

acer

# User's Manual

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## ! Important

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Model number: N25H5

Serial number:

Date of purchase:

Place of purchase:



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# Getting started...

## In this section you will find:

- Useful information on caring for your computer and your health
- Where to find the power button, ports and connectors
- Windows 11 interface overview
- Tips and tricks for using the touchpad and keyboard
- How to create recovery backups
- Guidelines for connecting to a network and using Bluetooth
- Information on using Acer's bundled software

# FIRST THINGS FIRST

---

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

## Your guides

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

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

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

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

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

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

## Basic care and tips for using your computer

### Turning your computer off

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

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

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

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

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



#### Note

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

## Taking care of your computer

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

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

## Taking care of your AC adapter

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

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

## Cleaning and servicing

When cleaning the computer, follow these steps:

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

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

## Guidelines for safe battery usage



### Warning

When using a charging cart or a small space to simultaneously charge or operate multiple devices, the area must be well-ventilated and the temperature kept between 0 °C (32 °F) to 35 °C (95 °F) and battery charging must be stopped when 100% capacity is reached. Continuous charging can cause deformation or damage to the battery/device.

### *Precautions when charging batteries*

The useful lifespan of a battery is adversely affected by the following behavior:

- Constantly charging the battery/device when already at full capacity.
- Charging the battery/device at temperatures above 35 °C (95 °F) or below 0 °C (32 °F).

To prevent damage, follow these precautions:

- Stop charging the battery once it reaches 100% capacity; regularly or frequently charging a fully charged battery for an extended period of time may cause battery deformation or damage. We recommend that you recharge the device when the battery level drops below 70% capacity.
- Do not charge battery in temperatures above 35 °C (95 °F) or below 0 °C (32 °F). Charging in abnormally high or abnormally low temperatures can cause battery deformation or damage.
- The charging port must be clean and free from debris and should only be used with Acer charging equipment. Use of a non-Acer battery or charging equipment can cause damage to the product and will void the warranty.
- If you plan to store the device for a long period of time, turn-off the device, remove AC power and store the product at room temperature (0 °C - 35 °C) in a dry (humidity: 45% - 80%), well-ventilated area. Avoid direct sunlight, high temperatures and high humidity. Do not leave your device's battery completely discharged for a long period of time; this may cause battery deformation or damage. We recommend that the battery is checked and charged to approximately 50% capacity every 6 months.

- ONLY CHARGE THE BATTERY IN A CLEAN, WELL VENTILATED AREA.



### Warning

**Batteries may explode if not handled properly.**

**Do not disassemble or dispose of batteries in fire.**

**Do not short external contacts, crush, puncture or otherwise tamper with batteries. Keep batteries away from children.**

**Follow local regulations when disposing of used batteries.**

#### *Precautions when replacing the battery*

Improper replacement or mishandling could damage the battery, cause overheating, result in injury, and risk fire or explosion.

- Device with built-in battery: A built-in battery must be replaced by an authorized service center. Do not attempt to replace or remove the battery by yourself.
- Device with removable battery: The battery should only be replaced with parts approved by Acer. Do not replace the battery with any parts other than approved ones.

This notebook uses a Lithium-based battery. Do not use it in a humid, wet or corrosive environment. Do not put, store or leave your product in or near a heat source, in a high temperature location, in strong direct sunlight, in a microwave oven or in a pressurized container, and do not expose it to temperatures over 50 °C (122 °F).

Failure to follow these guidelines may cause the battery to leak acid, become hot, explode or ignite and cause injury and/or damage. Do not pierce, open or disassemble the battery. If the battery leaks and you come into contact with the leaked fluids, rinse thoroughly with water and seek medical attention immediately. For safety reasons, and to prolong the lifetime of the battery, charging will not occur at temperatures below 0 °C (32 °F) or above 35 °C (95 °F).

The full performance of a new battery is achieved only after two or three complete charge and discharge cycles. The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the operation time becomes noticeably shorter than normal, check an authorized reseller to purchase a new battery.

Use the battery only for its intended purpose. Never use any charger or battery that is damaged. Do not short-circuit the battery. Accidental short-circuiting can occur when a metallic object such as a coin, clip or pen causes direct connection of the positive (+) and negative (-) terminals of the battery. (These look like metal strips on the battery.) This might happen, for example, when you carry a spare battery in your pocket or purse. Short-circuiting the terminals may damage the battery or the connecting object.

The capacity and lifetime of the battery will be reduced if the battery is left in hot or cold places, such as in a closed car in summer or winter. Always try to keep the battery between 15° C and 25° C (59° F and 77° F). A device with a hot or cold battery may not work temporarily, even when the battery is fully charged. Battery performance is especially limited in temperatures well below freezing.

Do not dispose of batteries in a fire as they may explode. Batteries may also explode if damaged. Dispose of batteries according to local regulations. Please recycle when possible. Do not dispose as household waste.

Wireless devices may be susceptible to interference from the battery, which could affect performance.



### Note

*Please refer to [www.acer.com](http://www.acer.com) for battery shipping documents.*

## Internal battery

- Do not attempt to replace a built-in rechargeable battery, battery replacement must be done by an Acer- authorized repair facility.
- Recharge the battery by following the instruction included in the product documentation.

## Taking care of your vision

Long viewing hours, wearing incorrect glasses or contact lenses, glare, excessive room lighting, poorly focused screens, very small typefaces and low-contrast displays could stress your eyes. The following sections provide suggestions on how to reduce eyestrain.

- Eyes
  - Rest your eyes for 5 - 10 minutes every hour.
  - Give your eyes regular breaks by looking away from the monitor and focusing on a distant point.
  - Blink frequently to keep your eyes from drying out.
- Display
  - Keep your display clean.
  - Keep your head at a higher level than the top edge of the display so your eyes point downward when looking at the middle of the display.
  - Adjust the display brightness and/or contrast to a comfortable level for enhanced text readability and graphics clarity.
- Eliminate glare and reflections by:
  - placing your display in such a way that the side faces the window or any light source,
  - minimizing room light by using drapes, shades or blinds,
  - using a task light,
  - changing the display's viewing angle,
  - using a glare-reduction filter,
  - using a display visor, such as a piece of cardboard extended from the display's top front edge.
  - Avoid adjusting your display to an awkward viewing angle.
  - Avoid looking at bright light sources for extended periods of time.

# RECOVERY

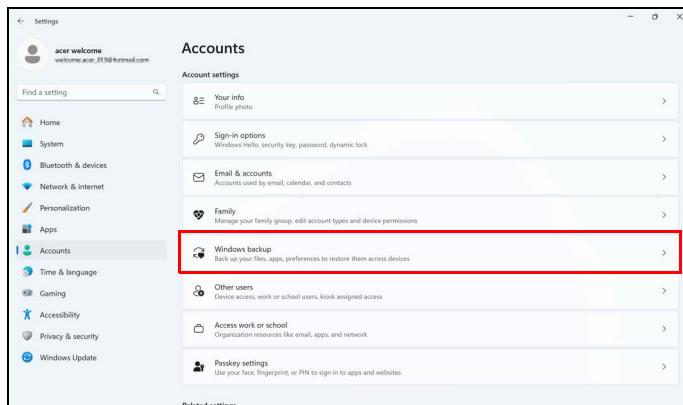
If you are having trouble with your computer, and the frequently asked questions ([see Got a question? on page 56](#)) do not help, you can recover your computer.

This section describes the recovery tools available on your computer. Using recovery tools can help you reset or refresh your PC, back up files/data, or create a factory default backup.

