of the card.



Important

When removing an SD card, you should right-click on the USB icon in the Windows task bar and select "Eject <card name>" to tell the operating system to stop using the device before removing it. Failure to do this may result in data loss or damage to your peripheral.

SD, SDHC and SDXC cards

Different types of SD cards cover different capacities, while using the same overall design. SD cards contain up to 4 GB; SDHC cards contain up to 32 GB; and SDXC cards can contain up to 2048 GB (2 TB). Your computer provides an SDHC or SDXC compatible card reader.



Note

SDXC memory cards can only be used in an SDXC-compatible reader; SD and SDHC cards can be used in either type.

VIDEO AND AUDIO CONNECTORS

Add an external monitor to your computer via a video port. The type of port available depends on your computer's configuration.

Connecting a monitor

1. Check that the computer is powered off and the monitor power switch is turned off.
2. Attach the video cable to the monitor port on the computer.
3. Connect the monitor power cable and plug it into a properly grounded wall outlet.
4. Follow any setup instructions in the monitor's user's guide.
5. Turn on power to the monitor, then the computer.
6. The correct resolution and refresh rate should be detected automatically. If necessary, change the display settings used by the computer.



Note

*To access the display controls, right-click anywhere on the desktop and select **Display settings**.*

Headphones and microphone

One or more 3.5 mm jacks on your computer allow you to connect audio devices.

Use the headphone port to plug in stereo headphones or powered speakers; connecting an audio device to the headphone port disables the built-in speakers.

Use the microphone port to connect an external microphone; connecting a microphone disables the built-in microphone.



Note

Some computers have a single "combo" port that allows you to use single-pin headsets with a built-in microphone. These headsets are most commonly used with smartphones.

Got a question?

In this section you will find:

- Frequently asked questions
- Troubleshooting information
- How to protect yourself while online
- Where to find Acer service center contact information

FREQUENTLY ASKED QUESTIONS

The following is a list of possible situations that may arise during the use of your computer. Easy solutions are provided for each one.

I turned on the power, but the computer does not start or boot up.

Check if power is being supplied to the computer (if your computer has a power indicator, it will be off); if there is no power, check the following:

- If you are using on the battery, it may be low and unable to power the computer. Connect the AC adapter to recharge the battery pack. You may need to wait a few minutes before trying to turn your computer on again.
- Make sure that the AC adapter is properly plugged into the computer and to the power outlet.

If power is being supplied to the computer, check the following:

- Is a disc in the optical drive? Remove it and press **Ctrl + Alt + Del** to restart the system.
- Do you have a USB storage device (USB drive or smartphone) plugged into your computer? Unplug it and press **Ctrl + Alt + Del** to restart the system.

Nothing appears on the screen.

The computer's power management system automatically blanks the screen to save power. Press any key to turn the display back on.

If pressing a key does not turn the display back on, three things might be the cause:

- The brightness level might be too low. Use the Brightness up hotkey to adjust the brightness level.
- The display device might be set to an external monitor. Press the display toggle hotkey to toggle the display back to the computer.
- The computer may be in Sleep or Hibernate mode (if there is a power LED, it will flash). Press and release the power button to resume.

No audio is heard from the computer.

Check the following:

- The volume may be muted. Look at the volume control (speaker) icon in the taskbar. If it is crossed-out, click the icon and drag the slider to the right to increase the volume.
- The volume level may be too low. Check the volume from the volume control (speaker) icon in the taskbar. You can also use the volume control hotkeys to adjust the volume.
- If headphones, earphones or external speakers are connected to the headphone jack on the computer, the internal speakers automatically turn off.

I want to eject the optical drive tray without turning on the power.

There is a mechanical eject hole on the optical drive. Insert the tip of a pen or straightened-out paperclip into the hole and push to eject the tray.

The keyboard does not respond.

Try attaching an external keyboard to a USB port on the computer. If it works, contact your dealer or an authorized service center as the internal keyboard cable may be loose.

The printer does not work.

- Make sure that the printer is connected to a power outlet and that it is turned on.
- Make sure that the printer cable is connected securely to a USB port and the corresponding port on the printer.

I want to restore my computer to its original settings.



Note

If your system is the multilingual version, the operating system and language you choose when you first turn on the system will be the only option for future recovery operations.

