Lifecycle Extension Guide

CTE_NB_AL173P1_RTU(AL17-51P)

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Self-Repair

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
- Memory (RAM)
- HDD/SSD module
- WLAN 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.**

Machine Disassembly and Replacement

This chapter contains step-by-step procedures on how to disassemble the notebook computerfor maintenance and troubleshooting.

Cable paths and positioning may not represent the actual model. During the removal and installation of the components, ensure all available cable channels and clips are used and that the cables are replaced in the same position.

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

The product previews seen in the disassembly procedures may not represent the final product color or configuration.

Recommended Equipment

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

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

Replacement Requirements

NOTE:

- **Cabling and components require adhesive to be applied during the replacement and reassembly process.**

Main Unit Disassembly Process

Mainframe disassembly flowchart.

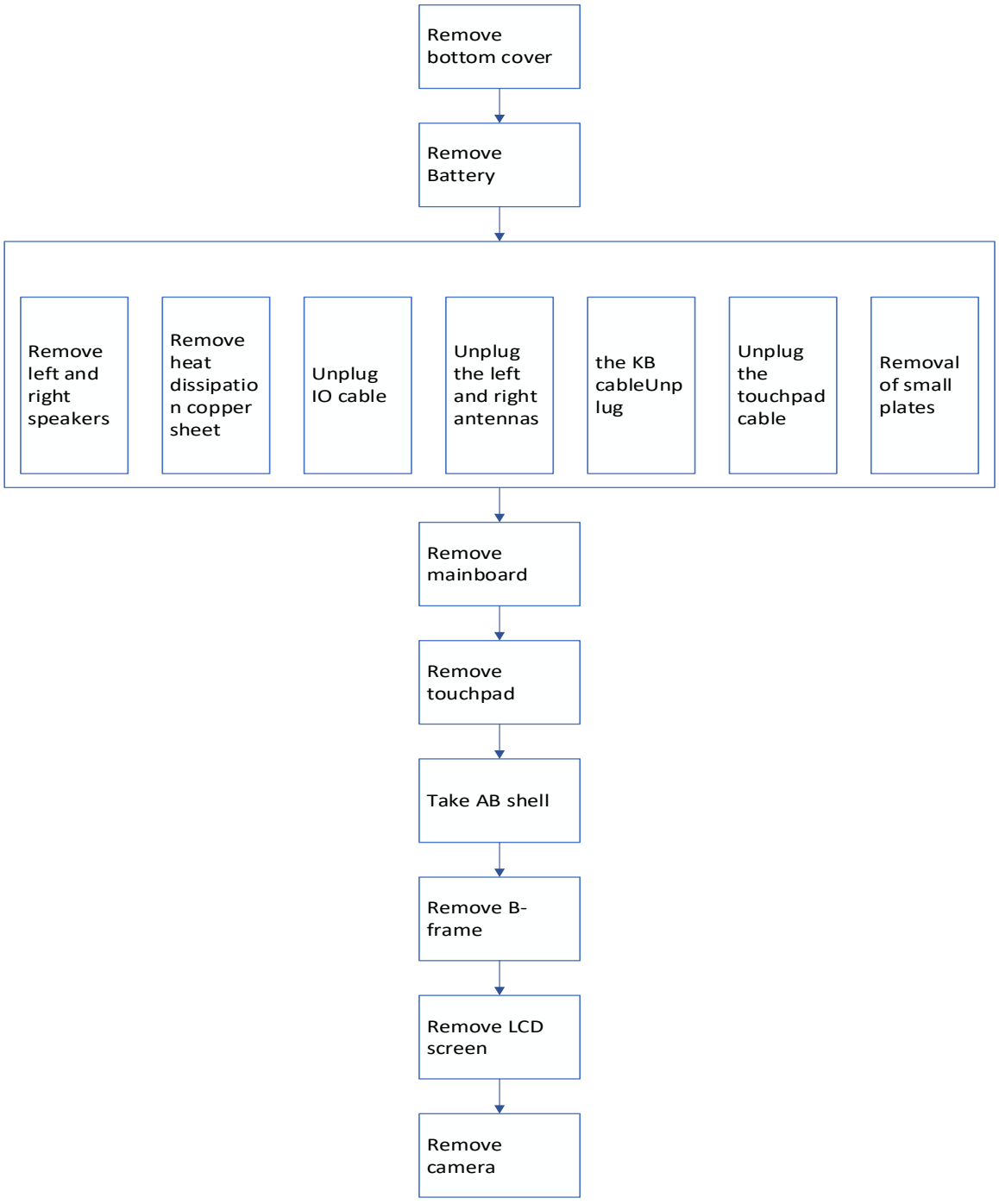


Figure 3-2. Mainframe disassembly process

Table 3-2. Mainframe Screw List

Step	Size	Quantity
Remove the bottom cover	M2*3.5	12
	M2*8	2
Remove Battery Pack	M2*4.0	5
Remove Cooling module	M2.0*2.5	3
Remove Fan	M2*4.0	2
Remove IO Small Board	M2*2.5	2
	M2*3.5	2
Remove Mainboard	M2.0*3.5	2
	M2*2.5	5
Remove Hinge L&R	M2*4.5	6
Remove SSD	M2*2.5	2

Caution:

The keypad and touchpad modules are part of the top cover assembly and cannot be removed. If the keypad is damaged or the touchpad module malfunctions, replace the entire top assembly.

Disassembly Operating Guidelines

Removing the Bottom cover

1. Remove the screws from the bottom cover.

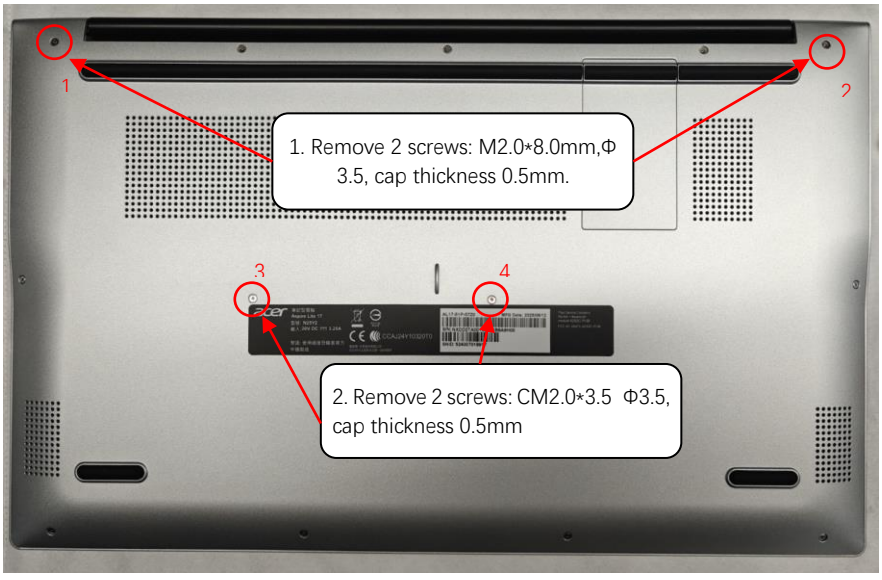


Figure 3-3. Remove Bottom Cover

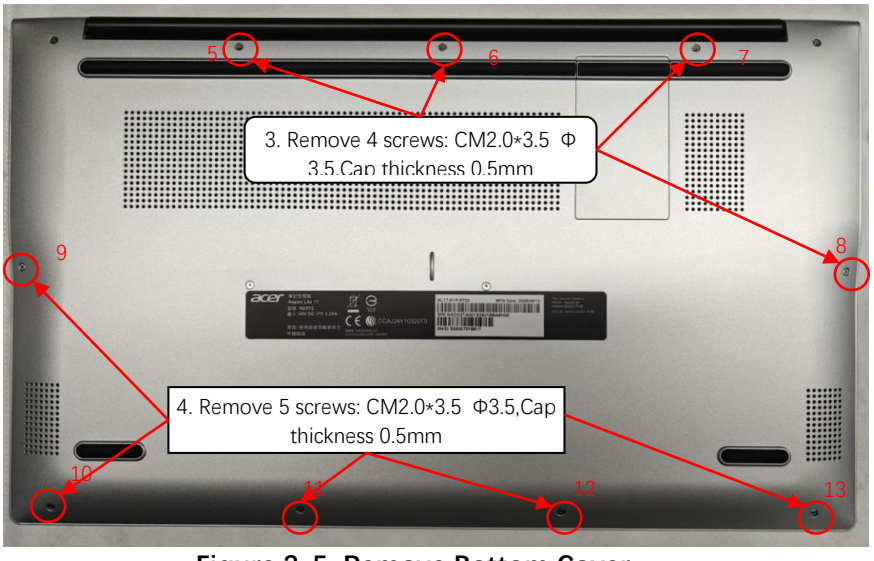


Figure 3-5. Remove Bottom Cover

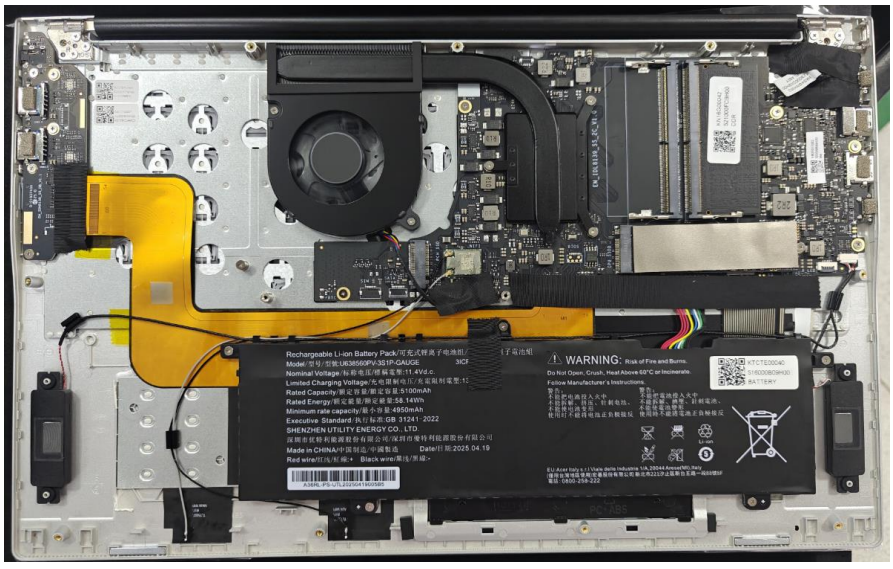


Figure 3-6. Internal picture of the whole machine

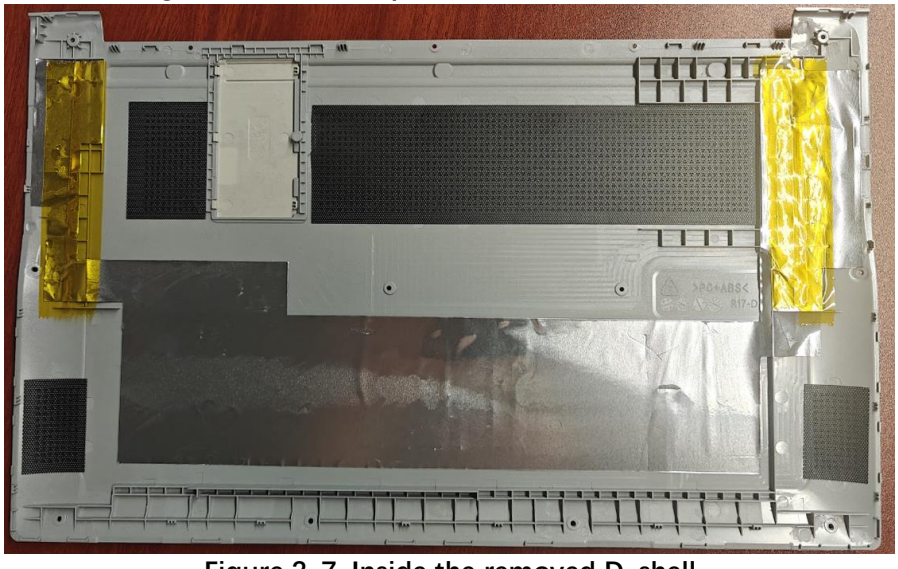


Figure 3-7. Inside the removed D-shell

PS: If you are just adding expansion memory, remove the #14 screw on the back cover to insert the memory stick into the slot.



Figure 3-8. Remove Bottom Cover

Removing the Battery Packs

Prerequisite:

Base Cover Removal

1. Tear off the acetate tape holding the screen cable, battery cable, and IO cable in place.

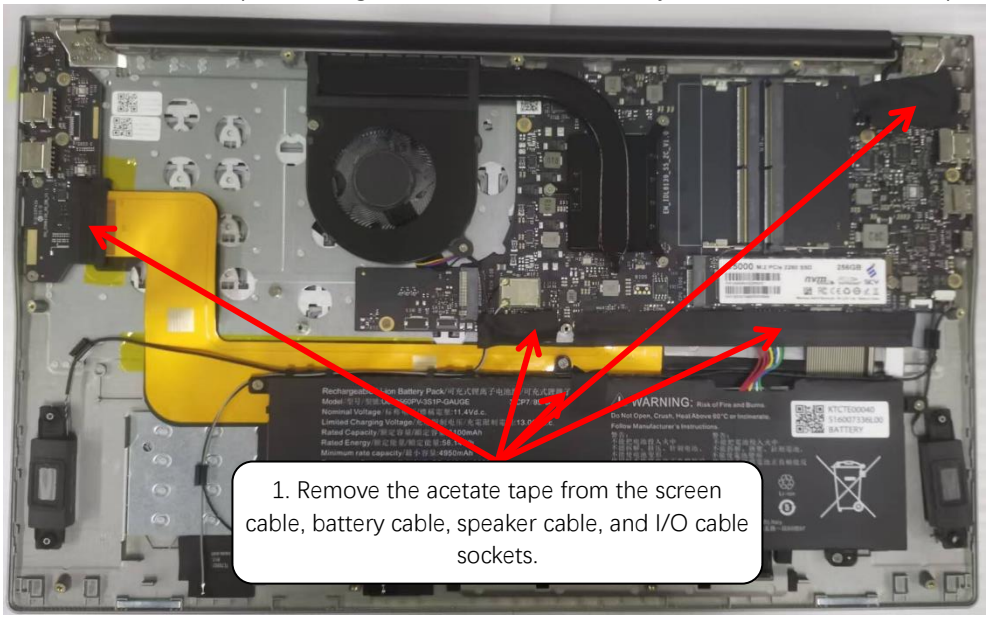


Figure 3-9 . Tear off acetate cloth

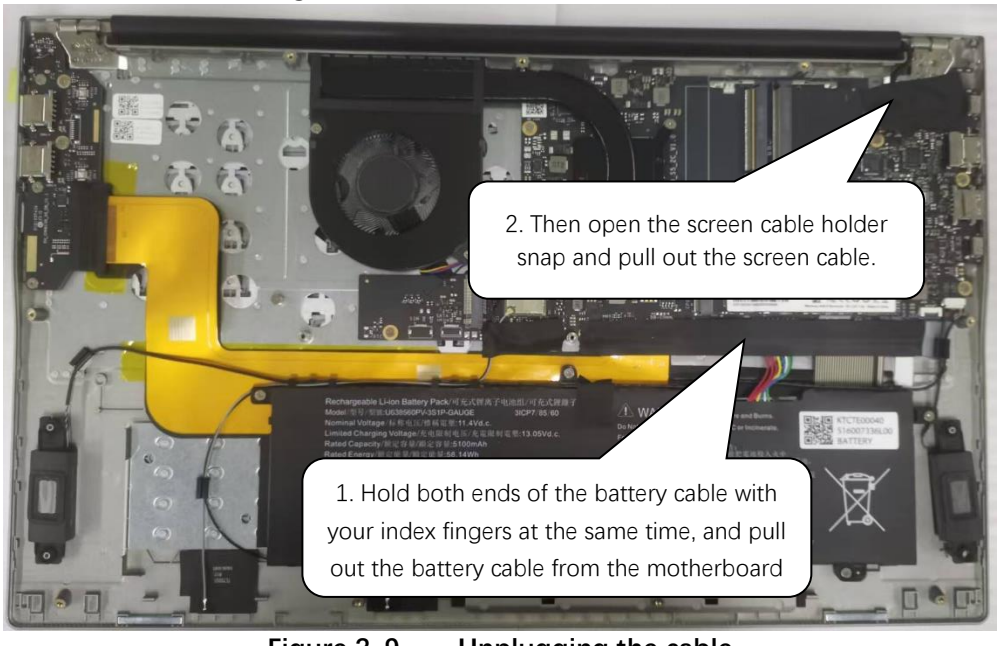


Figure 3-9 . Unplugging the cable

2. Hold both ends of the battery cable with your index fingers at the same time, and pull out the battery cable from the motherboard socket.
3. Disconnect the battery cable from the main board connector and remove the five screws (M2.0*4) from the battery.

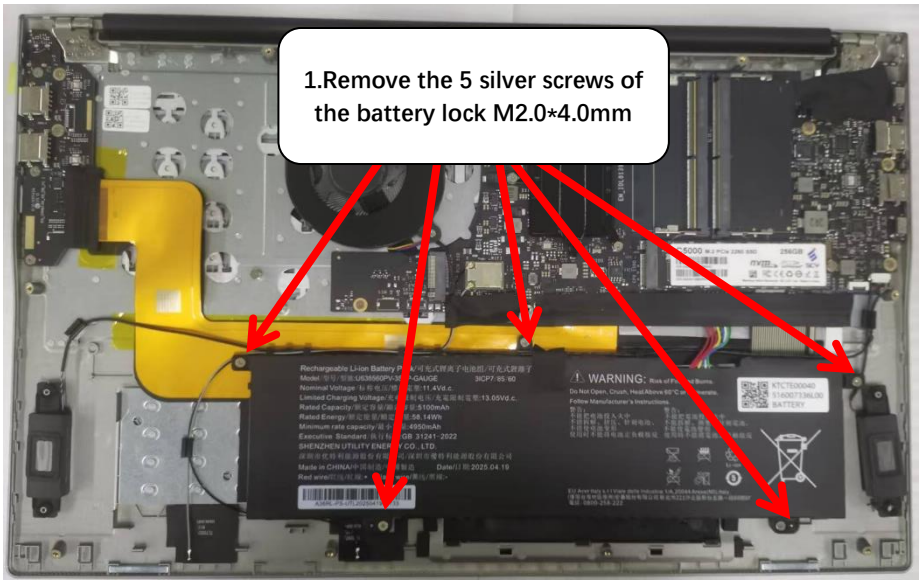


Figure 3-10 Removing the Battery Retaining Screws



Figure 3-11 Remove Battery Packs

Important:

Please observe local battery disposal regulations.

Removing the Screen Assembly

Preconditions

Battery Pack Removal

1. Remove Left and right hinge screws total six screws . (Figure 3-12)

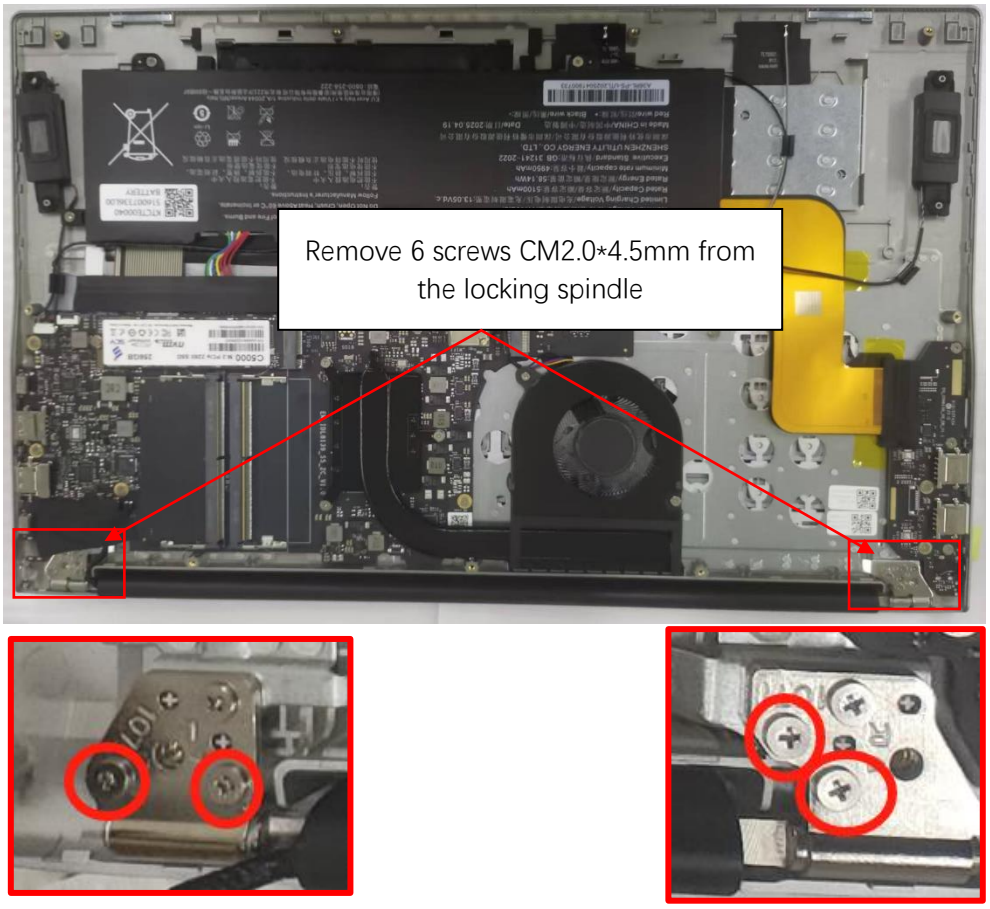


Figure 3-12 Remove left and right Hinge Screws

2. Remove the screen assembly from the C cover. (Figure 3-13)



Figure 3-13 Remove the screen assembly from the C cover.