## Creating a file history backup

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

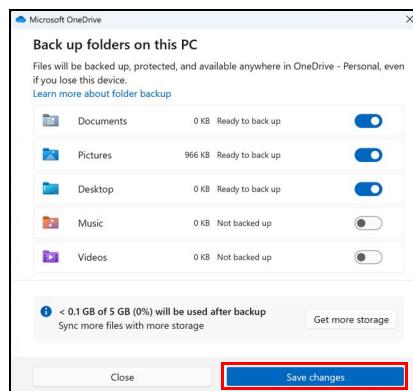
1. Click on **Settings**  in the *Start* menu, select **Accounts**, and then select **Windows backup**.



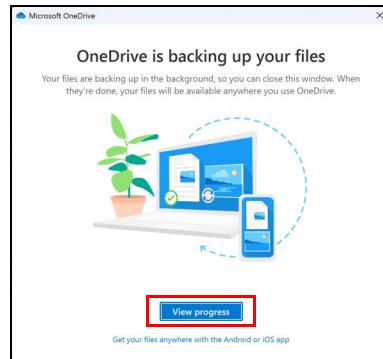
2. Click **Manage sync settings** for *OneDrive folder syncing* to continue.



3. Make sure the folders that you want to back up are selected and click **Save changes** to continue.



4. You can select **View progress** to watch files sync until it completes.



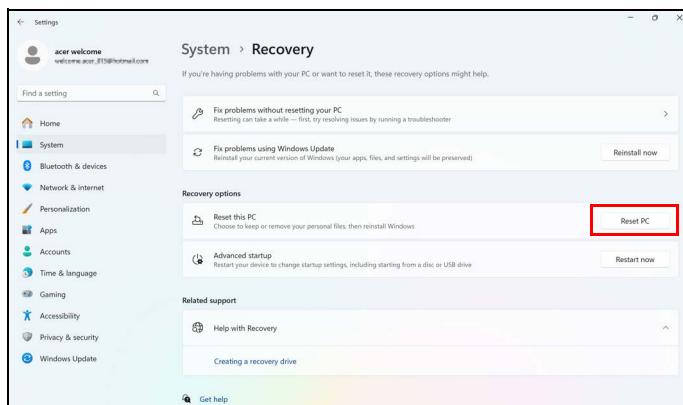
5. To open the OneDrive folder, double-click **OneDrive** icon in the notification area.

## Restoring your computer

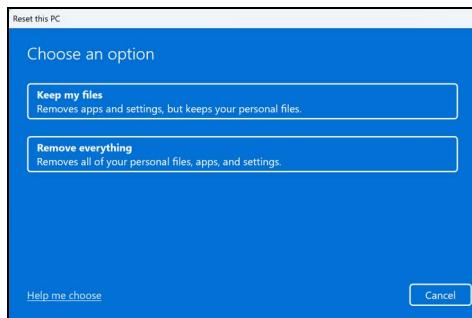
**Recovery** allows you to quickly and easily restore your computer back to its default status. You can choose to keep your files or remove them before reinstalling Windows.

### Reset this PC and keep my files

1. Click on **Settings**  in the Start menu, select **System**, and then select **Recovery**.
2. Click **Reset PC** to *Choose an option*.



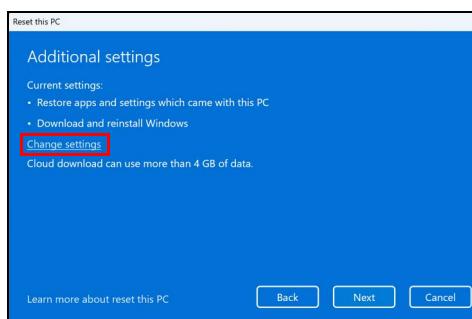
3. Select **Keep my files** to refresh your PC and reinstall your operating system without removing your personal files.



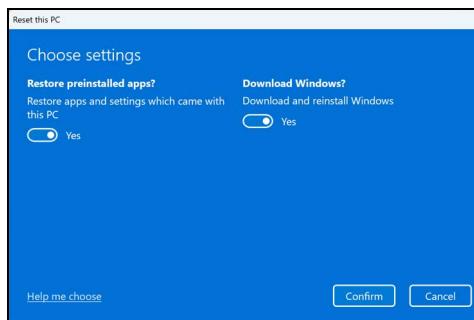
4. Choose from the two options - **Cloud download** or **Local reinstall** to reinstall Windows. (Ensure you are connected to the internet when using Cloud download.)



5. Click **Change settings** to open the *Choose settings* options.



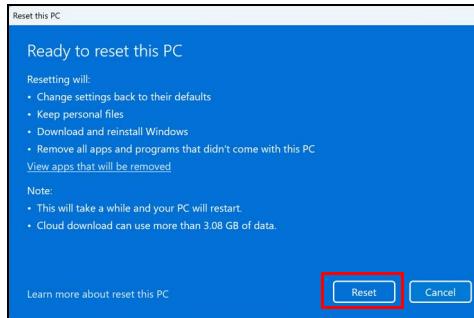
6. Choose your settings options and follow the instructions on screen.  
Click **Confirm** then **Next** to continue.



### Important

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

7. Resetting the PC will reinstall Windows, change settings back to their factory defaults and remove all preinstalled apps and programs without removing your personal files. Click **Reset** to continue. This will take a while and your PC will restart.



8. You will be shown the reset progress on the screen. The screen will turn off during the reset process.

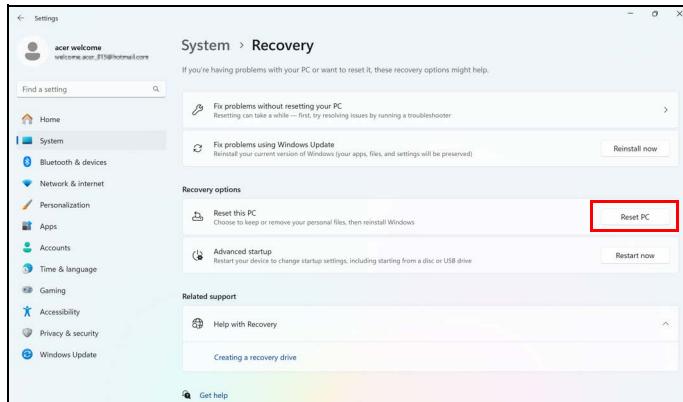
9. The screen will turn back on when it is installing Windows. Your PC will restart several times during the reset process.

10. Follow the process until it completes.

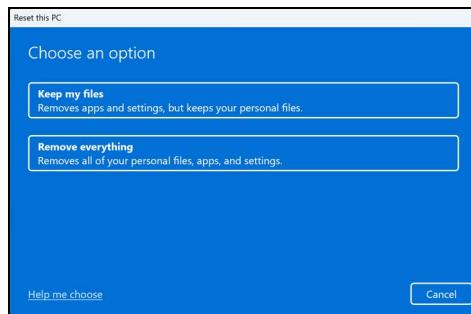
11. When your PC has completed the reset process, Windows will have been reset back to its factory default settings without removing your personal files.

## Reset this PC and remove everything

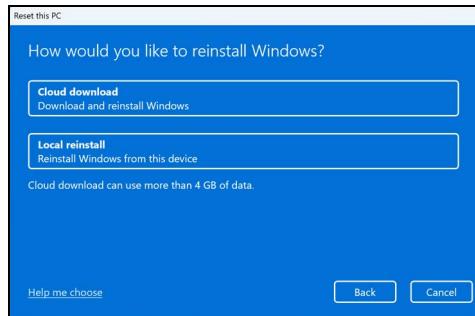
1. Click on **Settings**  in the *Start* menu, select **System**, and then select **Recovery**.
2. Click **Reset PC** to *Choose an option*.