This recovery process helps you restore the C: drive with the original software content that is installed when you purchased your computer.



Warning

Your C: drive will be reformatted and all data will be erased. It is important to back up all data files before using this option.

Before performing a restore operation, please check the BIOS settings.

1. If there is a **D2D Recovery** setting in **Main**, make sure it is **Enabled**.
2. Exit the BIOS utility and save changes. The system will reboot.



Note

*To access the BIOS utility, press **F2** when you see the Acer logo during boot up.*

For more information, [see Restoring your computer on page 10.](#)

Requesting service

Before you call

Please have the following information available when you call Acer for online service, and please be at your computer when you call. With your support, we can reduce the amount of time a call takes and help solve your problems efficiently. If there are error messages or beeps reported by your computer, write them down as they appear on the screen (or the number and sequence in the case of beeps).

You are required to provide the following information:

Name:

Address:

Telephone number:

Machine and model type:

Serial number:

Date of purchase:

Troubleshooting

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

This computer incorporates an advanced design that delivers onscreen 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

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

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 Enter to reboot.
Equipment configuration error	Press F2 (during POST) to enter the BIOS utility, then press Exit 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.

Error messages	Corrective action
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 F2 (during POST) to enter the BIOS utility, then press Exit 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.

INTERNET AND ONLINE SECURITY

First steps on the net

Protecting your computer

It is vital to protect your computer from viruses and attacks over the internet ([see Internet security software on page 40](#)).

A comprehensive internet security program is offered when you first start your computer. You should activate this protection as soon as possible, certainly before you connect to the internet.

Choose an Internet Service Provider



Using the internet has become a natural part of daily computing. Just a few simple steps can connect you to a vast collection of knowledge and communication tools. To accomplish these steps you should first select an *Internet Service Provider* (ISP), which supplies the connection between your computer and the internet. You should research the ISPs available in your region, not forgetting to talk to friends and family about their experiences or to check reviews and consumer reports. The ISP you select will provide instructions on how to connect to the internet (you may need additional software or a special 'box' that connects to your phone line).

Connection types

Depending on your computer model, your location and your communication needs, you have several ways to connect to the internet.

Dial-up

Some computers include a telephone dial-up ('modem') connector. This allows you to connect to the internet using your telephone line. With a dial-up connection, you cannot use the modem and the telephone simultaneously on a single phone line. This type of connection is recommended only if you have limited use of the

internet as the connection speed is low and connection time is typically charged per hour.

DSL (e.g. ADSL)

DSL (Digital Subscriber Line) is an 'always-on' connection that runs over the phone line. As DSL and phone do not use the same frequencies, you can use your telephone at the same time you are connected to the internet (this requires a 'micro-filter' on each telephone socket to avoid interference). To be eligible for DSL, you must be located near an DSL-equipped phone exchange (service is sometimes unavailable in rural areas). Connection speeds vary depending on your location, but DSL generally provides very fast and reliable internet connection. As the connection is always-on, it is generally charged at fixed monthly rates.



Note

A DSL connection requires an appropriate modem. A modem is usually provided by the ISP when you register. Many of these modems include an 'router' that provides network and Wi-Fi access.

Cable

A cable connection provides fast and always-on internet service via a cable television line. This service is generally available in large cities. You can use your telephone and watch cable TV at the same time you are connected to the internet.

Network connections

A LAN (Local Area Network) is a group of computers (for example, within an office building or home) that share a common communications line and resources. When you set up a network, you can share files, peripheral devices (such as a printer) and an internet connection. You can set up a LAN using wired technologies (such as Ethernet) or wireless technologies (such as Wi-Fi or Bluetooth).

Wireless networks

A wireless LAN or WLAN is a wireless local area network, which may link two or more computers without using wires. Setting up a wireless

network is easy and allows you to share files, peripheral devices and an internet connection.

What are benefits of a wireless network?

Mobility

Wireless LAN systems allow you and other users of your home network to share access to files and devices connected to the network, for example a printer or scanner.

Also you can share an internet connection with other computers in your home.

Installation speed and simplicity

Installing a wireless LAN system can be fast and easy and eliminates the need to pull cables through walls and ceilings.