Remove the heat sink

Prerequisites

Battery Pack Removal

1. Remove the 3 screws M2.0*2.5 mm,Φ4.2 that lock the heat sink module and remove the heat sink module.

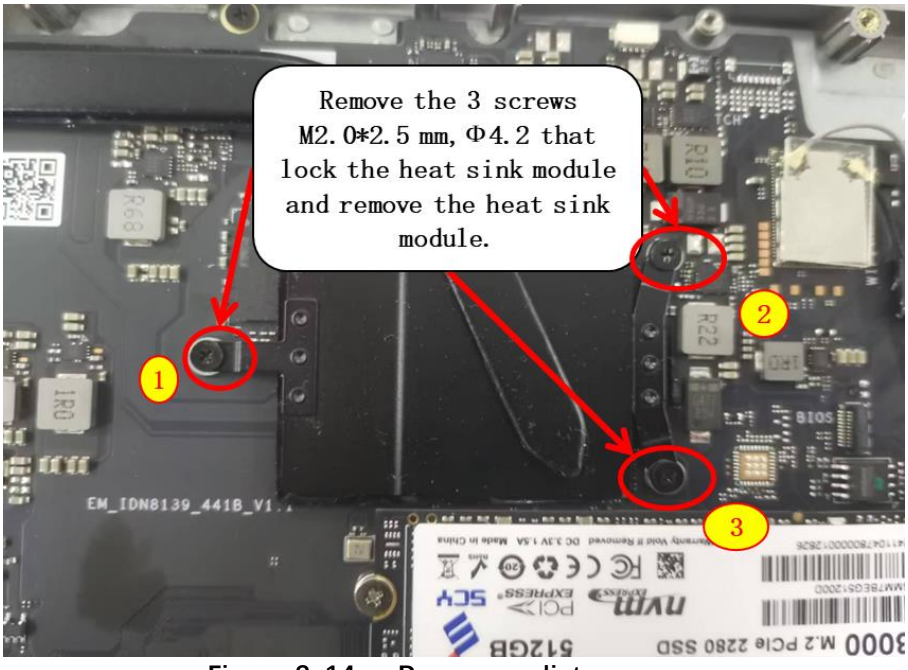


Figure 3-14 Remove radiator screws

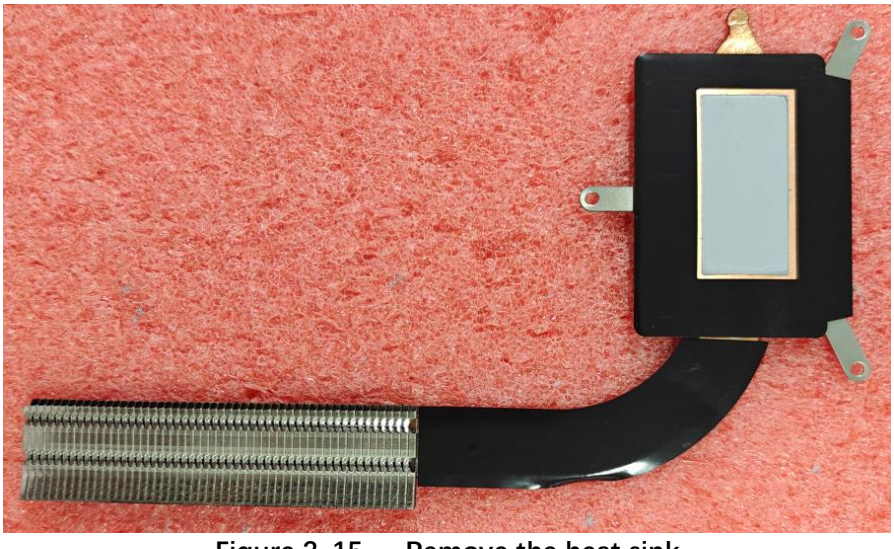


Figure 3-15 Remove the heat sink

Remove the cooling fan

Preconditions:

Thermal and thermal sponge Removal

Unplug the cooling fan cable from the motherboard bay; Remove 2 screws M2.0*4.0mm,Φ3.5 from the fan lock. Remove the cooling fan。

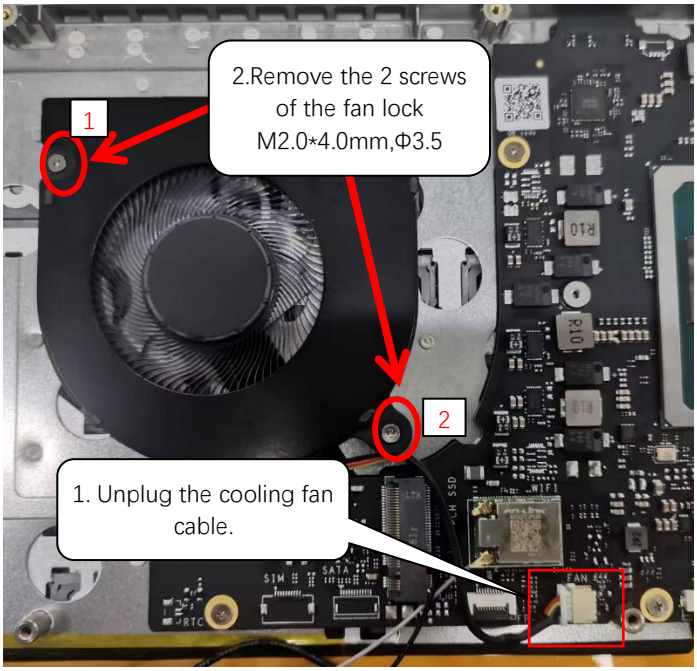


Figure 3-16 Disconnect the FAN cable from the main board and Remove the FAN

Removing the SSD

Preconditions

Bottom cover Removal

1. Remove one screw (M2.0*2) on the lock attached to the SSD.. (Figure 3-17)

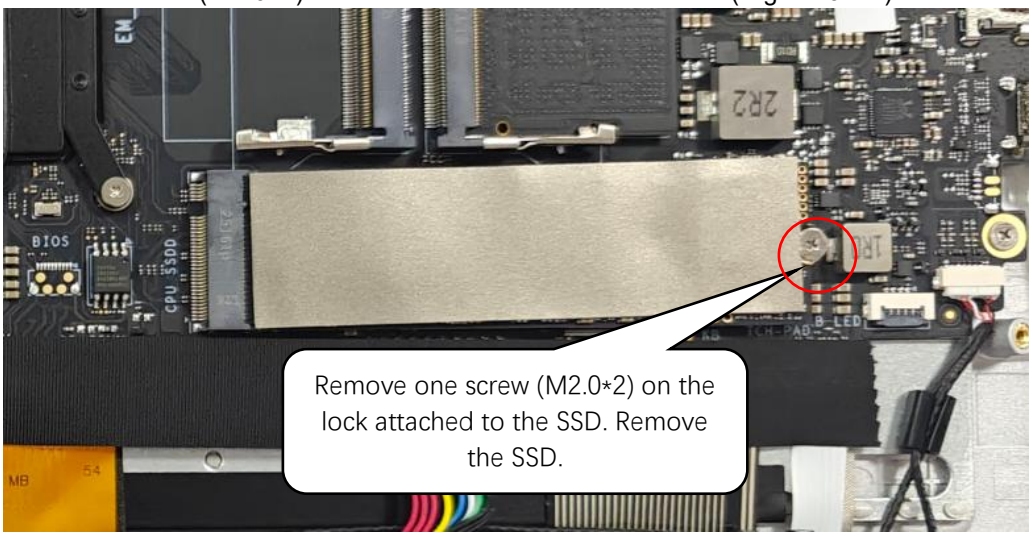


Figure 3-17. Remove SSD Screw

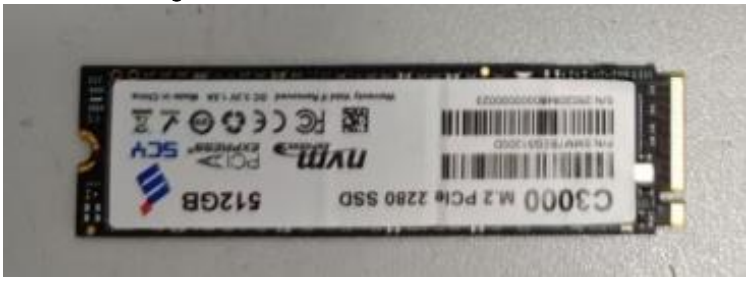


Figure 3-18. SSD

Removing the IO cable

Preconditions

Bottom cover Removal

Open the clips on the motherboard and small board, and then remove the IO FPC cable. (Figure 3-19)

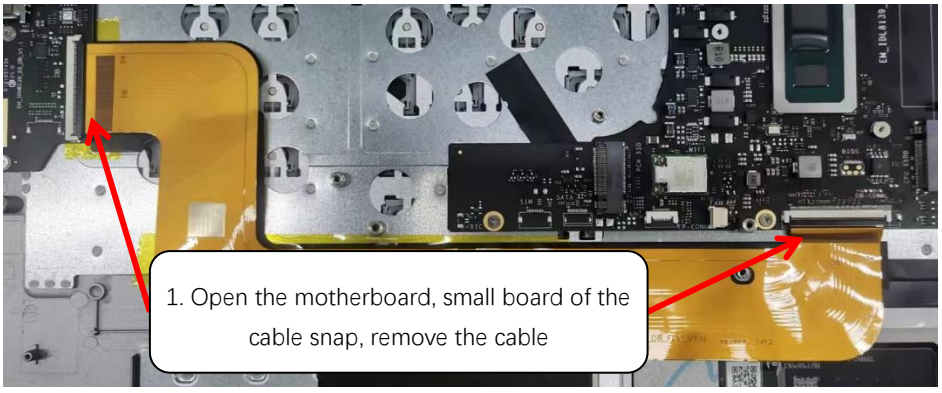


Figure 3-19. Remove IO Cable

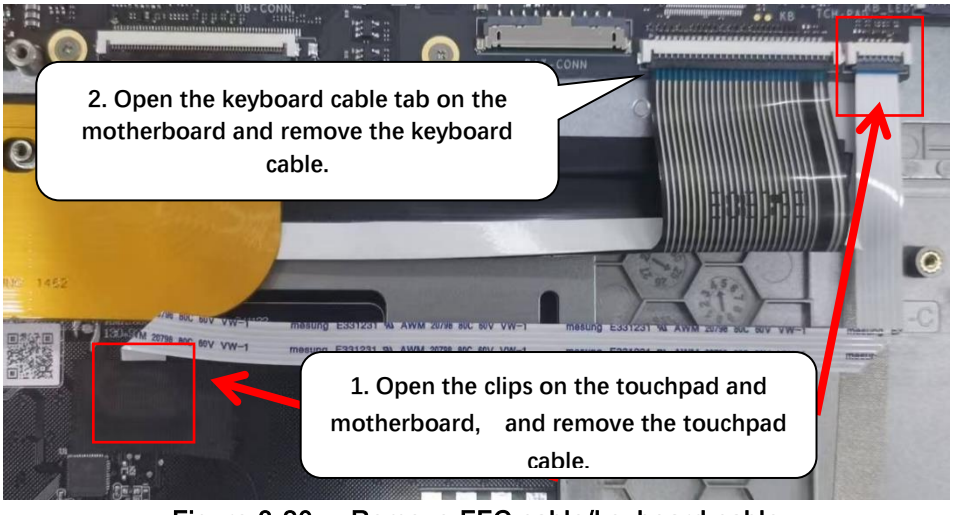


Figure 3-20. Remove FFC cable/keyboard cable

Removing the Speaker Module

Prerequisites:

Battery Pack Removal

1. Unplug the speaker cable from the motherboard holder.
2. Tear off the acetate tape.
3. Remove the left and right speakers along the two locating guide posts.

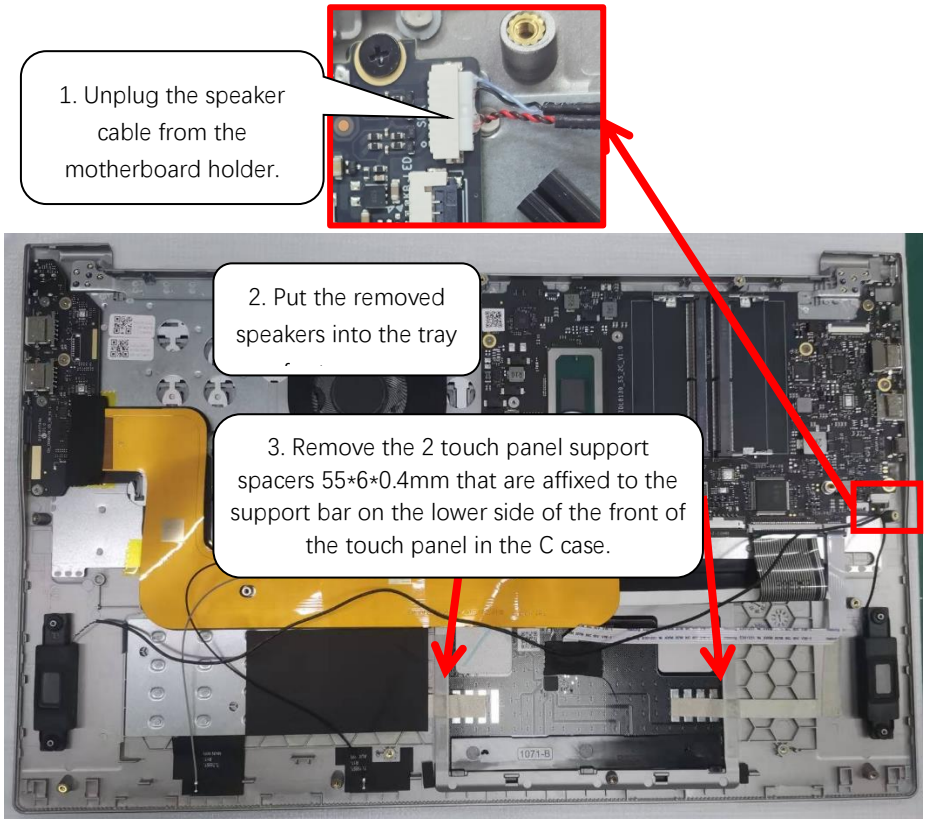


Figure 3-21 . Remove Speaker Module

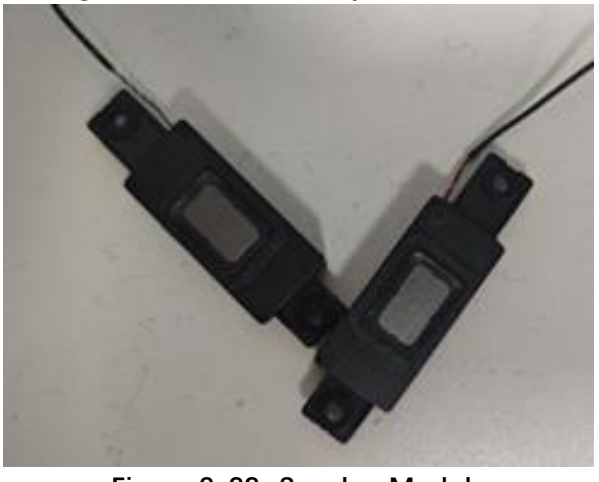


Figure 3-22 Speaker Module

Remove the Wi-Fi Antenna

Prerequisites

Battery Pack Removal

1. Remove the transparent cover above the WIFI module group at the mainboard end, Remove the Wi-Fi press and take out the antenna.

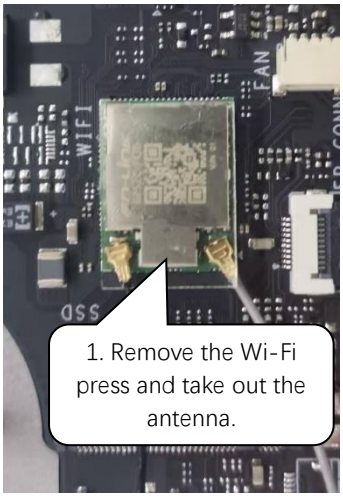


Figure 3-23 Remove the transparent cover and Remove the antenna conn

2. Removal of primary and secondary antennas

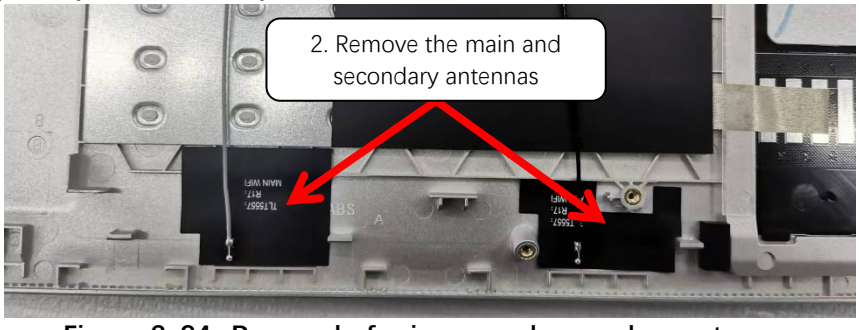


Figure 3-24 Removal of primary and secondary antennas

Disassemble the small board

Prerequisites

Battery Pack Removal

Use a power wrench or screwdriver to remove the 5 screws that lock the small plate and remove the small plate.

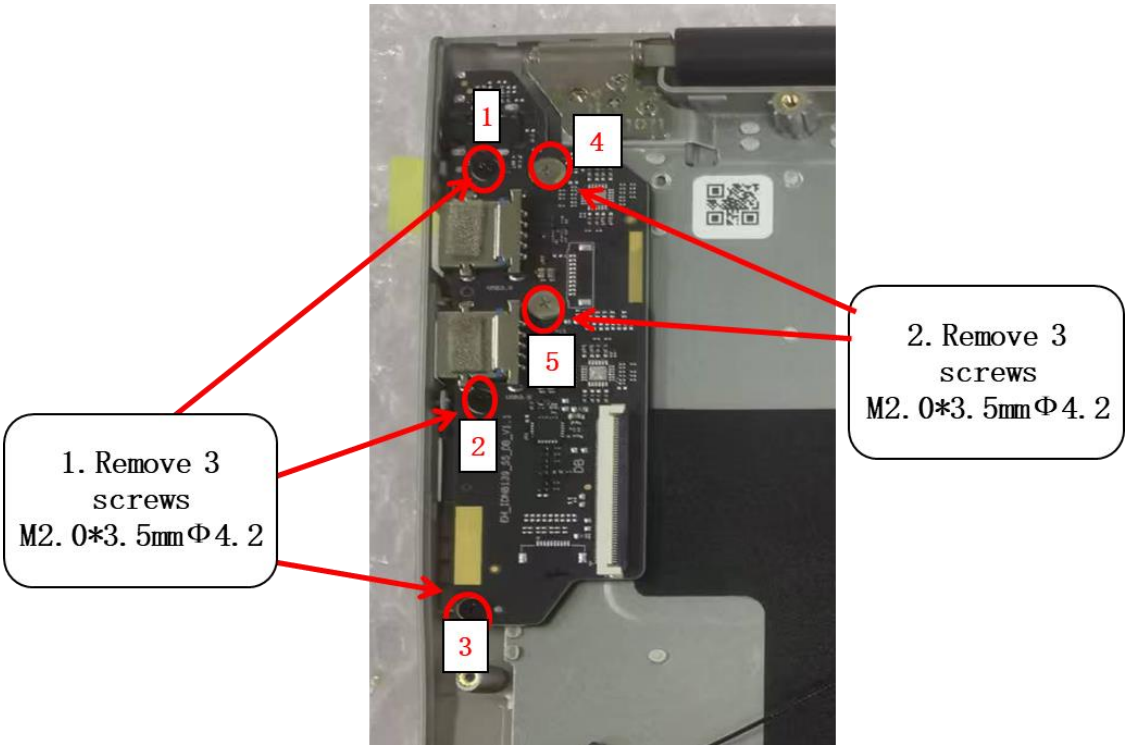


Figure 3-25 Disassemble the small board

Remove Main Board

Preconditions

Bottom Cover Removal

Unplug the battery cable

Remove the 6 screws that lock the motherboard and remove the motherboard.