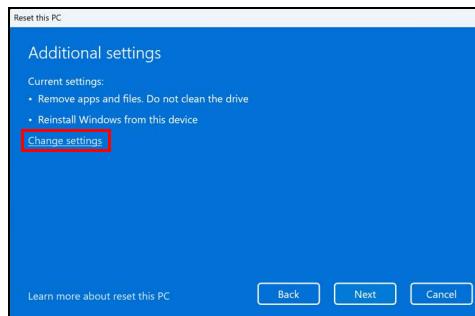
3. Select **Remove everything** to reset your PC back to its factory default.



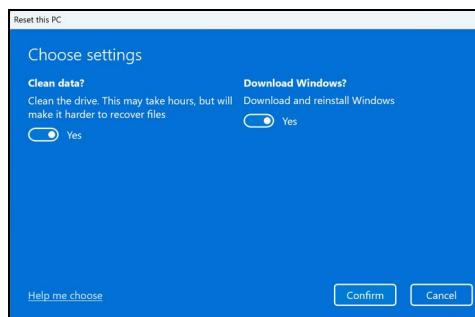
4. Choose from the two options - **Cloud download** or **Local reinstall** to reinstall Windows. (Ensure you are connected to the internet when using Cloud download.)



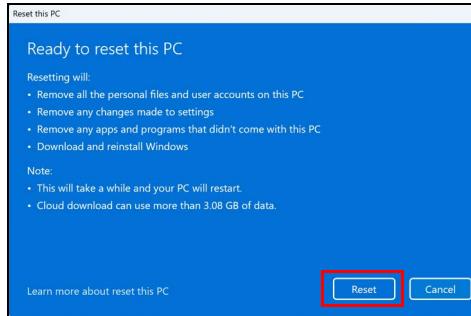
5. Click **Change settings** to open the *Choose settings* options.



6. Choose your settings options and follow the instructions on screen. Click **Confirm** then **Next** to continue.



7. Click **Reset** to continue.



8. You will be shown the reset progress on the screen. The screen will turn off during the reset process.
9. The screen will turn back on when it is installing Windows. Your PC will restart several times during the reset process.
10. Follow the process until it completes.
11. When your PC has completed the reset process, Windows will use factory default settings.

# USING A BLUETOOTH CONNECTION

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

To use Bluetooth, you must ensure the following:

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

## Enabling and disabling Bluetooth

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



### Note

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

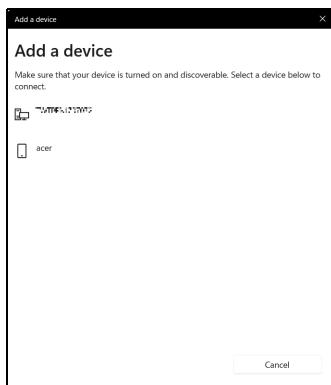
## Enable Bluetooth and add a device

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

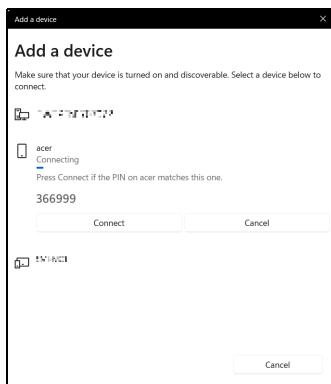
Bluetooth on your computer is disabled by default. To enable your computer's Bluetooth adapter, do the following:

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

4. Select the device you wish to pair from the list of discovered devices.



5. After pairing, if there is a code displaying on the screen, enter that code on the device to proceed the connection.



### Note

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

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

# CONNECTING TO THE INTERNET

This chapter includes general information on types of connections, and getting connected to the internet. For detailed information, please refer to [Network connections on page 64](#).

Your computer's built-in network features make it easy for you to connect your computer to the internet.

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

## Connecting to a wireless network

### Connecting to a wireless LAN

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

Your computer's wireless connection is turned on by default and Windows will detect and display a list of available networks during setup. Select your network and enter the password if required.



#### Warning

Using wireless devices while flying in aircraft may be prohibited. All wireless devices must be switched off before boarding an aircraft and during take-off, as they may be dangerous to the operation of the aircraft, disrupt communications, and even be illegal. You may turn on your computer's wireless devices only when informed that it is safe to do so by the cabin crew.

Acer computers feature a *Flight mode* hotkey that turns the network connection on or off. You can use the network management options to turn your wireless network on/off or control what is shared over the network.

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

1. Ensure you have a wireless router/access point and current internet connection through the ISP of your choice. Make a note of the wireless network's name and password (if necessary). If you are trying to connect to a public network (such as at a coffeeshop), make sure you have the wireless network's name.



#### Note

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

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



3. Select *Manage WiFi connections*.



#### Note

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

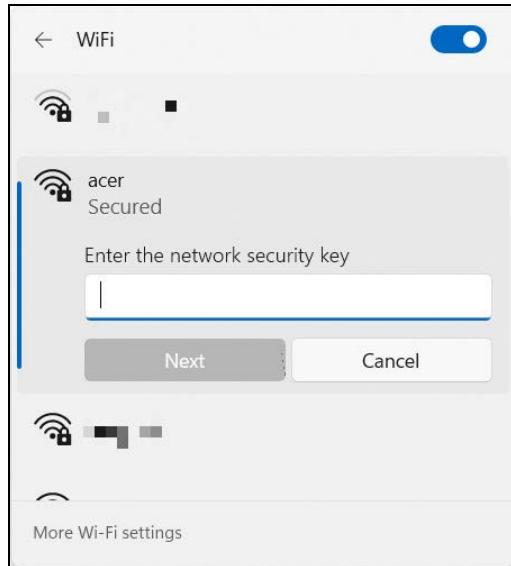
4. You will see a list of available wireless networks. Select the one you wish to use.



5. Once you select a wireless network, select **Connect**.



6. If required, enter the network's password.



# ACERSENSE

AcerSense is a device configuration center that provides you with the comprehensive capabilities to monitor system performance, check the health and charging status of your battery, adjust fan speed and power plan settings, as well as receive live update notifications.

It also allows you to switch scenarios and access apps quickly using the widget card.

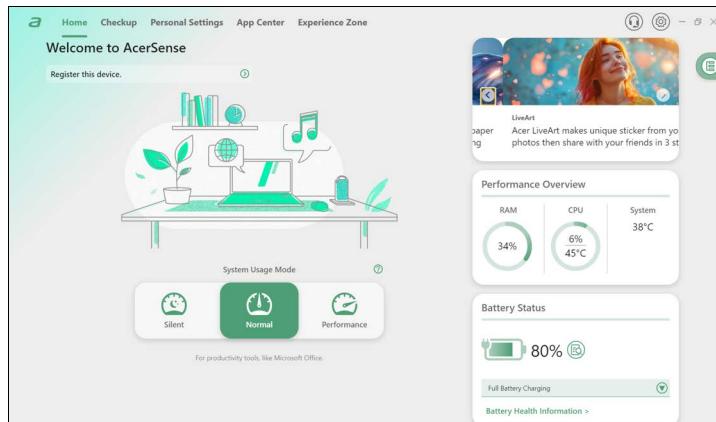


## Note

*Function varies depending on configuration.*

## The AcerSense main screen

The **Home** page provides a comprehensive overview of system performance, including temperatures and battery status. Users can directly access the widget card and system settings from this interface. Furthermore, it dynamically displays the current usage mode with live animations that accurately reflect the operational status.



