Nitro ANV16-I31
Picanto_RTH

LIFECYCLE EXTENSION GUIDE

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Self-Repair

This chapter offers limited customer self-repair capabilities.

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

Due to the complexity of circuit boards, electronic components which are embedded to the motherboard or daughterboard(s) are strongly not advised to self-repair.

NOTE:

Before handling components, wear anti-static gloves to avoid damaging them due to static electricity.

NOTE:

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

NOTE:

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

Disassembly Procedures

Safety Guidelines

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

CAUTION!

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

Recommended Equipment

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

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

WEEE Annex VII Component

These components are classified as requiring selective treatment:

- Battery pack
- SSD modules
- WLAN module
- DIMM modules
- RTC battery
- USB board
- Mainboard
- Touchpad module
- LCD panel

Pre-disassembly Instructions

Do the following prior to starting any maintenance procedures:

1. Place the system on a stable work surface.
2. Remove the power adapter from the DC-in jack (A) as shown in Figure 1-1.
3. Remove all cables from the system.

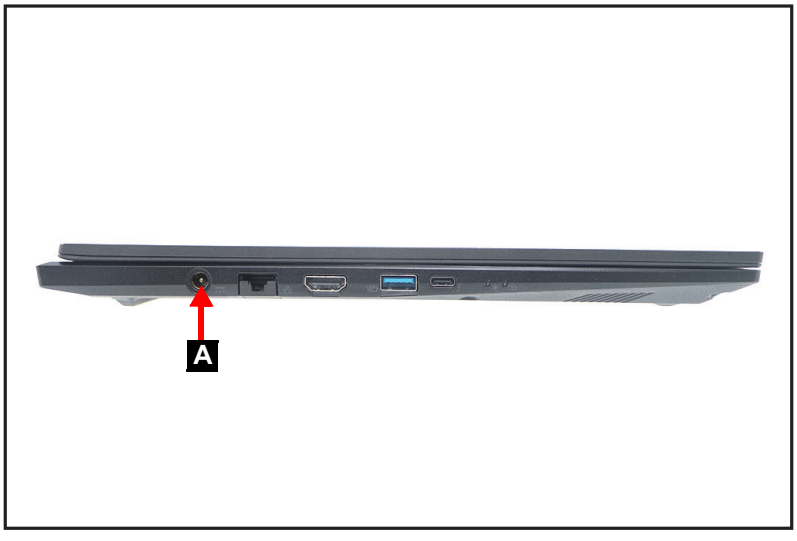


Figure 1-1. Adapter Outlet

NOTE:

Make sure the system is completely powered off.

Base Cover Removal

1. Remove nine (9) screws from the base cover (Figure 1-2).



Figure 1-2. Base Cover Removal

2. Carefully pry the base cover starting from the bottom-right edge first, then following with bottom-left edge to release the bottom edges latches as shown in Figure 1-3.



Figure 1-3. Base Cover Removal

3. Continue to release the remaining latches on the bottom, left, and right sides (Figure 1-4).



Figure 1-4. Base Cover Removal

4. Push the base cover downward with your hands to release the upper latches (Figure 1-5). Then remove the base cover.

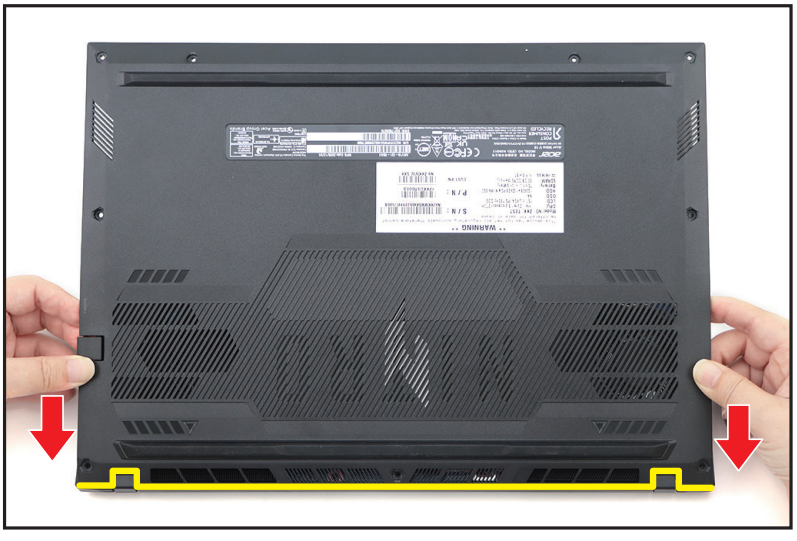


Figure 1-5. Base Cover Removal

Battery Pack Removal

Prerequisite:

Base Cover Removal

1. Detach the tape (A) securing the battery cable connection (Figure 1-6).

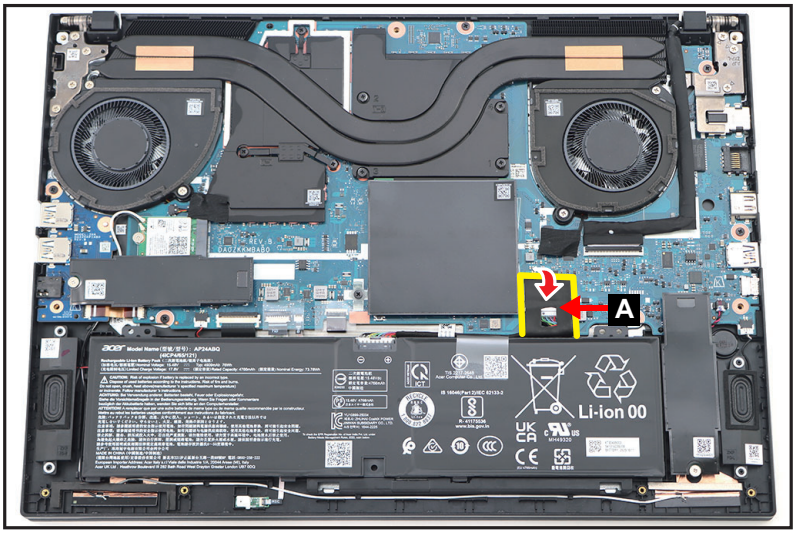


Figure 1-6. Battery Pack Removal

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

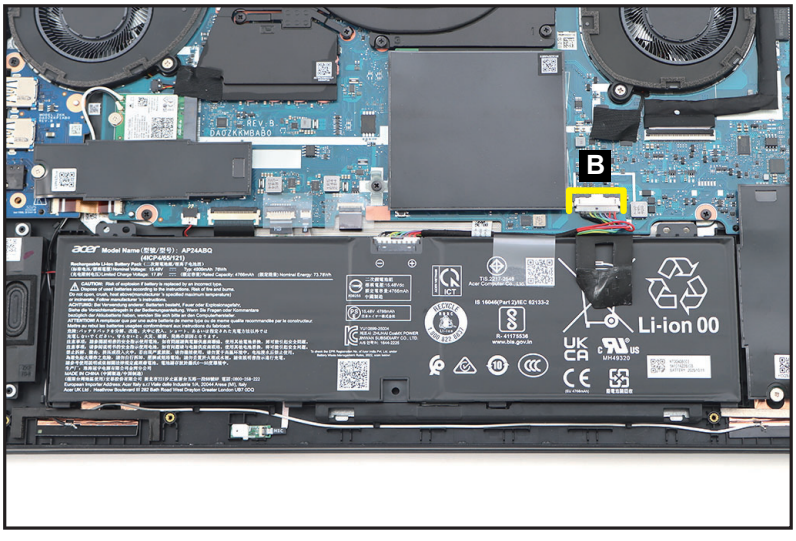


Figure 1-7. Battery Pack Removal

3. Lift to release the battery pack (C) from the compartment studs (highlighted with the green lines) (Figure 1-8). Then remove the battery pack.

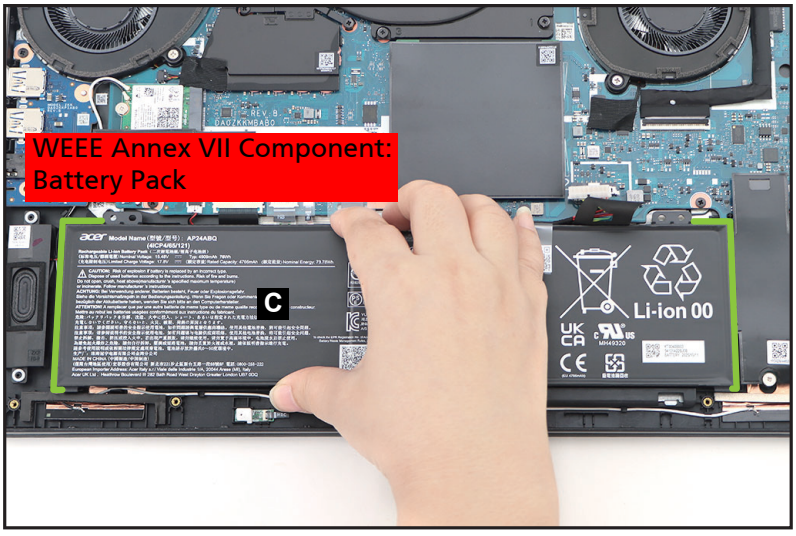


Figure 1-8. Battery Pack Removal

4. Detach the mylar (D) securing the battery cable in place (Figure 1-9).
5. Disconnect the battery cable from the battery connector (E) (Figure 1-9). Then remove the battery cable.

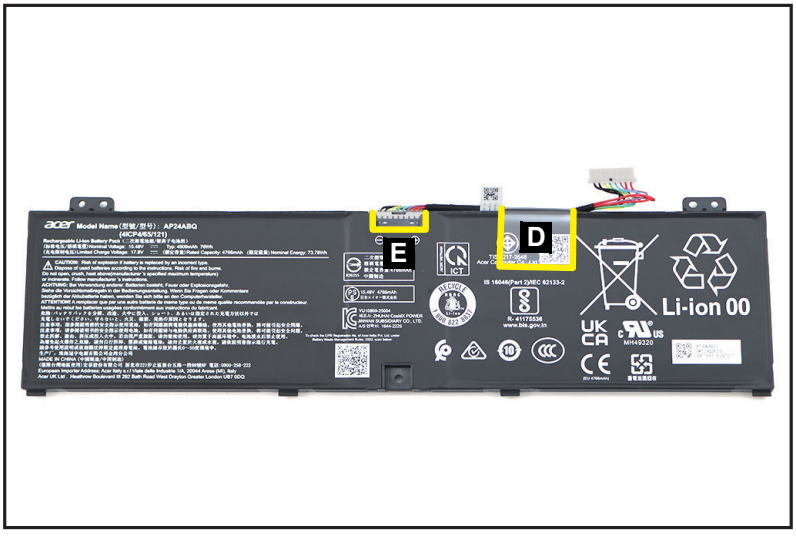


Figure 1-9. Battery Pack Removal

IMPORTANT:

Follow local regulations for battery disposal.

SSD Modules Removal

Prerequisite:

Battery Pack Removal

1. Find the SSD modules (A) on the top assembly (Figure 1-10).

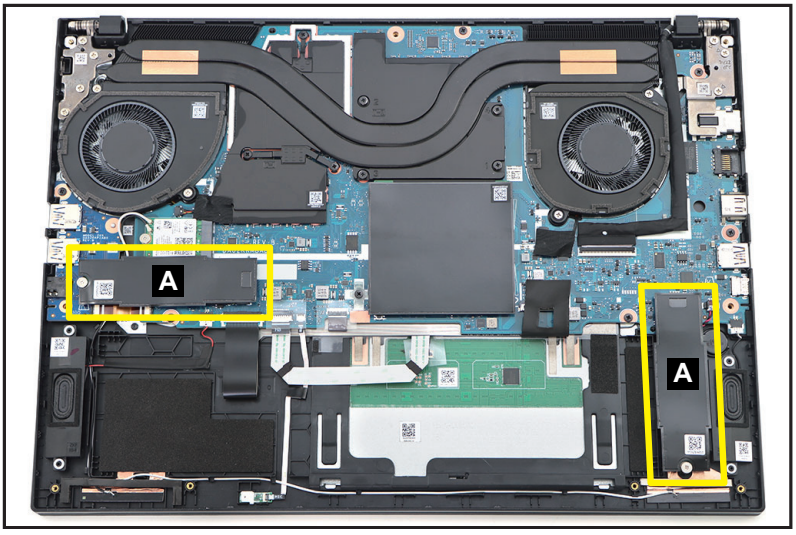


Figure 1-10. SSD Modules Location

2. Detach the absorber with insulator mylars (B) covering the SSD modules (Figure 1-11).

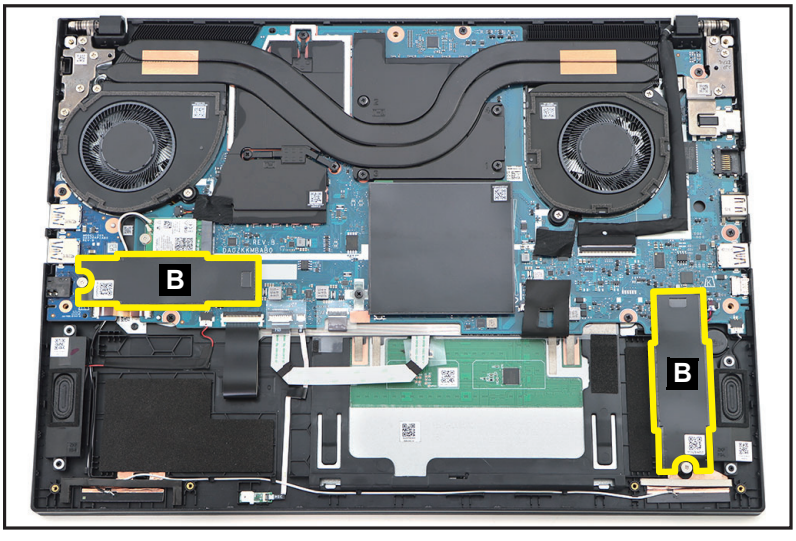


Figure 1-11. SSD Module Removal

3. Remove one (1) screw securing the SSD module (Figure 1-12).

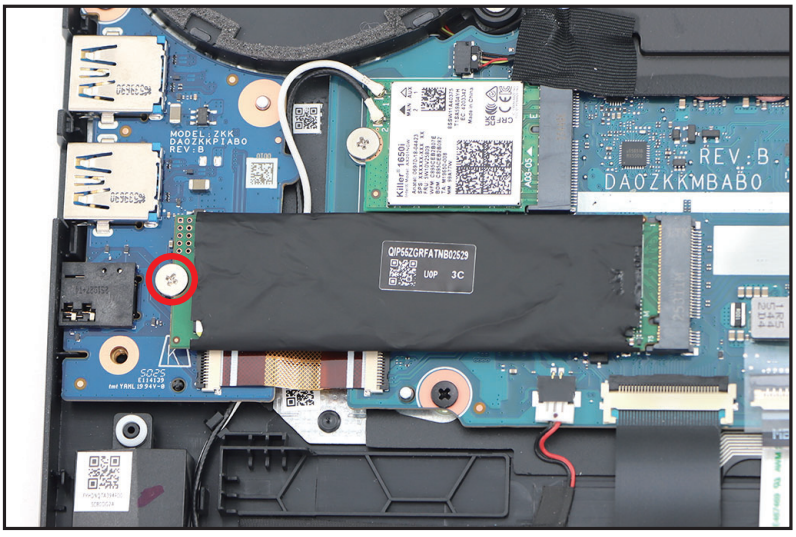


Figure 1-12. SSD Module Removal

4. Disconnect the SSD module from the mainboard connector (C) (Figure 1-13). Then remove the SSD module.

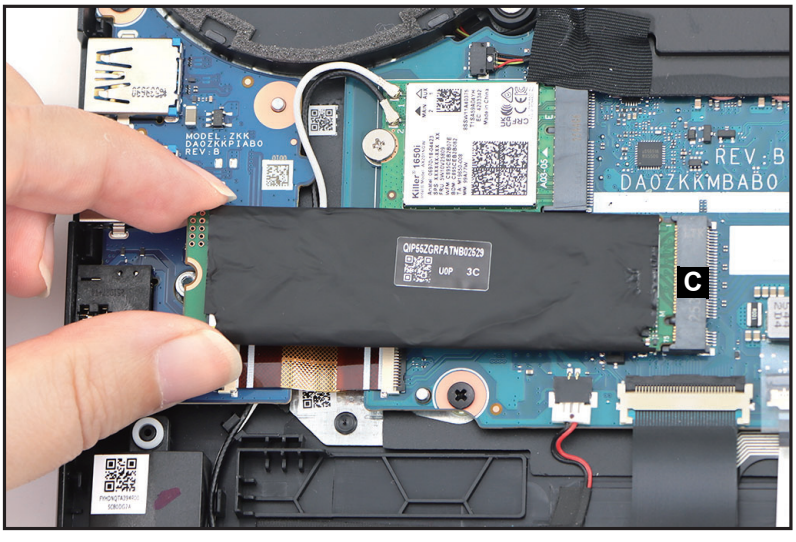


Figure 1-13. SSD Module Removal

5. Repeat steps 3~4 to remove another SSD module.

6. By holding the upper edge of the copper foil with mylar (D), unfold and detach it from the SSD module as shown in Figure 1-14 and Figure 1-15 but DO NOT remove yet!

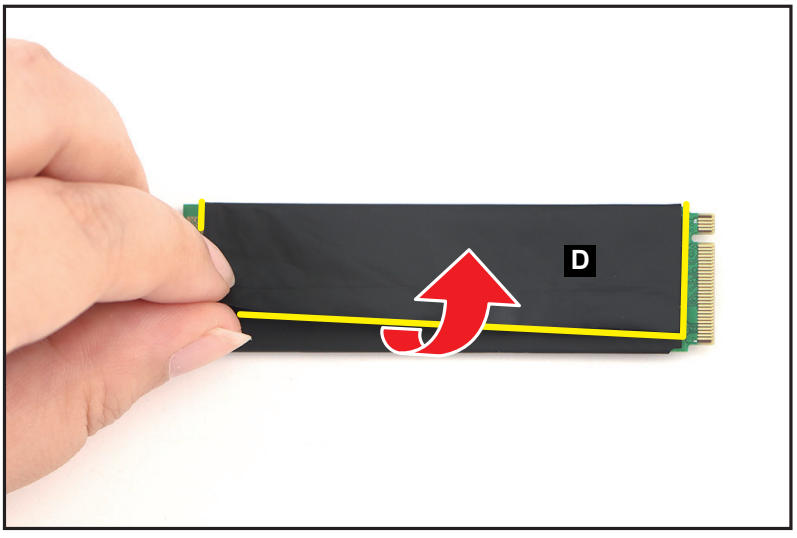


Figure 1-14. SSD Module Removal

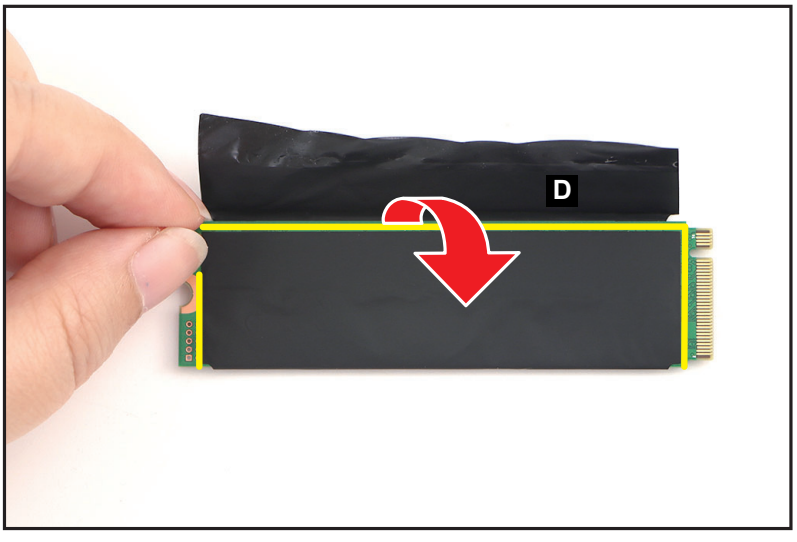


Figure 1-15. SSD Module Removal

7. Detach the SSD module from the adhesive graphite sheet (highlighted with the yellow dashed line) as shown in Figure 1-16.