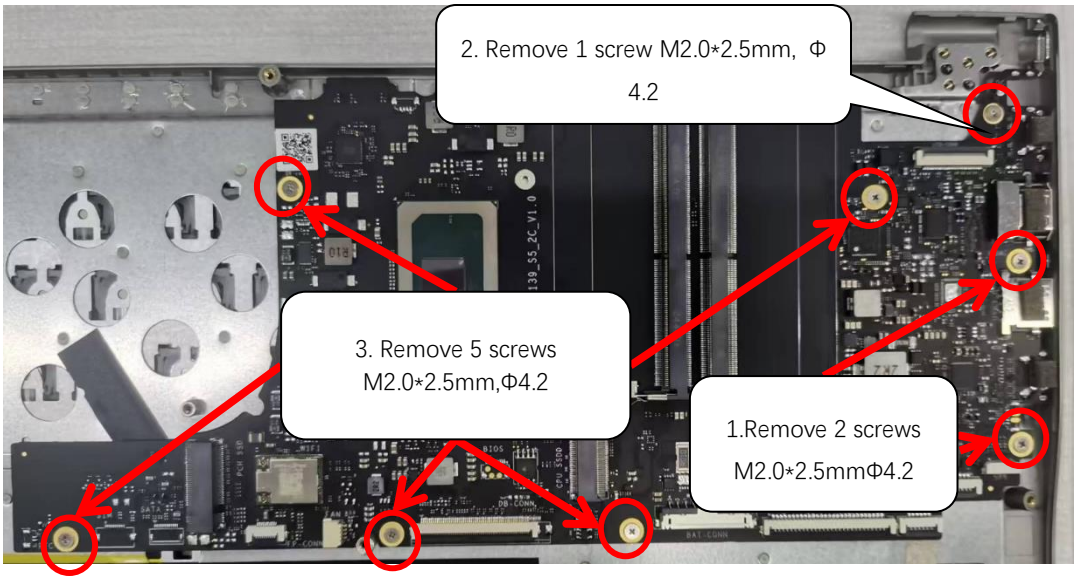


Figure 3-26. Remove mainboard

Remove the touchpad

Preconditions:

Battery Pack Removal

Remove the conductive cloth attached to the touchpad and use the removal stick to remove the touchpad from the C case.

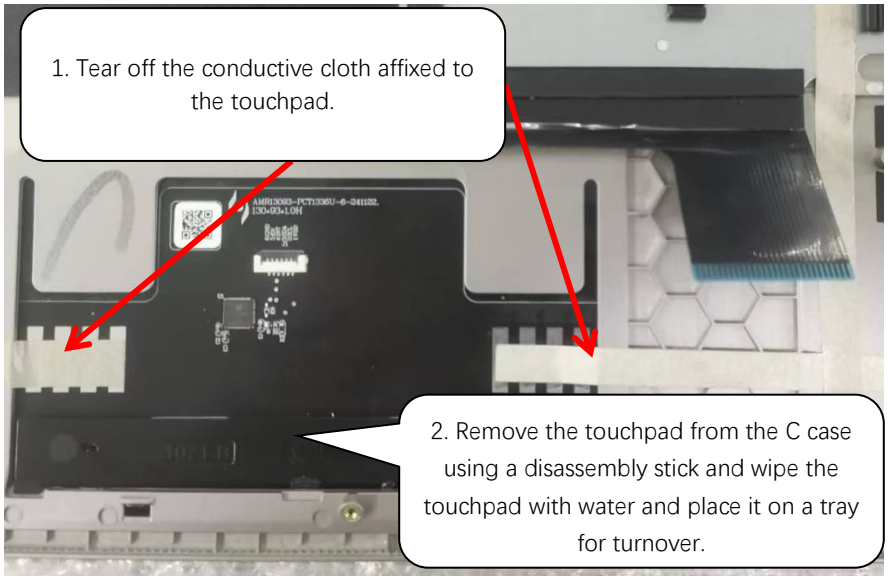


Figure 3-27. Remove Touch Pad

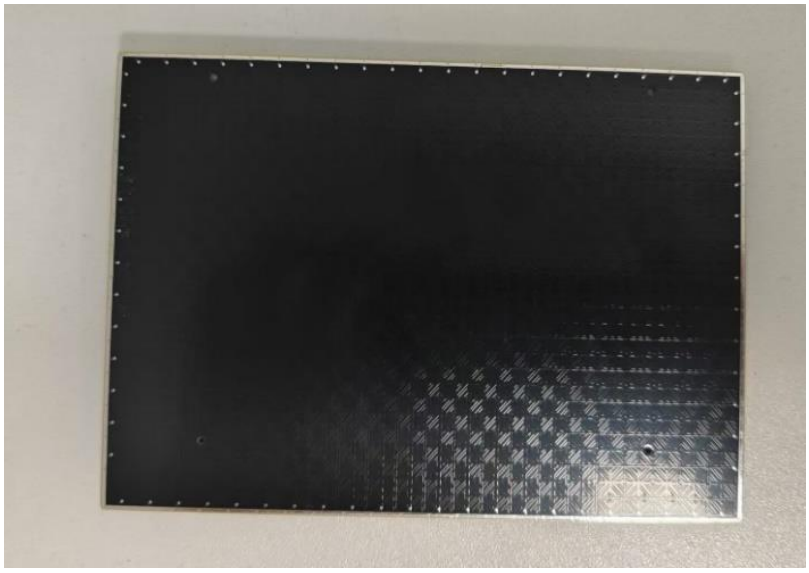


Figure 3-28. touchpad

Disassemble the screen assembly

Preconditions

Battery Battery Pack Removal

1. To remove the screen bezel (B-case), gently pry it from the camera with a plastic piece, and then remove it in the order of the arrows. (Figure 3-29)

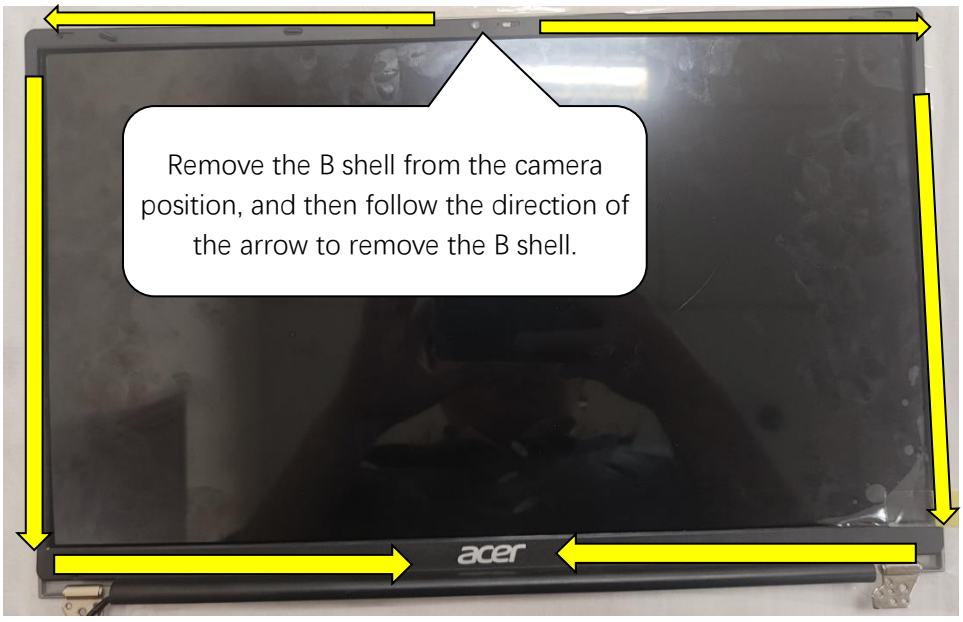


Figure 3-29 Disassemble the screen assembly



Figure 3-30 Remove the camera privacy switch

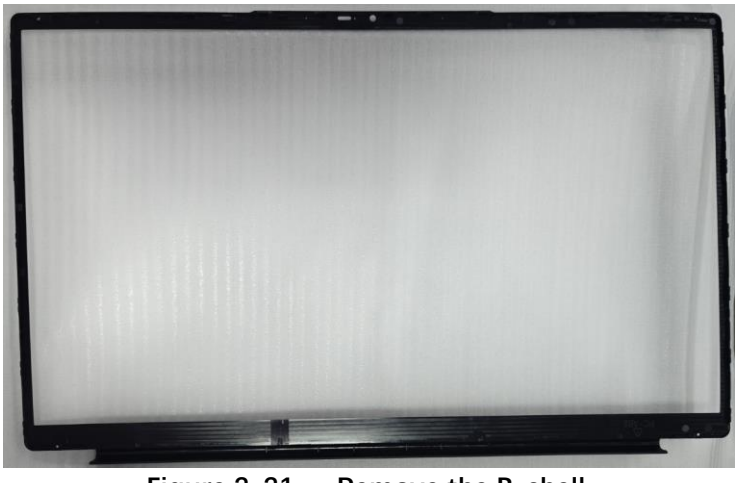


Figure 3-31 Remove the B-shell.

Disassemble the Screen Assembly B-frame

Preconditions

Battery Pack Removal

1. Remove the screen assembly bezel. Use the tool to take out the easy-open adhesive.

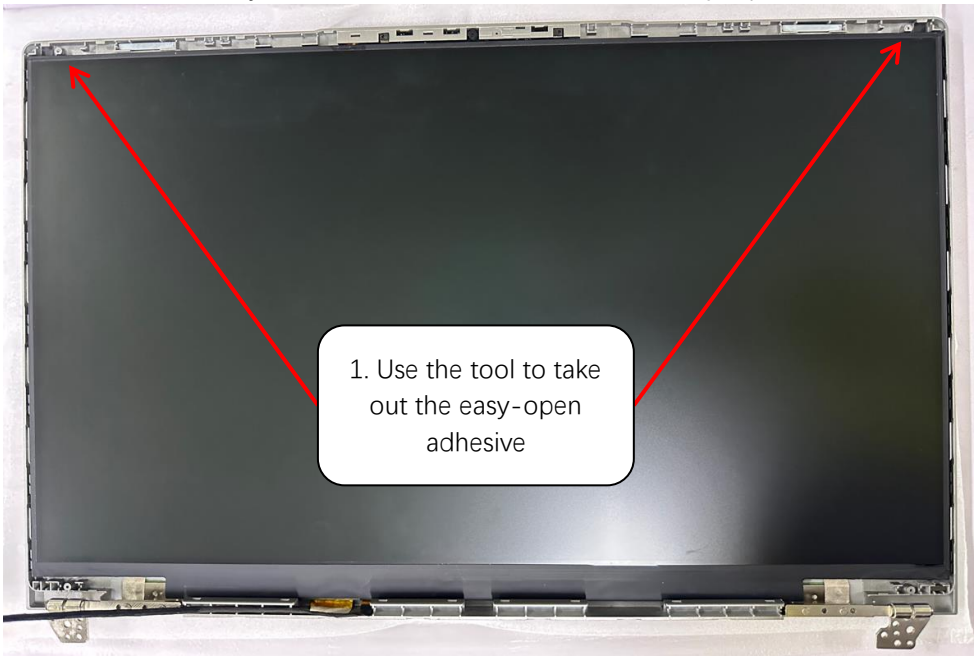


Figure 3-32 Disassemble the screen assembly B-frame

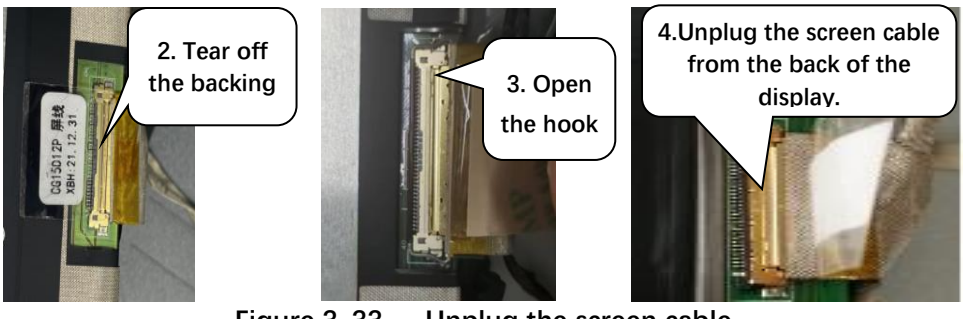
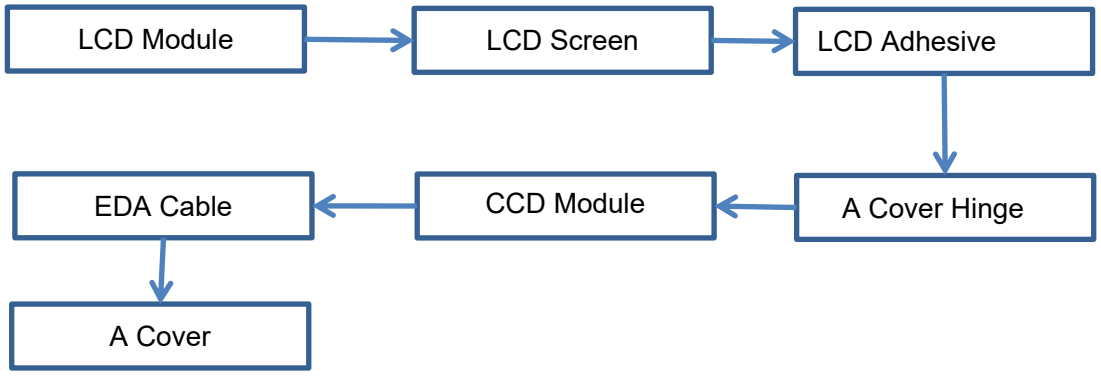


Figure 3-33 Unplug the screen cable



Figure 3-34 Disassembled screen and A-shell assembly

LCD Module Disassembly Flowchart



Installation instructions

Assemble the Touchpad Button Board

1. Take 1pcs of the touchpad and the touchpad bracket, tear the double-sided adhesive release paper of the touchpad, and stick the bracket on the touchpad, as shown in the figure; (Figure 3-35).

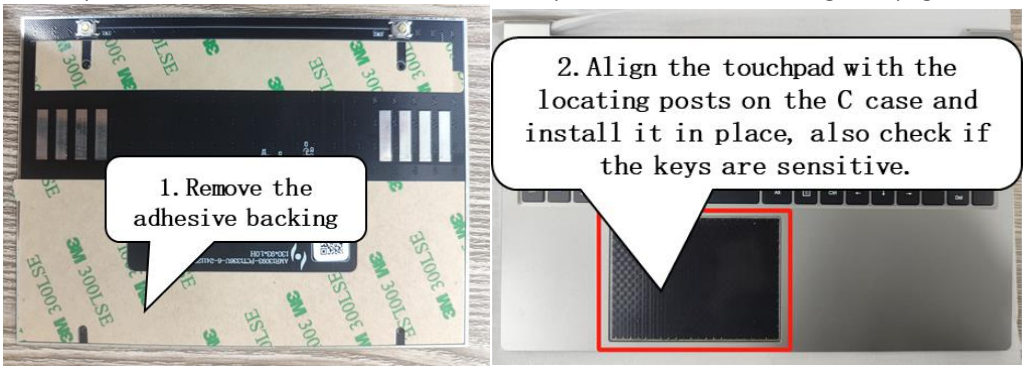


Figure 3-35 Replacing the Touchpad Button Board

2. Install the bracket, install the touchpad assembly in the C-shaped shell, put the bracket clip on the C-shaped shell.

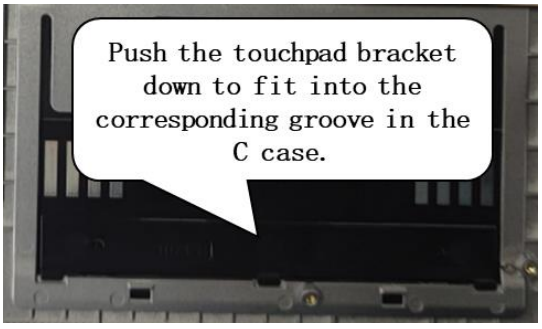


Figure 3-36 Installing the Touchpad Bracket

3. Touchpad installation is complete, paste the touchpad Mylar, Mylar left and right centered, the top limit frame on the top side of the paste, as shown in Figure 3; (Figure 3-37).

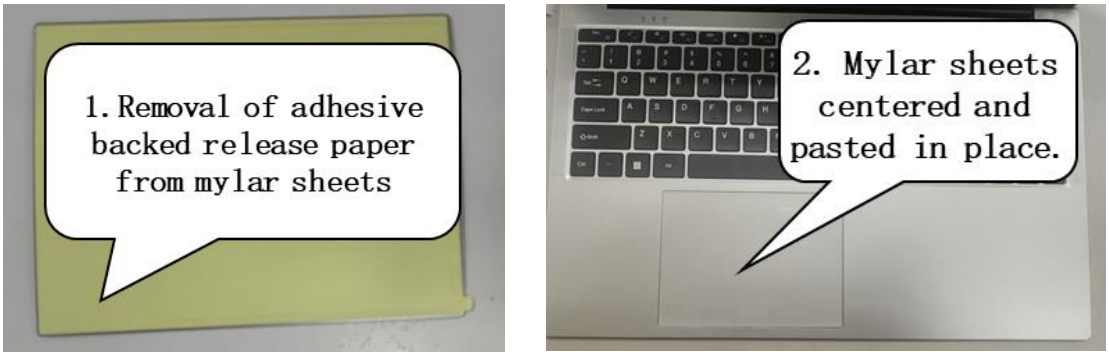


Figure 3-37 Replacing the Touchpad Button Board

Assemble the Mainboard

NOTE:

1. The WLAN module is part of the mainboard assembly and cannot be removed. If the Wi-Fi module is damaged, replace the entire mainboard.
2. Align the mainboard with the connector and install it into the C case, Lock one M2.0*3.0mm and two M2.0*3.5mm screws as shown.

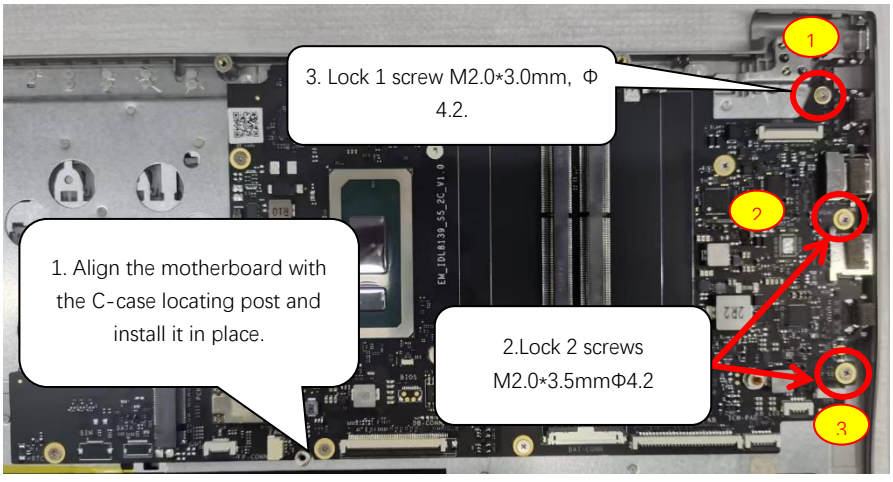


Figure 3-38 Lock motherboard screws

3. According to the following diagram lock 5 M2.0 * 2.5mm Φ4.2 screws.

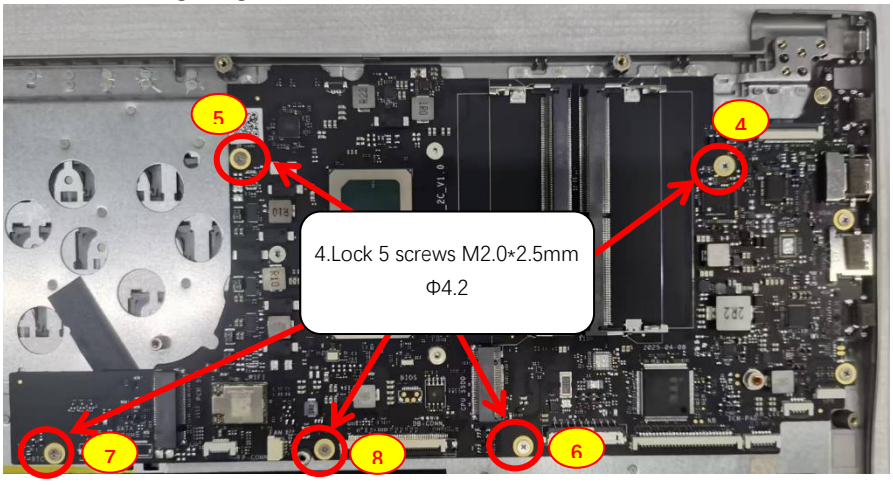


Figure 3-39 Lock mainboard screws

ID	Size	Torque	Quantity	Screw Type
Silver nickel-plated	M2.0*3.0	1.2±0.1kgf.cm	1	
Silver nickel-plated	M2.0*3.5	1.2±0.1kgf.cm	2	
Silver nickel-plated	M2.0*2.5	1.2±0.1kgf.cm	5	

! **CAUTION:**

Ensure that all cables and FFCs are kept away from the mainboard during installation.

