Cover

120mm

180mm

COMPAQ

All-In-One Computer User Manual

QA27R5GW16256W

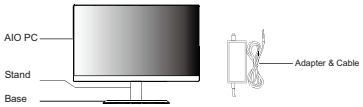
Please read the product instruction manual carefully before using this product and save it for future reference.
The pictures in this product's instruction manual are only schematic illustrations.

Thank you for choosing and using our products; please check whether the outer packaging is intact before unpacking, and after unpacking, check whether the machine in the box is intact and whether the accessories are complete; if you have any questions, please contact your local dealer as soon as possible.

Packing List

AIO PC	Adapter	Stand	Keyboard
User Manual	Adapter Cable	Base	Mouse

Schematic diagram of all-in-one computer and its accessories



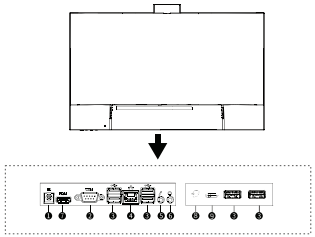
Remark:
1. Any changes or modifications not approved by the authorized agency may prevent the user from operating this product.
2. To comply with radiation limits, shielded signal lines and AC power lines must be used.
3. The manufacturer is not responsible for radio or electromagnetic interference caused by any unapproved modifications, and the user is responsible for such interference.

Warning:
To prevent fire or explosion, do not expose the product to rain or moisture. There are dangers inside the product.
Do not open the case due to the high voltage. If repairs are needed, please contact professional maintenance personnel.

Precautions

- Do not place product near water sources such as bathrooms, dishwashers , kitchens, washing machines, swimming pools, or in wet basements.
- Do not place the product on an unstable car, chair, or table. If the monitor falls, it will injure the user and may cause damage to the equipment.
  For placement on a car or chair, refer to the manufacturer or supplier's recommendations. If the product is fixed on the wall or shelf, the fixed installation must be approved by the manufacturer and installed in strict accordance with the procedures.
- There are many narrow openings on the upper and lower parts of the back shell for ventilation. To ensure continued operation of the product without overheating, these cooling holes must not be blocked or covered. Therefore, the product should not be placed on a bed, sofa, blanket or similar surface, nor should it be placed close to a radiator or heat source. Unless ventilation is ensured, it cannot be placed in a bookcase or box.
- The power supply voltage range for product operation is marked on the rear case label. If you are not sure about the supplied voltage, please contact the dealer or the local power company.
- This product is equipped with a three-prong grounding plug with one end connected to ground. For safety reasons the plug should into a grounded electrical outlet. If the three-prong plug does not fit into your outlet, have an electrician install one.The safety function of the grounded plug does not alter the safety function of the equipment.
- When the product is not used for a long time, please cut off the power supply. Doing so will prevent electric shock and damage caused by abnormal power supply voltage during thunderstorms.
- Do not overload the socket as this may cause fire or electric shock.
- Do not put foreign objects into the machine, as it may cause a short circuit and lead to fire or electric shock.
- The rear case cannot be opened to avoid exposure to high voltage or other dangers. If there is a fault, please contact the after-sales service personnel directly.
- Please plug the product into the nearest power outlet that is most convenient to connect to. For Class I equipment, a power plug with protective earthing must be used and connected to the grid. When installing in a building, please confirm that the power distribution system should be able to provide circuit breakers with a rated voltage of 120/240V maximum 1.8A.
- For use only with included power adapter

Port Description

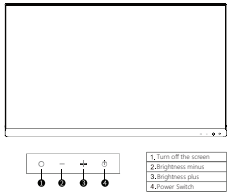


Port Function Description

1	DC Power input interface
2	VGA Port
3	USB A Port
4	RI45 Port
5	Connect jack from external microphone
6	Jack for connecting external audio devices
7	HDMI Port
8	2 in 1 Audio Interface
9	USB C Port

Remark: The above port diagrams are for reference. Due to different motherboards, the ports and number may be different. Please refer to the actual product.

Button Function Description



Simple Operation

When we need to use the computer:

1. The power cord needs to be connected to the AC power socket.
2. Connect the DC plug on the adapter to the computer' s power DC input interface.
3. Press the power switch to turn on the computer.

When you have finished using your computer:

1. We can press the power switch to shut down.
2. Or click the Start menu, then select Shut down computer, and finally click "Shut down (U)." to shut down.

If the computer cannot shut down normally, or we need to shut down in an emergency, we can press the power switch until the system automatically powers down. However, it should be noted that when the computer is accessing or reading and writing data, do not use emergency shutdown to avoid data loss or damage.

Wall Mounting Instructions

This product can use 100mmx100mm or 75mmx75mm VESA wall mounting bracket. The threaded holes of 4 M4 VESA wall-mounting fixing screws are 8mm deep. (Applicable to models with wall-mounting function) If wall-mounting is required, please be sure to contact the manufacturer.