Figure 1-16. SSD Module Removal

8. Repeat steps 6~7 to remove the copper foil with mylar from another SSD module.

WLAN Module Removal

Prerequisite:

Battery Pack Removal

1. Find the WLAN module (A) on the top assembly (Figure 1-17).

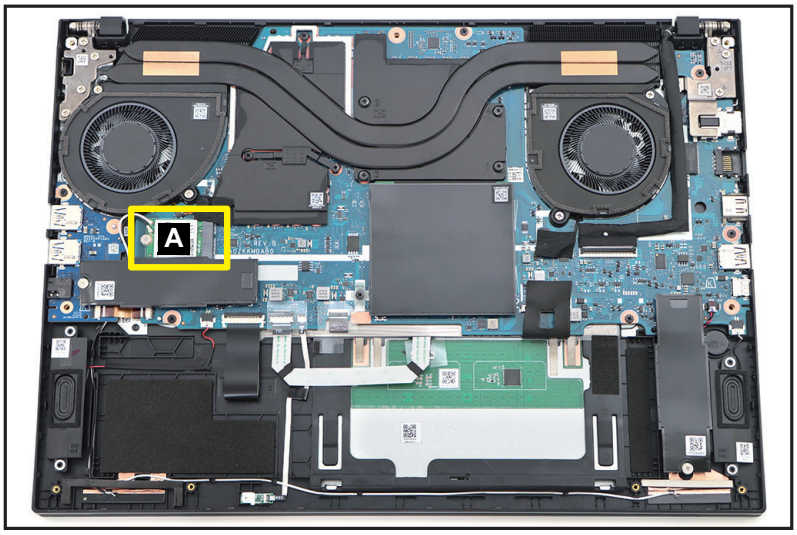


Figure 1-17. WLAN Module Location

2. Detach the absorber with insulator mylar (B) covering the SSD module (Figure 1-18).

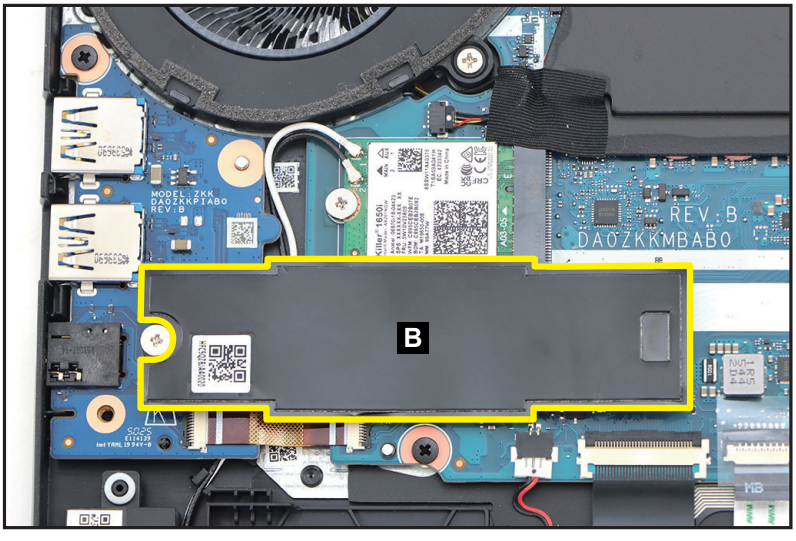


Figure 1-18. WLAN Module Removal

3. Disconnect the WLAN antennas cables from the WLAN module connectors (C) (Figure 1-18).
4. Remove one (1) screw securing the WLAN module in place (Figure 1-18).

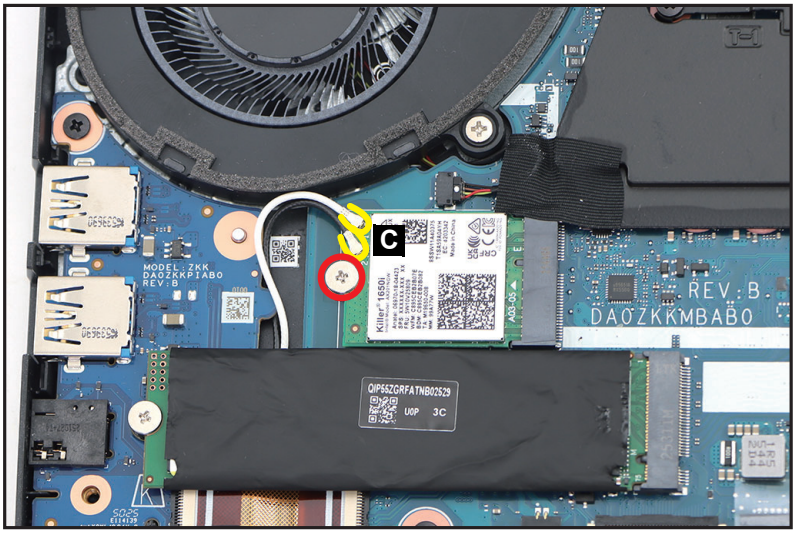


Figure 1-19. WLAN Module Removal

5. Disconnect the WLAN module from the mainboard connector (D) (Figure 1-20). Then remove the WLAN module.

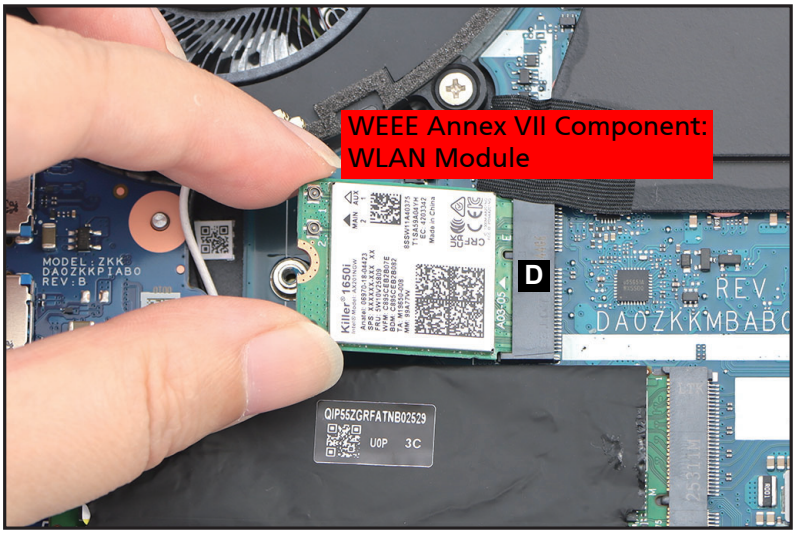


Figure 1-20. WLAN Module Removal

DIMM Modules Removal

Prerequisite:

Battery Pack Removal

1. Detach the absorber with insulator mylar (A) covering the DIMM modules (Figure 1-21).

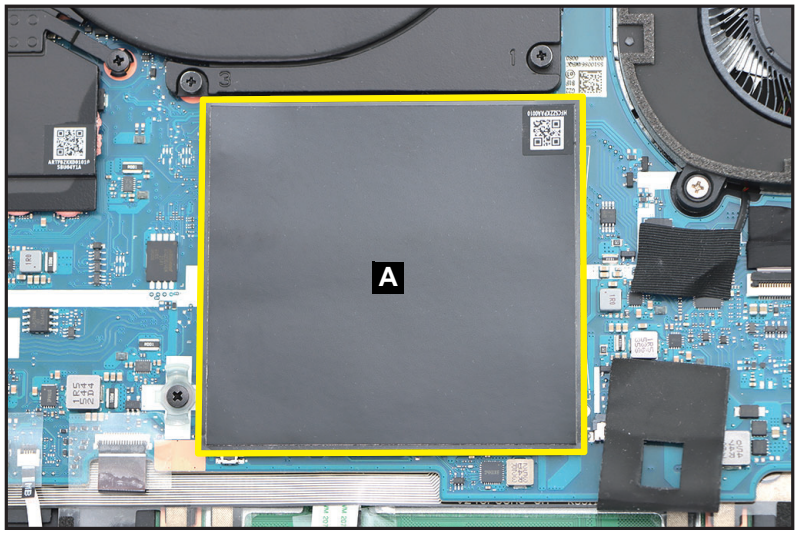


Figure 1-21. DIMM Module Removal

2. Push the DIMM module clips (B) outwards (Figure 1-17).

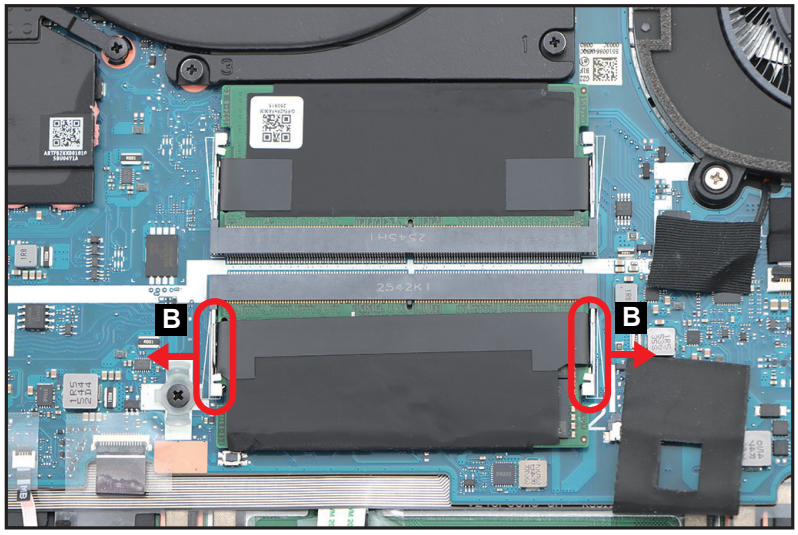


Figure 1-22. DIMM Module Removal

3. Disconnect the DIMM module (C) from the mainboard connector (D) (Figure 1-23). Then remove the DIMM module.

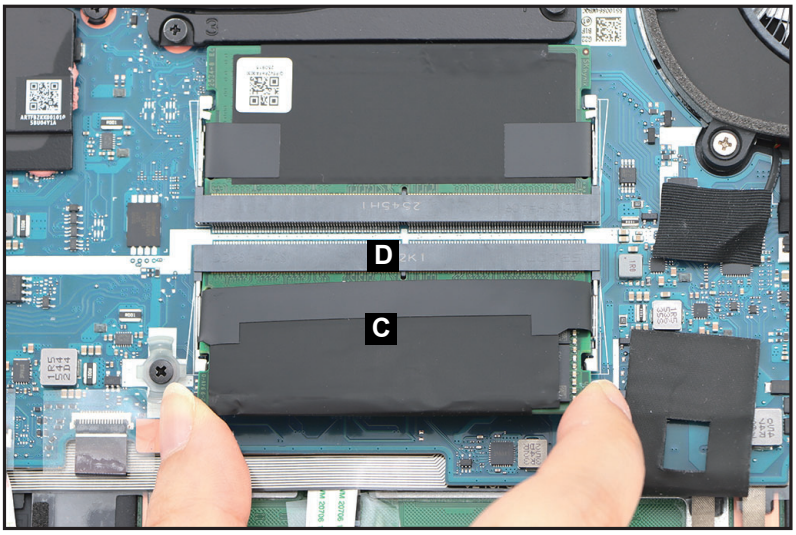


Figure 1-23. DIMM Module Removal

4. Repeat steps 2~3 to remove another DIMM module.
5. Detach the tabs (E) of the composite foil with mylar from the DIMM module as shown in Figure 6.

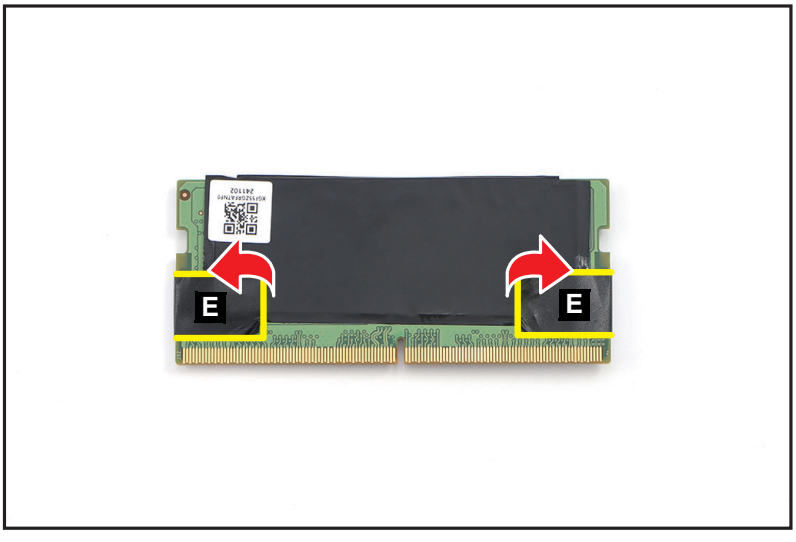


Figure 1-24. DIMM Module Removal

6. Peel off the composite foil with mylar (F) from the DIMM module (Figure 1-25).

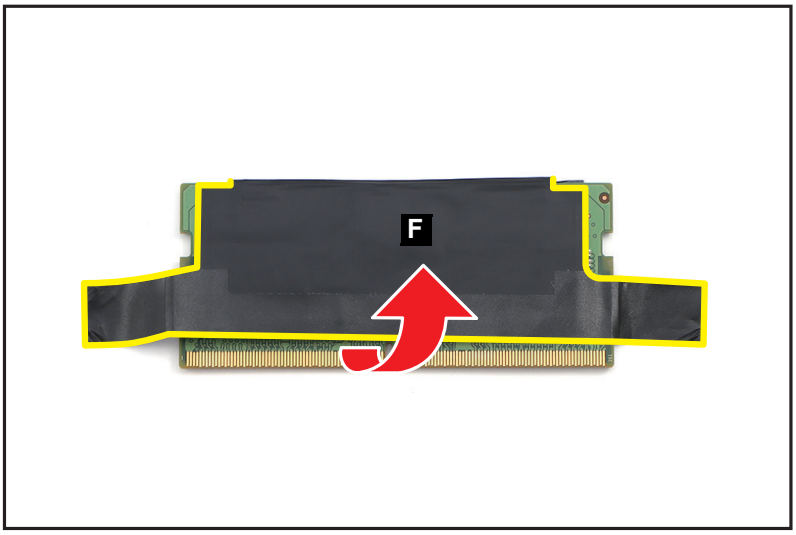


Figure 1-25. DIMM Module Removal

7. Detach the DIMM module from the adhesive graphite sheet (highlighted with the yellow dashed line) as shown in Figure 1-26.



Figure 1-26. DIMM Module Removal

8. Repeat steps 5~7 to remove the composite foil with mylar from another DIMM module.

9. Detach the absorber with insulator mylar (G) from the mainboard as shown in Figure 1-27.

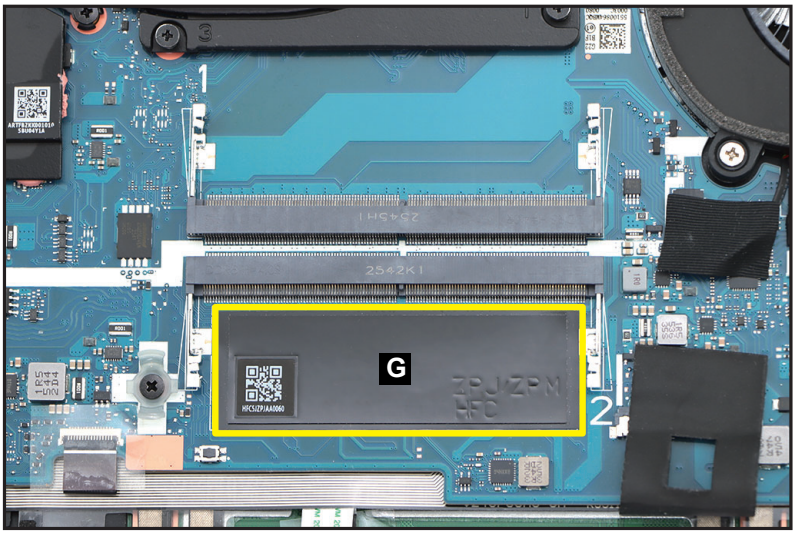


Figure 1-27. DIMM Module Removal

LCD Module Removal

Prerequisite:

Battery Pack Removal

1. Disconnect the LCD cable from the mainboard connector (A). Then detach and unroute the cable from the cable guides as shown in Figure 1-28.