Assemble the small board

1. Install the small board into the C cover, and then lock 4 screws in the order shown. The screw model is M2.0*2.5, a total of 2 screws. as shown in the illustration. The screw model is M2.0*3.5, a total of 2 screws. as shown in the illustration.

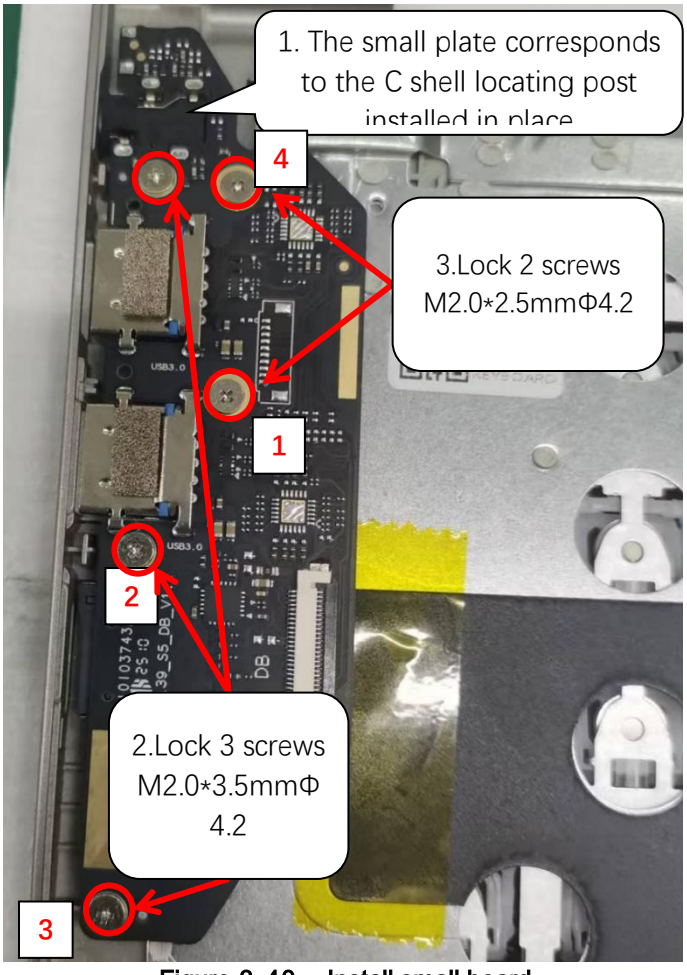


Figure 3-40 Install small board

ID	Size	Torque	Quantity	Screw Type
Silver nickel-plated	M2.0*2.5	1.2±0.1kgf.cm	2	
Silver nickel-plated	M2.0*3.5	1.2±0.1kgf.cm	2	

2. Connect the daughterboard FFC (C) to the mainboard and daughterboard connectors(Figure 3-44).

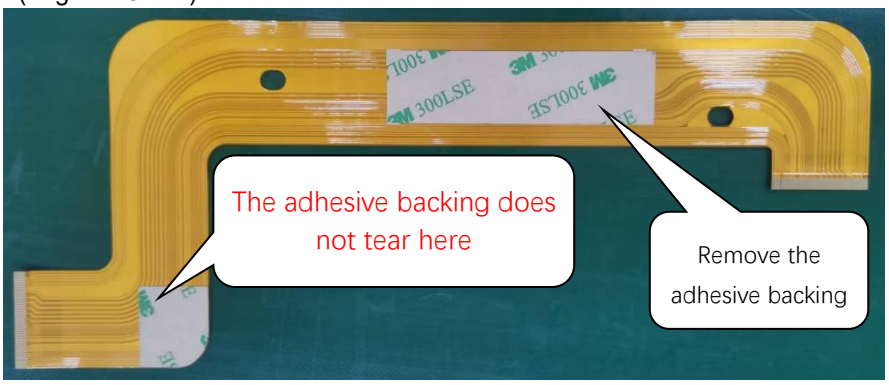


Figure 3-41 Cable installation

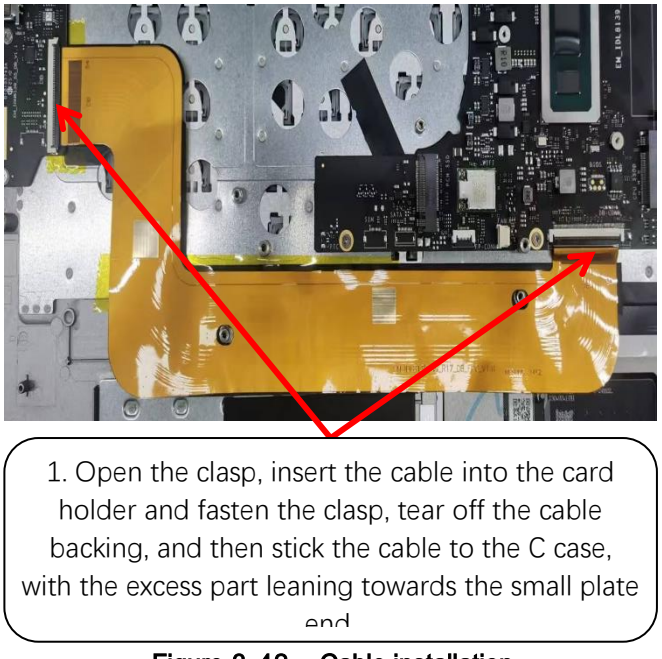


Figure 3-42 Cable installation

Assemble the AUX Antenna

1. Take a MAIN antenna and stick it against the C-case screw post position.
2. Take a strip of AUX antenna and stick it against the C-case screw post location.

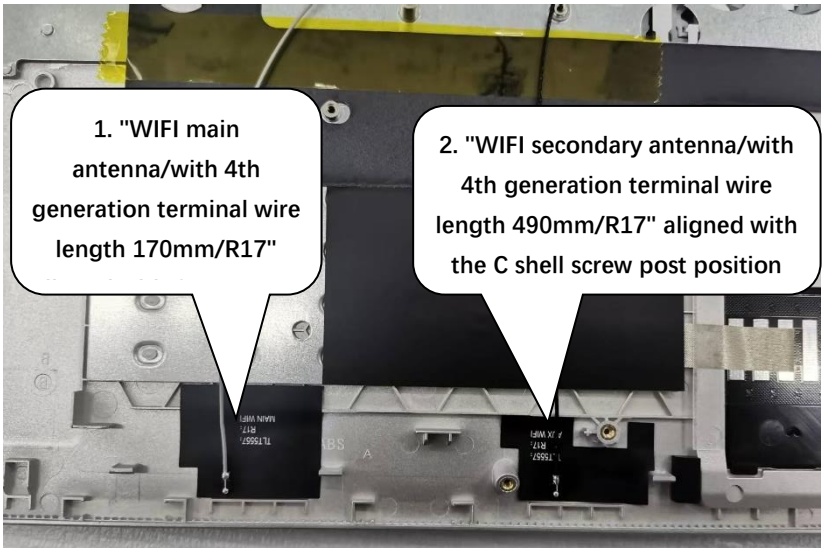


Figure 3-32 Replacing the AUX Antenna

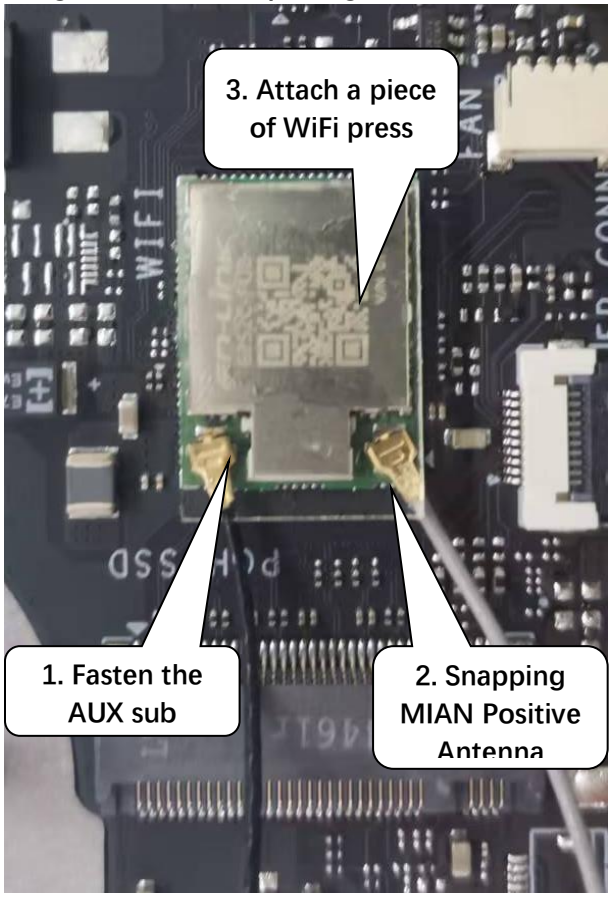


Figure 3-43 Replacing the AUX Antenna

Assemble the Speaker Module

1. Plug the speaker wires into the main board end holders as shown in Figure 3-50.

2. Install the left and right speakers on the left and right locating posts of the C case as shown in Figure 3-50.

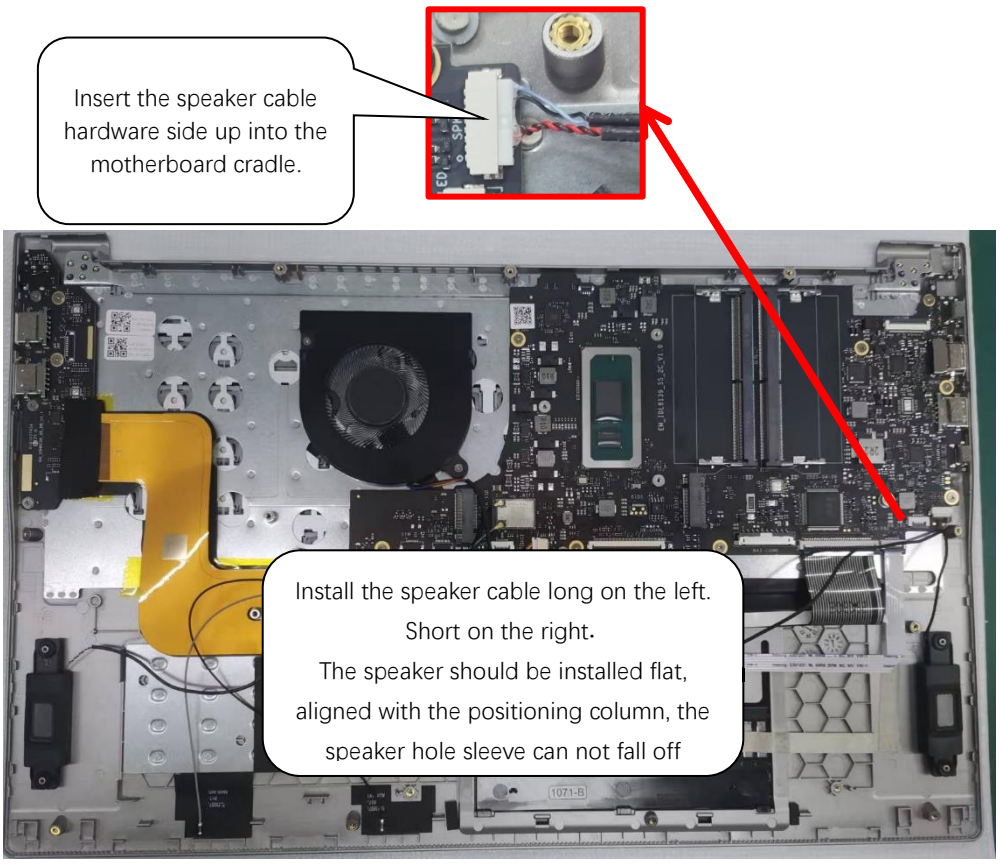


Figure 3-44 Replacing the Speaker Module

Assemble the AB screen assembly

1. Put the AB component group on the C-case component and fold the left and right hinge into place. as shown in Figure 3-45.

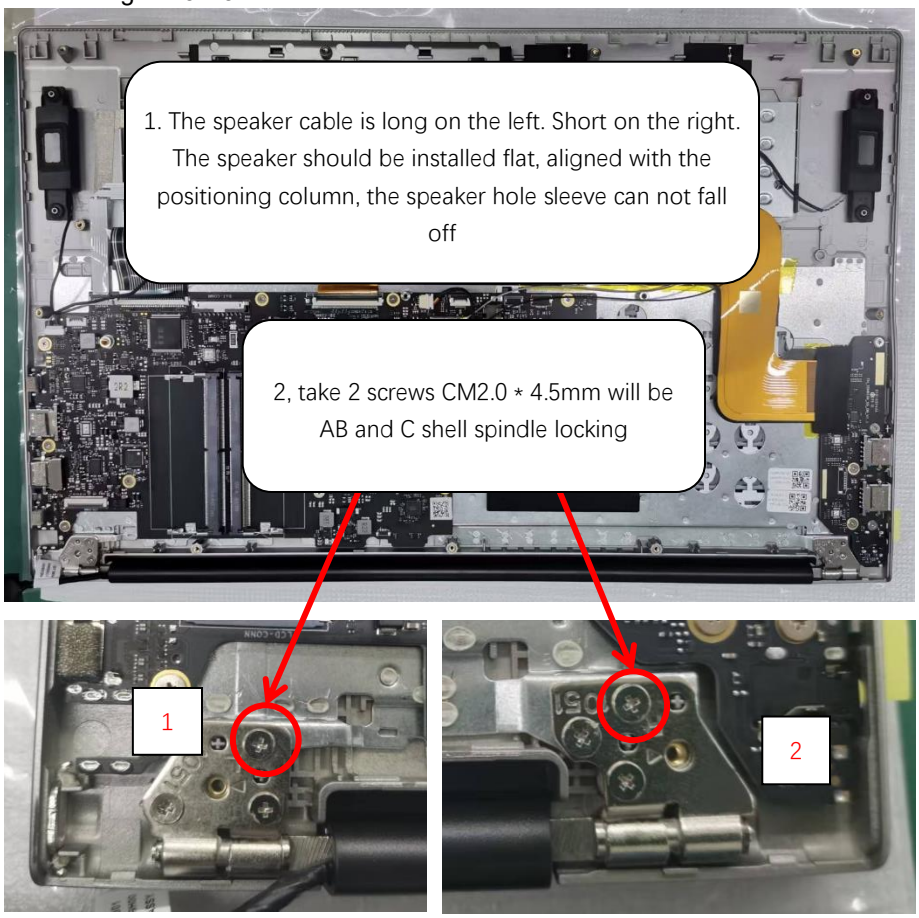


Figure 3-45 Installation of AB assembly pivot screws

Attention:

1. When installing the left and right spindles, be careful to avoid the antenna and screen wires to avoid short circuit caused by broken wires;
2. Installation of the left and right rotary axis can be used jig to assist production;
3. Before opening the line must be in accordance with the requirements of the SOP debugging the electric batch torque before use on the line;

2. Place the six CM2*4.5 screws on the left and right pivots of the lock as shown in the figure.

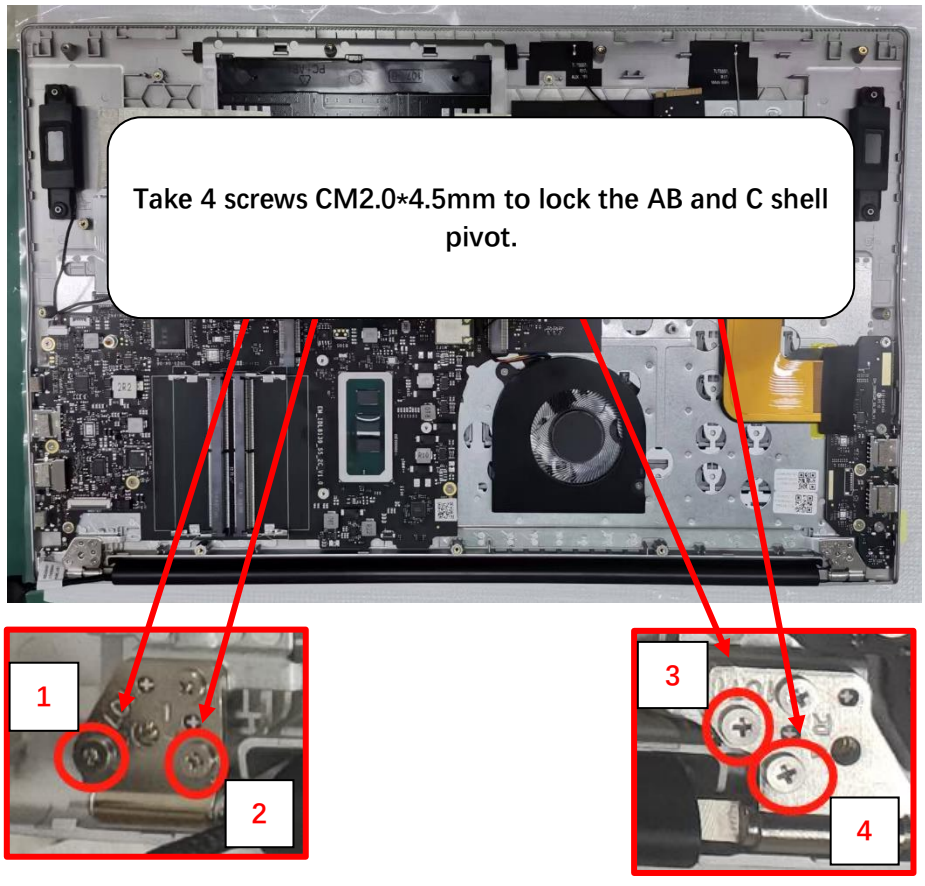


Figure 3-46 Installation of AB assembly pivot screws

! Caution:

Ensure that all cables are kept away from the unit to avoid damage during installation.

ID	Size	Torque	Quantity	Screw Type
Silver nickel-plated	M2*4	2.0+0.1kgf.cm	2	
Silver nickel-plated	M2*4	2.0+0.1kgf.cm	4	

3. The EDA cable cannot be placed above the Hinge or on the edge of the C-case to prevent bruising. It must be placed in the cable groove and cannot be jumpered.

Assembling the keyboard and touchpad cable

1. Open the snap, insert the key core cable into the corresponding card holder on the motherboard and fasten the snap.
2. Install the touchpad cable blue side up into the touchpad, motherboard snap and fasten the snap.