Back Cover

Requirements for the Management Measures on the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products: This electrical and electronic product contains certain hazardous substances and can be used wi th confidence within the environmentally friendly use period. After the environ mentally friendly use period has expired, it should enter the recycling system.

Indicative Notes on the **'Regulations on the Management of Recycling and Disposal of Waste Electrical and Electronic Products'**
In order to better care for and protect the earth, when the user does not need this produ ct or the product life has expired, please abide by the relevant national laws and regulatio ns on the recycling and disposal of waste electrical and electronic products and hand it ov er to a local manufacturer with nationally recognized qualifications for recycling. Improper use or disposal can have consequences for the environment and human health.

Instructions for China Environmental Labeling Product Certification
a. Zero energy consumption can only be achieved when the product is not connected to any external input power supply.
b. Guarantee that replaceable parts will be provided within 3 years after the product is sold. (Only applicable to models certified by China Environmental Labeling)

Notice

Only suitable for products with batteries
Replacing the battery pack with the wrong type may invalidate the safety protection.
Throwing the battery pack into a fire or heating furnace, or handling the battery pack by mechanical crushing or cutting may cause an explosion.
Placing the battery pack in an extremely high temperature environment may cause the battery to explode or leak flammable liquid or gas.
Battery packs are subject to extremely low air pressures that may cause explosions or leaks of flammable liquids and gases.
There is a risk of fire or explosion if the battery pack is replaced with the wrong model.

Only suitable for products with button batteries
This product (the remote control device provided with this product) contains button batteries. If a button battery is swallowed, it can cause severe internal burns within 2 hours and may lead to death.
Keep new and used batteries away from children.
If the battery compartment does not close securely, stop using the product and keep it away from children.
If you think a battery may have been swallowed or lodged in any part of the body, seek medical attention immediately.

Product Usage Conditions
Temperature: 0-40°C 32-104F (If there is a conflict between the temperature range and the instruction manual, please refer to the instruction manual.)
Humidity:20-80% RH
Altitude: 0-2000 meters

Simple Troubleshooting

1.The unit has no display.
*If the power supply is not connected properly, please unplug and plug the power cord a gain to ensure that the power supply is in full contact with the socket.
*If you touch the power off button, please press the power button briefly to turn the screen back on.
* Determine whether the product is in sleep state; tap the "power button", "REST" button, or move the key/mouse to wake up from sleep and display the screen.
*If there is still no display after confirming the above three points, please contact an authorized dealer or repair station.

2. There is no sound output from the speaker.
*The speaker mute is enabled on this machine. Please click the volume icon, increase the volume and then OK.
*After plugging in the headset, the external speaker sound will automatically switch to silent. After unplugging the headset, the sound will be OK.

3. The running program cannot be ended normally.
*The machine is running too many task programs, causing the machine to freeze. Please press: Ctrl+Alt+Delete at the same time to start any tasks.
Open the task manager, select the program you want to close, and click End Task.

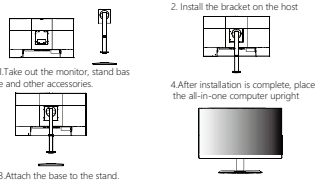
4. The machine does not respond when performing any operations.
*The machine is running too many applications, causing the machine to freeze/stuck. Please press and hold the power button, turn off the machine and then turn it on again.

5. The computer freezes when starting up, or the audio/video freezes.
*When turning on the computer, please do not insert a "U" disk or removable hard disk into this product. Viruses in the "U" disk or removable hard disk may cause the boot to freeze or fail to boot.
*If it freezes or freezes when reading audio/video from an external device, please unplug the external device (containing viruses).

6. USB has no function.
*Please check whether your USB device is normal.
*Please check whether your USB device is properly connected to this device.
*Please check whether your USB device is recognized normally under the operating system.
*The USB external interface cannot be read. Please plug it into the USB interface on the motherboard to see if it can be read.
*Please confirm whether the USB driver in the operating system is normal.
*If the USB still has no function after confirming the above points, please contact your local authorized dealer or maintenance department.

7. Unable to access the Internet.
*If you are using a wired network, please confirm whether your network cable is connected properly and whether it is normal.
*If you are using a wireless network, please check whether the local wireless network is turned on and connected.
*Please confirm whether your product is within the wireless network coverage.

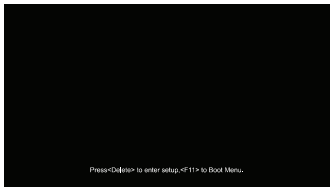
Installation Bracket Base and Brecautions



Note: 1. Use a soft or foam pad on the desktop and place the screen downwards steadily to prevent damage to the screen caused by foreign objects or falling.
2. The illustration only shows the installation process, please refer to the actual model for appearance.

BIOS Settings

Boot to the Logo and press DEL to enter the BIOS setup interface.



Note: In the startup logo interface, due to motherboard differences, please follow the interface prompts to enter the Boot Menu.

FCC Caution:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTE:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.
FCC Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.
FCC ID: 2BLU9-QA27R5