Components of a wireless LAN

To set up your Wireless network at home you need to have the following:

Access point (router)

Access points (routers) are two-way transceivers that broadcast data into the surrounding environment. Access points act as a mediator between wired and wireless network. Most routers have a built-in DSL modem that will allow you access to a high speed DSL internet connection. The ISP (Internet Service Provider) you have chosen normally supplies a modem/router with the subscription to their services. Read carefully the documentation supplied with your Access point/router for detailed setup instructions.

Network cable (RJ45)

A network cable (also called RJ45 cable) is used to connect the host computer to the access point (see illustration below); this type of cable may also be used to connect peripheral devices to the access point.

Wireless adapter

Most computers feature a wireless module and Wi-Fi button that turns the network connection on or off. You may also turn your wireless

network on or off, or control what is shared over the network with the network management options.



Warning

Using wireless devices while flying in aircraft may be prohibited. Switch off all devices before boarding an aircraft; they may be dangerous to the operation of the aircraft, disrupt communications, and even be illegal. After take off, ask the cabin crew if you may enable Wi-Fi.

Surf the Net!

To surf the internet, you need a program called an internet browser. *Microsoft Edge* provides an easy and secure web browsing experience. As soon as you have your internet access installed and you are connected, from the Start Menu, click the Microsoft Edge app or the icon located in the taskbar and take your internet experience to a new level!

Acer website

To get you started why not visit our website, **www.acer.com**.

Acer is dedicated to provide you with on-going personalized support. Check out our *Support* section to get help tailored to your needs.

www.acer.com is your portal to a world of online activities and services: visit us regularly for the latest information and downloads!

Internet security software

To help you stay ahead of cybercriminals, Acer has partnered with Norton to offer you security for all your devices.

Select Acer computers include protection by Norton Security

Norton Security is pre-installed on select Acer computers, protecting your identity and financial data from viruses, spyware, malware and other online threats. Learn more about how to stay safe online and how to stay protected after your introductory subscription ends.



Note

Specifications vary depending on model or Operating System.

Staying ahead of cybercriminals

Stay ahead of hackers and cybercriminals by understanding the tactics they use to access your private data.

Ensure your software is up to date

Cybercriminals rely heavily upon software or platform vulnerabilities, as they are the easiest way to sneak malware into a user's device unnoticed, sometimes with little action on the user's part. Immediately after a software manufacturer announces an update, hackers are ready with malware that can breach holes in the software that would have been patched if the update was installed.

How to stay safe: Perform any and all software updates as soon as they are available.

Keep a lookout for fake or phishing emails

Beware of emails that appear to be from a friend or business colleague that you know but seem a little odd. Maybe they didn't capitalize your name or there are misspellings. The email might be from cybercriminals who are trying to fool you into sending them your credit card number, social security number, or logging into a fake bank website that looks like yours but really isn't.

How to stay safe: Use a strong antispam filter. If an email looks strange, don't click on anything and delete it immediately. Instead manually launch a browser and type in your bank's website address and log-in yourself.

Don't be fooled if someone calls your phone

A tech support scam is a form of online fraud where people call you on the phone saying they're Technical Support from a trusted company like Norton or Microsoft and that you have a virus. The main motive behind these scams is to extort money from the victim. Cybercriminals can also install malware such as keylogging software or backdoor Trojans in order to gain access to personal information.

How to stay safe: Don't fall for phone calls that tell you your software or computer isn't working. Never give your personal information like social security or credit card numbers to someone that you don't know over the phone.

Common threats cybercriminals use

Now you know a few very common ways cybercriminals try to sneak onto your device or trick you into providing private information to them directly. Here are a few of the types of malware they like to deploy once they've got into a device and what to do if you're ever infected.

Ransomware

A form of malware that will encrypt personal data files on your computer and attached devices. Encryption converts files into another format, that can only be opened with a specific decryption key. Once the ransomware installs itself, it will display a warning message that the computer is now locked. The user is given a specific amount of money to pay as a "fine" and a timeframe in which to pay. Even if paid, the criminal might choose to not unencrypt the files anyway!

What to do if you're infected: Avoid getting infected in the first place by staying protected with internet security software like Norton Security. Also, perform regular backups of all your data either online or to a separate external hard drive that is *only attached* to your computer while performing the backup. Ransomware has been known to lock access to external hard drives attached to the computer.

If you are infected with ransomware, think twice before you pay the ransom. There is no guarantee the cybercriminal will unlock your files and you'll be funding them to prey upon another innocent victim.