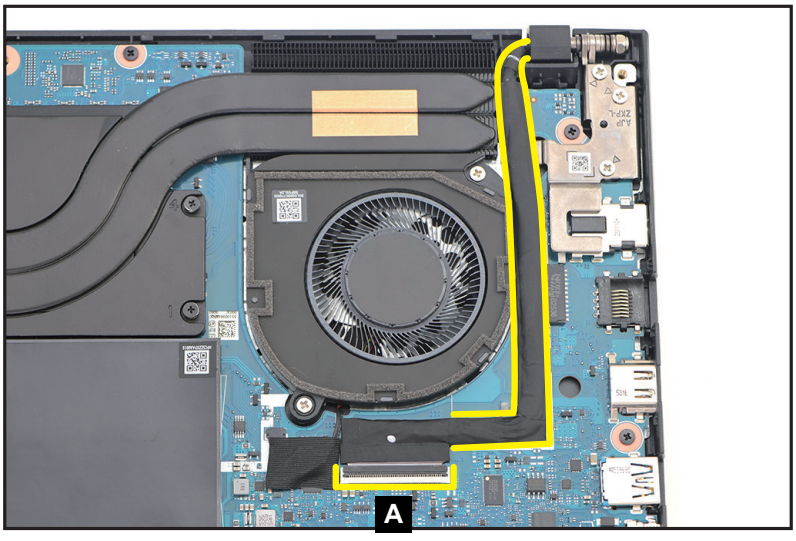


Figure 1-28. LCD Module Removal

2. Remove seven (7) screws securing the LCD hinges (Figure 1-29).

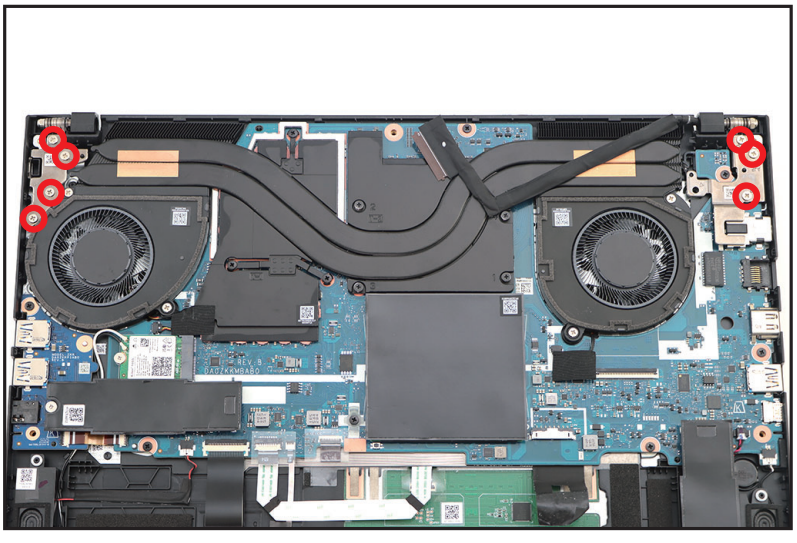


Figure 1-29. LCD Module Removal

3. Lift the top assembly until it is fully open (Figure 1-30).

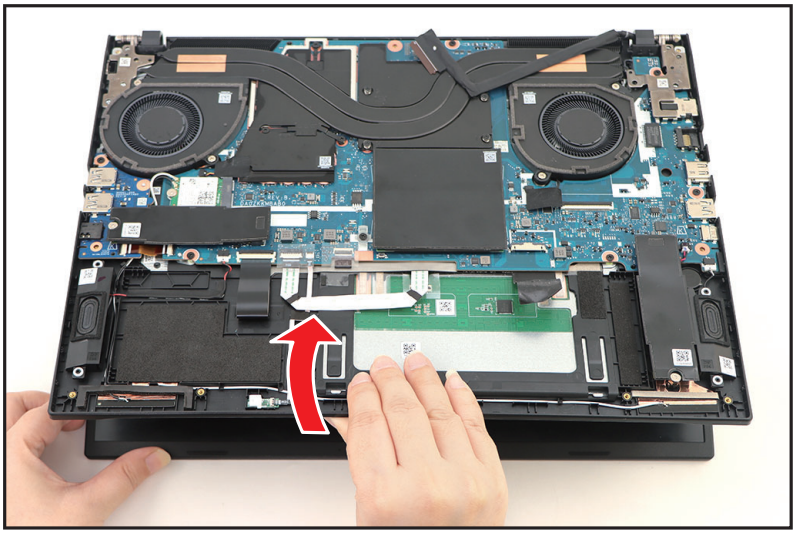


Figure 1-30. LCD Module Removal

4. Close the top assembly and lift both LCD hinges until they are fully extended (Figure 1-31).

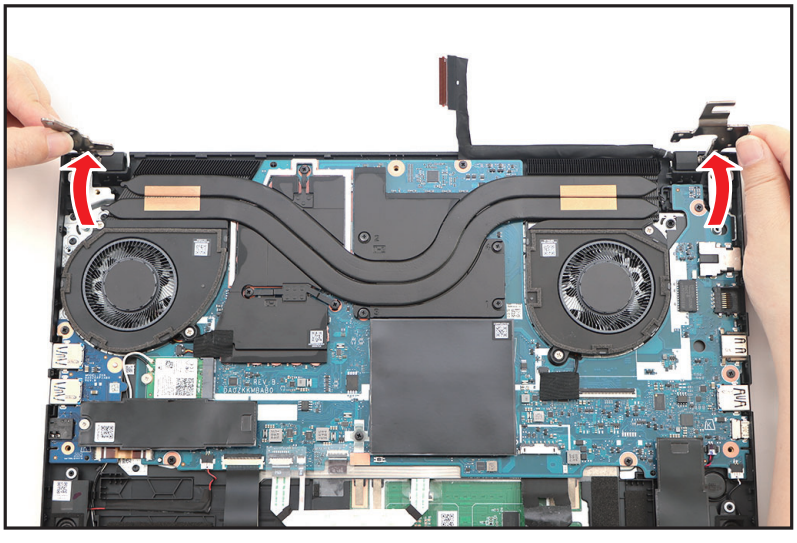


Figure 1-31. LCD Module Removal

5. Open the top assembly again. Then remove the LCD module (B) away from the top assembly (Figure 1-32).

⚠ CAUTION:

Make sure all cables are moved away from the device to avoid damage during removal.

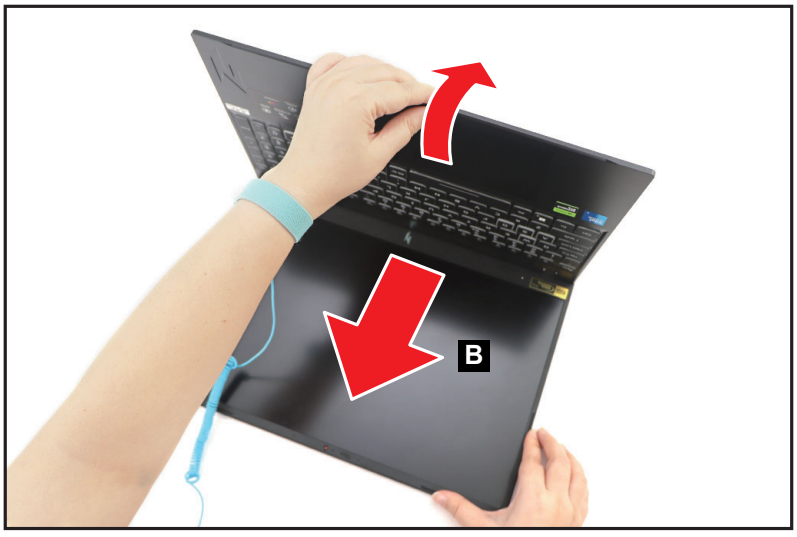


Figure 1-32. LCD Module Removal

RTC Battery Removal

Prerequisite:

SSD Modules Removal

1. Disconnect the RTC battery cable from the mainboard connector (A) (Figure 1-33).
2. Carefully pry to detach the adhesive tape underneath the RTC battery (B) (Figure 1-33). Then remove the RTC battery.

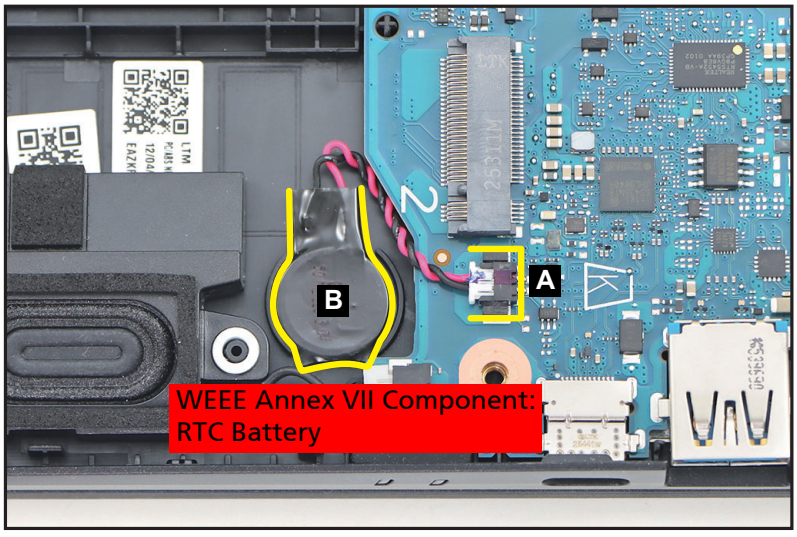


Figure 1-33. RTC Battery Removal

IMPORTANT:

Follow local regulations for battery disposal.

USB Board Removal

Prerequisite:

SSD Modules Removal

1. Disconnect the USB board FFC (A) from the USB board and mainboard connectors (Figure 1-34). Remove the USB board FFC.

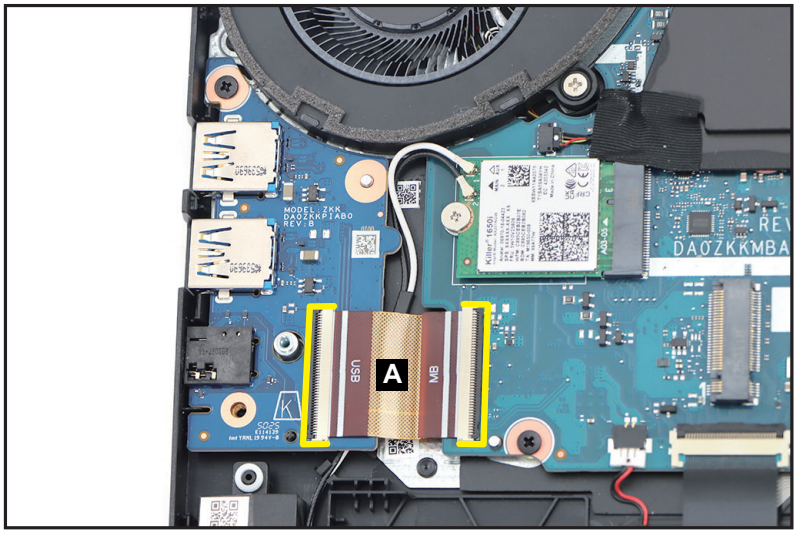


Figure 1-34. USB Board Removal

⚠ CAUTION:

USB board FFC (Flexible Flat Circuit) can be damaged if removed while the USB board and mainboard connectors are locked.

2. Remove one (1) screw securing the USB board (Figure 1-35).

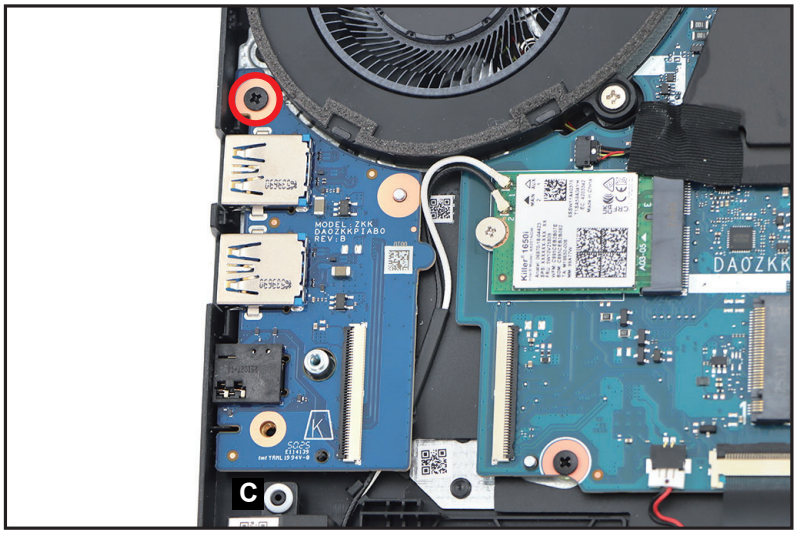


Figure 1-35. USB Board Removal

3. Release the USB board (B) from the I/O port slots and guide pins (C) on the top assembly (Figure 1-36). Then remove the USB board.

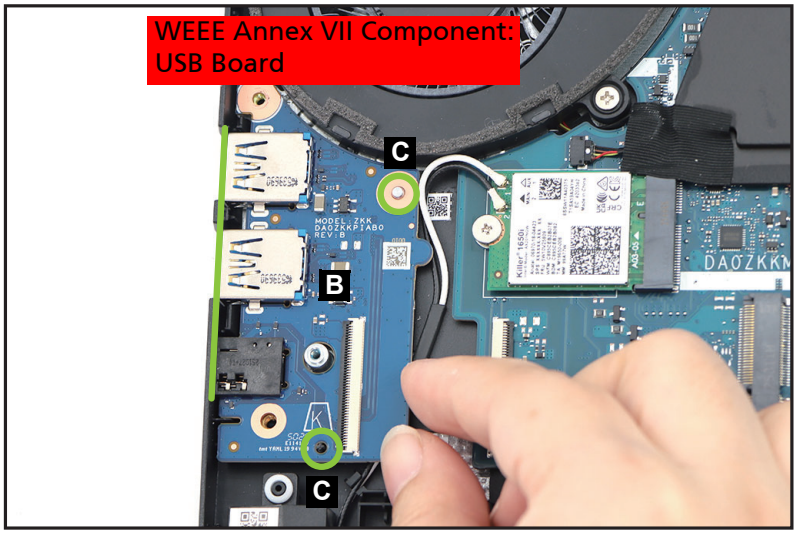


Figure 1-36. USB Board Removal

Mainboard Removal

Prerequisite:

Ensure that the **SSD Modules**, **WLAN Module**, **DIMM Modules**, **Right Fan**, **Left Fan**, and **Heatsink** have been disassembled prior removing the mainboard.

1. Disconnect the LCD cable from the mainboard connector (A). Then detach and unroute the cable from the cable guides as shown in Figure 1-37.

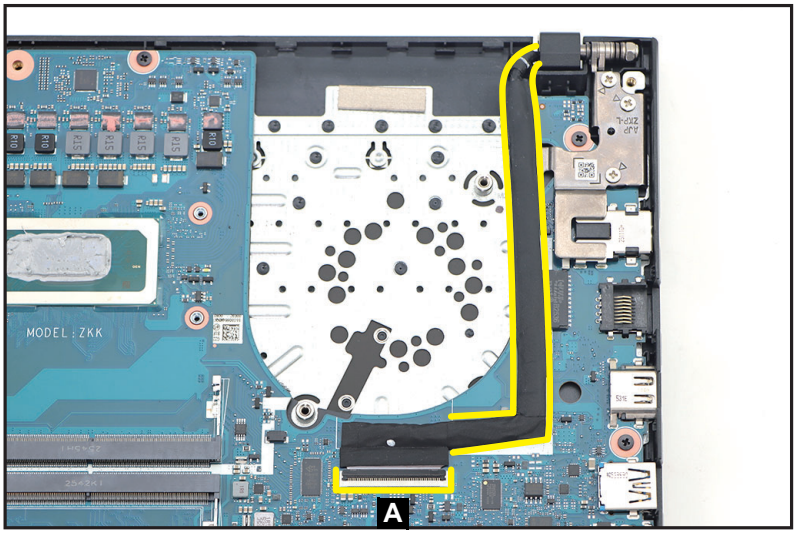


Figure 1-37. Mainboard Removal

2. Remove three (3) screws securing the LCD hinge (Figure 1-38).

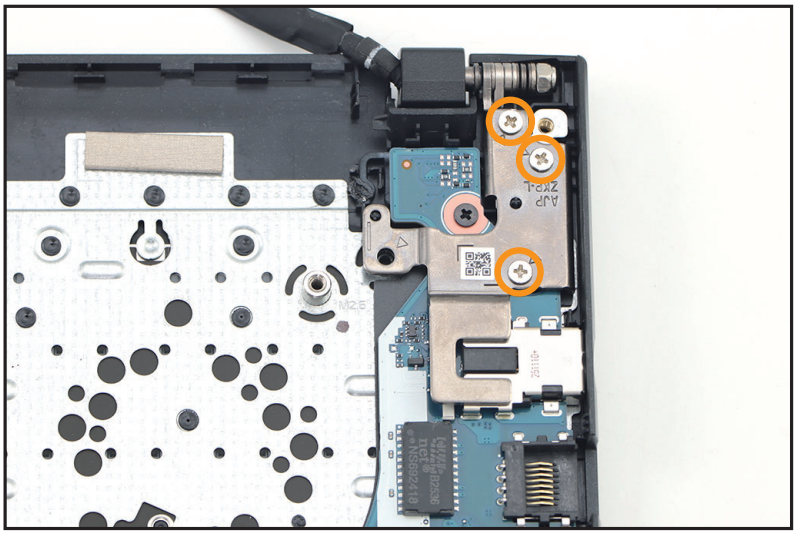


Figure 1-38. Mainboard Removal

3. Lift the LCD hinge until it is fully extended (Figure 1-39).

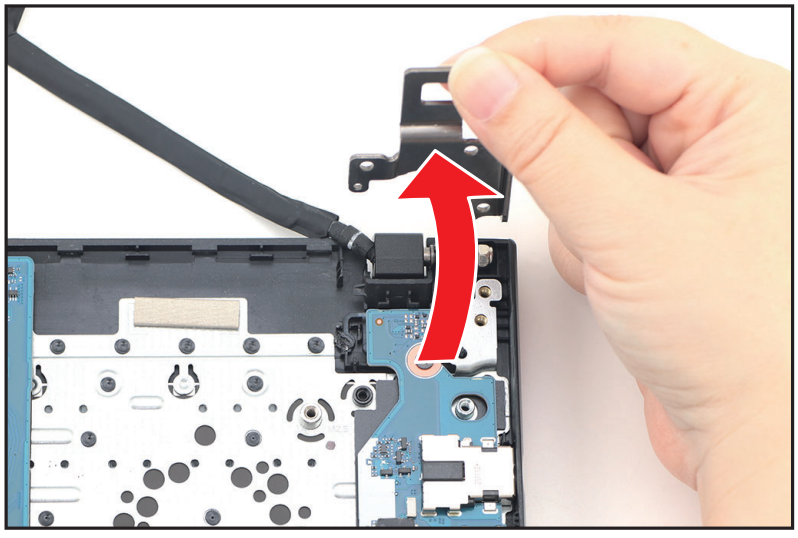


Figure 1-39. Mainboard Removal

4. Detach the mylars (B) securing the touchpad FFC, microphone FFC, and keyboard backlight FPC connections (Figure 1-40)
5. Carefully pry to detach the adhesive tape underneath the RTC battery (C). Then release it from its compartment (Figure 1-40).

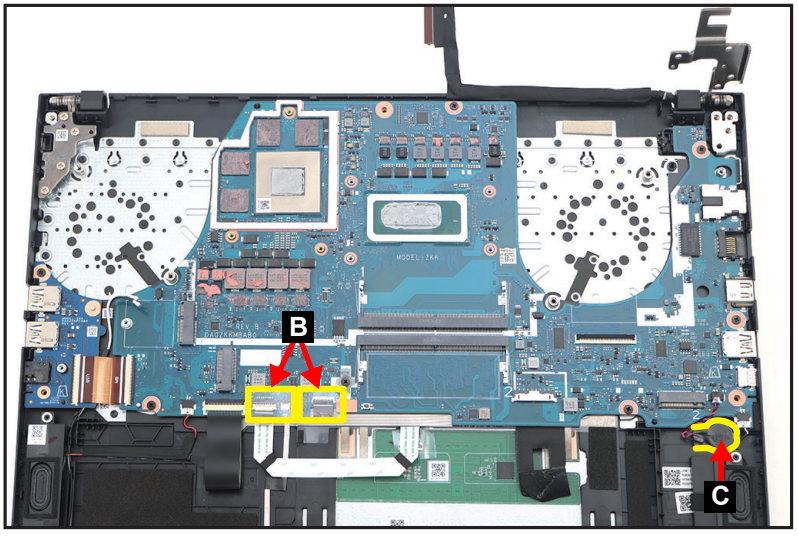


Figure 1-40. Mainboard Removal

6. Disconnect the USB board FFC (D) from the mainboard and USB board connectors (Figure 1-41).
7. Disconnect the right speaker cable from the mainboard connector (E) (Figure 1-41).
8. Disconnect the keyboard FPC from the mainboard connector (F) (Figure 1-41).
9. Disconnect the touchpad FFC from the mainboard connector (G) (Figure 1-41).
10. Disconnect the microphone FFC from the mainboard connector (H) (Figure 1-41).
11. Disconnect the keyboard backlight FPC from the mainboard connector (I) (Figure 1-41).
12. Disconnect the left speaker cable from the mainboard connector (J) (Figure 1-41).