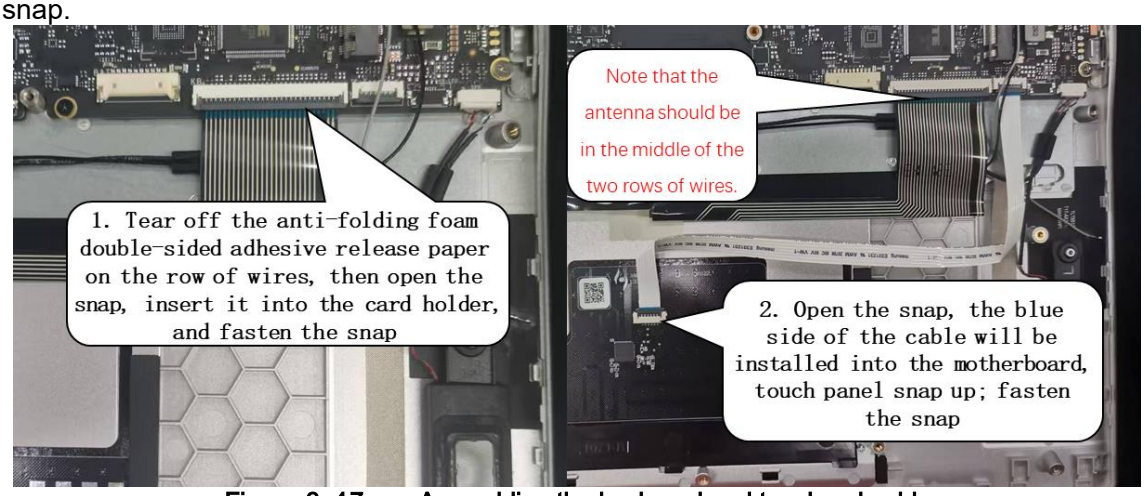


Figure 3-47 Assembling the keyboard and touchpad cable

Assembly of cooling fans

1. Insert the cooling fan cable into the motherboard bay with the hardware terminals facing down.
2. Install the fan screw holes corresponding to the C shell studs in place and lock 3 M2.0*4.0mm,Φ3.5 screws to fix them.

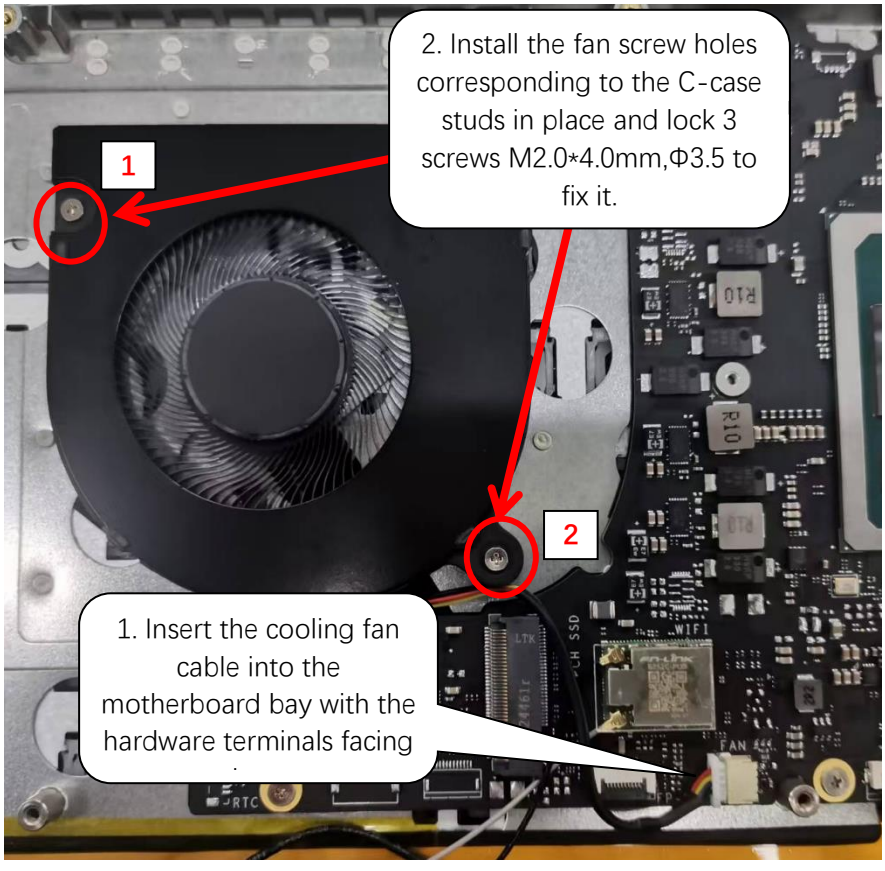


Figure 3-48 Installation of cooling fan

ID	Size	Torque	Quantity	Screw Type
Silver nickel-plated	CM2*4.0	1.2+0.1kgf.cm	2	

Assemble the Battery Pack

1. Install the battery to the screw post, according to the order shown in Figure 3-49 to lock the battery five CM2 * 4.0 screws; after locking the battery screws, the machine will pick up the front and back flip back and forth two to three times, to ensure that there is no screws or other foreign objects have fallen in the machine.

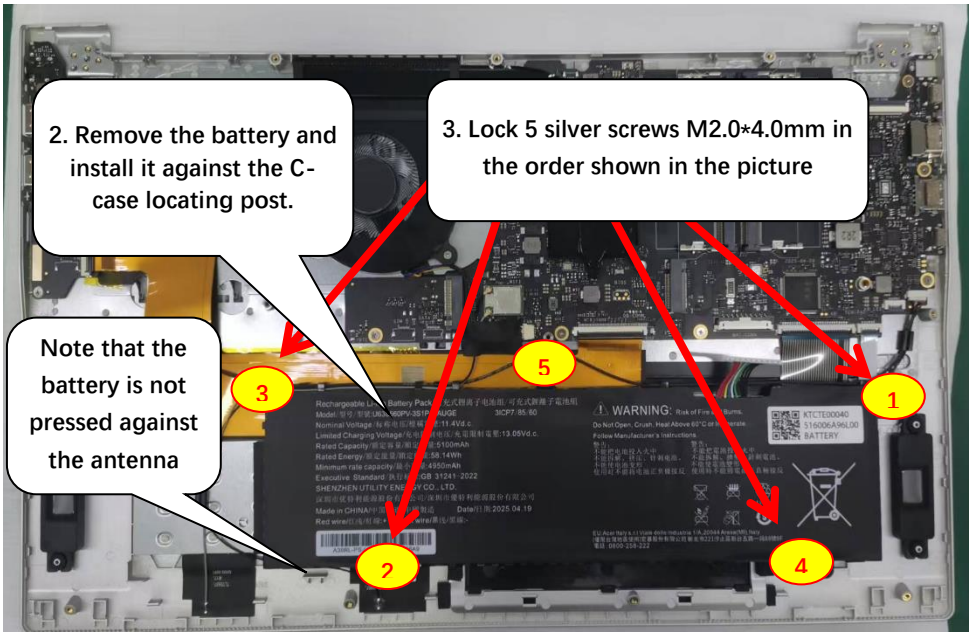


Figure 3-49 Replacing the Battery Pack

ID	Size	Torque	Quantity	Screw Type
Silver nickel-plated	M2.0*4	1.2+0.1kgf.cm	5	

Assemble the Camera

1. First set of heat-shrinkable sleeve cutting sleeve on the camera PCB, then insert the screen wire, and then bake the heat-shrinkable sleeve to fix it on the socket

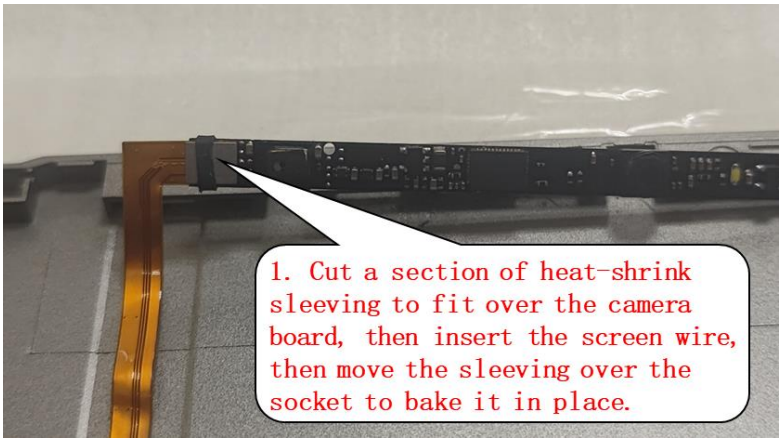


Figure 3-50 Shrink Tubing

2. Install the camera module as shown in the figure.

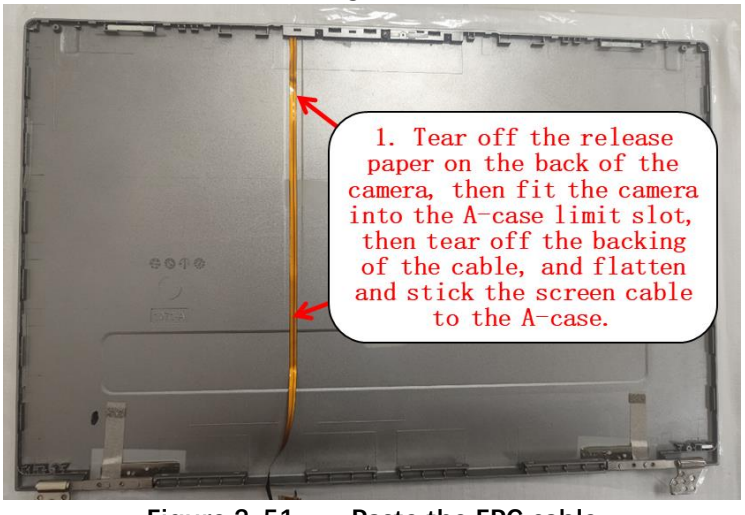


Figure 3-51 Paste the FPC cable

Assemble the LCD Panel

1. Tear off the two pieces of easy-open adhesive release paper; insert the screen cable plug horizontally into the screen slot, and stick the carrying handle backing on the screen T-CON board, and press and paste firmly, as shown in the figure; (Figure 3-41).



Figure 3-52 Replacing the LCD Panel

3. Paste 1 Omni-directional conductive foam 10*5*1mm, one side with conductive adhesive backing.

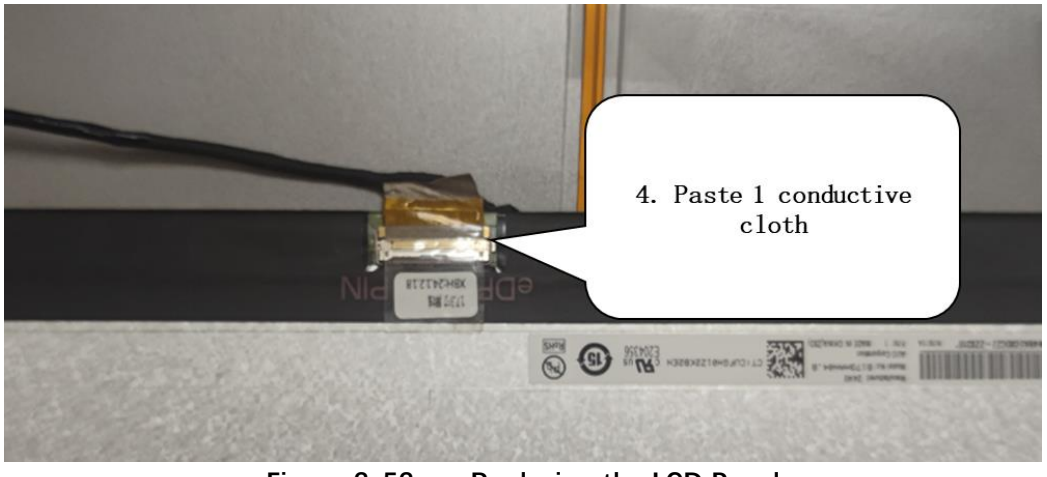


Figure 3-53 Replacing the LCD Panel

4. After plugging in the screen cable, install the screen in the A shell, press the position of the two sides of the adhesive tape to ensure that the screen and the adhesive tape are in full contact with each other, as shown in the figure; (Figure 3-43).

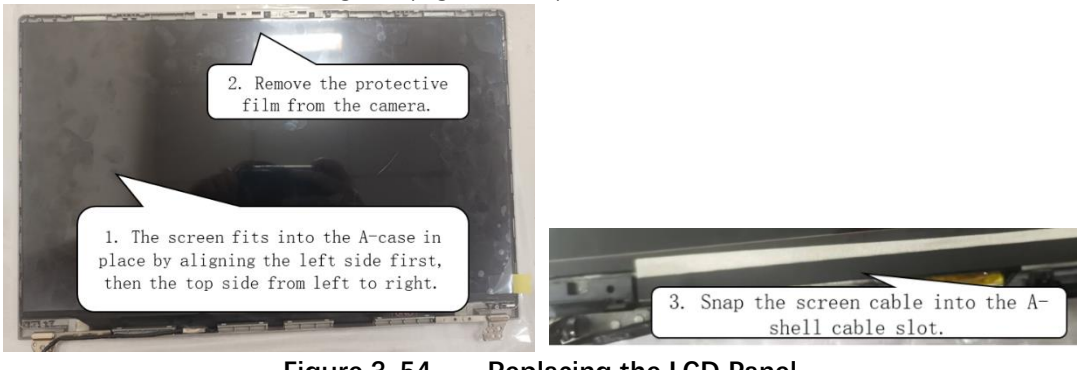


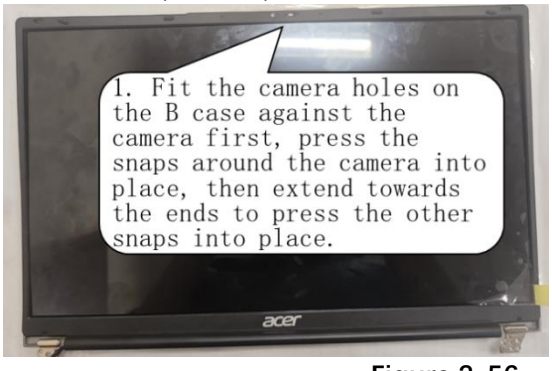
Figure 3-54 Replacing the LCD Panel

5. Install the camera privacy switch first, then snap the rest of the B-case on into place.



Figure 3-55 Install a camera privacy switch.

6. Press the snaps in sequence.



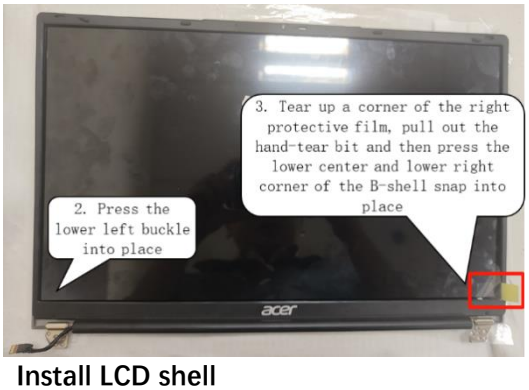


Figure 3-56 Install LCD shell

Cautions:

1, screen line inserted to self-check whether the plug in place, the gap between the plug and the slot can not be;

2, screen installation can not ride on the A shell counter-insert bone above, to avoid screen breakage by force;

3, be careful when installing the LCD panel, do not damage all the cables.

Assemble the Heatsink

+ Important:

Before replacing the module, apply an approved thermally conductive silicone grease and make sure all thermal pads are in place.

1. Place heatsink on the mainboard.

2. Lock the heat sink 3 screws in order M2.0*2.5

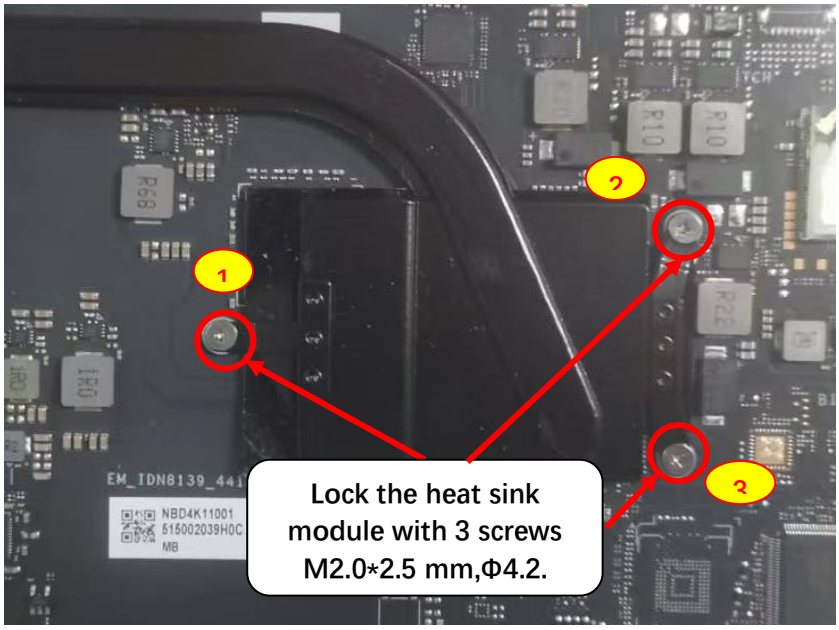


Figure 3-57 Installation of heat sink module

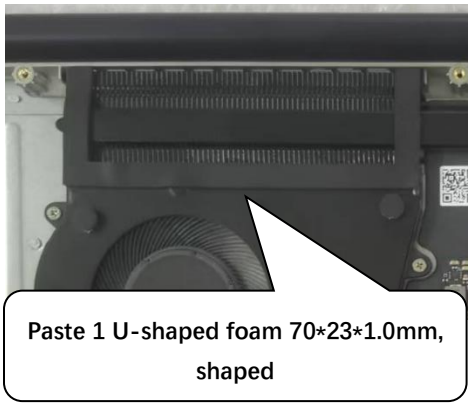


Figure 3-57 Replacing the Heatsink

ID	Size	Torque	Quantity	Screw Type
Silver nickel-plated	CM2*2.5 Φ4.2	1.2+0.1kgf.cm	3	

Assemble the SSD & DDR Module

1. Install the SSD and lock a M2*2 screw as shown, Load DDR into the motherboard.

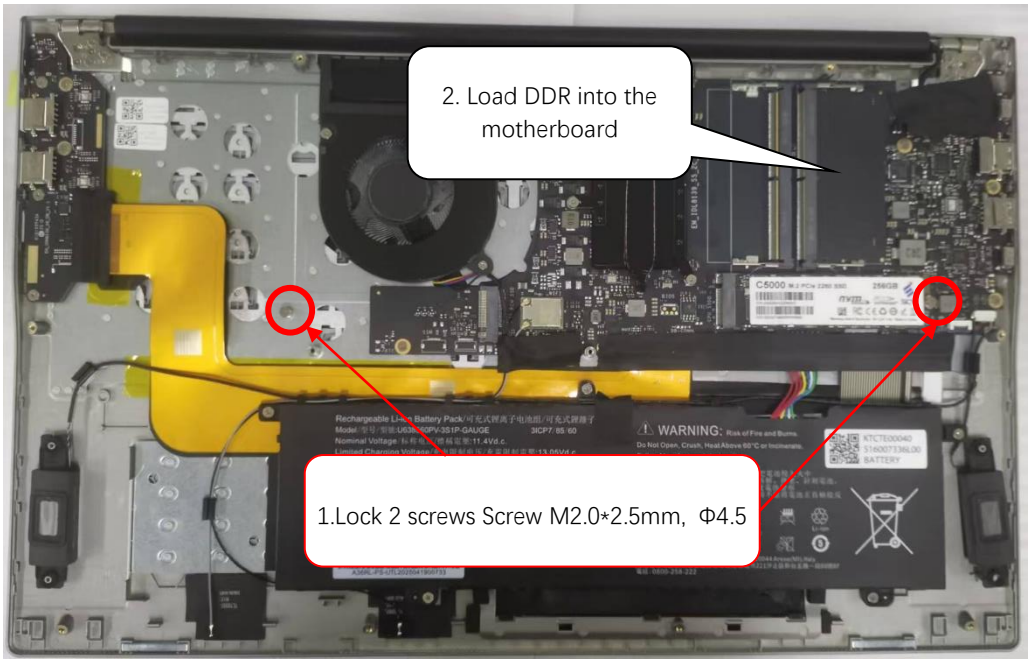


Figure 3-58 Replacing the HDD Module

ID	Size	Torque	Quantity	Screw Type
Silver nickel-plated	M2.0*2.5	1.2+0.1kgf.cm	2	

Assemble the Base Cover

1. Install the chassis to the machine by pressing the chassis vertically on the left and right pivots of the machine; Figure 3-59.