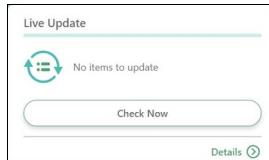
## Note

*The performance parameters and temperatures listed may vary depending on your computer's configuration and the power output of the CPU and GPU.*

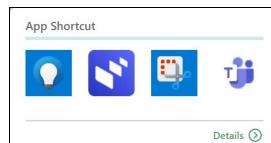
## Widget card

Widget card  is always visible on all AcerSense screens by default.

- Under the **Live Update** tab, you have the option to manually check for available updates any time by clicking on the **Check Now** button. For a more detailed view of available updates, simply select **Details** to access the **Update List**.

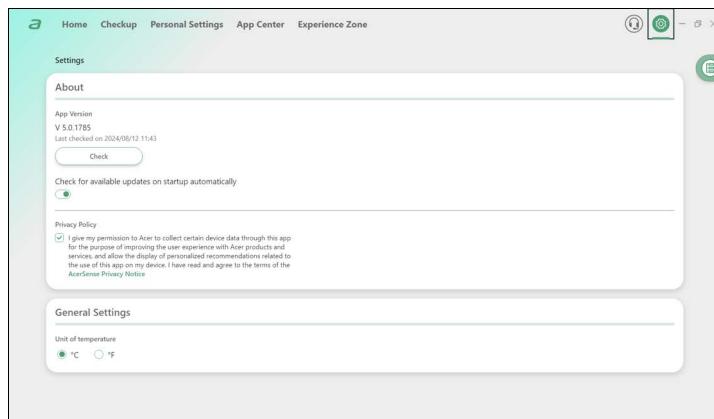


- Under the **App Shortcut** tab, click on an app will promptly open it. For an expanded array of available apps, select **Details** to access the **App Center**.



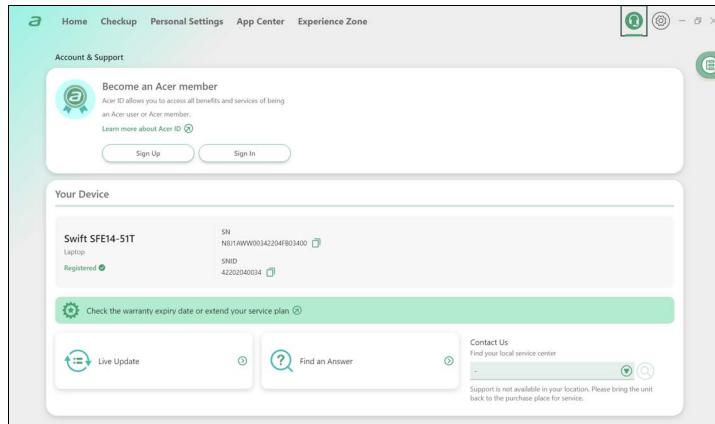
## AcerSense settings

Select the **Settings** icon  to manually update the firmware and configure the system to automatically check for available updates upon startup. Furthermore, on this screen, you have the option to adjust temperature units as needed.



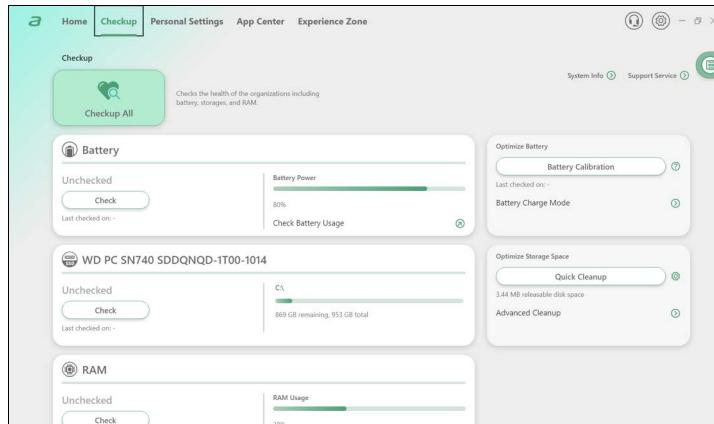
# Account and Support

Select the **Support** icon  to either sign in or sign up for an Acer ID and register your Acer product. As a valued Acer user or Acer member, you can access a comprehensive range of benefits and services. Within this section, **Find an Answer** provides you full support in resolving common issues through knowledge base searches or discussions with other Acer product owners and enthusiasts. If you can't find an answer to your question, please refer to the **Contact Us** to locate your local service center for further assistance.



# Checkup

Select the **Checkup** tab to swiftly evaluate the health of your system components including battery, storages and RAM with just one single click - **Checkup All**.



- System Info: Click on **System Info**  to view the comprehensive overview of the laptop's system information.
- Support Service: Click on **Support Service**  and go to Account & Support page.

## Battery

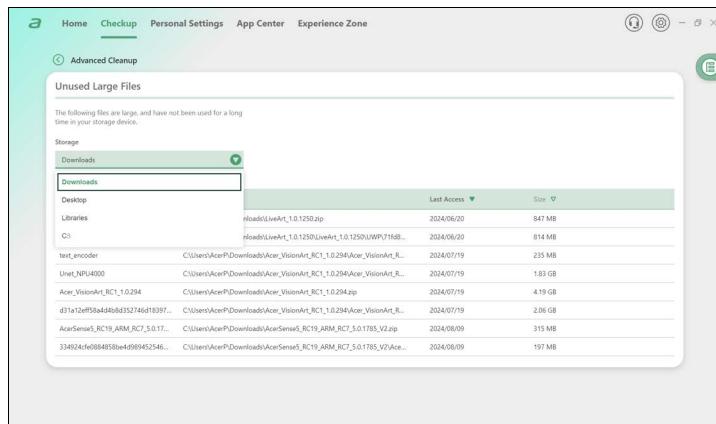
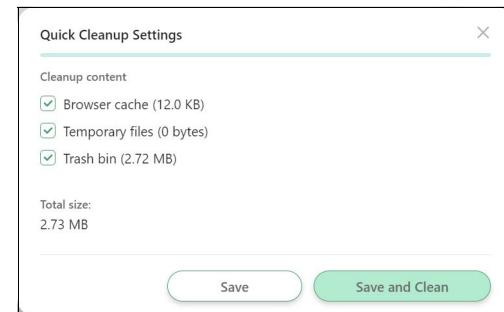
You can check the battery's health status by clicking **Check** button. For a comprehensive view of battery usages details, click on  icon. In addition, the **Battery Power** shows an estimate of the remaining battery time, along with a percentage display.

To ensure optimal battery performance, it is recommended to perform **Battery Calibration** on a regular basis.

## Storage

To assess the health status of your storage, initiate the evaluation by clicking the **Check** button. Besides, you can see the current utilization of storage by both apps and files, along with a check on available storage space.

For improved laptop performance, utilize either **Quick Cleanup** or **Advanced Cleanup** to efficiently remove temporary and unnecessary files, helping you clean up storage space and speed up your laptop.



## RAM

To assess the health status of your RAM, click the **Check** button and view the current RAM usage.

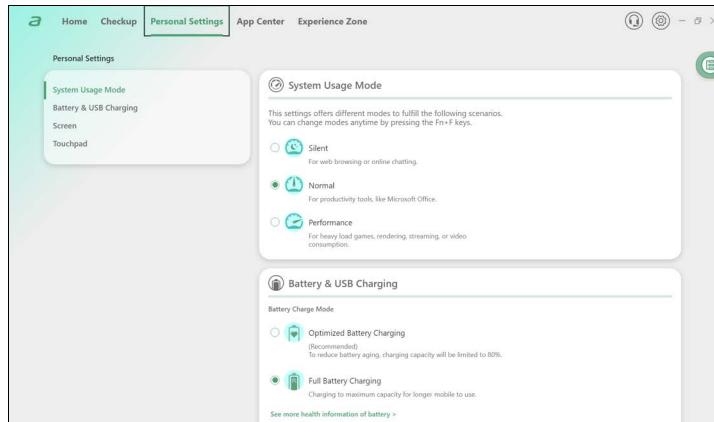


### Note

*Specifications vary depending on model or Operating System.*

# Personal Settings

In the *Personal Settings* tab, you can select the systems usage mode, battery charging mode, screen and touchpad related settings according to your preferences.