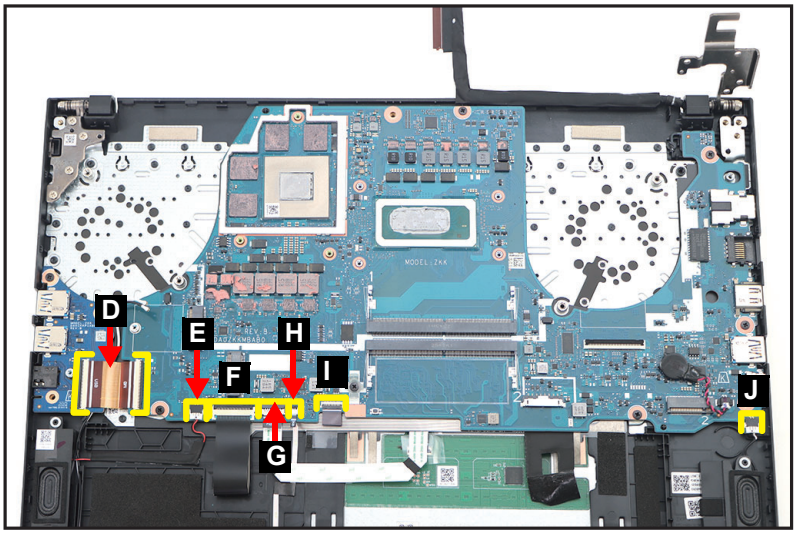


Figure 1-41. Mainboard Removal

⚠ CAUTION:

USB board FFC (Flexible Flat Circuit), keyboard FPC (Flexible Printed Circuit), touchpad FFC, microphone FFC, and keyboard backlight FPC can be damaged if removed while the mainboard and/or USB board connectors are locked.

13. Remove six (6) screws securing the mainboard (Figure 1-42).

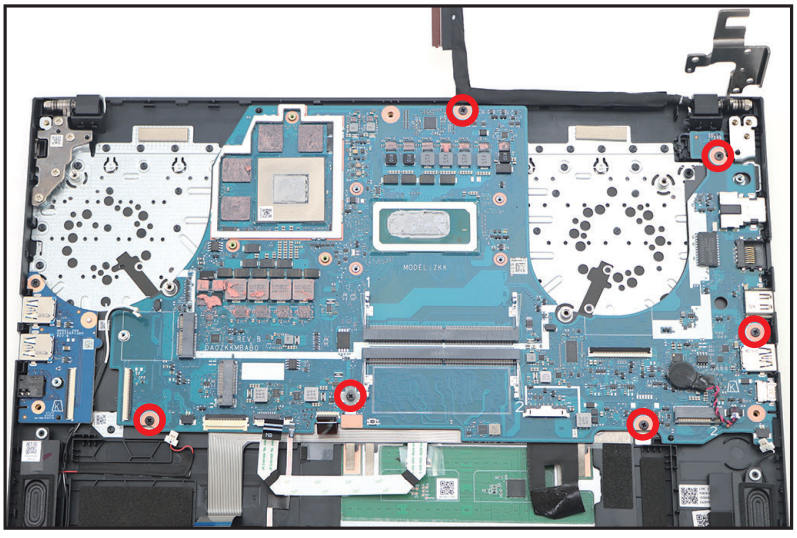


Figure 1-42. Mainboard Removal

14. Release the mainboard (K) from the I/O ports slots and guide pins (L) on the top assembly (Figure 1-43). Then remove the mainboard.

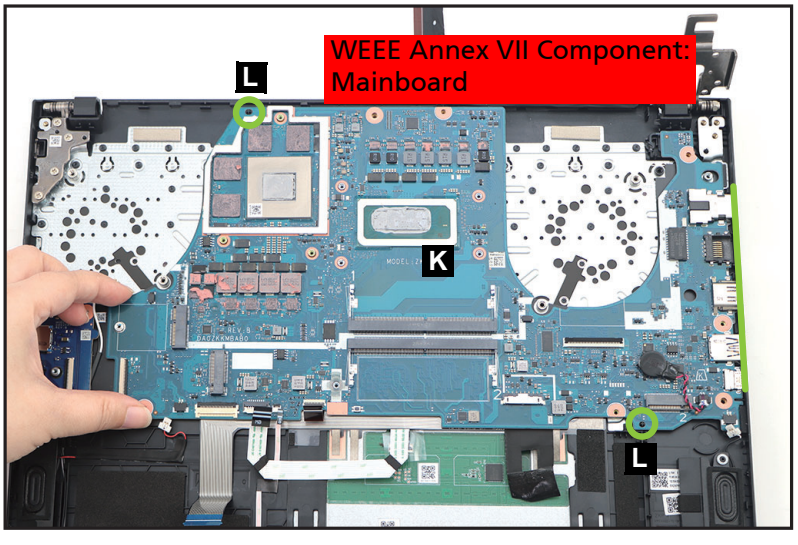


Figure 1-43. Mainboard Removal

15. Flip the mainboard. Then push the bottom of the system hook (M) to release it from its slot. Remove the system hook from the mainboard (Figure 1-44).

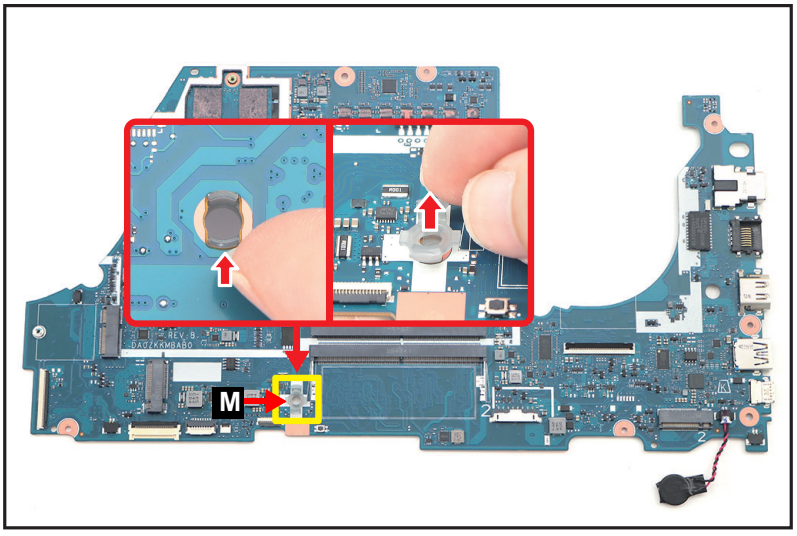


Figure 1-44. Mainboard Removal

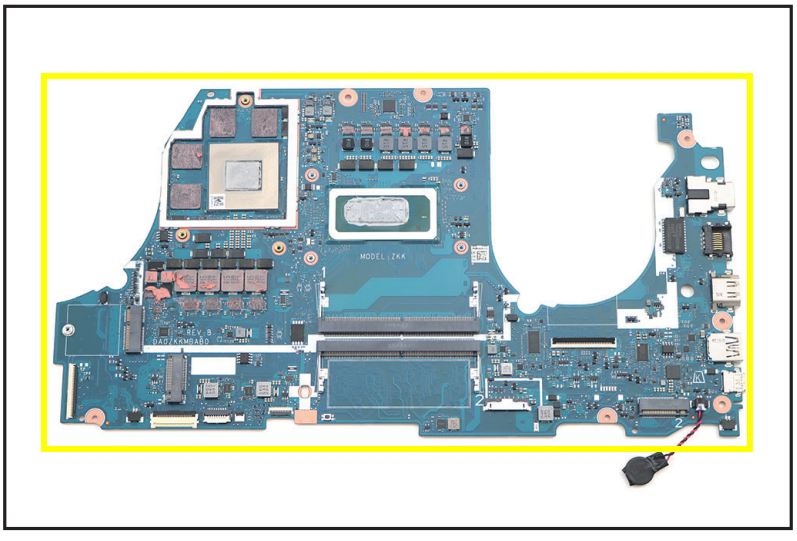


Figure 1-45. Mainboard

IMPORTANT:

Circuit boards >10 cm² have been highlighted with a yellow rectangle as shown in Figure 1-45. Remove the circuit board and follow local regulations for disposal.

Touchpad Module Removal

Prerequisite:

Mainboard Removal

1. Carefully detach the touchpad FFC (A) from its underneath adhesive (highlighted with the yellow lines) as shown in Figure 1-46.

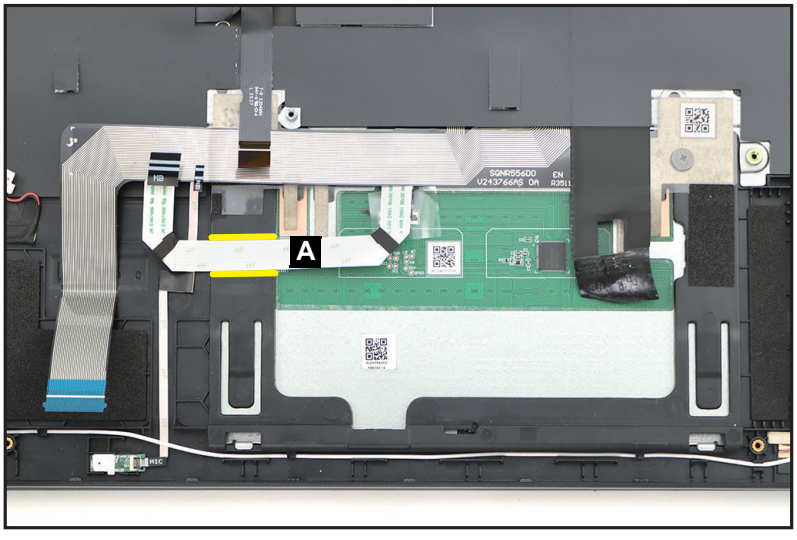


Figure 1-46. Touchpad Module Removal

2. Detach the mylar (B) securing the touchpad FFC connection (Figure 1-47).

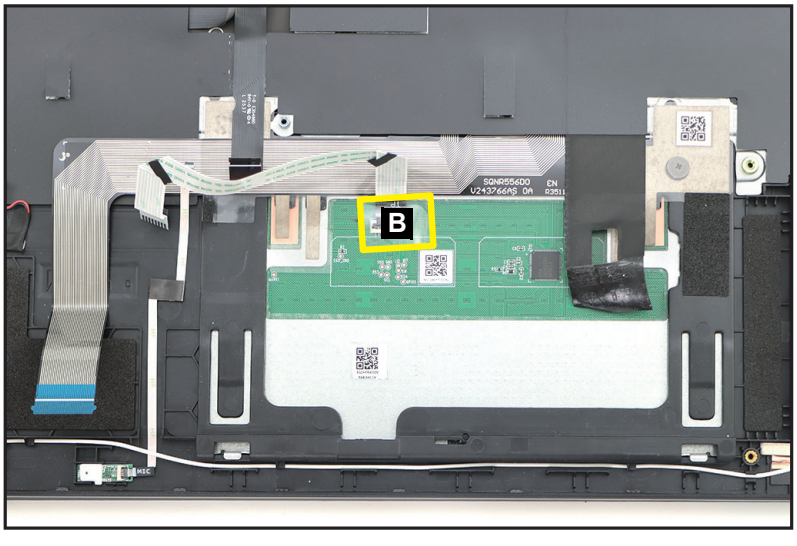


Figure 1-47. Touchpad Module Removal

3. Disconnect the touchpad FFC from the touchpad module connector (C) (Figure 1-48). Then remove the FFC.

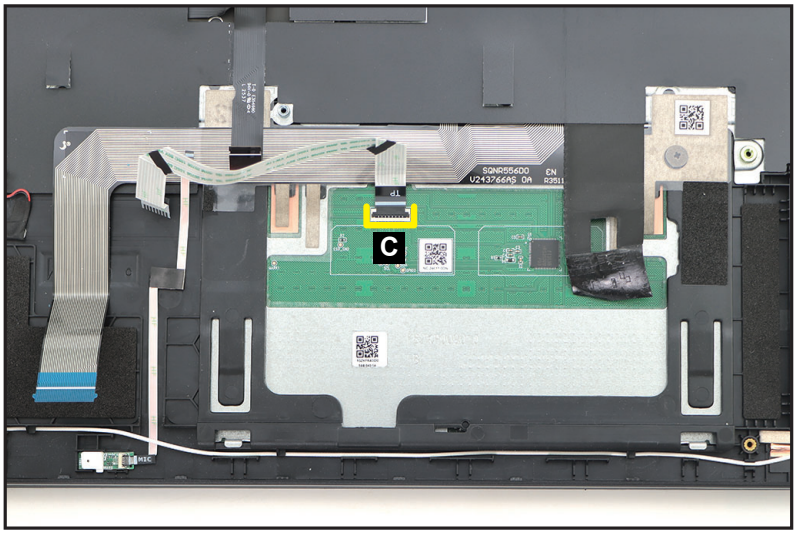


Figure 1-48. Touchpad Module Removal

⚠ CAUTION:

Touchpad FFC (Flexible Flat Circuit) can be damaged if removed while the touchpad module connector is locked.

4. Slightly detach and lift the mylar. Then hold the mylar.
5. Detach the conductive tape with insulator mylar (D) from the touchpad module and top assembly (Figure 1-49).

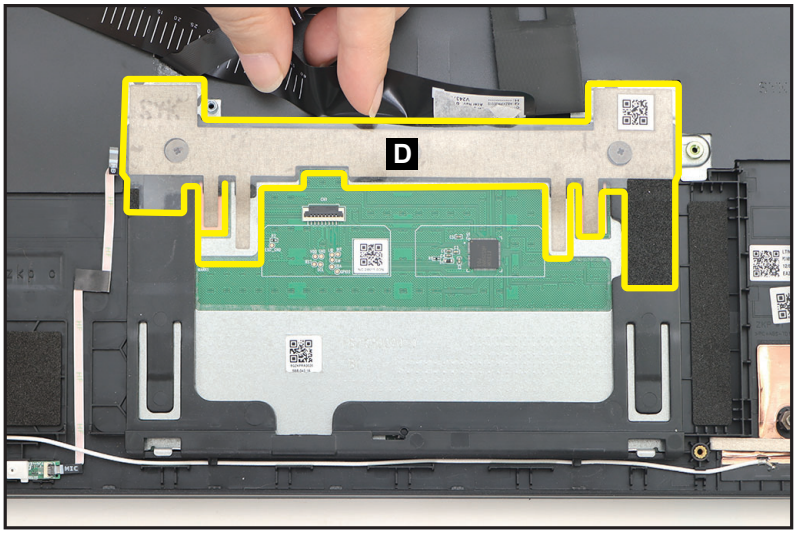


Figure 1-49. Touchpad Module Removal

6. Remove three (3) screws securing the touchpad module (Figure 1-50).

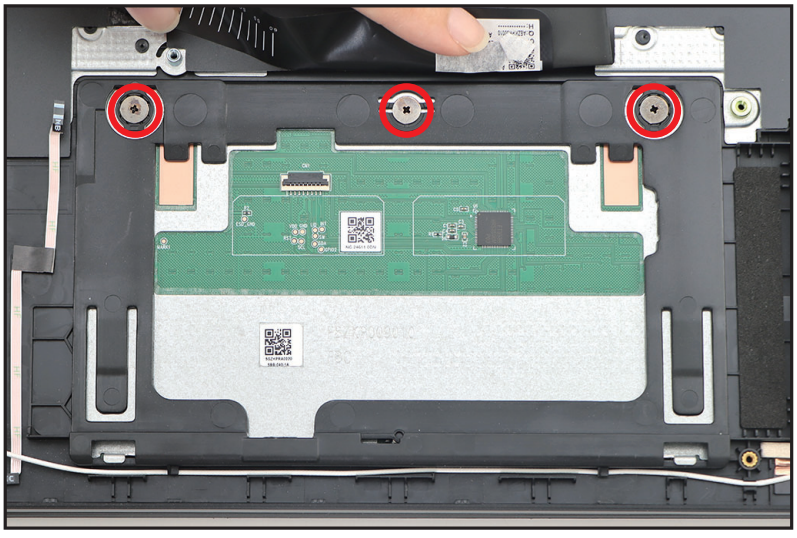


Figure 1-50. Touchpad Module Removal

7. Push the upper side of the touchpad module (E) to release it from the screw hole studs (F) (Figure 1-51).
8. Slide the touchpad module slightly to disengage it from the bottom latches (G) (Figure 1-51). Then remove the touchpad module from the top assembly.

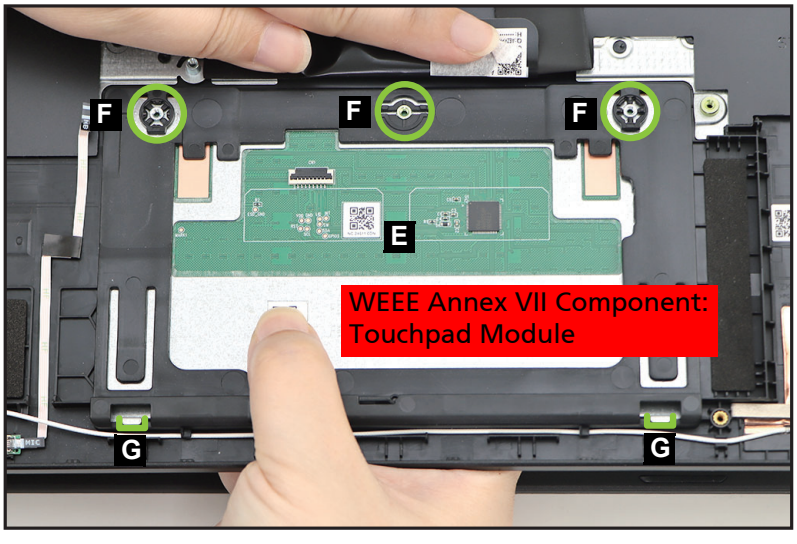


Figure 1-51. Touchpad Module Removal

LCD Bezel Removal

Prerequisite:

LCD Module Removal

1. Pry the LCD bezel from the upper side to release the latches (Figure 1-52).



Figure 1-52. LCD Bezel Removal

2. Continue prying along the left and right sides of the LCD bezel to disengage the latches as shown in Figure 1-53.



Figure 1-53. LCD Bezel Removal

3. Continue prying the bottom-right edge of the LCD bezel to disengage the latches (Figure 1-54).



Figure 1-54. LCD Bezel Removal

4. There is a tape behind the lower edge of the LCD bezel. Use a pry tool to slowly detach the LCD bezel away from the LCD panel as shown in Figure 1-55. While detaching the LCD bezel, ensure to follow the direction from right to left as shown in Figure 1-56.

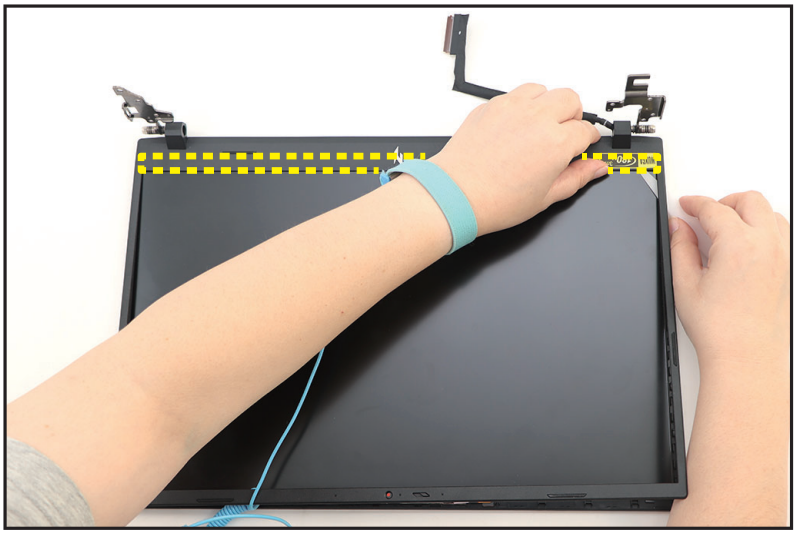


Figure 1-55. LCD Bezel Removal

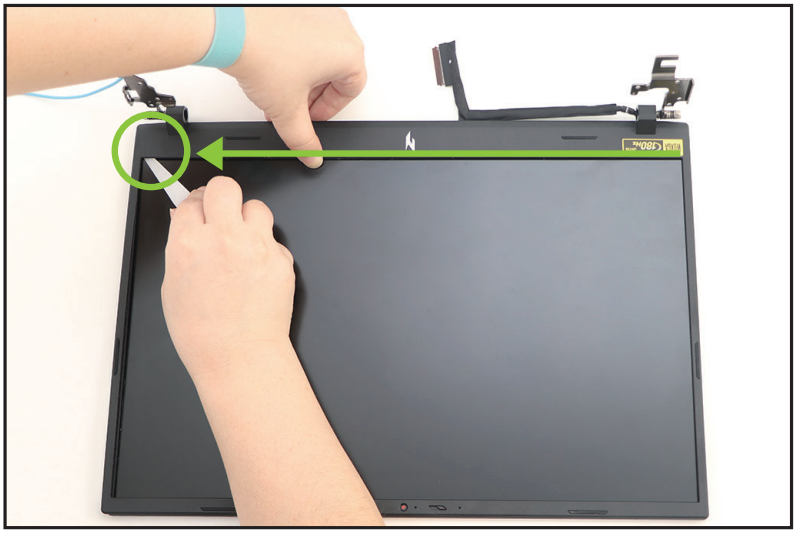


Figure 1-56. LCD Bezel Removal

5. Continue prying the bottom-left edge of the LCD bezel to disengage the latches. Then remove the LCD bezel from the LCD cover (Figure 1-57).