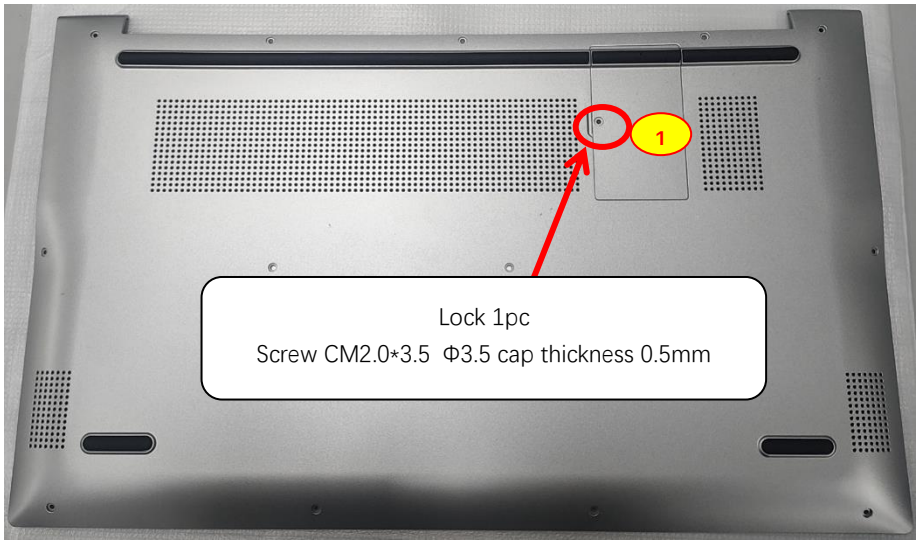


Figure 3-59 Replacing the Base Cover

2. Align the D-shell with the C-shell snaps in place.

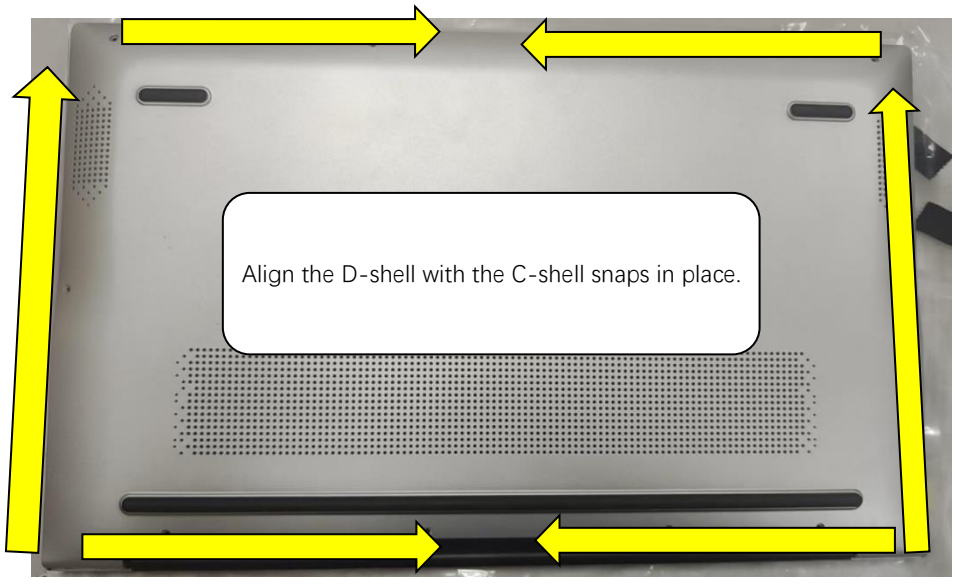


Figure 3-60 Replacing the Base Cover

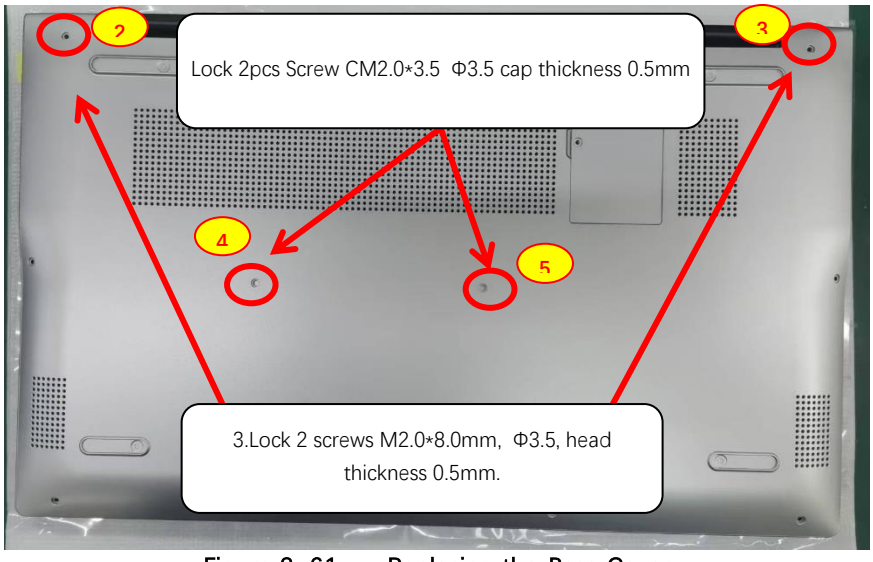


Figure 3-61 Replacing the Base Cover

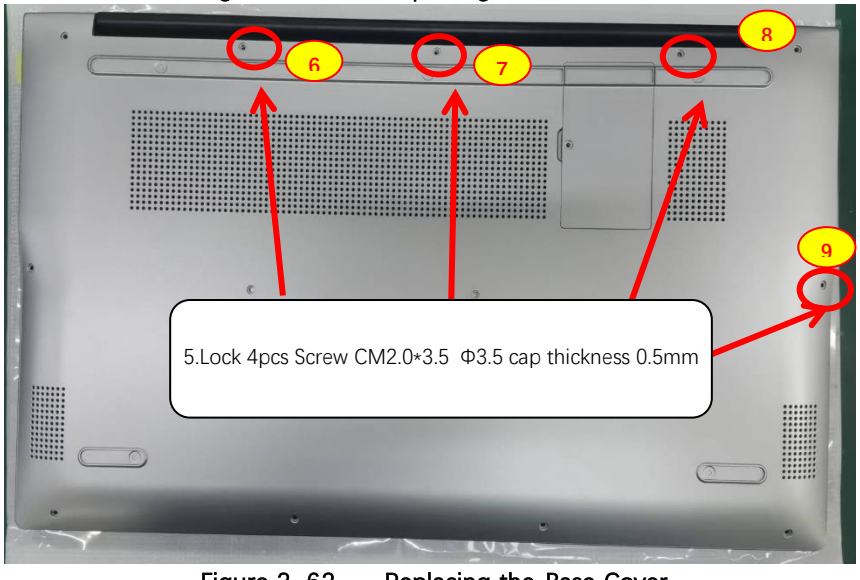


Figure 3-62 Replacing the Base Cover

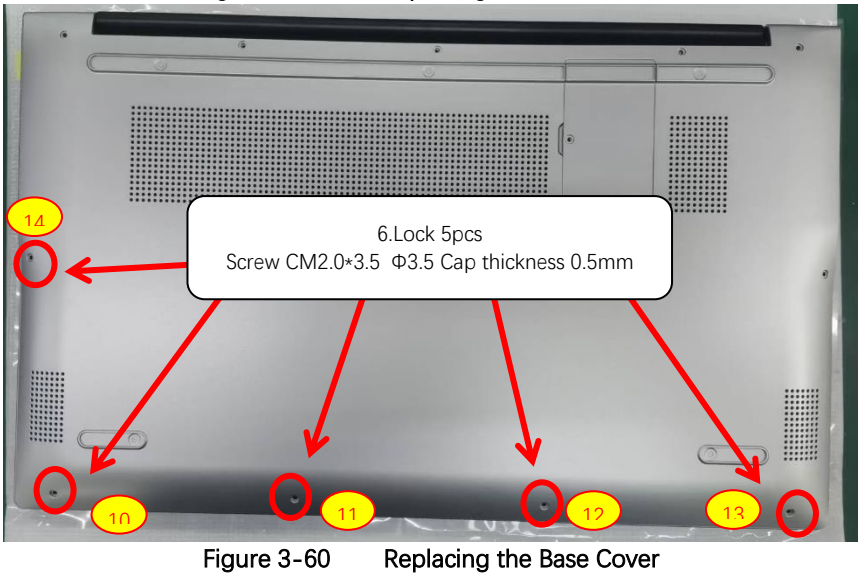


Figure 3-60 Replacing the Base Cover

Cautions:

The screw posts on the three sides of the bottom case are designed with 45℃ beveled angle, the electric wrench must lock the screws perpendicular to the inclined surface of the bottom case, otherwise the screws will not be locked in place or the screws will be locked at an inclined position.

ID	Size	Torque	Quantity	Screw Type
Silver nickel-plated	M2*3.5	1.2+0.1kgf.cm	1	
Silver nickel-plated	M2*3.5	2.0±0.1kgf.cm	11	
Silver nickel-plated	M2*8.0	2.0±0.1kgf.cm	2	

Troubleshooting

Introduction

This chapter contains information about troubleshooting common problems associated with the notebook.

General Information

The following procedures are a guide for troubleshooting computer problems. The step by step procedures are designed to be performed as described.

NOTE:

The diagnostic tests are intended for Acer products only. Non-Acer products, prototype cards, or modified options can give false errors and invalid system responses.

1. Obtain as much detailed information as possible about the problem.
2. If possible, verify the symptoms by re-creating the failure through diagnostic tests or repeating the operation that led to the problem.
3. Use Table 4-1with the verified symptom to determine the solution.

Table 4-1. Common Problems

Symptoms (Verified)
Power On Issues
No Display Issues
LCD Picture Failure
Internal Keyboard Failure
Touch Pad Failure
Internal Speaker Failure
Audio Codec Failure
Other Functions Failure
Intermittent Problems
Undetermined Problems

If the Issue is still not resolved, refer to Online Support Information.

NOTE:

Do not replace non-defective FRU parts.

Power On Issues

If the system does not power on, perform the following:

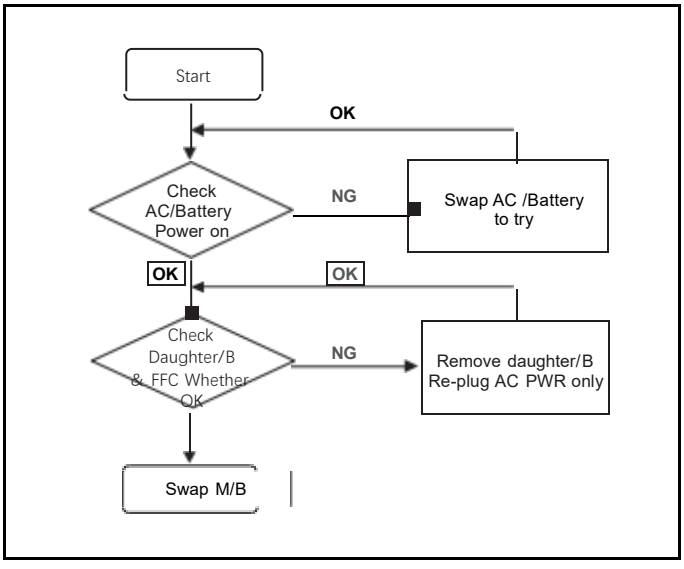


Figure 4-1. Power On Issue

Computer Shuts Down Intermittently

If the system powers off at intervals, perform the following.

1. Makes sure the power cable is properly connected to the computer and the electrical outlet.
2. Remove all extension cables between the computer and the outlet.
3. Remove all surge protectors between the computer and the electrical outlet. Plug the computer directly into a known serviceable electrical outlet.
4. Disconnect the power and open the casing to check the thermal unit and fan airways are free of obstructions.
5. Remove all external and non-essential hardware connected to the computer that are not necessary to boot the computer to the failure point.
6. Remove any recently installed software.
7. If the Issue is still not resolved, refer to *Online Support Information*.

No Display Issues

If the Display does not work, perform the following:

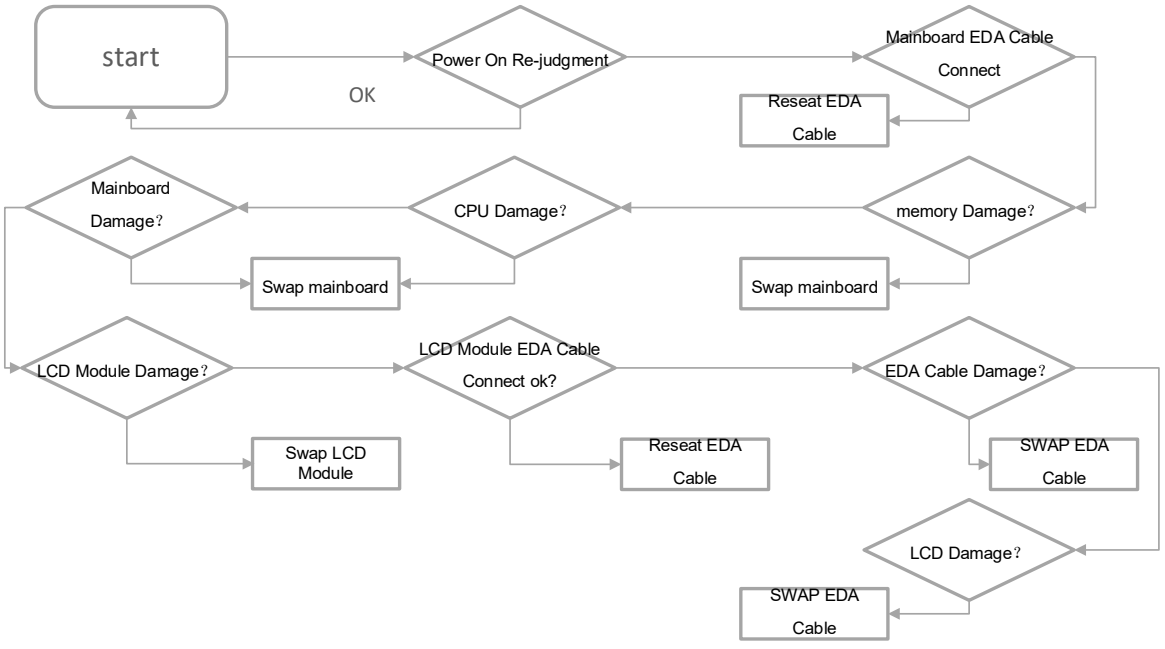


Figure 4-2. No Display Issue

No display problem

1. First of all, make sure that it can be turned on normally. If it is turned on normally, it means that there is no problem with the power supply of the motherboard.
2. Next, check whether the EDA cable at this end of the motherboard is loose and not plugged in.
3. At the same time, it is also necessary to check whether the cable at the end of the LCD Module is plugged in.
4. If there is no problem with the above, you can try to replace the LCD module and the motherboard.
5. If you think the problem has been solved, please refer to the online support information.

LCD Picture Failure

If the LCD fails, perform the following:

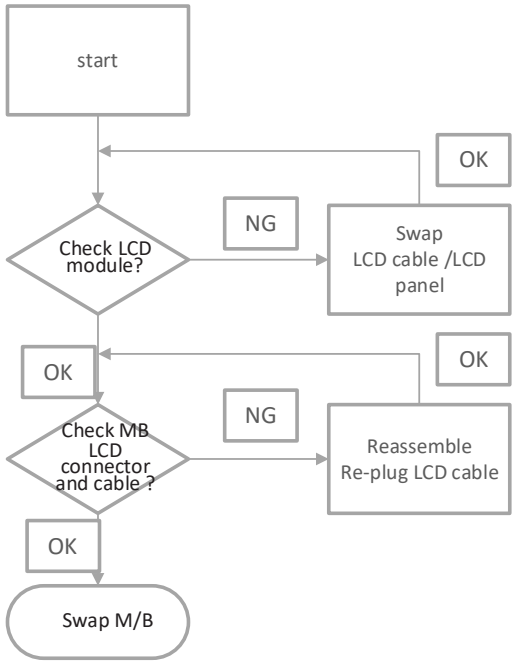


Figure 4-3. LCD Failure

Internal Keyboard Failure

If the internal keyboard fails, perform the following:

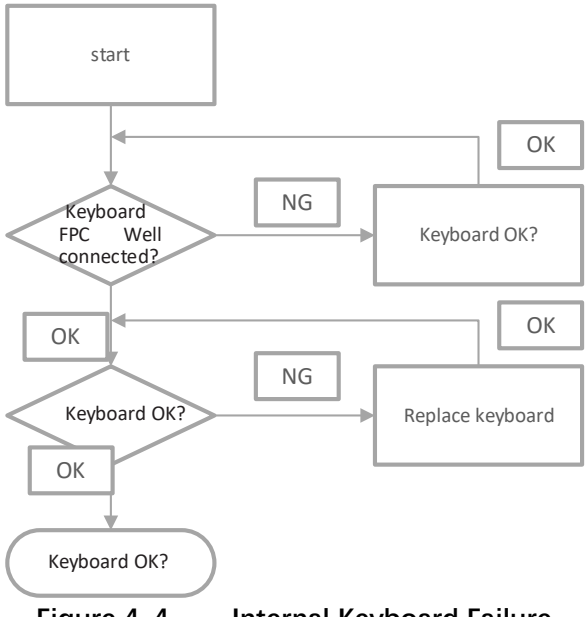


Figure 4-4. Internal Keyboard Failure

Touch Pad Failure

If the touch pad fails, perform the following:

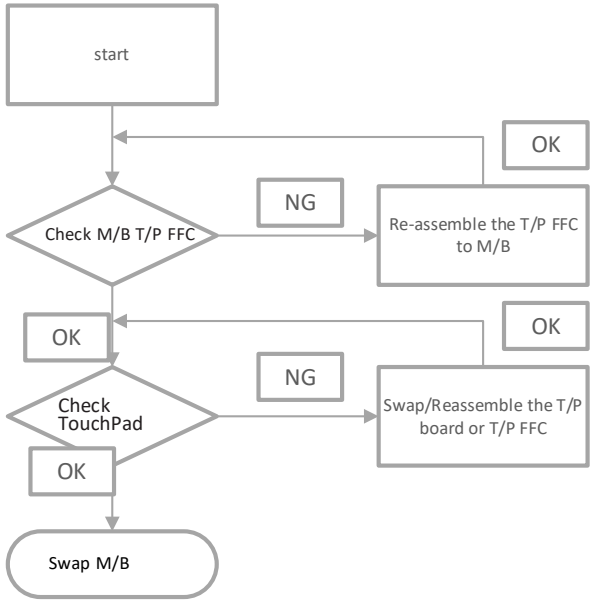


Figure 4-5. Touch Pad Failure

Internal Speaker Failure

If internal speakers fail, perform the following:

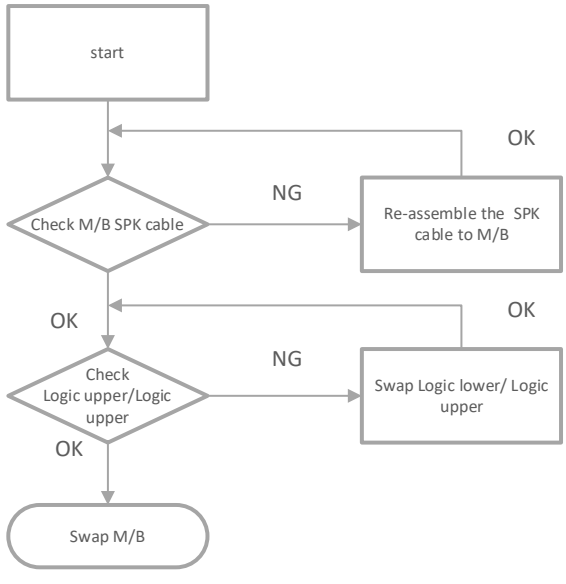


Figure 4-6. Internal Speaker Failure

Sound Problems

Perform the following, one at a time.

1. Boot the computer.
2. If updated recently, roll back the audio driver to the previous version. Remove and reinstall the audio driver.
3. Make sure that all volume controls are set mid range:
   - Click the volume icon on the taskbar
   - Drag the slider to 50. Confirm that the volume is not muted.
   - Click Mixer to verify that other audio applications are set to 50 and not muted.
4. Remove any recently installed hardware or software.
5. Restore system and file settings from a known good date using System Restore.
6. Reinstall the operating system.
7. If the issue is still not resolved, refer to *Online Support Information*.