## System Usage Mode

There are three available modes to choose from: **Silent**, **Normal** and **Performance**. Choose the one that best suits for your specific use case. You can easily switch between modes at any time by pressing the Fn+F keys.

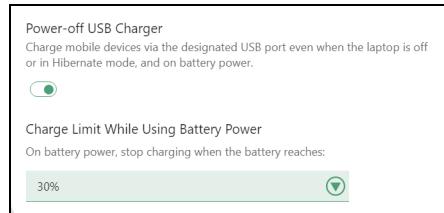
## Battery & USB Charging

- **Battery Charge Mode**

There are two battery charging options available for your selection: **Optimized Battery Charging** and **Full Battery Charging**. It is highly recommended to opt for the **Optimized Battery Charging** mode. When this mode is selected, the system charges the battery up to 80% capacity, effectively enhancing the overall battery life.

- **Power-off USB Charger**

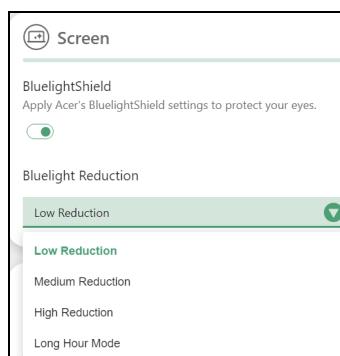
Make use of the designated USB port to charge mobile devices, even when the laptop is powered off or in Hibernation mode. In addition, you can set a battery level; when the battery power drops below this set level, the charging will be automatically halted. This feature serves to optimize laptop energy, particularly in situation where a power adapter is not available.



## Screen

- **BluelightShield**

The BluelightShield can be enabled to reduce blue-light emissions from the screen to protect your eyes. You have the flexibility to toggle BluelightShield on or off, and choose from four different modes to fit your needs.



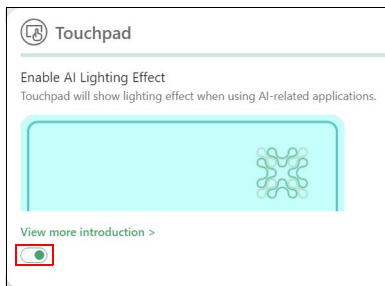
- Low Reduction: Reduces blue light emission from the LED backlit screen by 10% to 25% for basic protection.
- Medium Reduction: Reduces blue light emission from the LED backlit screen by 26% to 45% to protect your eyes.
- High Reduction: Reduces blue light emission from the LED backlit screen by 46% to 65% for maximum protection.
- Long Hour Mode: Professionally tuned to reduce eye strain over an extended period of time.

- Acer OLED Care Settings

OLED screen is known for its ability to display near-perfect blacks and brilliant colors, offering an exceptional visual experience without the need for a backlight, compared to the LED panel. However, it's crucial to be mindful of OLED burn-in potential. This can occur if the maximum settings for backlight, brightness, and contrast are used to display static images, possibly resulting in permanent burn-in damage to your OLED display.

### Touchpad

You can enable or disable AI Lighting Effect (**Activity Indicator**). Select **View more introduction** to see AI Lighting Effect descriptions.

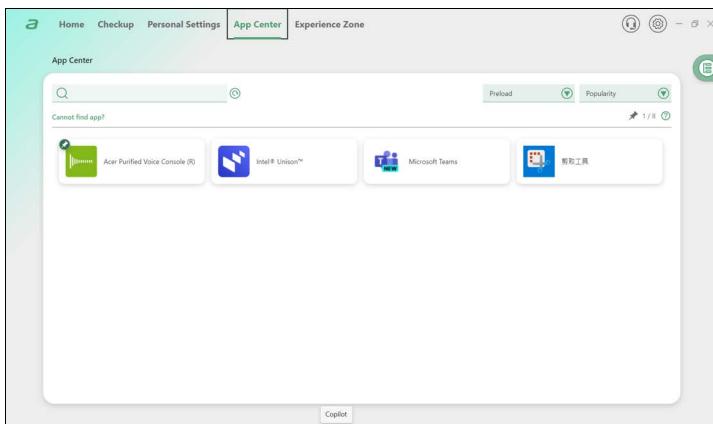


#### Note

*Specifications vary depending on model or Operating System.*

# App Center

Select the **App Center** tab to swiftly launch the installed app on your computer. In case you cannot locate the app within the comprehensive list of **All Apps**, utilize the search function. In addition, you can refine the display by showing only preloaded apps or games, and organize them based on **Popularity**, **Alphabet**, or **Installation Date**. If the app is newly installed, then click the *Refresh* icon  to reload the view.



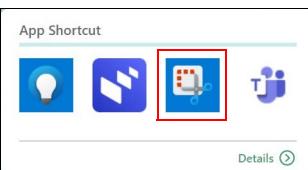
## Note

For ease of access, you can pin the app shortcut to the widget card. To do so, hover the cursor over the app and click the Pin icon. To unpin the app from the widget card, repeat the step.

App Center



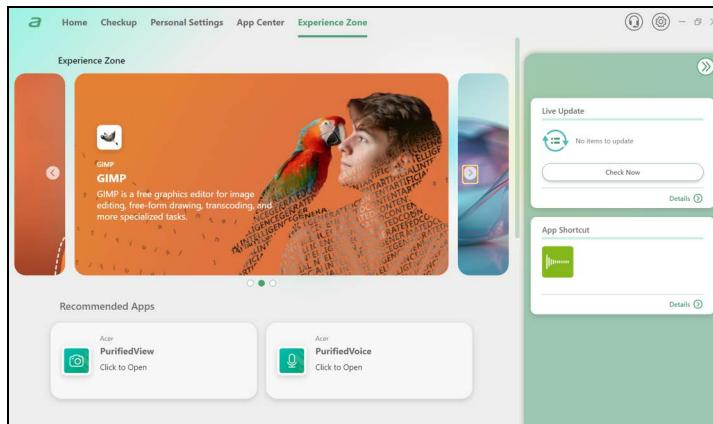
Widget card



## Experience Zone

It provides users with a suite of AI-enhanced features for collaboration.

In particular, Experience Zone offers a quick and easy way to fine-tune your AI-assisted Acer PurifiedView camera, Acer PurifiedVoice microphone settings and Activity Indicator (depending on your model), all in one place. Designed to be intuitive, it automatically appears when your device detects that your webcam or microphone has been turned on, and smartly hides itself after a brief period of inactivity.



# Keeping your computer and data safe...

## In this section you will find:

- How to secure your computer
- Setting passwords
- What you need to prepare when you're traveling
- How to get the most out of your battery

# SECURING YOUR COMPUTER

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

Security features include hardware and software locks — a security notch and passwords.

## Using a computer security lock

The computer comes with a computer security slot for a security lock. Wrap a computer security lock cable around an immovable object such as a table or handle of a locked drawer. Insert the lock into the notch and turn the key to secure the lock. Some keyless models are also available.

## Using passwords

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

- Supervisor Password prevents unauthorized entry into the BIOS utility. Once set, you must enter this password to gain access to the BIOS utility. [See Setting passwords on page 43](#).
- User Password secures your computer against unauthorized use. Combine the use of this password with password checkpoints on boot-up and resume from Hibernation (if available) for maximum security.
- Password on Boot secures your computer against unauthorized use. Combine the use of this password with password checkpoints on boot-up and resume from Hibernation (if available) for maximum security.