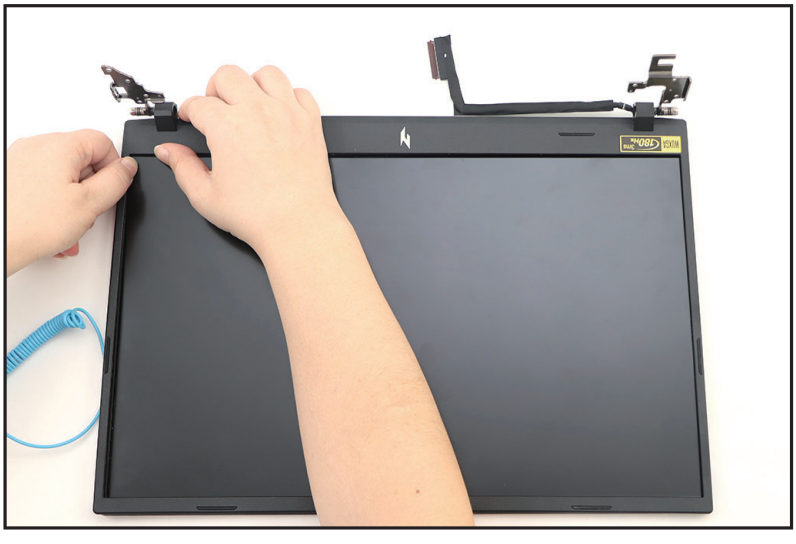


Figure 1-57. LCD Bezel Removal

LCD Panel Removal

Prerequisite:

LCD Bezel Removal

NOTE:

The LCD cable includes the LCD panel cable and the camera cable.

1. Unroute and release the LCD cable (A) from the LCD hinge and the cable guides on the LCD cover as shown in Figure 1-58.

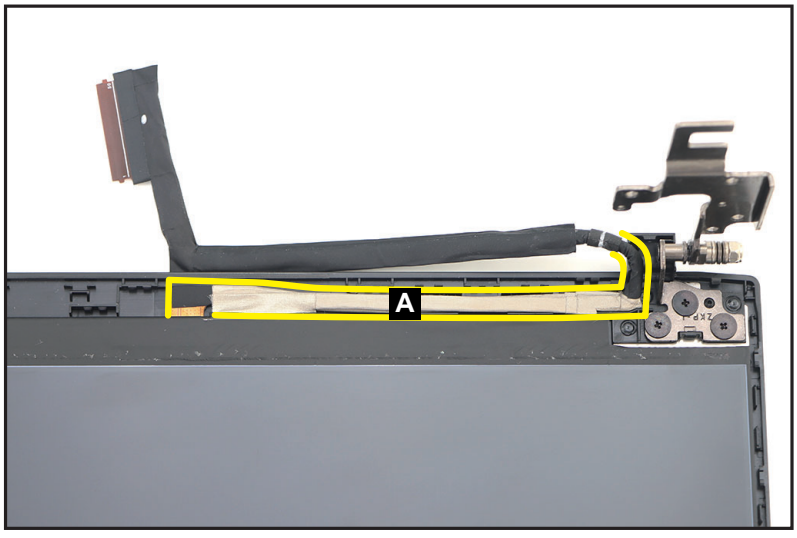


Figure 1-58. LCD Panel Removal

2. Pry slightly to access the double-sided mounting tape (B) underneath the LCD panel (C). Then pull to detach the double-sided mounting tape.
   Repeat the same procedure to remove the double-sided mounting tape on another side of the LCD panel (Figure 1-59).

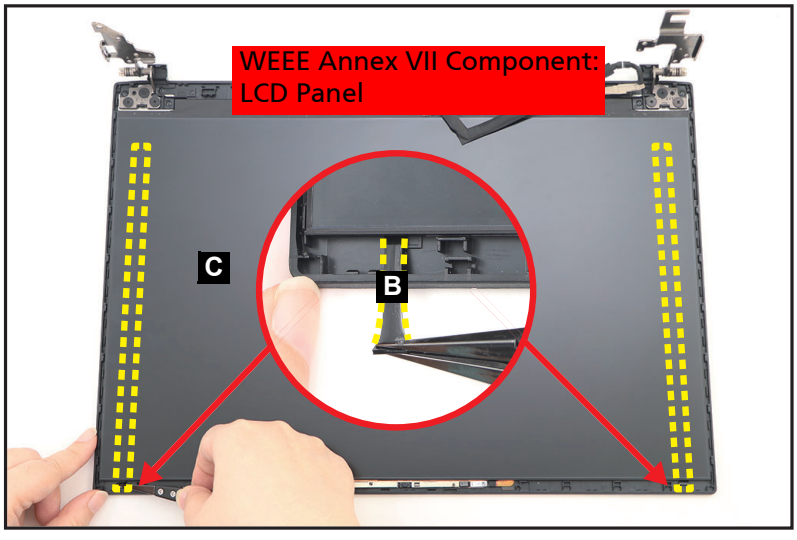


Figure 1-59. LCD Panel Removal

3. While holding the LCD panel upright, detach the mylar (D) securing the LCD cable to the LCD panel (Figure 1-60).

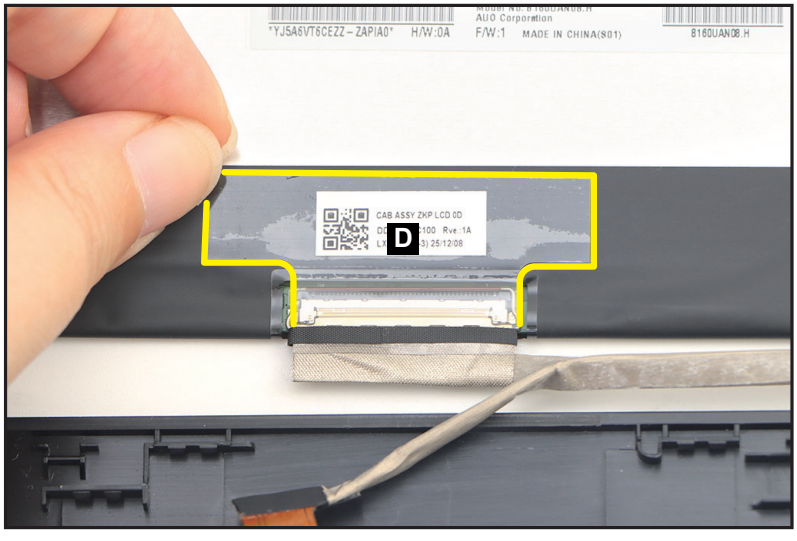


Figure 1-60. LCD Panel Removal

4. Lift the latch (E) securing the LCD cable (Figure 1-61).

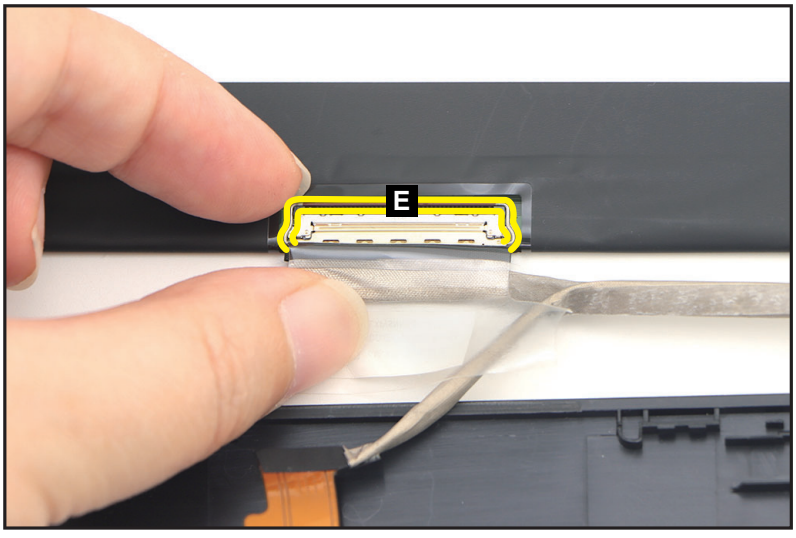


Figure 1-61. LCD Panel Removal

5. Disconnect the LCD cable from the LCD panel connector (F) (Figure 1-62). Then remove the LCD panel.

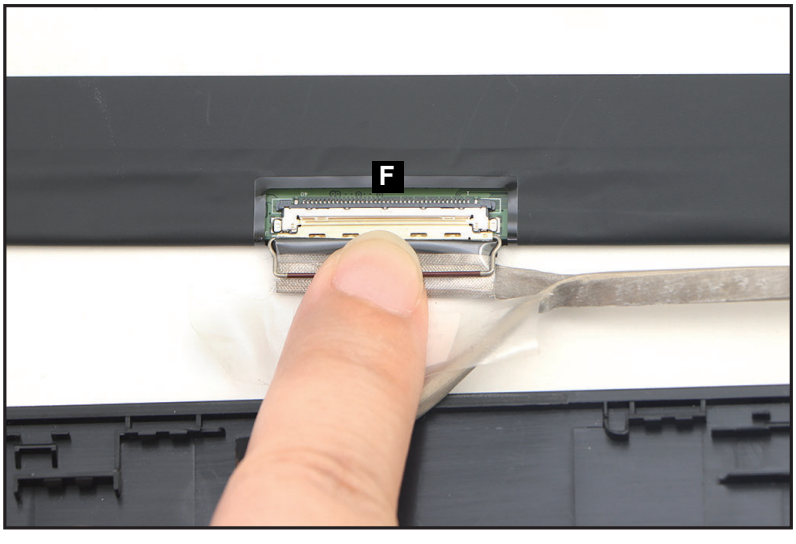


Figure 1-62. LCD Panel Removal

Top Assembly Removal (Keyboard Removal)

Prerequisite:

Ensure that the **Right Speaker**, **3rd Microphone Board**, **LCD Module**, **USB Board**, **Left Speaker**, and **Touchpad Module** have been disassembled prior removing the top assembly.

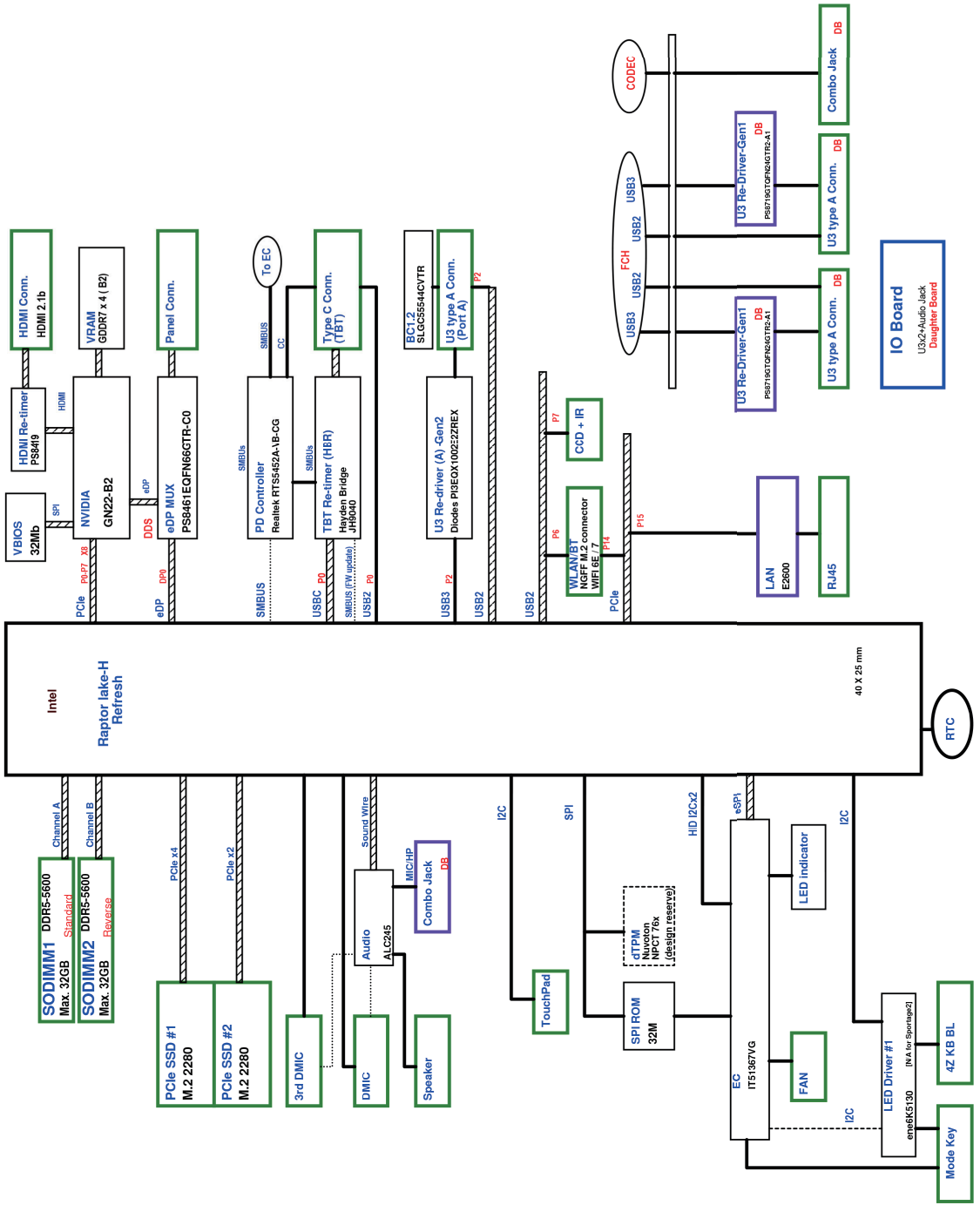
NOTE:

The keyboard is included as part of the top assembly and can not be disassembled. In the event that the keyboard can no longer be used, replace the entire top assembly.



Figure 1-63. Top Assembly (Keyboard)

Electronic Boards Diagrams



BIOS Setup Utility

This utility is a hardware configuration program built into a computer's BIOS (Basic Input/Output System).

The utility is pre-configured and optimized so most users do not need to run it. If configuration problems occur, the setup utility may need to be run. Refer to *Troubleshooting* when a problem arises.

To activate the utility, press ***F2*** during POST (power-on self-test) when prompted at the bottom of screen.

The default parameter of `F12 Boot Menu` is set to `Disabled`. To change the boot device without entering *BIOS Setup Utility*, set the parameter to `Enabled`.

To change the boot device without entering the BIOS SETUP, press ***F12*** during POST to enter the multi-boot menu.

Navigating the BIOS Utility

Six menu options are:

- Information
- Main
- Advanced
- Security
- Boot
- Exit

To navigate on the non-touchscreen models through the following:

- Menu or item- use the up and down arrow keys.
- Expand selected item- press **Enter** or right arrow key.
- To switch item status or change the value of a parameter- press **Enter** or right arrow key.
- Exit - Press ***Esc***.
- Load default settings - press ***F9***.
- Save changes and exit BIOS Setup Utility - press ***F10***.

To navigate on the touchscreen panel models through the following:

- Menu - click or tab on the option with the fingertip.
- Item - scroll through the screen by moving one finger in a vertical direction or swiping two fingers up-and-down.
- Change parameter value - use the on-screen keyboard or tab on the option.

NOTE:

Parameter values can be changed if enclosed in square brackets open the DIMM door open the DIMM door[ ]. Navigation keys appear at the bottom of the screen. Read parameter help carefully when making changes to parameter values. Parameter help is found in the Item Specific Help area of the screen.

IMPORTANT:

Be careful when changing any settings in the BIOS. Incorrect settings can cause your PC to malfunction or crash. Please make sure all important data is backed up before changing anything in the BIOS.

NOTE:

System information is subject to specific models.

BIOS

The following is a description of the tabs found on the InsydeH20 *BIOS Setup Utility* screen:

NOTE:

The screens provided are for reference only. Actual values may differ by model.

Information

The Information tab shows a summary of computer hardware information.