Audio Codec Failure

If the audio codec fails, perform the following:

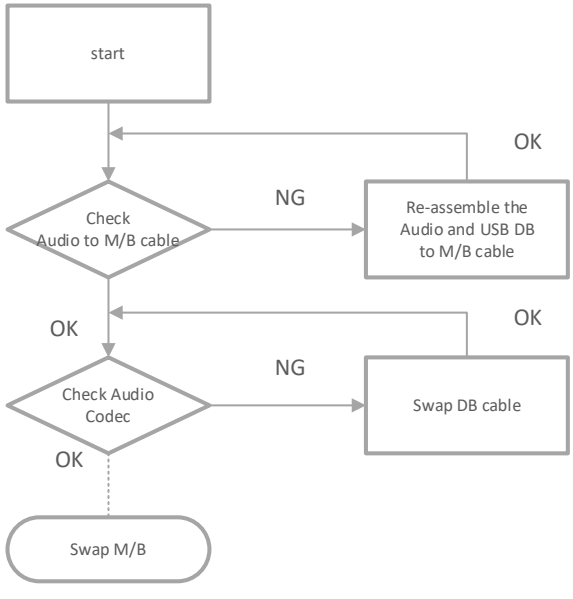


Figure 4-7. Audio Codec Failure

Other Functions Failure

1. Check if the drives are functioning correctly.
2. Check if the external modules are functioning correctly.
3. Change the mainboard to check if current one is defective.

Intermittent Problems

Intermittent system hang problems can be caused by a variety of reasons that have othing to do with a hardware defect, such as: cosmic radiation, electrostatic discharge, or software errors. FRU replacement should be considered only when a recurring roblem exists.

When analyzing an intermittent problem, perform the following:
1. Run the advanced diagnostic test for the system board in loop mode at least 10 times.
2. If no error is detected, do not replace any FRU.
3. If an error is detected, replace the FRU. Rerun the test to verify that there are no more errors.

Undetermined Problems

The diagnostic problems do not identify which adapter or device failed, which installed devices are incorrect, whether a short circuit is suspected, or whether the system isinoperative.

Perform the following procedures to isolate the failing FRU (do not isolate non-defective FRU).

NOTE:
Verify that all attached devices are supported by the computer.

NOTE:
Verify that the power supply being used at the time of the failure is operating correctly. (Refer to *Power On Issues*).

1. Remove power from the computer.
2. Visually check components for damage. If any problems are found, replace the FRU.
3. Remove or disconnect all of the following devices:
   - Non-Acer devices
   - Printer, mouse, and other external devices
   - Battery pack
   - Hard disk drive
   - DIMM
   - BD/CD-ROM/Diskette drive Module
   - PC Cards
4. Apply power to the computer.
5. Determine if the problem has changed.
6. If the problem does not recur, connect the removed devices one at a time until failing FRU is found.
7. If the problem remains, replace the following FRUs:
   - System board
   - LCD assembly

Post Codes

The following are the InsydeH2O™ Functionality POST code tables.
The components of the POST code table includes:
SEC phase, PEI phase, DXE phase, BDS phase, CSM unctions, S3 functions and ACPI functions.

Table 4-1. POST Code Range

Phase	POST Code Range
SEC	0x01 - 0x0F
PEI	0x70 - 0x9F
DXE	0x40 - 0x6F
BDS	0x10 - 0x3F
SMM	0xA0 - 0xBF
S3	0xC0 - 0xCF
ASL	0x51 – 0x55 0xE1 – 0xE4
PostBDS	0xF9 – 0xFE
InsydeH2ODDT™ Reserve	0xD0 – 0xD7
OEM Reserve	0xE8 – 0xEB
Reserved	0xD8 – 0xE0 0xE5 – 0xE7 0xEC – 0xF8

Table 4-2. SEC Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
SEC_SYSTEM_POWER_ON	SEC	01	CPU power on and switch to Protected mode
SEC_BEFORE_MICROCODE_PATCH	SEC	02	Patching CPU microcode
SEC_AFTER_MICROCODE_PATCH	SEC	03	Setup Cache as RAM
SEC_ACCESS_CSR*	SEC	04	PCIE MMIO Base Address initial
SEC_GENERIC_MSRINIT*	SEC	05	CPU Generic MSR initialization
SEC_CPU_SPEEDCFG*	SEC	06	Setup CPU speed
SEC_SETUP_CAR_OK	SEC	07	Cache as RAM test
SEC_FORCE_MAX_RATIO*	SEC	08	Tune CPU frequency ratio to maximum level
SEC_GO_TO_SECSTARTUP	SEC	09	Setup BIOS ROM cache

Table 4-3. (Continued)SEC Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
SEC_GO_TO_PEICORE	SEC	0A	Enter Boot Firmware Volume
* 3rd party relate functions – Platform dependence.			

Table 4-4. EI Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
PEI_SIO_INIT	PEI	70	Super I/O Initialization
PEI_CPU_REG_INIT	PEI	71	CPU Early Initialization
PEI_CPU_AP_INIT*	PEI	72	Multi-processor Early Initial
PEI_CPU_HT_RESET*	PEI	73	HyperTransport Initialization
PEI_PCIE_MMIO_INIT	PEI	74	PCIE MMIO BAR Initialization
PEI_NB_REG_INIT	PEI	75	North Bridge Early Initialization
PEI_SB_REG_INIT	PEI	76	South Bridge Early Initialization
PEI_PCIE_TRAINING*	PEI	77	PCIE Training
PEI_TPM_INIT	PEI	78	TPM Initialization
PEI_SMBUS_INIT	PEI	79	SMBUS Early Initialization
PEI_PROGRAM_CLOCK_GEN	PEI	7A	Clock Generator Initialization
PEI_IGD_EARLY_INITIAL*	PEI	7B	Internal Graphic device early Initialization
PEI_HECI_INIT*	PEI	7C	HECI Initialization
PEI_WATCHDOG_INIT*	PEI	7D	Watchdog timer Initialization
PEI_MEMORY_INIT	PEI	7E	Memory Initial for Normal boot.
PEI_MEMORY_INIT_FOR_CRISIS	PEI	7F	Memory Initial for Crisis Recovery
PEI_MEMORY_INSTALL	PEI	80	Simple Memory test
PEI_TXTPEI*	PEI	81	TXT function early Initialization
PEI_SWITCH_STACK	PEI	82	Start to use Memory
PEI_MEMORY_CALLBACK	PEI	83	Set cache for physical memory
PEI_ENTER_RECOVERY_MODE	PEI	84	Recovery device Initialization
PEI_RECOVERY_MEDIA_FOUND	PEI	85	Found Recovery image
PEI_RECOVERY_MEDIA_NOT_FOUND	PEI	86	Recovery image not found
PEI_RECOVERY_LOAD_FILE_DONE	PEI	87	Load Recovery Image completed

Table 4-5. (Continued)PEI Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
PEI_RECOVERY_START_FLASH	PEI	88	Start Flash BIOS with Recovery image
PEI_ENTER_DXEIPL	PEI	89	Loading BIOS image to RAM
PEI_FINDING_DXE_CORE	PEI	8A	Loading DXE core
PEI_GO_TO_DXE_CORE	PEI	8B	Enter DXE core
* 3rd party relate functions – Platform dependence.			

Table 4-6. DXE Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
DXE_TCGDXE*	DXE	40	TPM initial in DXE
DXE_SB_SPI_INIT*	DXE	41	South bridge SPI initialization
DXE_CF9_RESET*	DXE	42	Setup Reset service
DXE_SB_SERIAL_GPIO_INIT*	DXE	43	South bridge Serial GPIO initialization
DXE_SMMACCESS*	DXE	44	Setup SMM ACCE SS service
DXE_NB_INIT*	DXE	45	North bridge Middle initialization
DXE_SIO_INIT*	DXE	46	Super I/O DXE initialization
DXE_LEGACY_REGION*	DXE	47	Setup Legacy Region service
DXE_SB_INIT*	DXE	48	South Bridge Middle initialization
DXE_IDENTIFY_FLASH_DEVICE	DXE	49	Identify Flash device
DXE_FTW_INIT	DXE	4A	Fault Tolerant Write verification
DXE_VARIABLE_INIT	DXE	4B	Variable Service initialization
DXE_VARIABLE_INIT_FAIL	DXE	4C	Fail to initial Variable Service
DXE_MTC_INIT	DXE	4D	MTC Initial
DXE_CPU_INIT	DXE	4E	CPU Middle Initialization
DXE_MP_CPU_INIT	DXE	4F	Multi-processor Middle Initialization
DXE_SMBUS_INIT	DXE	50	SMBUS Driver Initialization
DXE_SMART_TIMER_INIT	DXE	51	8259 Initialization
DXE_PCRTC_INIT	DXE	52	RTC Initialization
DXE_SATA_INIT*	DXE	53	SATA Controller early Initialization

Table 4-7. (Continued)DXE Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
DXE_SMM_CONTROLER_INIT*	DXE	54	Setup SMM Control service
DXE_LEGACY_INTERRUPT*	DXE	55	Setup Legacy Interrupt service
DXE_RELOCATE_SMBASE	DXE	56	Relocate SMM BASE
DXE_FIRST_SMI	DXE	57	SMI test
DXE_VTD_INIT*	DXE	58	VTD Initial
DXE_BEFORE_CSM16_INIT	DXE	59	Legacy BIOS Initialization
DXE_AFTER_CSM16_INIT	DXE	5A	Legacy interrupt function Initialization
DXE_LOAD_ACPI_TABLE	DXE	5B	ACPI Table Initialization
DXE_SB_DISPATCH*	DXE	5C	Setup SB SMM Dispatcher service
DXE_SB_IOTRAP_INIT*	DXE	5D	Setup SB IOTRAP Service
DXE_SUBCLASS_DRIVER*	DXE	5E	Build AMT Table
DXE_PPM_INIT*	DXE	5F	PPM Initialization
DXE_HECIDRV_INIT*	DXE	60	HECIDRV Initialization
DXE_FLASH_PART_NONSUPPORT	DXE	62	Do not support flash part (which is defined in SpiDevice.c)
* 3rd party relate functions – Platform dependence.			

Table 4-8. BDS Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
BDS_ENTER_BDS	BDS	10	Enter BDS entry
BDS_INSTALL_HOTKEY	BDS	11	Install Hotkey service
BDS_ASF_INIT*	BDS	12	ASF Initialization
BDS_PCI_ENUMERATION_START	BDS	13	PCI enumeration
BDS_BEFORE_PCIIO_INSTALL	BDS	14	PCI resource assign complete
BDS_PCI_ENUMERATION_END	BDS	15	PCI enumeration complete
BDS_CONNECT_CONSOLE_IN	BDS	16	Keyboard Controller, Keyboard and Mouse initialization
BDS_CONNECT_CONSOLE_OUT	BDS	17	Video device initialization
BDS_CONNECT_STD_ERR	BDS	18	Error report device initialization

Table 4-9. (Continued)BDS Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
BDS_CONNECT_USB_HC	BDS	19	USB host controller initialization
BDS_CONNECT_USB_BUS	BDS	1A	USB BUS driver initialization
BDS_CONNECT_USB_DEVICE	BDS	1B	USB device driver initialization
BDS_NO_CONSOLE_ACTION	BDS	1C	Console device initial fail
BDS_DISPLAY_LOGO_SYSTEM_INFO	BDS	1D	Display logo or system information
BDS_START_IDE_CONTROLLER	BDS	1E	IDE controller initialization
BDS_START_SATA_CONTROLLER	BDS	1F	SATA controller initialization
BDS_START_ISA_ACPI_CONTROLLER	BDS	20	SIO controller initialization
BDS_START_ISA_BUS	BDS	21	ISA BUS driver initialization
BDS_START_ISA_FDD	BDS	22	Floppy device initialization
BDS_START_ISA_SEIRAL	BDS	23	Serial device initialization
BDS_START_IDE_BUS	BDS	24	IDE device initialization
BDS_START_AHCI_BUS	BDS	25	AHCI device initialization
BDS_CONNECT_LEGACY_ROM	BDS	26	Dispatch option ROMs
BDS_ENUMERATE_ALL_BOOT_OPTION	BDS	27	Get boot device information
BDS_END_OF_BOOT_SELECTION	BDS	28	End of bootselection
BDS_ENTER_SETUP	BDS	29	Enter Setup Menu
BDS_ENTER_BOOT_MANAGER	BDS	2A	Enter Boot manager
BDS_BOOT_DEVICE_SELECT	BDS	2B	Try to boot system to OS
BDS_EFI64_SHADOW_ALL_LEGACY_ROM	BDS	2C	Shadow Misc Option ROM
BDS_ACPI_S3SAVE	BDS	2D	Save S3 resume required data in RAM
BDS_READY_TO_BOOT_EVENT	BDS	2E	Last Chipset initial before boot to OS
BDS_GO_LEGACY_BOOT	BDS	2F	Start to boot Legacy OS
BDS_GO_UEFI_BOOT	BDS	30	Start to boot UEFI OS
BDS_LEGACY16_PREPARE_TO_BOOT	BDS	31	Prepare to Boot to Legacy OS
BDS_EXIT_BOOT_SERVICES*	BDS	32	Send END of POST Message to ME via HECI
BDS_LEGACY_BOOT_EVENT	BDS	33	Last Chipset initial before boot to Legacy OS.

Table 4-10. (Continued)BDS Phase POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
BDS_ENTER_LEGACY_ 16_BOOT	BDS	34	Ready to Boot Legacy OS.
BDS_RECOVERY_START_FLASH	BDS	35	Fast Recovery Start Flash.
BDS_START_SDHC_BUS	BDS	36	SDHC device initial.
BDS_CONNECT_ATA_LEGACY	BDS	37	Ata Legacy device initial.
BDS_CONNECT_SD_LEGACY	BDS	38	SD Legacy device initial.
* 3rd party relate functions – Platform dependence.			

Table 4-11. Post BDS Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
POST_BDS_NO_BOOT_DEVICE	POST_BDS	F9	No Boot Device
POST_BDS_START_IMAGE	POST_BDS	FB	UEFI Boot Start Image
POST_BDS_ENTER_INT19	POST_BDS	FD	Legancy 16 boot entry
POST_BDS_JUMP_BOOT-SECTOR	POST_BDS	FE	Try to Boot with INT 19

Table 4-12. S3 Functions POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
S3_RESTORE_MEMORY_CONTROLLER	PEI	C0	Memory initial for S3 resume
S3_INSTALL_S3_MEMORY	PEI	C1	Get S3 resume required data from memory
S3_SWITCH_STACK	PEI	C2	Start to use memory during S3 resume
S3_MEMORY_CALLBACK	PEI	C3	Set cache for physical memory during S3 resume
S3_ENTER_S3_RESUME_PEIM	PEI	C4	Start to restore system configuration
S3_BEFORE_ACPI_BOOT_SCRIPT	PEI	C5	Restore system configuration stage1
S3_BEFORE_RUNTIME_BOOT_SCRIPT	PEI	C6	Restore system configuration stage2
S3_BEFORE_RELOCATE_SMM_BASE	PEI	C7	Relocate SMM BASE during S3 resume

Table 4-13. (Continued)S3 Functions POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
S3_BEFORE_MP_INIT	PEI	C8	Multi-processor initial during S3 resume
S3_BEFORE_RESTORE_ACPI_CALLBACK	PEI	C9	Start to restore system configuration in SMM
S3_AFTER_RESTORE_ACPI_CALLBACK	PEI	CA	Restore system configuration in SMM complete
S3_GO_TO_FACS_WAKING_VECTOR	PEI	CB	Back to OS

Table 4-14. ACPI Functions POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
ASL_ENTER_S1	ASL	51	Prepare to enter S1
ASL_ENTER_S3	ASL	53	Prepare to enter S3
ASL_ENTER_S4	ASL	54	Prepare to enter S4
ASL_ENTER_S5	ASL	55	Prepare to enter S5
ASL_WAKEUP_S1	ASL	E1	System wake up from S1
ASL_WAKEUP_S3	ASL	E3	System wake up from S3
ASL_WAKEUP_S4	ASL	E4	System wake up from S4

Table 4-15. SMM Functions POST Code Table

Functionality Name (Include\ PostCode.h)	Phase	Post Code	Description
SMM_IDENTIFY_FLASH_DEVICE	SMM	0xA0	Identify Flash device in SMM
SMM_SMM_PLATFORM_INIT	SMM	0xA2	SMM service initial
SMM_ACPI_ENABLE_START	SMM	0xA6	OS call ACPI enable function
SMM_ACPI_ENABLE_END	SMM	0xA7	ACPI enable function complete
SMM_S1_SLEEP_CALLBACK	SMM	0xA1	Enter S1
SMM_S3_SLEEP_CALLBACK	SMM	0xA3	Enter S3
SMM_S4_SLEEP_CALLBACK	SMM	0xA4	Enter S4
SMM_S5_SLEEP_CALLBACK	SMM	0xA5	Enter S5
SMM_ACPI_DISABLE_START	SMM	0xA8	OS call ACPI disable function
SMM_ACPI_DISABLE_END	SMM	0xA9	ACPI disable function complete

Table 4-16. nsydeH2ODDT Debugger POST Code Table

Functionality Name (Include\ PostCode.h)	PostCode	Description
Used by Insyde debugger	0x0D	Waiting for device connect
Used by Insyde debugger	0xD0	Waiting for device connect
Used by Insyde debugger	0xD1	InsydeH2ODDT Ready
Used by Insyde debugger	0xD2	EHCI not found
Used by Insyde debugger	0xD3	Debug port connect low speed device
Used by Insyde debugger	0xD4	DDT Cable become low speed device
Used by Insyde debugger	0xD5	DDT Cable Transmission Error (Get descriptor fail)
Used by Insyde debugger	0xD6	DDT Cable Transmission Error (Set Debug mode fail)
Used by Insyde debugger	0xD7	DDT Cable Transmission Error (Set address fail)

Jumper and Connector Locations

Mainboard Jumper and Connector Locations



Figure 5-1. **Mainboard** Bottom

Table 5-1. **Mainboard** Bottom

Item	Description	Item	Description
0	NA	0	NA

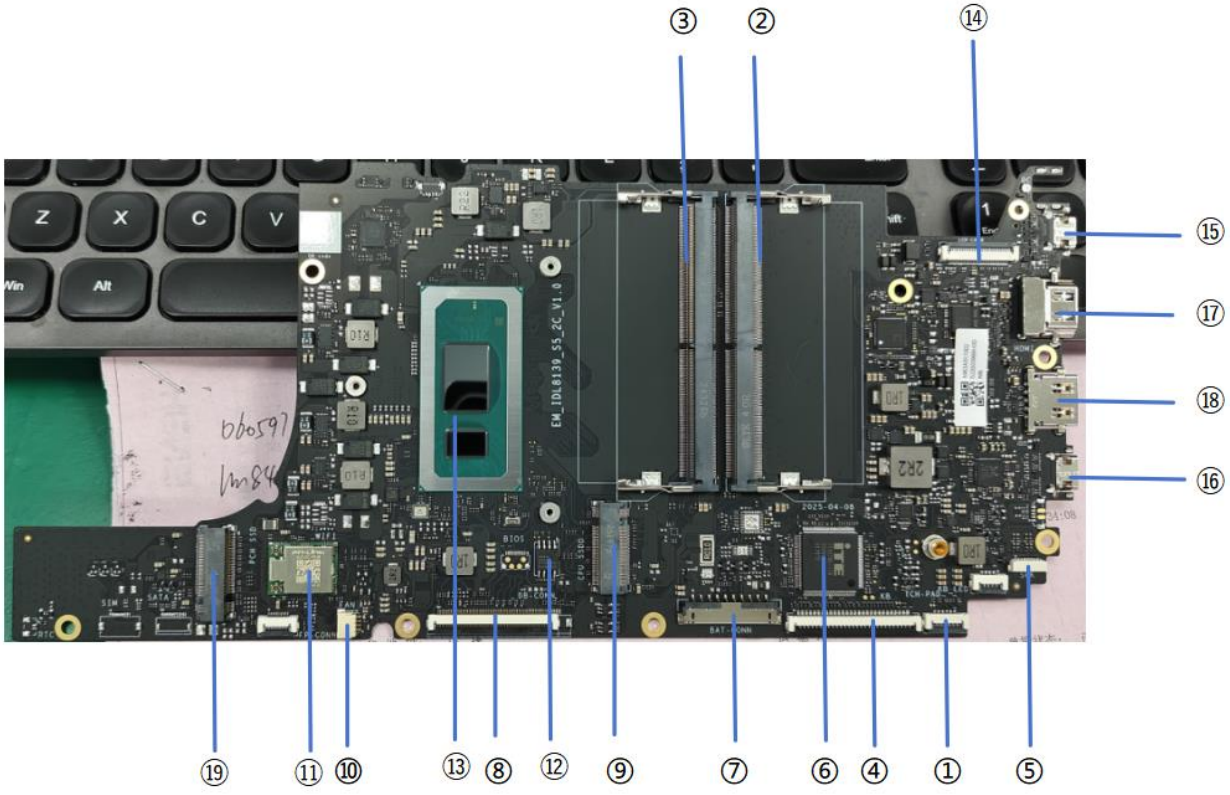


Figure 5-2. Mainboard TOP

Table 5-2. Mainboard TOP

Item	Description	Item	Description
1	Touchpad Connector	10	RADIATOR FAN Connector
2	SODIMM1	11	WL Card
3	SODIMM2	12	BIOS
4	Keyboard Connector	13	CPU
5	Speaker Connector	14	EDA Cable Connector
6	EC IC	15	Type-C Connector
7	Battery Connector	16	Type-C Connector
8	DB Board Connector	17	HDMI Connector
9/19	SSD Connector	18	USB Connector

DB board Jumper and Connector Locations

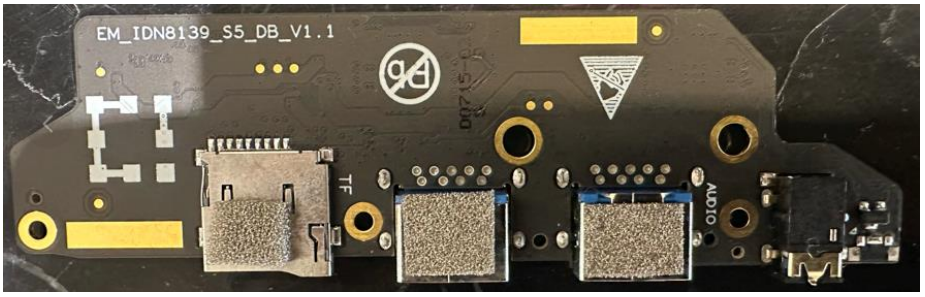


Figure 5-3. DB board Bottom

Table 5-3. DB Board Bottom

Item	Description	Item	Description
0	NA	0	NA

Table 5-4. DB **board** TOP

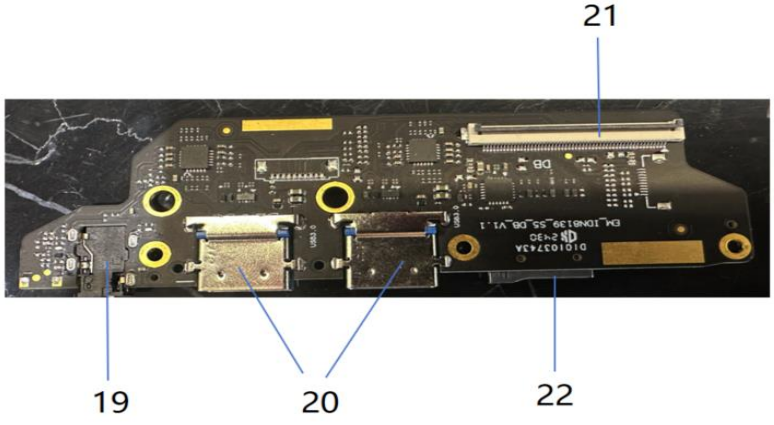


Figure 5-3. DB board TOP

Table 5-3. DB Board Bottom

Item	Description	Item	Description
19	Audio Jack		
20	USB Connector		
21	DB Board Connector		
22	Memory card socket		

FRU (Field Replaceable Unit) List

This chapter provides users with a FRU (Field Replaceable Unit) listing in global configurations for the AL173P1_TKN.