Botnets

A botnet is a string of infected, connected computers coordinated together to perform a task. Botnets gain access to your machine through some piece of malicious coding. Once the software is downloaded, the botnet will now contact its master computer and let it know that everything is ready to go. Now your computer, phone, tablet, or IoT device is entirely under the control of the person who created the botnet. Most people who are infected with botnets aren't even aware that their computer's security has become compromised!

What to do if you're infected: If you're infected you probably don't realize it as bots are notoriously quiet. Your Internet Service Provider might send you a notification alerting you that they found a threat on your network and that you need to remove the bot. If you have a bot,

use internet security software like Norton Security to scan all of your devices.

Viruses/Malware

"Virus" is the commonplace word for all malicious software programs for years now; however, a virus is just one type of malicious threat. A virus is classified as a self-replicating piece of malicious code that travels by inserting itself into files or programs.

What to do if you're infected: Take steps to avoid infection by staying protected with internet security software like Norton Security. If you subscribed to Norton Security and think you may have a virus, contact Norton's on-call technicians to help eliminate the virus.

Take special precautions when using public Wi-Fi

Public Wi-Fi is available just about everywhere, from the local coffee shop to the hotels and airports you visit while traveling. While public Wi-Fi has made our lives a little easier, it also poses security risks to the personal information available on our laptops and smartphones. A virtual private network (VPN) gives you online privacy and anonymity by creating a private network from a public internet connection. VPNs mask your internet protocol (IP) address so your online actions are virtually untraceable as well as secure. One of the biggest security risks on public Wi-Fi are man-in-the-middle attacks (MITM). These attacks are akin to eavesdropping. Data is sent from point A (computer) to point B (server/website), and an attacker can get in-between these transmissions. They then set up tools programmed to "listen in" on transmissions, intercept data that is specifically targeted as valuable, and capture the data, such as your login credentials and passwords.

Use a virtual private network (VPN) to ensure your privacy and anonymity are protected when you use public Wi-Fi. VPN services can encrypt all the data that you send and receive while using a public Wi-Fi hotspot, securing your information from hackers and other users of the same connection.

For more tips on how to stay safe

Good security habits can reduce your exposure to online crime. By adopting a few basic behaviors, you can make big strides in reducing cybercrime risk:

- Protect your accounts with strong, unique passwords that use a combination of at least 10 uppercase and lowercase letters, symbols and numbers.
- Don't click on random links or open unsolicited messages and attachments-particularly from people you don't know.
- Don't access any personal information or social media accounts over unprotected Wi-Fi networks.
- Use security software on your devices to help protect yourself from the latest threats.

Protect your computer with Windows security tools

Windows provides a variety of protection applications.

Windows Updates

If you have an active internet connection, Windows can check for important updates for your computer and install them automatically. These updates include security patches and program updates that can improve your computing experience and help protect your computer against new viruses and attacks.

How do I know when my computer is at risk?

If the *Action Center* reports an alert, or if your computer behaves erratically, crashes unexpectedly or if some of your programs do not work correctly, your computer may be infected by malicious software. However, do not blame every computer problem on a virus! If you suspect your computer is infected, the first thing to do is update, if you have not already done so, and run your antivirus and anti-spyware software.

PLAYING BLU-RAY OR DVD MOVIES

If your computer is equipped with a Blu-Ray or DVD drive, you can play movies on your computer or on a high-definition TV via HDMI.

1. Insert the disc into the drive.
2. After a few seconds, the movie will start playing.
3. If the movie does not start playing, open your movie playback program and open the disc from the *File* menu.



Important

When you launch the DVD player for the first time, the program asks you to enter the region code. DVDs are available for 6 regions.

Region code	Country or region
1	USA, Canada
2	Europe, Middle East, South Africa, Japan
3	Southeast Asia, Taiwan, South Korea
4	Latin America, Australia, New Zealand
5	Former USSR, parts of Africa, India
6	People's Republic of China



Note

To change the region code, insert a DVD movie of a different region into the DVD drive.

Once your DVD drive is set to a region code, it will only play DVDs for that region. You can set the region code a maximum of five times (including the first time), after which the last region code set will remain permanent.

Recovering your hard disk does not reset the number of times the region code has been set.