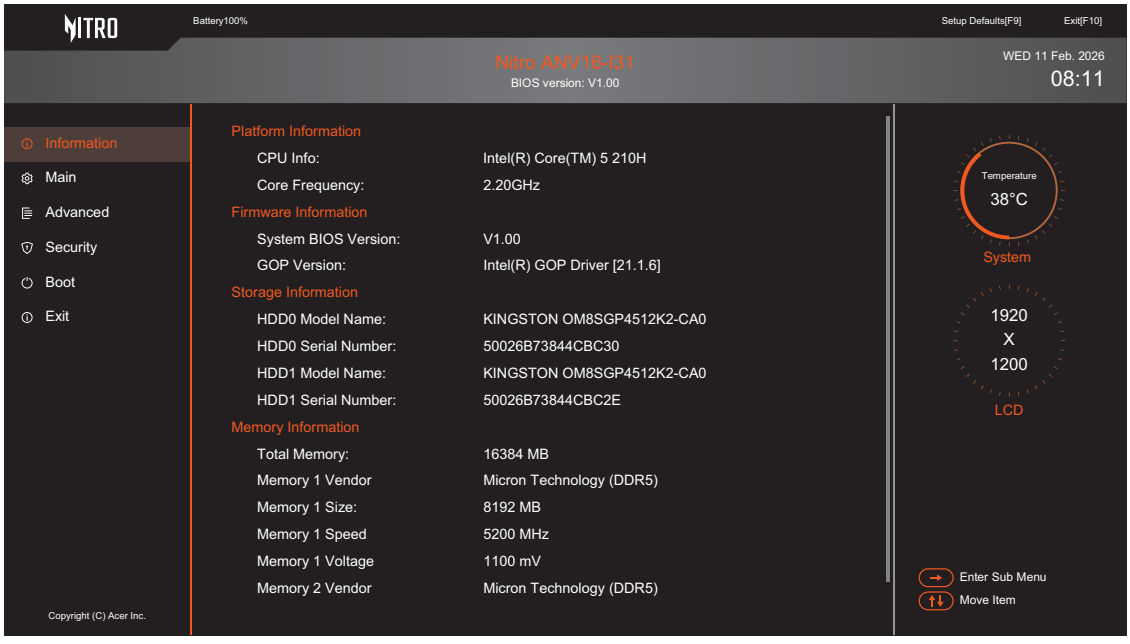


Figure 1-64. BIOS Information (1 of 2)

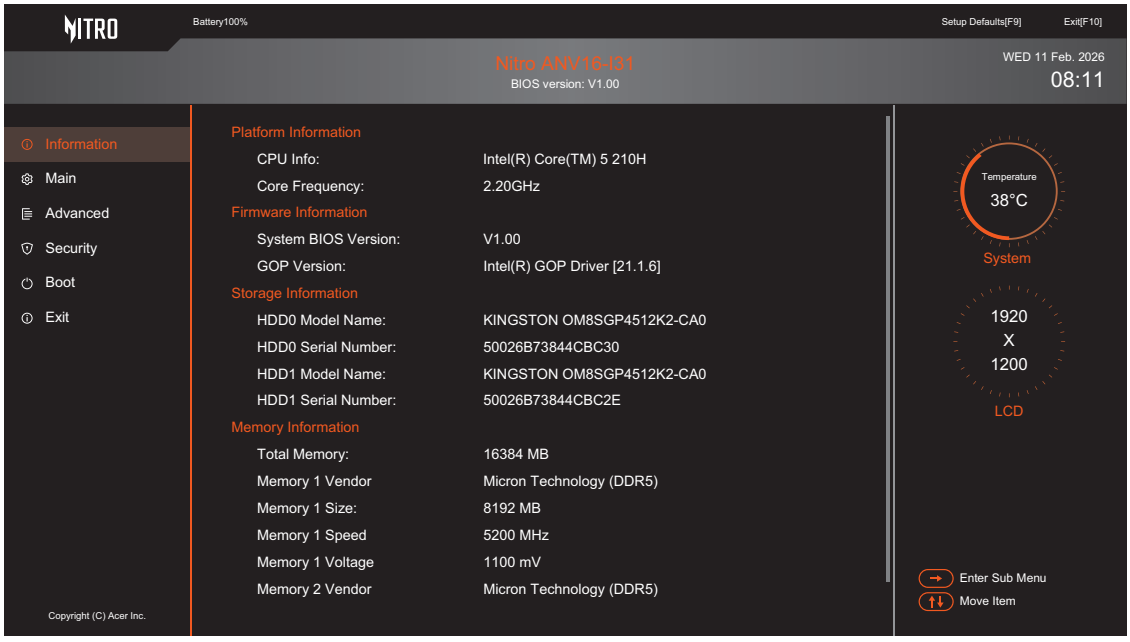


Figure 1-65. BIOS Information (2 of 2)

Table 1-1 describes the parameters shown in Figure 1-64 and Figure 1-65.

Table 1-1. BIOS Information

Parameter	Description
CPU Info	CPU (central processing unit) type and speed of the system
Core Frequency	CPU core frequency
System BIOS Version	System BIOS version
GOP Version	GOP (graphics output protocol) firmware version of the system
HDD Model Name	Model name of HDD (hard disk drive) installed on the primary IDE master
HDD Serial Number	Serial number of HDD installed on the primary IDE master
Total Memory	Total memory installed
Memory Vendor	Manufacturer of the installed memory
Memory Size	Size of the installed memory
Memory Speed	Configured speed of the installed memory
Memory Voltage	Voltage of the installed memory
Serial Number	Serial number of the unit
Asset Tag Number	Asset tag number of the system
Ownership Tag	Ownership tag of the system
Product Name	Product name of the system

Table 1-1. BIOS Information (Continued)

Parameter	Description
Manufacturer Name	Manufacturer of the system
UUID	Universally Unique Identifier
Manufacture Date	Battery manufacture date
Battery Temperature	Battery current temperature
Cycle Count	Number of times your device has used the battery capacity

Main

The Main tab allows the user to set system time and date, enable or disable boot option and enable or disable recovery.



Figure 1-66. BIOS Main



Figure 1-67. BIOS Main (All Options - Press Ctrl +S keys)



Figure 1-68. BIOS Main (All Options - Press Ctrl +S keys & Press Ctrl +D keys)

Table 1-2 describes the parameters shown in Figure 1-66, Figure 1-67, and Figure 1-68.

Table 1-2. BIOS Main

Parameter	Description	Format/Option
System Time	BIOS system time in 24-hour format	Format: HH:MM:SS (hour:minute:second)
System Date	BIOS system date	Format MM/DD/YYYY (month/day/year)
Network Boot	Option to boot system from LAN (local area network)	Option: Enabled or Disabled
F12 Boot Menu	Option to use boot menu during POST	Option: Enabled or Disabled
VMD Controller (hidden option)	Option to set VMD controller	Option: Enabled or Disabled
Wake on LAN	Option to use Wake-on-LAN feature	Option: Enabled or Disabled
USB Wake Support	Option to enable/disable support wake from USB device	Option: Enabled or Disabled
Function key behavior	Option to specify the *F1* to *F12* key behavior	Option: Function Key or Media Key
Wake on USB while lid closed	Option to enable/disable the USB devices can wake the system, even if the lid is closed	Option: Enabled or Disabled

Table 1-2. BIOS Main (Continued)

Parameter	Description	Format/Option
D2D Recovery	Option to use D2D Recovery feature	Option: Enabled or Disabled
Keyboard backlight timeout	Option to enable/disable the keyboard backlight timeout function	Option: Enabled or Disabled
Fast Boot	Option to enable/disable Fast boot	Option: Enabled or Disabled
Customization Key (hidden option)	Keyboard type status	
Display Language	Select the display language	
Keyboard (hidden option)	Option to switch HID I2C and PS2 interface	Option: HID I2C or PS2

NOTE:

To show the hidden options:

- Press ***Ctrl*** +**S** keys to show the “VMD Controller” option.
- Press ***Ctrl*** +**D** keys to show the “Customization Key” and “Keyboard” options.

Advanced

The Advanced tab allows users to set VTX/VTD function switch configurations and other advanced settings.



Figure 1-69. BIOS Advanced

Table 1-3 describes the parameters shown in Figure 1-69.

Table 1-3. BIOS Advanced

Parameter	Description	Option
Intel VTX	Option to use Intel VTX function switch	Enabled or Disabled
Intel VTD	Option to use Intel VTD function switch	Enabled or Disabled
Active Efficient Cores	Option to use efficiency cores feature	Enabled or Disabled
GNA Device	Option to use GNA plugin feature	Enabled or Disabled
Display mode	Option to select the display mode	Option: Optimus or Nvidia GPU only

Security

The Security tab shows parameters that safeguard and protect the computer from unauthorized use.

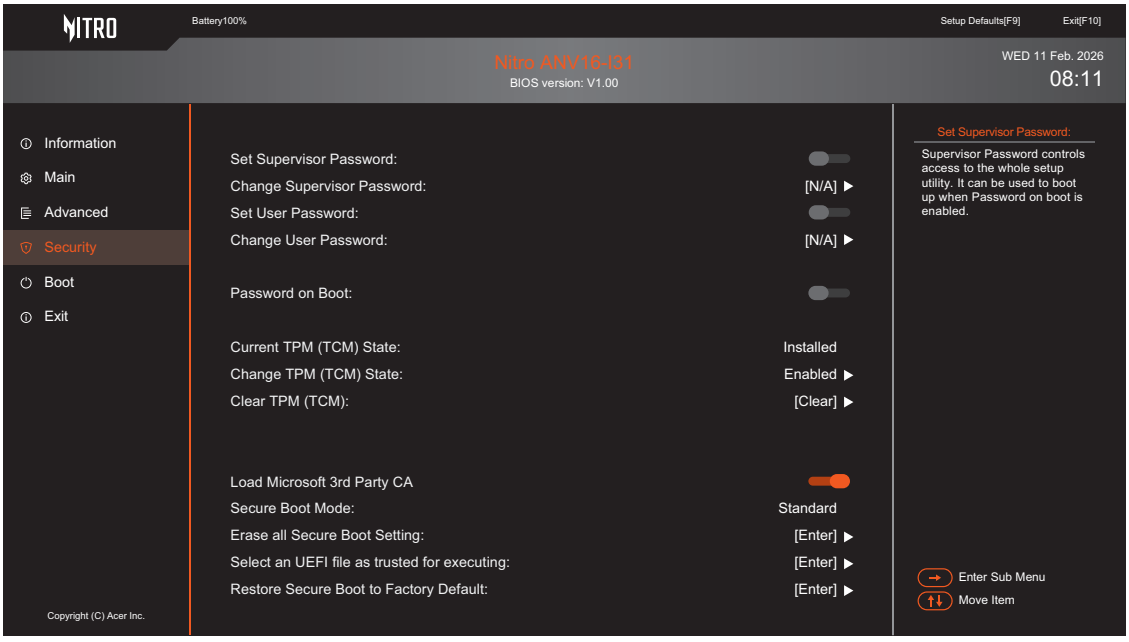


Figure 1-70. BIOS Security

Table 1-4 describes the parameters shown in Figure 1-70.

Table 1-4. BIOS Security

Parameter	Description	Option
Set Supervisor Password	Option to set supervisor password	Disabled or Enabled
Change Supervisor Password	Change supervisor password	N/A
Set User Password	Option to set user password	Disabled or Enabled
Change User Password	Change user password	N/A
Password on Boot	Shows if password is required during system boot **⚠ CAUTION:** If Password-on-Boot authentication is enabled, the BIOS password can only be cleared by initiating the Crisis Disk Recovery procedure.	Disabled or Enabled

Table 1-4. BIOS Security (Continued)

Parameter	Description	Option
Current TPM (TCM) State	Display the TPM status	N/A
Change TPM (TCM) State	Option to use the TPM function	Disabled or Enabled
Clear TPM (TCM)	Remove all TPM context associated with a specific owner	Clear
Load Microsoft 3rd Party CA	Option to load Microsoft's third-party UEFI Certificate Authority (CA)	Disabled or Enabled
Secure Boot Mode	Display the current Secure Boot Mode status. • **Standard**: Default Option. No manual change has been done to secure boot setting or users have previous restored security boot to factory default. • **Custom**: Contents of the Secure Boot signature database has been modified with "Erase All Secure Boot Setting" or "Select an UEFI File as Trusted Executing".	Standard or Custom
Erase all Secure Boot Setting	Option to erase all secure boot setting	N/A
Select an UEFI file as trusted for executing	Option to select an UEFI file as trusted for executing	N/A
Restore Secure Boot to Factory Default	Option to restore secure boot to factory default	N/A

NOTE:

When prompted to enter password, three attempts are allowed before system halts. Resetting BIOS password may require computer be returned to dealer.

Setting a Password

Perform the following to set the password:

1. Use the ↑ and ↓ keys to highlight the `Set User Password` or `Set Supervisor Password` parameter and press ***Enter***. The dialog box appears.
2. Enter a new password in the `Enter New Password` field. Passwords are not case sensitive and the length must not exceed 12 alphanumeric characters (A-Z, a-z, 0-9). Enter the password again in the `Confirm New Password` field.

IMPORTANT:

Use care when typing a password. Characters do not appear on the screen.

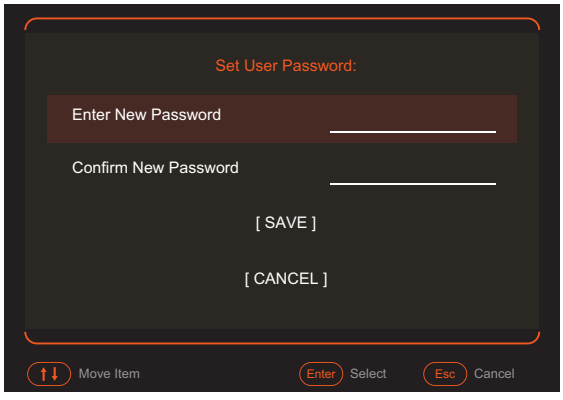


Figure 1-71. Set User Password

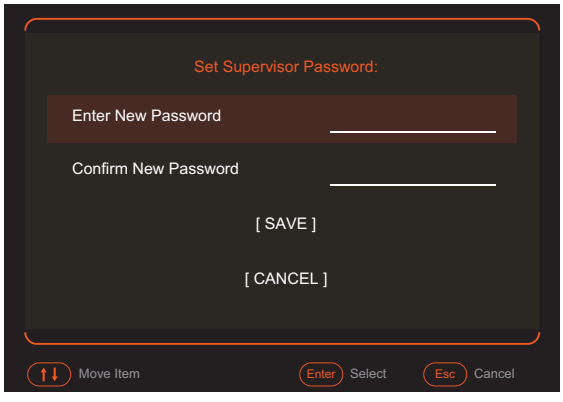


Figure 1-72. Set Supervisor Password

3. Select "SAVE" and press ***Enter***. The Setup Notice dialog box appears.

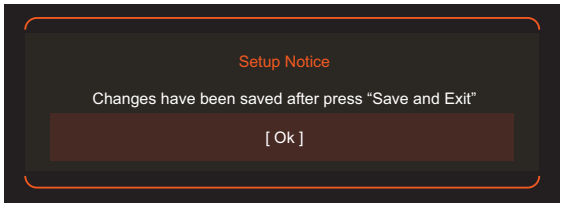


Figure 1-73. Setup Notice

NOTE:

Password on Boot must be set to Enabled to activate password feature.

4. Press ***Enter*** to complete the password setting. After the password has been set, the computer enables to change the password.

NOTE:

To change an existing password, refer to *Changing a Password*.

5. Press ***F10*** and select "SAVE & EXIT". Then press ***Enter*** to save changes and exit *BIOS Setup Utility*.

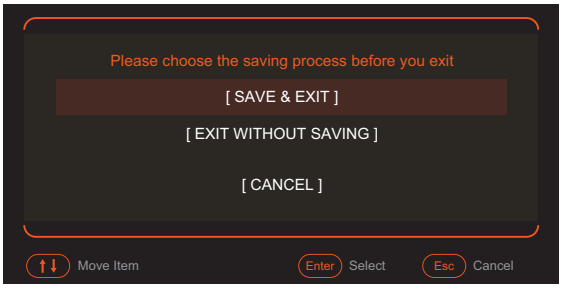


Figure 1-74. Save Configuration Changes and Exit

Changing a Password

Perform the following:

1. Use the ↑ and ↓ keys to highlight `Change User Password` or `Change Supervisor Password` and press ***Enter***. The dialog box appears.
2. Enter the current password in the `Enter current password` field and press ***Enter***.
3. Enter the new password in the `Enter New Password` and `Confirm New Password` fields.

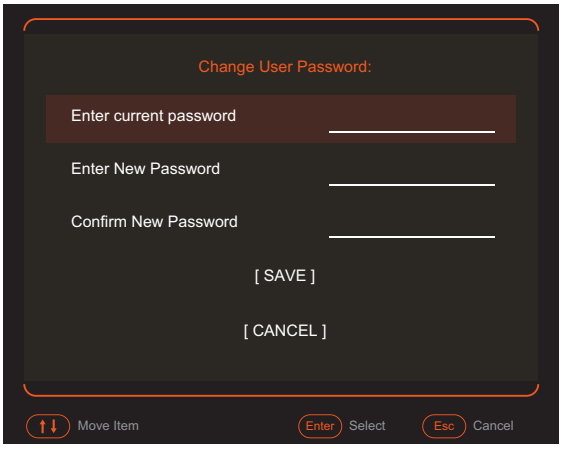


Figure 1-75. Change User Password

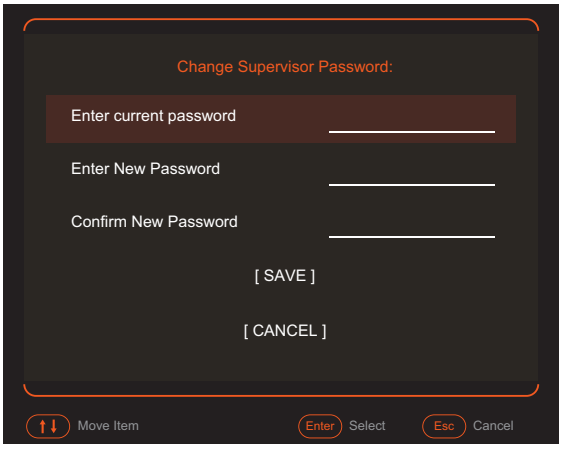


Figure 1-76. Change Supervisor Password

4. Select "SAVE" and press ***Enter***. If passwords match, the Setup Notice dialog box appears.

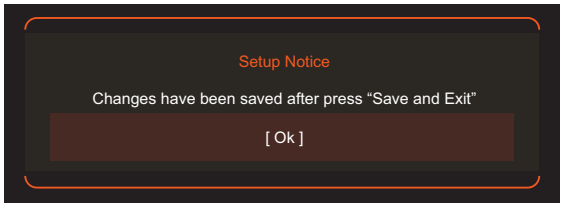


Figure 1-77. Setup Notice

NOTE:
If passwords do not match, the Setup Warning dialog box appears. Retype passwords.

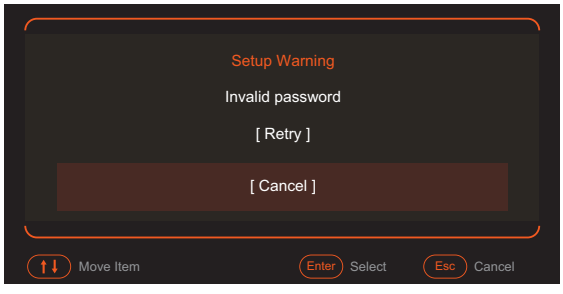


Figure 1-78. Setup Warning

5. Press ***Enter*** to complete the password modification.
6. Press ***F10*** and select "SAVE & EXIT". Then press ***Enter*** to save changes and exit *BIOS Setup Utility*.

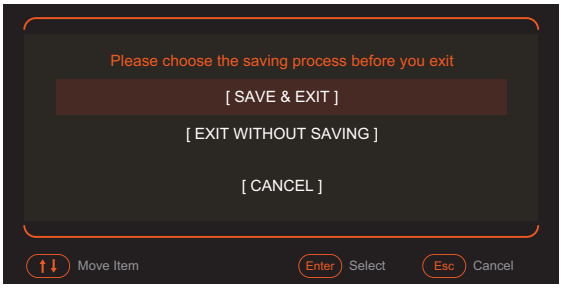


Figure 1-79. Save Configuration Changes and Exit

Removing a Password

1. Use the ↑ and ↓ keys to highlight `Set User Password` or `Set Supervisor Password` and press ***Enter***. The dialog box appears.
2. Enter the current password in the `Enter Old password` field and press ***Enter***.