### Important

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

## Entering passwords

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

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



### Important

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

# FINGERPRINT READER

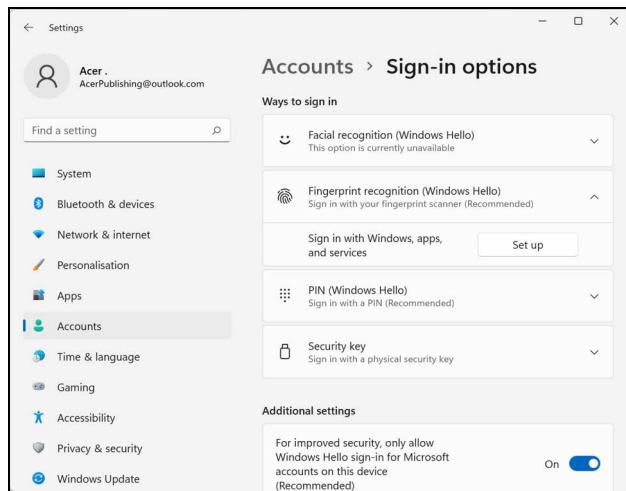
In addition to using an account password or PIN to sign in to Windows apps and services, you can also use the fingerprint reader to sign-in and unlock your Acer notebook.

In order to use the fingerprint reader, you must first configure the fingerprint reader to recognize your fingerprint to confirm your identity.

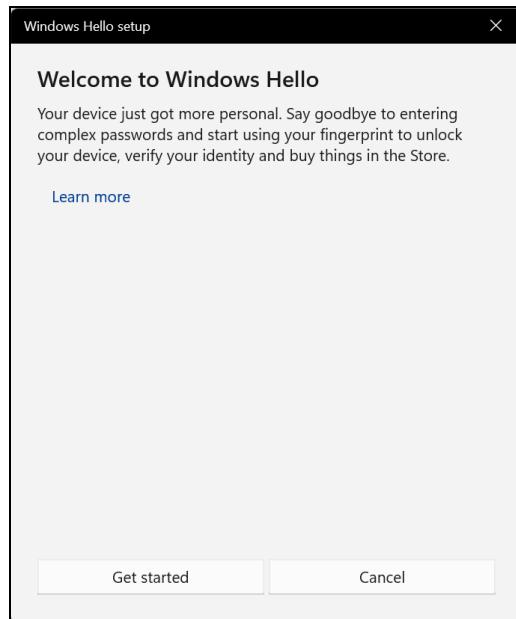
## How to use the fingerprint reader

Select the **Start** button, then select **Settings > Accounts > Sign-in options** to set up Windows Hello.

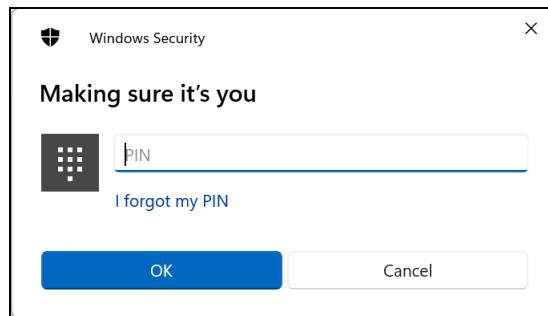
1. In Fingerprint recognition (Windows Hello), select **Set up** to configure the fingerprint reader.



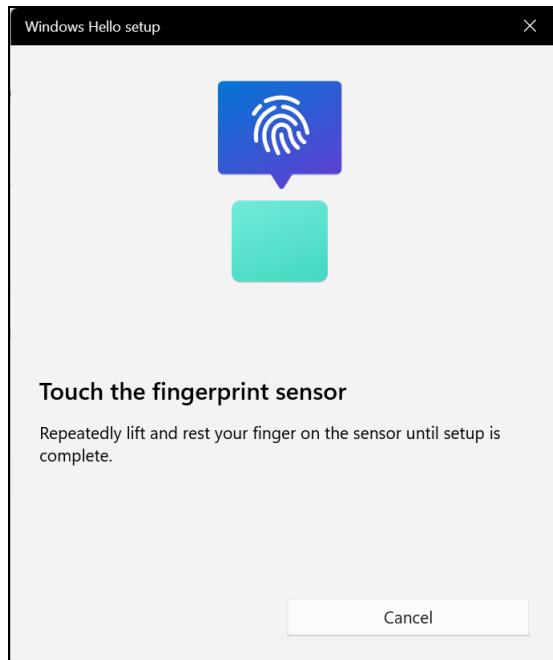
2. In the Windows Hello setup window, select **Get started** to begin the fingerprint configuration.



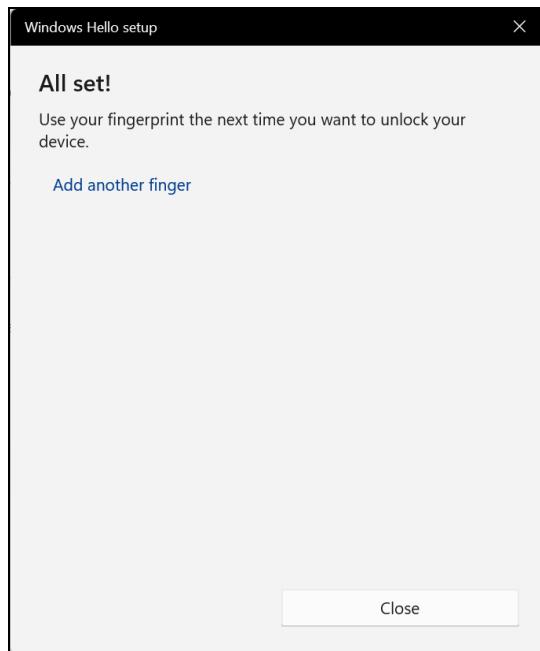
3. Enter your PIN to confirm your identity.



4. When the Windows Hello setup window appears, follow the onscreen directions. Press and hold your finger on the fingerprint sensor and then lift. Repeat this step until the fingerprint configuration is complete.



- Once the fingerprint configuration is complete, you will be able to sign in or unlock your computer by placing your fingerprint on the fingerprint reader. You may select **Add another finger** to add another fingerprint to unlock the computer.



### Note

*If the notebook has multiple accounts, you can set up access separately and automatically switch between accounts.*

# BIOS UTILITY

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

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

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

## Boot sequence

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

## Setting passwords

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

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

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

# POWER MANAGEMENT

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

## Saving power

### *Disable Fast startup*

Your computer uses Fast startup to start quickly, but also uses a small amount of power to check for signals to start. These checks will slowly drain your computer's battery.