Refer to this chapter whenever ordering for parts to repair or for RMA (Return Merchandise Authorization).

NOTE:

WHEN ORDERING FRU PARTS, check the most up-to-date information available on the regional web or channel.

Part number changes will not be noted on the printed Service Guide.

For Acer AUTHORIZED SERVICE PROVIDERS, the Acer office may have a DIFFERENT part number code from those given in the FRU list of this printed Service Guide. Users MUST use the local FRU list provided by the regional Acer office to order FRU parts for repair and service of customer machines.

NOTE:

To scrap or to return the defective parts, users should follow the local government ordinance or regulations on how to dispose it properly, or follow the rules set by the regional Acer office on how to return it.

Exploded Diagrams

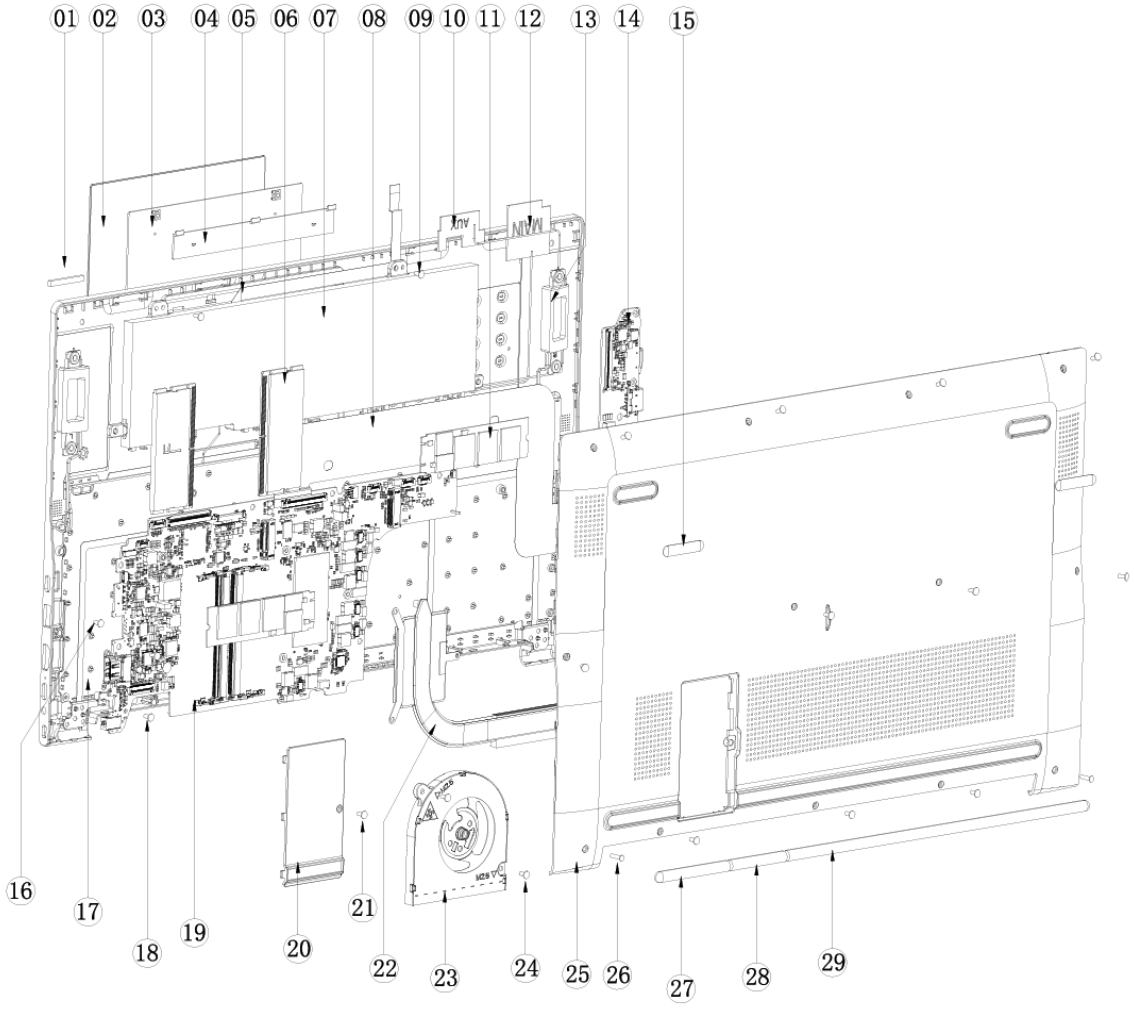


Figure 6-1. System Exploded Diagram

Table 6-1. System Exploded Diagram

NO.	TYPE	Acer PN	Description
1	Magnet		N52 reinforced 25 * 3 * 2mm silver galvanized magnetizing surface 25 * 3
2	Touch Pad Mylar		PC sheet with fine matte finish, back screen printed in light silver, 131.2 * 94.2 * 0.5mm
3	Touch Pad		TOUCH PAD AMR13093-PCT1336U-6-241122(ROHS)
4	Touch BKT		Touch panel support REACH PC+ABS，UL94V0
5	Touchpad FFC cable	50.DA6NH.002	Touchpad FFC PIN=6 PITCH=1.0mm FFC 1.0*6*183*A3/4.5(ROHS)
6	MEM	KN.16G00.042	Memory SO-DIMM DDRV 16GB CTE3 LF+HF For CTE3
		KN.8GB00.061	Memory SO-DIMM DDRV 8GB CTE3 LF+HF For CTE3
7	Battery	KT.CTE00.006	Battery 58Wh_2301_CTE with Gauge . Length 30mm . (ODM: HENA)
8	IO FPC Cable	50.DA6NH.001	IO CABLE/FPC PIN=54 PITCH=0.5mm I/O FPC R17-IO-FPC-IDL8139-V2.1 1462B(ROHS)
9	Screw	86.D4GNH.014	"CM2.0*4.0 DIA4.2（REACH)
10	AUX ANTENNA		WIFI AUX ANTENNA R17 TLT5557-R17-ASM-A AUX(ROHS)
11	SSD	KN.12800.008	Flash Disk SSD NAND 128GB Mainstream CTE3 LF+HF
		KN.25600.016	Flash Disk SSD NAND 256GB PM CTE3 LF+HF
		KN.51200.027	Flash Disk SSD NAND 512GB PM CTE3 LF+HF
		KN.01K00.026	Flash Disk SSD NAND 1024GB PM CTE3 LF+HF
12	Main ANTENNA		WIFI MAIN ANTENNA R17 TLT5557-R17-ASM-A MAIN(ROHS)
13	Speaker	NC.24211.002	Stereo Speaker
14	DB		DB USB3.2 * 2/TF card/headphone jack/no RJ45
15	D Rubber		Black silicone, 30 * 6 * 1.85mm
16	Screw		CM2.0*3.5 DIA4.2（REACH)
17	C cover	NC.21011.24W	HENA C Cover 25 AL C_Light Silver 17 PC+ABS Painting RTU
18	Screw	86.D4GNH.012	CM2.0x3.0mm DIA4.2（REACH)
19	MB	NB.DA311.002	Mainboard AL173P1_RTU/Intel Raptor Lake i5-120U/DDR5 sodimm_SSD pcie slot_wifi 6252C-PUB(RTL8852BE-VB-CG)/HDMI/USB3.2*1/Full Function Type C*1+Data Type C*1/headphone jack
		NB.DA311.001	Mainboard AL173P1_RTU/Intel Raptor Lake I7-1355U/DDR5 sodimm_SSD pcie slot_wifi 6252C-PUB(RTL8852BE-VB-CG)/HDMI/USB3.2*1/Full Function Type C*1+Data Type C*1/headphone jack

		NB.DA611.001	Mainboard AL173P1_RTU/Intel Raptor Lake I3-1305U/DDR5 sodimm_SSD pcie slot_wifi 6252C-PUB(RTL8852BE-VB-CG)/HDMI/USB3.2*1/Full Function Type C*1+Data Type C*1/headphone jack
		NB.DA611.002	Mainboard AL173P1_RTU/Intel Raptor Lake I3-1315U/DDR5 sodimm_SSD pcie slot_wifi 6252C-PUB(RTL8852BE-VB-CG)/HDMI/USB3.2*1/Full Function Type C*1+Data Type C*1/headphone jack
		NB.DA611.003	Mainboard AL173P1_RTU/Intel Raptor Lake i5-1334U/DDR5 sodimm_SSD pcie slot_wifi 6252C-PUB(RTL8852BE-VB-CG)/HDMI/USB3.2*1/Full Function Type C*1+Data Type C*1/headphone jack
20	DDR Cover		PC+ABS，UL94V0
21	Screw	86.D4GNH.010	CM2.0*3.5 § 3.5mm（REACH)
22	THERMAL	24.DA6NH.001	COOLING MODULE BW-122 15W/L149.42*W66*H1.5mm/2*R17(ROHS)
23	FAN	23.DA6NH.001	RADIATOR FAN OF BF07006H05FP
24	Screw	86.D4GNH.009	CM2 .0x4.0mm DIA3.5（REACH)
25	D cover		D cover Light Silve PC+ABS
26	Screw	86.D4GNH.011	CM2 .0x8.0mm DIA3.5（REACH)
27	D Rubber 1		Black silicone 53*6*3.95mm
28	DDR Rubber		Black silicone 40.75*6*3.95mm
29	D Rubber 2		Black silicone 226.4*6*3.95mm

Table 6-2. LCD Assembly Exploded Diagram

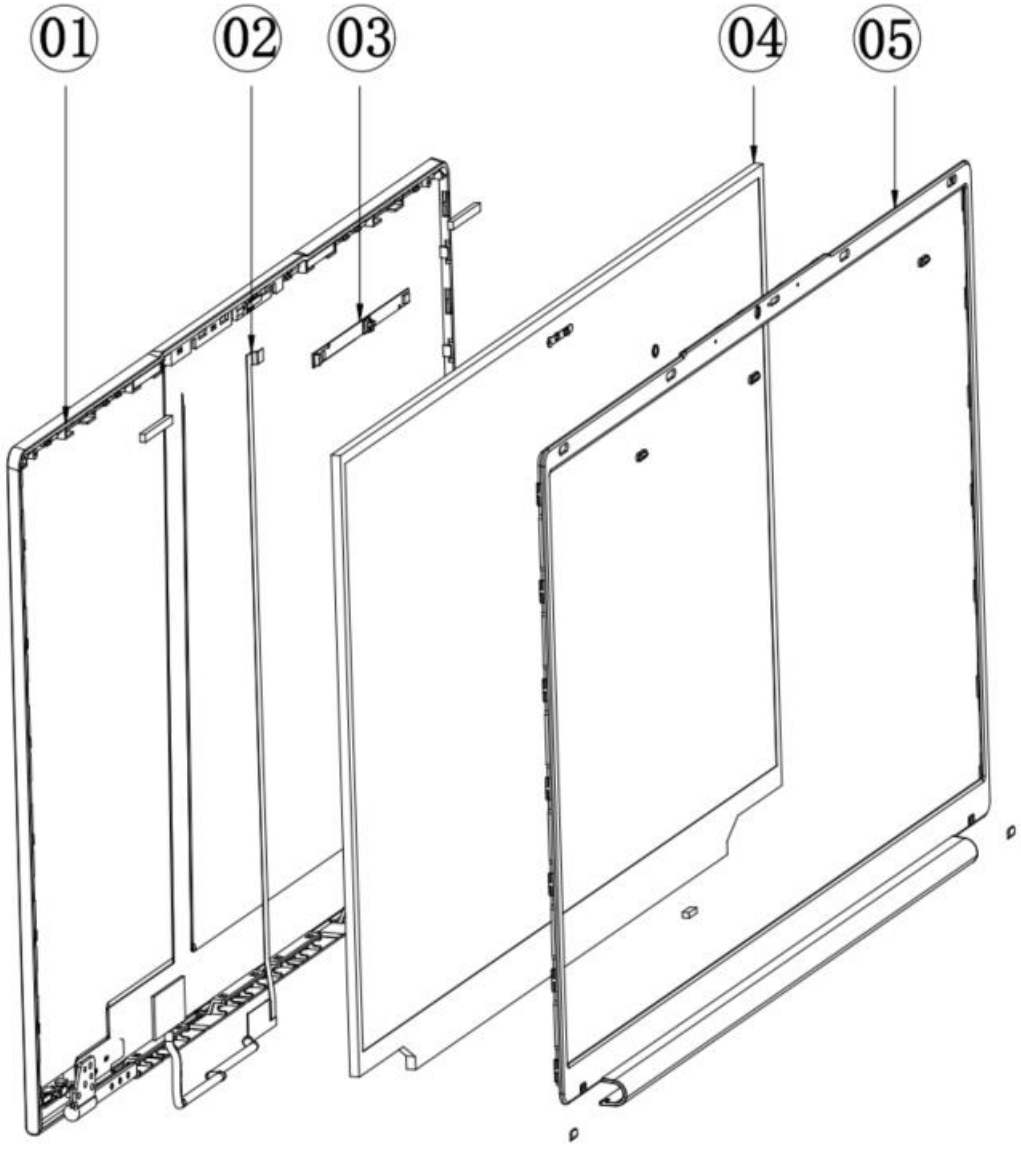


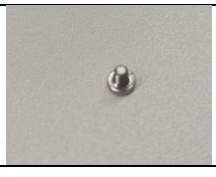
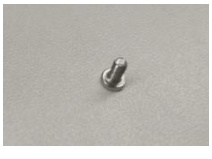
Table 6-2. LCD Assembly Exploded Diagram (Continued)

NO.	TYPE	Part No.	Description
1	A cover	NC.21011.24T	HENA A Cover 25 AL A Natural Titanium 17 PC+ABS Painting
	A cover	NC.21011.1YJ	HENA A Cover 25 AL A_Light Silver 17 PC+ABS Painting
2	LCD MODULE	6M.D4GNH.001	LCD MODULE SILVER W/ BEZEL, LCD, CAMERA, HINGE, EDP CABLE
3	Camera	KS.FHD0I.001	Camera FHD Camera MISC 2M FHD Camera_CTE
4	N17.3FHDSUPILB_CTE	KL.1730I.001	LED LCD Panel 17.3" FHD IPS None Glare B173HAN04.B 300nit NTSC 45% 60Hz 30ms 1200:1 For CTE project
	N17.3HD+SUPB_CTE	KL.173E5.001	LED LCD Panel AUO 17.3" HD+ TN None Glare B173RTN03.0 H/W 0A 250nit NTSC 60% 60Hz 8ms 600:1 (narrow, for CTE)
5	B cover	NC.21011.1Z6	HENA B Cover 25 AL B_Shale Black 17 PC+ABS Texture w/Camera
	B cover	NC.21011.1KY	B cover, w/camera B Cover Dummy_CTE B cover, w/camera

Table 6-3. FRU List

CATEGORY	Pictures	Acer Description	AcerPN
ADAPTER		Adapter DELTA ADP-65KE DA 65W Type C Brick 5V/3A_9V/3A_12V/3A_15V/3A_20V_3.25A Black TCO9.0, PCR 50%, with LOGO	KP.06501.033
BATTERY		Battery 58Wh_2301_CTE with Gauge . Length 30mm . (ODM: HENA)	KT.CTE00.040
POWER CORD		POWER CORD 1.2M US	27.KZ7NH.003
		POWER CORD 1.2M BLACK SOUTH AFRICA	27.KZ7NH.001
		POWER CORD 1.2M EUROPE	27.KZ7NH.002
		POWER CORD 1.2M UK	27.KZ7NH.004
		POWER CORD 1.2M ARGENTINA	27.KZ7NH.005
MAINBOARD		Mainboard AL17-51P Intel C5120U UMA	NB.DA311.002
		Mainboard AL17-51P Intel Ci71355U UMA	NB.DA311.001
		Mainboard AL17-51P Intel Ci31305 UMA	NB.DA611.001

		Mainboard AL17-51P Intel Ci31315U UMA	NB.DA611.002
		Mainboard AL17-51P Intel Ci51334U UMA	NB.DA611.003
CLCD MODULE		LCD MODULE W/ BEZEL, LCD, CAMERA, HINGE, EDP CABLE	TBC
KB ASSEMBLY		KEYBOARD ASSY W/ SILVER UPPER CASE, KEYBOARD TRADITIONAL CHINESE, TOUCHPAD, SPEAKER, IO, HINGE BOARD, FFC CABLE	6B.D4GNH.001
		Traditional Chinese-US Titanium	TBC
		Nordic-UK-Silver	TBC
		US International Silver	TBC
		US International Titanium	TBC
		UK International Silver	TBC
		UK International Titanium	TBC
Speaker		Stereo Speaker	NC.24211.002

Touchpad		Non AVAP Touchpad Parts	TBC
HDD		Flash Disk SSD NAND 128GB Mainstream CTE3 LF+HF	KN.12800.008
		Flash Disk SSD NAND 256GB PM CTE3 LF+HF	KN.25600.016
		Flash Disk SSD NAND 512GB PM CTE3 LF+HF	KN.51200.027
		Flash Disk SSD NAND 1024GB PM CTE3 LF+HF	KN.01K00.026
SCREW		SCREW CM2*3 Cap Diameter 4.2 Cap thickness 0.5 Salt spray 24H black	86.KZ7NH.003
SCREW		SCREW SILVER CM2.0*2.5 3.8mm cap thickness 0.8mm	86.KZ7NH.001
SCREW		SCREW SILVER CM2.0*4.0 3.8mm cap thickness 0.8mm	86.KZ7NH.002

Software Update

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

System BIOS & Driver Updates

Visit https://www.acer.com.cn/support.html?type=1 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 indicato
- 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
- 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

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.

Personal Data Removal

Removing your personal data 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.