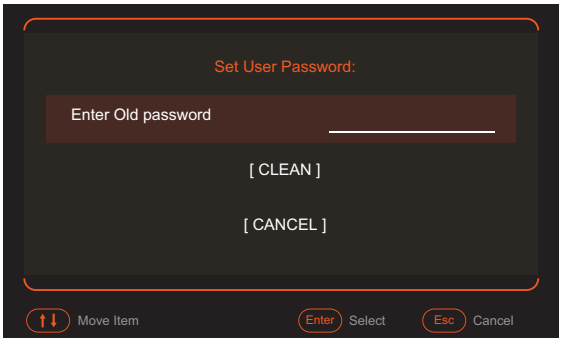


Figure 1-80. Remove User Password

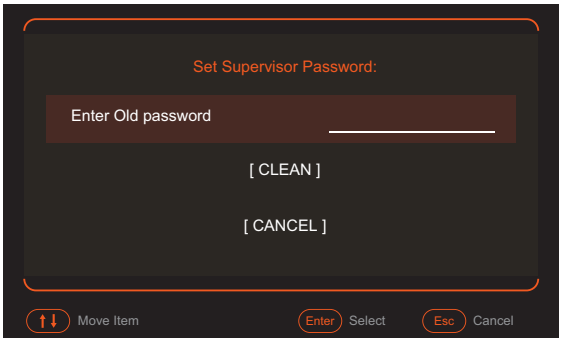


Figure 1-81. Remove Supervisor Password

3. Select "`CLEAN`" and press ***Enter***. The `Setup Notice` dialog box appears.

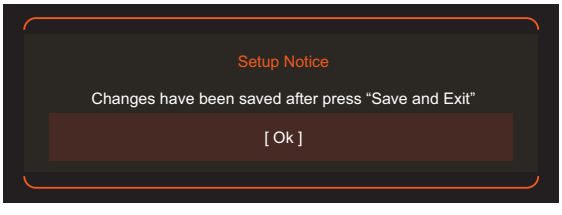


Figure 1-82. Setup Notice

4. Press ***Enter*** to complete the password removal.

5. Press ***F10*** and select "`SAVE & EXIT`". Then press ***Enter*** to save changes and exit *BIOS Setup Utility*.

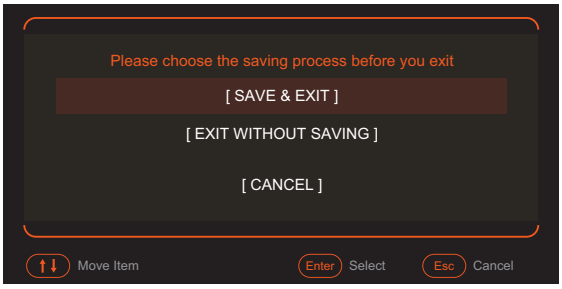


Figure 1-83. Save Configuration Changes and Exit

Boot

The Boot tab allows changes to the order of boot devices used to load the operating system. Bootable devices include the:

- Windows Boot Manager
- Onboard hard disk drive
- USB diskette drive
- IPv4 network drive
- USB hard disk drive
- USB CD-ROM drive
- IPv6 network drive

Use ↑ and ↓ keys to select a device and press ***F5*** or ***F6*** to sort the order.

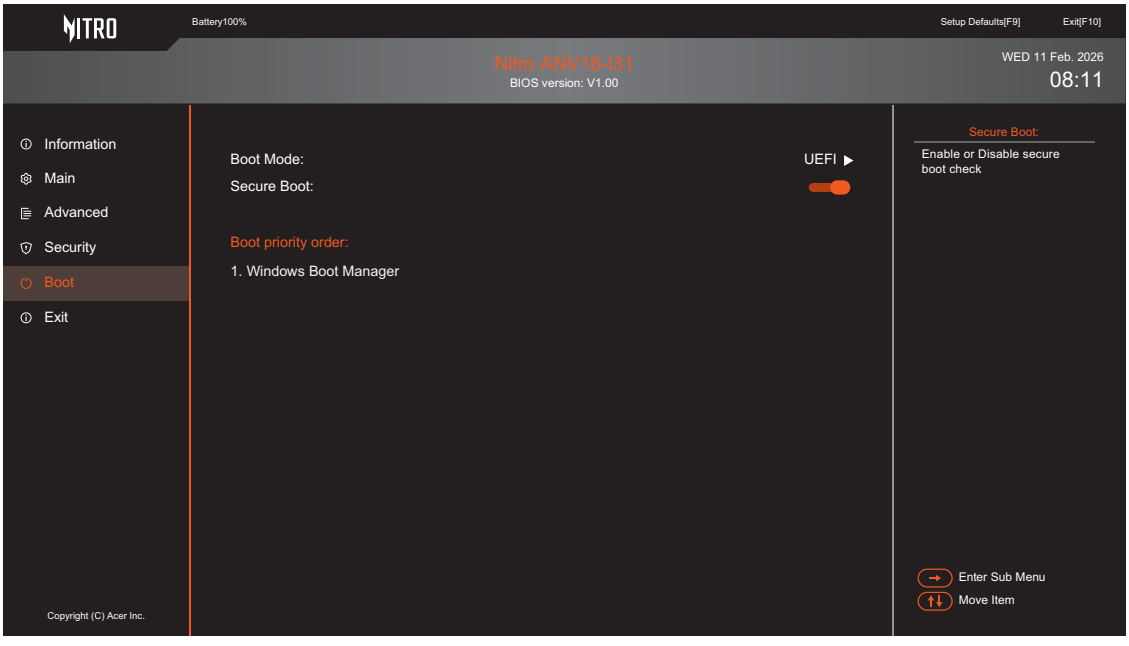


Figure 1-84. BIOS Boot

Table 1-5 describes the parameters in Figure 1-84.

Table 1-5. BIOS Boot

Parameter	Description
Boot Mode	Set the system Boot Mode.
Secure Boot	Enable or Disable Secure Boot check.

Exit

The Exit tab allows users to save or discard changes and quit the *BIOS Setup Utility*.

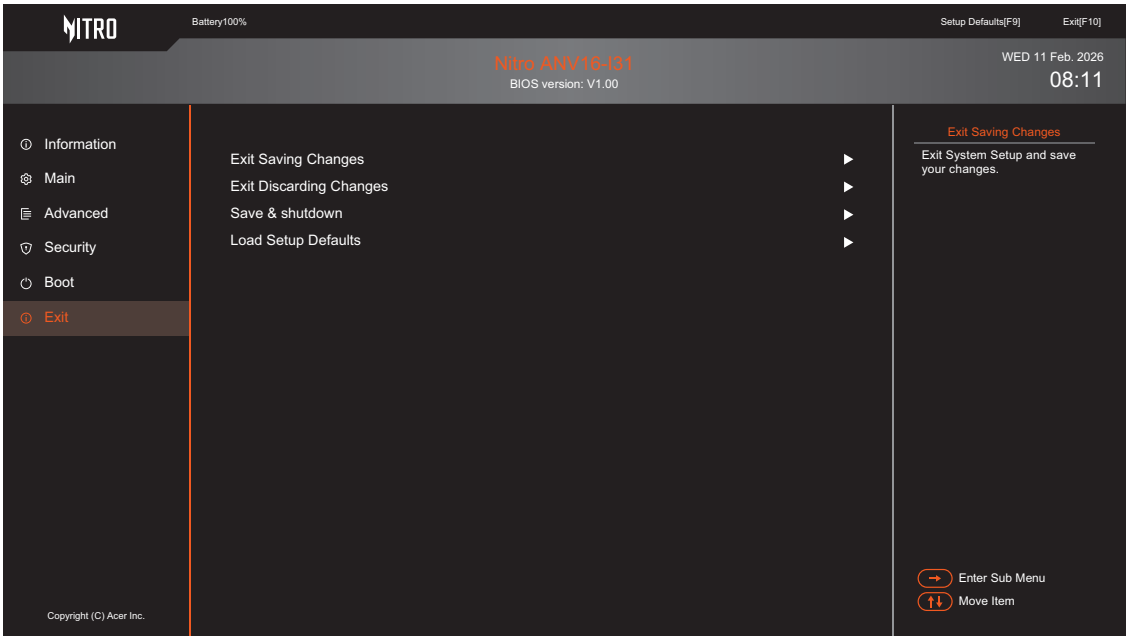


Figure 1-85. BIOS Exit

Table 1-6 describes the parameters in Figure 1-85.

Table 1-6. BIOS Exit

Parameter	Description
Exit Saving Changes	Exit BIOS utility and save setup item changes to system.
Exit Discarding Changes	Exit BIOS utility without saving setup item changes to system.
Save & Shutdown	Save the changes and shutdown the system.
Load Setup Defaults	Load setup default values for all setup items.

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. **By performing any of these procedures you acknowledge that any remaining warranty applicable to your computer will be voided if any damage is done to the unit or components during the repair.**

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 1-7 with the verified symptom to determine the solution.

Table 1-7. Common Problems

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

4. If the issue is still not resolved, please contact Acer local service.

NOTE:

Do not replace non-defective FRU parts.

Power On Issues

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

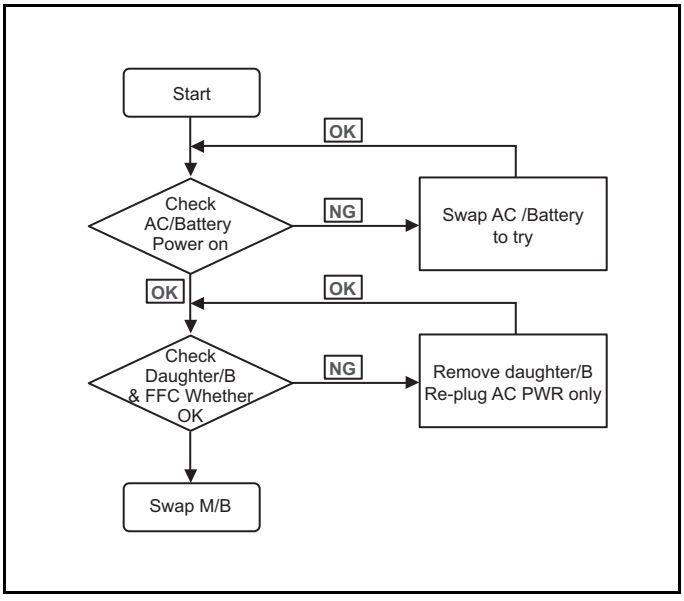


Figure 1-86. Power On Issue

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, please contact Acer local service.

No Display Issues

If the Display does not work, perform the following:

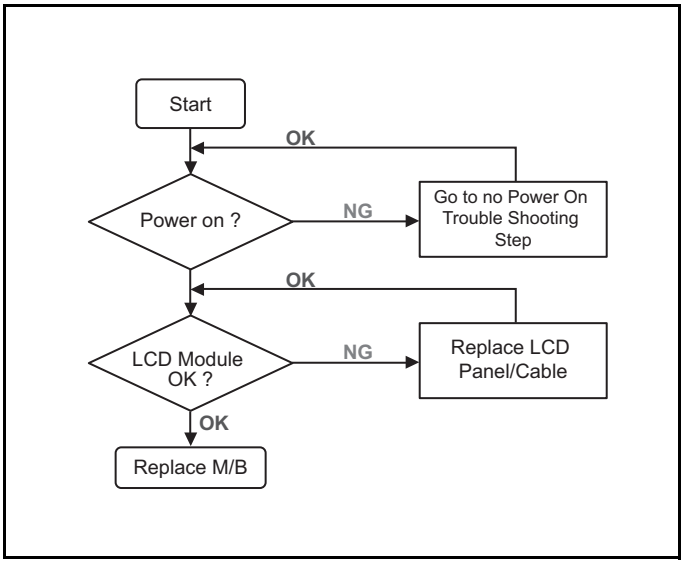


Figure 1-87. No Display Issue

No POST or Video

If the POST or video does not appear, perform the following:

1. Make sure that internal display is selected. Then switch between the internal display and the external display. Reference product pages for specific model procedures.
2. Make sure the computer has power by checking for one of the following:
   - Fans start up
   - Status LEDs illuminate

If no power, refer to *Power On Issues*.

3. Drain stored power by removing the power cable and battery. Hold the power button for 10 seconds.
4. Connect the power and reboot the computer.
5. Connect an external monitor to the computer and switch between the internal display and the external display.
6. If the POST or video appears on the external display only, refer to *LCD Picture Failure*.
7. Disconnect power and all external devices including port replicators or docking stations. Remove any memory cards and CD/DVD discs.
8. Start the computer. If the computer boots correctly, add the devices one by one until the failure point is discovered.
9. Reseat the memory modules.
10. Remove the drives (refer to *Disassembly Procedures*).
11. If the Issue is still not resolved, please contact Acer local service.

Abnormal Video

If the video appears abnormal, perform the following:

1. Boot the computer.
   - If permanent vertical/horizontal lines or dark spots appear in the same location, the LCD is faulty and should be replaced. Refer to *Disassembly Procedures*.
   - If extensive pixel damage is present (different colored spots in the same locations on the screen), the LCD is faulty and should be replaced.

NOTE:
Make sure that the computer is not running on battery alone as this may reduce display brightness.

2. Adjust the brightness to its highest level. Refer to the User Manual for instructions on adjusting the settings. If the display is too dim at the highest brightness setting, the LCD is faulty and should be replaced. Refer to *Disassembly Procedures*.
3. Check the display resolution is correctly configured:
   - Minimize or close all Windows.
   - If display size is only abnormal in an application, check the view settings and control/mouse wheel zoom feature in the application.
   - If desktop display resolution is not normal, right-click on the desktop and select `Personalize Display Settings`.
   - Click and drag the Resolution slider to the desired resolution.
   - Click ***Apply*** and check the display. Readjust if necessary.
4. Roll back the video driver to the previous version if updated.
5. Remove and reinstall the video driver.
6. Check the Device Manager to determine that:
   - The device is properly installed. There are no red Xs or yellow exclamation marks
   - There are no device conflicts
   - No hardware is listed under `Other Devices`
7. If the Issue is still not resolved, please contact Acer local service.
8. Run the *Windows Memory Diagnostic* from the operating system DVD and follow the on-screen prompts.
9. If the issue is still not resolved, please contact Acer local service.

LCD Picture Failure

If the LCD fails, perform the following:

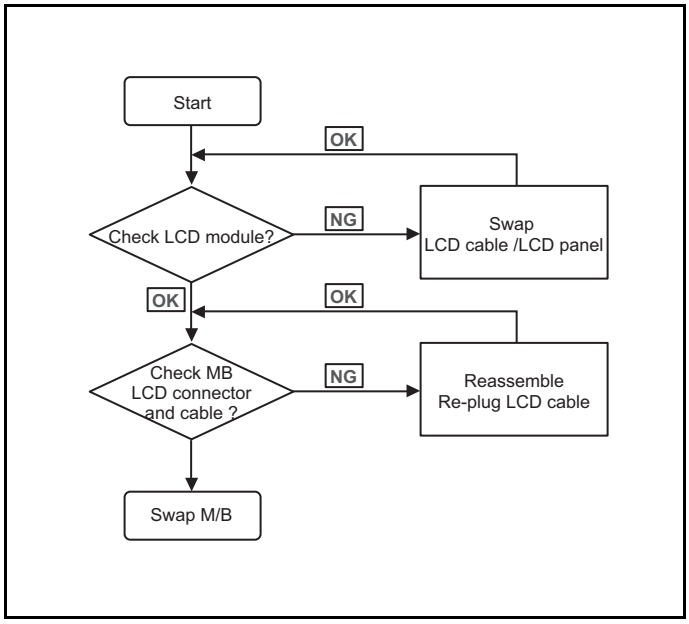


Figure 1-88. LCD Failure

Internal Keyboard Failure

If the internal keyboard fails, perform the following:

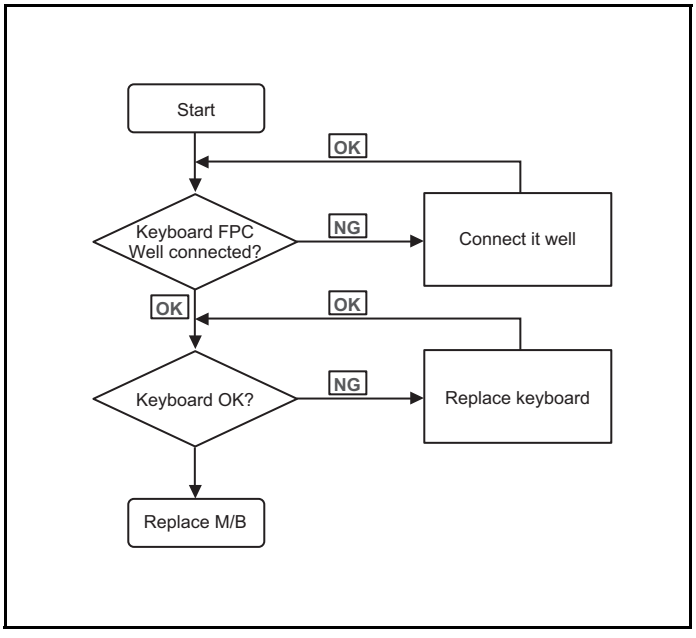


Figure 1-89. Internal Keyboard Failure

Touch Pad Failure

If the touch pad fails, perform the following:

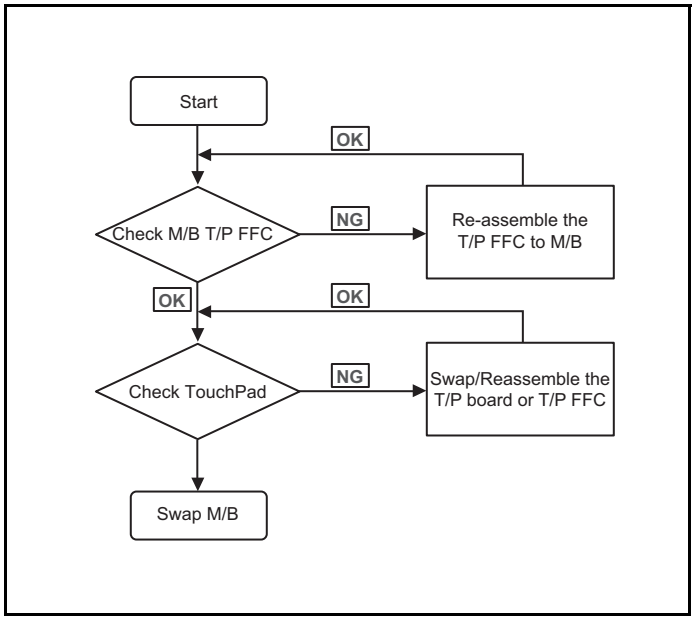


Figure 1-90. Touch Pad Failure

Internal Speaker Failure

If the internal speakers fail, perform the following:

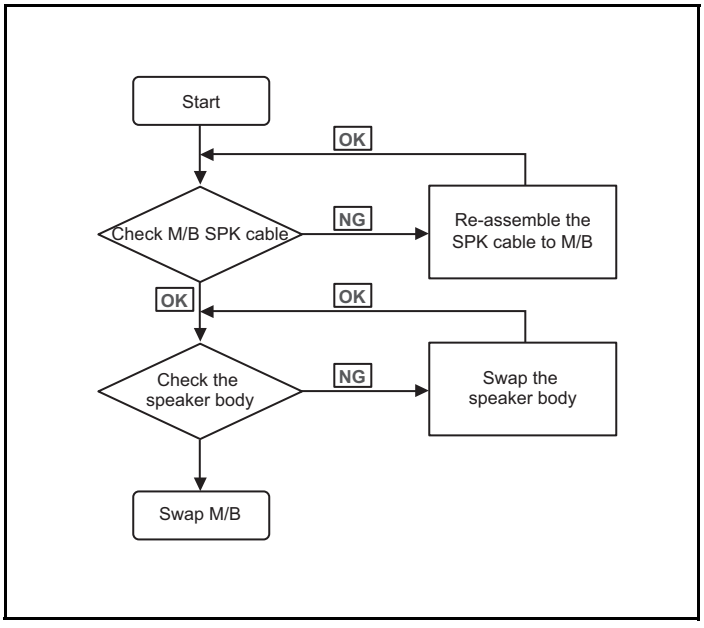


Figure 1-91. Internal Speaker Failure

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, please contact Acer local service.

Other Functions Failure

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

Intermittent Problems

Intermittent system hang problems can be caused by a variety of reasons that have nothing to do with a hardware defect, such as: cosmic radiation, electrostatic discharge, or software errors. FRU replacement should be considered only when a recurring problem 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 is inoperative.