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



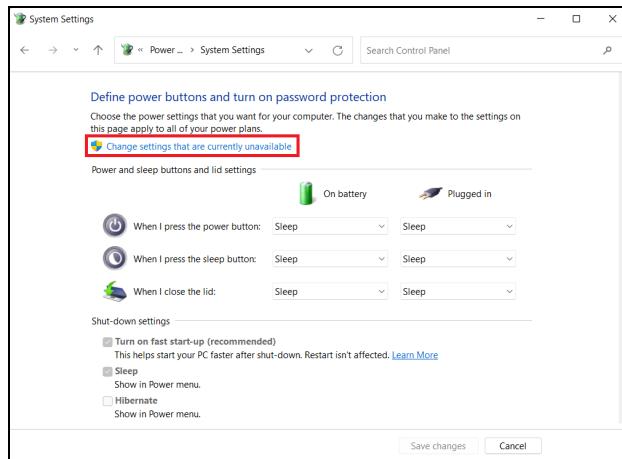
### Note

*If Fast startup is off, your computer will take longer to start from Sleep.*

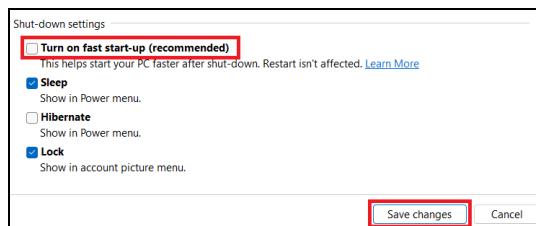
*Your computer will also not start if it receives an instruction to start over a network (Wake on LAN).*

1. Press the *Windows* key or select the *Windows Start button* then search for "**Choose a power plan**".
2. Select **Choose what the power buttons do**.

### 3. Select **Change settings that are currently unavailable**.



### 4. Scroll down and disable **Turn on fast start-up**.



### 5. Select **Save changes**.

# BATTERY PACK

The computer uses an embedded Lithium battery that gives you long use between charges.

## Battery characteristics

The battery is recharged whenever you connect the computer to the AC adapter. Your computer supports charge-in-use, enabling you to recharge the battery while you continue to operate the computer. However, recharging with the computer turned off significantly reduces charge time.

The battery will come in handy when you travel or during a power failure.

## Charging the battery

Plug the AC adapter into the computer, and connect to a mains power outlet.



### Note

*You are advised to charge the battery before retiring for the day. Charging the battery overnight before traveling enables you to start the next day with a fully charged battery.*

### Conditioning a new battery pack

Before you use a battery pack for the first time, there is a conditioning process that you should follow:

1. Connect the AC adapter and fully charge the battery.
2. Turn on the computer and complete setting up the operating system.
3. Disconnect the AC adapter.
4. Operate the computer using battery power.
5. Fully deplete the battery until the battery-low warning appears.
6. Reconnect the AC adapter and fully charge the battery again.

Follow these steps again until the battery has been charged and discharged three times.

Use this conditioning process for all new batteries, or if a battery hasn't been used for a long time.



### Warning

**Do not expose battery packs to temperatures below 0° C (32° F) or above 45° C (113° F). Extreme temperatures may adversely affect the battery pack.**

The battery conditioning process ensures your battery accepts the maximum possible charge. Failure to follow this procedure will prevent you from obtaining the maximum battery charge, and will also shorten the effective lifespan of the battery.

In addition, the useful lifespan of the battery is adversely affected by the following usage patterns:

- Using the computer on constant AC power.
- Not discharging and recharging the battery to its extremes, as described above.
- Frequent use; the more you use the battery, the faster it will reach the end of its effective life. An embedded battery has a life span of more than 1,000 charge/discharge cycles.

## Optimizing battery life

Optimizing battery life helps you get the most out of battery operation, prolonging the charge/recharge cycle and improving recharging efficiency. You are advised to follow the suggestions set out below:

- Use AC power whenever possible, reserving battery for mobile use.
- Remove accessories that are not being used (e.g. a USB disk drive), as they can continue to draw power.
- Store your PC in a cool, dry place. The recommended temperature is 10° C (50° F) to 30° C (86° F). Higher temperatures cause the battery to self-discharge faster.
- Excessive recharging decreases the battery life.
- Look after your AC adapter and battery.

## Checking the battery level

The power meter indicates the current battery level. Rest the cursor over the battery/power icon on the taskbar to see the battery's present charge level.

## Battery-low warning

When using battery power pay attention to the power meter.



### Important

Connect the AC adapter as soon as possible after the battery-low warning appears. Data may be lost if the battery is allowed to become fully depleted and the computer shuts down.

When the battery-low warning appears, the recommended course of action depends on your situation:

Situation	Recommended Action
The AC adapter and a power outlet are available.	<ol style="list-style-type: none"><li>1. Plug the AC adapter into the computer, and then connect to the main power supply.</li><li>2. Save all necessary files.</li><li>3. Resume work.</li></ol> <p data-bbox="381 879 1019 949"><b>Turn off the computer if you want to recharge the battery rapidly.</b></p>
The AC adapter or a power outlet is unavailable.	<ol style="list-style-type: none"><li>1. Save all necessary files.</li><li>2. Close all applications.</li><li>3. Turn off the computer.</li></ol>

# TRAVELING WITH YOUR COMPUTER

This section gives you tips and hints to consider when moving around or traveling with your computer.

## Disconnecting from the desktop

Follow these steps to disconnect your computer from external accessories:

1. Save any open files.
2. Remove discs from optical drive.
3. Shut down the computer or put it into Sleep or Hibernate mode.
4. Close the display cover.
5. Disconnect the cord from the AC adapter.
6. Disconnect the keyboard, pointing device, printer, external monitor and other external devices.
7. Disconnect the Kensington / Noble lock if you are using one to secure the computer.



### Note

*Specifications vary depending on model.*

## Moving around

When you are just moving within short distances, for example, from your office desk to a meeting room.

Before moving the computer, close and latch the display cover to place it in Sleep mode. You can now safely take the computer anywhere you go within the building.

If you are moving within a larger distance, you may choose to shut down the computer.



### Note

*The computer may enter Hibernation or Deep Sleep mode after being in Sleep mode for a period of time.*

## What to bring

When you are just moving within short distances, you probably do not need to bring anything with you other than your computer. If your battery is not fully charged, you may want to bring the AC adapter with you to plug in your computer. If you cannot find an electrical outlet, reduce the drain on the battery by putting the computer in Sleep mode. Press the Sleep hotkey or close the display cover whenever you are not actively using the computer.

When you are moving within a larger distance, for instance, traveling locally or internationally, after shutting down the computer and disconnecting any external devices, pack the computer in a protective case that can prevent the computer from sliding around and cushion it if it should fall.

# Ports and connectors...

## In this section you will find:

- Information on the ports and connectors fitted to your computer

# UNIVERSAL SERIAL BUS (USB)

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



## Note

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

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



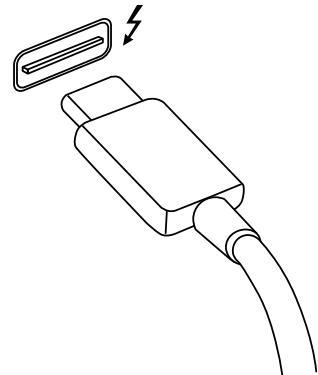
## Important

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

# THUNDERBOLT 4 PORT

A Thunderbolt 4 port allows you to easily connect devices with a Type-C connector to your computer, such as additional storage (e.g. an external drive), displays, or any other compatible device. Up to six devices, including displays, can be connected in series to a single Thunderbolt port.

The Thunderbolt connection uses a USB Type-C port and is compatible with Thunderbolt, USB, DisplayPort and power on USB-C devices. The Type-C port is reversible; connectors may be inserted with either side up.



## Displays

Up to two 4K displays with can be connected to a single Thunderbolt 4 port. If an adapter is used, DisplayPort or compatible devices, including HDMI, DVI or VGA, can be used.