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

Exploded Diagrams

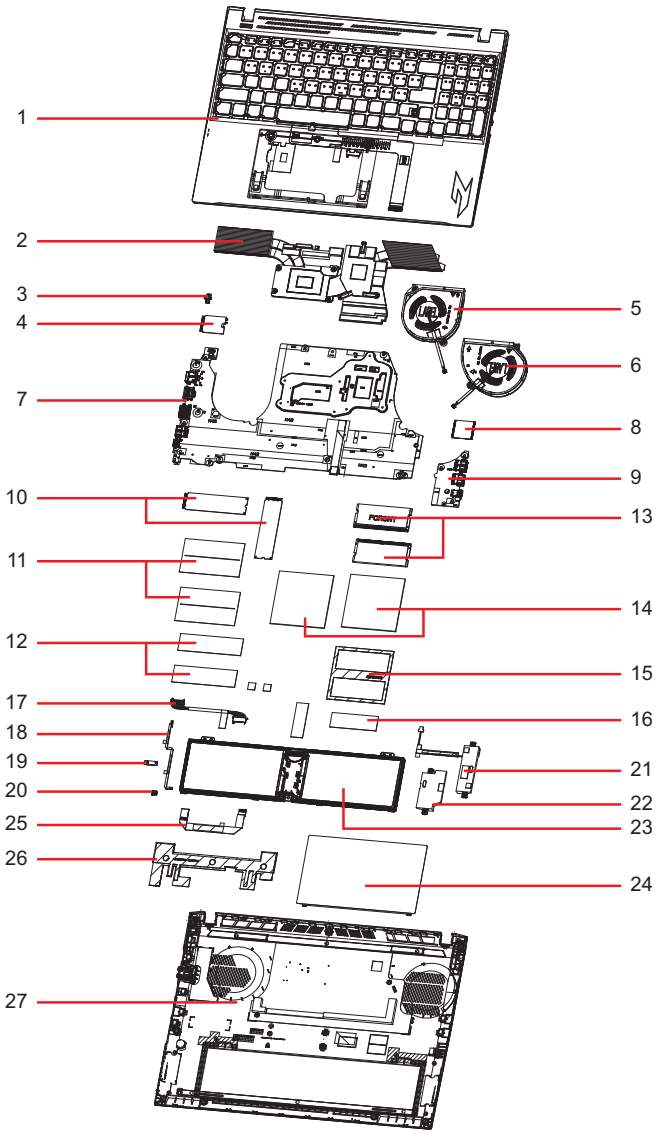


Figure 1-92. System Exploded Diagram

Table 1-8. System Exploded Diagram

No.	Description
1	KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS ALA-Spanish NK.I1517.1V8/ NK.I151S.29S
2	HEAT SINK
3	HOOK SUPT MB NUT
4	Wireless LAN Intel 802.11ax (Wi-Fi 6) Bluetooth Killer 1650i INTEL AX201.NGWG.NXXW Intel 2x2 M.2 2230 CNVi WiFi 6 AX 2x2 HrP2 M.2+BT5.2 2230 CNVi NewOTP SKU
5	FAN DC 12V 73*70*7MM
6	FAN DC 12V 85*70*7MM
7	Mainboard ANV16-I31 Intel C5210H GN22-X2 8GB KILLER LAN E2600_CN
8	FFC CABLE IO BOARD
9	BOARD IO
10	Flash Disk SANDISK SSD NAND 1024GB SN5100s SDFQNSM-1T00-1014 LF+HF
11	FOIL CU W/ MYLAR,GRAPHITE SHEET
12	ABSORBER W/ INS MYLAR SSD
13	Memory MICRON SO-DIMM DDRV 5600 8GB MTC4C10163S1SC56BH1 LF+HF 1Rx16, 1b Y62E, H-die
14	FOIL COMPOSITE W/ MYLAR FOR DDR5
15	ABSORBER W/INS MYLAR ASSY DDR
16	ABSORBER W/INS MYLAR DDR
17	CABLE BATTERY
18	FFC CABLE 3RD MIC
19	MICROPHONE
20	RUBBER SI FOR MIC
21	SPEAKER R
22	SPEAKER L
23	Battery SIMPLO Typ.76Wh 4930mAh 4S1P AP24A7Q 274x68x7.80(mm) AP24A 15.48V 90W Li-Ion SMT connector . without cable
24	TOUCHPAD MODULE Focaltech NC.24611.0FE
25	FFC CABLE TOUCHPAD
26	COND FABRIC W/ INS MYLAR TP
27	LOWER CASE

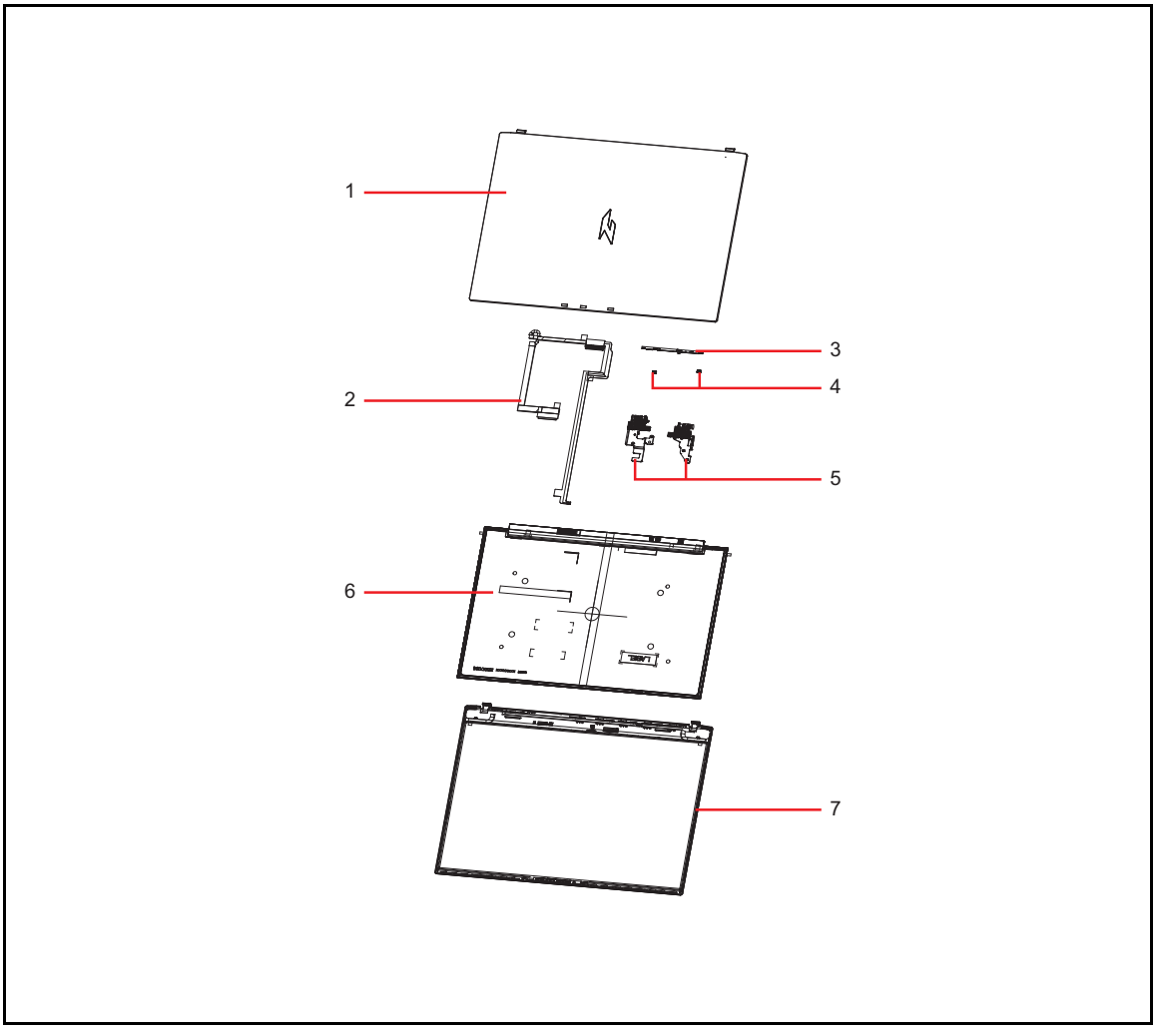


Figure 1-93. LCD Assembly Exploded Diagram

Table 1-9. LCD Assembly Exploded Diagram

No.	Description
1	LCD COVER ASSY BLACK
2	CABLE LCD 400
3	Camera Supreme FHD FF BNFDF5032-A GC2607 SPCA2093N2 42158A1NA6 MSM261DGT006 RTC1.9
4	RUBBER FOR MIC & CAMERA
5	HINGE LEFT
	HINGE RIGHT
6	LED LCD Panel CSOT 16" WUXGA IPS None Glare MNG007QX1-5 V02 350nit sRGB 100% 120Hz 25ms 1200:1 (Narrow, Flat 2.6, VRR)
7	LCD BEZEL W/O IR

FRU List

This list is for reference only, please contact Acer local service to order the correct replacement part and availability.

Table 1-10. FRU List

Category	Pictures	Description
ADAPTER		Adapter DELTA ADP-135NB BN 135W High power 5.5PHY (1.7x5.5x11) Brick 19.5V/6.92A Black ,PCR50%,with LOGO
		Adapter LITE-ON PA-1131-26A2 135W High power 5.5PHY (1.7x5.5x11) Brick 19.5V/6.92A Black PCR50%, with LOGO
		Adapter Chicony Power A135A057P 135W High power 5.5PHY (1.7x5.5x11) Brick 19.5V/6.92A Black PCR50%,with LOGO
BATTERY		Battery SIMPLO Typ.76Wh 4930mAh 4S1P AP24A7Q 274x68x7.80(mm) AP24A 15.48V 90W Li-Ion SMT connector . without cable
		Battery CosMx Typ.76Wh 4909mAh 4S1P AP24ABQ 274x68x7.80(mm) AP24A 15.48V 90W Li-Ion SMT connector . without cable
BOARD		BOARD IO
CABLE		FFC CABLE IO BOARD
		FFC CABLE TOUCHPAD
		FFC CABLE 3RD MIC
		CABLE BATTERY

Table 1-10. FRU List (Continued)

Category	Pictures	Description
CABLE		CABLE LCD 400
		CABLE LCD 350
CAMERA		Camera Supreme FHD FF BNFDF5032-A GC2607 SPCA2093N2 42158A1NA6 MSM261DGT006 RTC1.9
		Camera CHICONY FHD FF CKFPF15 GC2607 RTS5856A 42158A1NA6 ADEASJ264211C-01-V3 RTC1.9
		Camera CHICONY FHD FF CKFPF15-1 GC2607 RTS5856A 42158A1NA6 MSM261DGT006 RTC1.9
FAN		FAN DC 12V 73*70*7MM
		FAN DC 12V 85*70*7MM
HDD		Flash Disk SANDISK SSD NAND 1024GB SN5100s SDFQNSM-1T00-1014 LF+HF
		Flash Disk KINGSTON SSD NAND 512GB OM8SGP4512K2-CA0 LF+HF
		Flash Disk HYNIX SSD NAND 1024GB M.2 2280 PVC10 1024G HFS001TEM9X170N LF+HF
		Flash Disk HYNIX SSD NAND 512GB M.2 2280 PVC10 512G HFS512GEM9X170N LF+HF
KB ASSEMBLY		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS ALA-Spanish NK.I1517.1V8/ NK.I151S.29S

Table 1-10. FRU List (Continued)

Category	Pictures	Description
KB ASSEMBLY		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS Arabic NK.I1517.1UW/ NK.I151S.29E
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Belgium NK.I1517.1V9/ NK.I151S.29T
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Brazilian Portuguese NK.I1517.1VA/ NK.I151S.29U
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS CZ/SK NK.I1517.1VB/ NK.I151S.29V
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Danish NK.I1517.1VC/ NK.I151S.29W
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS FR/Arabic NK.I1517.1VD/ NK.I151S.29X
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS French NK.I1517.1VE/ NK.I151S.29Y
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS German NK.I1517.1VF/ NK.I151S.29Z
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS Greek NK.I1517.1UY/ NK.I151S.29G
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Hungarian NK.I1517.1VG/ NK.I151S.2A0
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Italian NK.I1517.1VH/ NK.I151S.2A1
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 107KS Japanese NK.I1517.1VT/ NK.I151S.2AB
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS Korean NK.I1517.1UZ/ NK.I151S.29H
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Nordic NK.I1517.1VJ/ NK.I151S.2A2

Table 1-10. FRU List (Continued)

Category	Pictures	Description
KB ASSEMBLY		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Norwegian NK.I1517.1VK/ NK.I151S.2A3
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS Persian NK.I1517.1V2/ NK.I151S.29L
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Portuguese NK.I1517.1VL/ NK.I151S.2A4
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS Russian NK.I1517.1V0/ NK.I151S.29J
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS SLO/CRO NK.I1517.1VM/ NK.I151S.2A5
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Spanish NK.I1517.1VN/ NK.I151S.2A6
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Sweden NK.I1517.1VP/ NK.I151S.2A7
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Swiss/G NK.I1517.1VQ/ NK.I151S.2A8
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS Thailand NK.I1517.1V3/ NK.I151S.29M
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS Traditional Chinese NK.I1517.1UX/ NK.I151S.29F
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS Turkish NK.I1517.1VR/ NK.I151S.2A9
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 104KS UK NK.I1517.1VS/ NK.I151S.2AA
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS Ukrainian NK.I1517.1V1/ NK.I151S.29K

Table 1-10. FRU List (Continued)

Category	Pictures	Description
KB ASSEMBLY		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS US International NK.I1517.1V4/ NK.I151S.29N
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS US International w/ Bulgaria NK.I1517.1V7/ NK.I151S.29R
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS US International w/ Canadian French NK.I1517.1V6/ NK.I151S.29Q
		KEYBOARD ASSY COPILOT W/ ANTENNA BLACK UPPER CASE CG05P_N50B3L 103KS US International w/ Hebrew NK.I1517.1V5/ NK.I151S.29P
LCD		LED LCD Panel CSOT 16" WUXGA IPS None Glare MNG007QX1-5 V02 350nit sRGB 100% 120Hz 25ms 1200:1 (Narrow, Flat 2.6, VRR)
		LED LCD Panel BOE 16" WUXGA IPS None Glare NE160WUM-N6S V18.0 350nit sRGB 100% 120Hz 25ms 1200:1 (Narrow, Flat 2.6t, VRR)
		LED LCD Panel AUO 16" WUXGA IPS None Glare B160UAN05.M H/W 0A 350nit sRGB 100% 120Hz 25ms 1200:1 (Narrow, Flat 2.6t, VRR)
		LED LCD Panel AUO 16" WUXGA IPS None Glare B160UAN08.H H/W 0A 400nit sRGB 100% 180Hz 9ms 1200:1 (Narrow, 2.6t flat, 3ms by OD, DDS, eDP1.5)
LCD BEZEL		LCD BEZEL W/O IR
LCD COVER		LCD COVER ASSY BLACK

Table 1-10. FRU List (Continued)

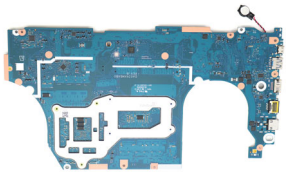
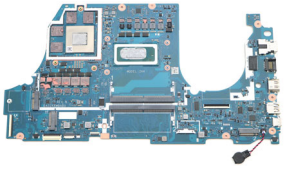
Category	Pictures	Description
LOWER CASE		LOWER CASE
MAINBOARD	 	Mainboard ANV16-I31 Intel C5210H GN22-X2 8GB KILLER LAN E2600_CN
		Mainboard ANV16-I31 Intel C7240H GN22-X2 8GB KILLER LAN E2600_CN
		Mainboard ANV16-I31 Intel C5210H GN22-X4 8GB KILLER LAN E2600_CN
MEMORY		Memory MICRON SO-DIMM DDRV 5600 8GB MTC4C10163S1SC56BH1 LF+HF 1Rx16, 1b Y62E, H-die
		Memory HYNIX SO-DIMM DDRV 5600 8GB HMCG66AGBSA LF+HF 1anm, A-die 1Rx16
		Memory SAMSUNG SO-DIMM DDRV 5600 16GB M425R2GA3EB0-CWM LF+HF 1bnm E-die
		Memory HYNIX SO-DIMM DDRV 5600 16GB HMCG78AGBSA LF+HF 1anm, A-die 1Rx8
METAL		HINGE LEFT
		HINGE RIGHT
PLASTICS		HOOK SUPT MB NUT
POWER CORD		POWER CORD 1M 125V EUR+KOR BLACK
		POWER CORD 1M 125V US BLACK
		POWER CORD 1M 125V JAP BLACK
		POWER CORD 1M 125V TAIWAN BLACK
		POWER CORD 1M 125V ARG BLACK
		POWER CORD 1M 125V AUS BLACK

Table 1-10. FRU List (Continued)

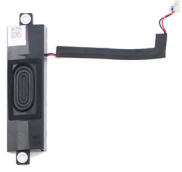
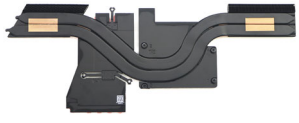
Category	Pictures	Description
POWER CORD		POWER CORD 1M 125V BRAZIL BLACK
		POWER CORD 1M 125V CHINA BLACK
		POWER CORD 1M 125V DENMARK BLACK
		POWER CORD 1M 125V INDIA BLACK
		POWER CORD 1M 125V ISRAEL BLACK
		POWER CORD 1M 125V ITL BLACK
		POWER CORD 1M 125V S.AFRICA BLACK
		POWER CORD 1M 125V SWISS BLACK
		POWER CORD 1M 125V UK BLACK
SPEAKER/ MICROPHONE		SPEAKER L
		SPEAKER R
		MICROPHONE
THERMAL		HEAT SINK
TOUCHPAD		TOUCHPAD MODULE Focaltech NC.24611.0FE
		TOUCHPAD MODULE PIXART NC.24611.0FH
WIRELESS LAN		Wireless LAN Intel 802.11ax (Wi-Fi 6) Bluetooth Killer 1650i INTEL AX201.NGWG.NXXW Intel 2x2 M.2 2230 CNVi WiFi 6 AX 2x2 HrP2 M.2+BT5.2 2230 CNVi NewOTP SKU
MISCELLANEOUS		TAPE FOR LCD COVER

Table 1-10. FRU List (Continued)

Category	Pictures	Description
MISCELLANEOUS		LCD ADHESIVE W/MYLAR ASSY 346.0685*5*0.2MM
		COND FABRIC W/ INS MYLAR TP
		FOIL COMPOSITE W/ MYLAR FOR DDR5
		FOIL CU W/ MYLAR,GRAPHITE SHEET
		RUBBER FOR MIC & CAMERA
		MYLAR FFC COONECTOR
		RUBBER SI FOR MIC
		ABSORBER W/INS MYLAR DDR
		ABSORBER W/INS MYLAR ASSY DDR
		ABSORBER W/ INS MYLAR SSD
		TAPE KAPTON TOP MIC

Table 1-10. FRU List (Continued)

Category	Pictures	Description
MISCELLANEOUS		ACETATE TAPE BATTERY
		MYLAR LCD UPPER 6*6*0.5MM
SCREW		SCREW M2.0*2.0-I(NI,NYLOK)STL
		SCREWM2.0*1.8-IBNINYLOKD7.0,T0.4STLSP
		SCREW M2.0*3.5-I IRON SP
		SCREW M2.0*5.0-I(BNI,NYLOK)STL
		SCREW M2.5*4.0-I(NI)(NYLOK)IRON
		SCREW M2.5*6.5-I(BNI)NYLOK(5.0,0.8)
		SCREW M2.0*2.0- I(BZN)(NYLOK)IRON

Software Update

System BIOS & Driver Updates

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

To update the system BIOS:

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

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

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

To update Drivers:

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

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

Software Recovery

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.

Updating your software

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

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**.