### Note

*Thunderbolt 4 ports support transfer speeds up to 40 Gbps, and USB devices with a Type-C connector at lower speeds (typically up to 10 Gbps).*

*Other USB or older Thunderbolt devices with a USB Type-C connector (or adapter) are supported, but transfer speeds may be reduced and certain functions may be disabled (such as Thunderbolt display support).*



### Important

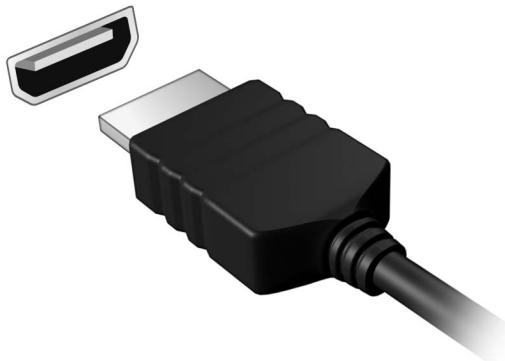
**When removing a USB storage device, you should right-click on the USB icon in the Windows task bar and select "Eject <device>" to tell the operating system to stop using the device before removing it. Failure to do this may result in data loss or damage to your peripheral.**

# HDMI

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

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



# VIDEO AND AUDIO CONNECTORS

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

## Connecting a monitor

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



### Note

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

## Headphones and microphone

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

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

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



### Note

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

# Got a question?

## In this section you will find:

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

# FREQUENTLY ASKED QUESTIONS

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

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

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

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

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

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

*Nothing appears on the screen.*

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

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

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

*No audio is heard from the computer.*

Check the following:

- The volume may be muted. Look at the volume control (speaker)

icon in the taskbar. If it is crossed-out, click the icon and drag the slider to the right to increase the volume.

- The volume level may be too low. Check the volume from the volume control (speaker) icon in the taskbar. You can also use the volume control hotkeys to adjust the volume.
- If headphones, earphones or external speakers are connected to the headphone jack on the computer, the internal speakers automatically turn off.

*The keyboard does not respond.*

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

*The printer does not work.*

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

*I want to restore my computer to its original settings.*



#### Note

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

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



#### Warning

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

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

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



### Note

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

For more information, [see Restoring your computer on page 14](#).

## Requesting service

### *International Travelers Warranty (ITW)*

Your computer is backed by an International Travelers Warranty (ITW) that gives you security and peace of mind when traveling. An ITW passport came with your computer and contains all you need to know about the ITW program. A list of available, authorized service centers is in this handy booklet. Read this passport thoroughly.

Always have your ITW passport on hand, especially when you travel, to receive the benefits from our support centers. Attach your proof-of-purchase to the ITW passport.

If the country you are traveling in does not have an Acer-authorized ITW service site, you can still get in contact with our offices worldwide. Please visit [www.acer.com](http://www.acer.com).

### *Before you call*

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

You are required to provide the following information:

Name:

Address:

Telephone number:

Machine and model type:

Serial number:

Date of purchase:

# Troubleshooting

This chapter shows you how to deal with common system problems. Read it before calling a technician if a problem occurs. Solutions to more serious problems require opening up the computer. Do not attempt to open the computer yourself; contact your dealer or authorized service center for assistance.

## Troubleshooting tips

This computer incorporates an advanced design that delivers onscreen error message reports to help you solve problems.

If the system reports an error message or an error symptom occurs, see "Error messages" below. If the problem cannot be resolved, contact your dealer.

## Error messages

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

Error messages	Corrective action
CMOS battery bad	Contact your dealer or an authorized service center.
CMOS checksum error	Contact your dealer or an authorized service center.
Disk boot failure	Insert a system (bootable) disk, then press <b>Enter</b> to reboot.
Equipment configuration error	Press <b>F2</b> (during POST) to enter the BIOS utility, then press <b>Exit</b> in the BIOS utility to reboot.
Hard disk 0 error	Contact your dealer or an authorized service center.
Hard disk 0 extended type error	Contact your dealer or an authorized service center.

Error messages	Corrective action
I/O parity error	Contact your dealer or an authorized service center.
Keyboard error or no keyboard connected	Contact your dealer or an authorized service center.
Keyboard interface error	Contact your dealer or an authorized service center.
Memory size mismatch	Press <b>F2</b> (during POST) to enter the BIOS utility, then press <b>Exit</b> in the BIOS utility to reboot.

If you still encounter problems after going through the corrective measures, please contact your dealer or an authorized service center for assistance.

# INTERNET AND ONLINE SECURITY

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## First steps on the net

### Protecting your computer

It is vital to protect your computer from viruses and attacks over the internet (see [Internet security software on page 65](#)).

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

### Choose an Internet Service Provider



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

#### Connection types

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

##### Dial-up

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

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

### DSL (e.g. ADSL)

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



#### **Note**

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

### Cable

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

### Cellular

A cellular connection allows you to use cellular networks (such as those used by a mobile phone) to connect to the internet while away from home. The socket for a SIM card may be built in to your computer, or may require an external device, such as a USB modem or even an appropriately equipped mobile phone.



#### **Note**

*If your computer includes a SIM card slot, you require a compatible SIM card and a contract with a cellular provider.*

*Before using the cellular features, check with your service provider to see if any additional charges will be incurred, especially roaming charges.*

## Network connections

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

### Wireless networks

A wireless LAN or WLAN is a wireless local area network, which may link two or more computers without using wires. Setting up a wireless network is easy and allows you to share files, peripheral devices and an internet connection.

#### What are benefits of a wireless network?

##### *Mobility*

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

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

##### *Installation speed and simplicity*

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

### *Components of a wireless LAN*

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

#### Access point (router)

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

services. Read carefully the documentation supplied with your Access point/router for detailed setup instructions.

### Wireless adapter

Most computers feature a wireless module and Wi-Fi button that turns the network connection on or off. You may also turn your wireless network on or off, or control what is shared over the network with the network management options.



#### **Warning**

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

## **Surf the Net!**

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



### **Acer website**

To get you started why not visit our website, [www.acer.com](http://www.acer.com).

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

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

## **Internet security software**

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

## *Select Acer computers include protection by McAfee*

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



### **Note**

*Specifications vary depending on model or Operating System.*

## *Staying ahead of cybercriminals*

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

## *Ensure your software is up to date*

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

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

## *Keep a lookout for fake or phishing emails*

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

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

## *Don't be fooled if someone calls your phone*

A tech support scam is a form of online fraud where people call you on the phone saying they're Technical Support from a trusted

company like McAfee or Microsoft and that you have a virus. The main motive behind these scams is to extort money from the victim. Cybercriminals can also install malware such as keylogging software or backdoor Trojans in order to gain access to personal information.

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

### *Common threats cybercriminals use*

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

#### Ransomware

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

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

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

#### Botnets

A botnet is a string of infected, connected computers coordinated together to perform a task. Botnets gain access to your machine through some piece of malicious coding. Once the software is downloaded, the botnet will now contact its master computer and let it know that everything is ready to go. Now your computer, phone,

tablet, or IoT device is entirely under the control of the person who created the botnet. Most people who are infected with botnets aren't even aware that their computer's security has become compromised!

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

### Viruses/Malware

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

**What to do if you're infected:** Take steps to avoid infection by staying protected with internet security software like McAfee.

### *Take special precautions when using public Wi-Fi*

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

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

## *For more tips on how to stay safe*

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

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

## *Protect your computer with Windows security tools*

Windows provides a variety of protection applications.

### Windows Updates

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



# Regulatory Information and Safety Guide

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Information and Safety Guide This

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## IMPORTANT SAFETY INFORMATION FOR CHILDREN

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CAUTION - ELECTRICALLY OPERATED PRODUCT. THIS IS NOT A TOY. TO AVOID RISK OF ELECTRIC SHOCK OR FIRE IT SHOULD NOT BE USED WITHOUT ADULT SUPERVISION OR PLACED WHERE SMALL CHILDREN CAN REACH IT. CAUTION - ELECTRICALLY OPERATED PRODUCT.

Not recommended for children under 3 years of age. As with all electrical products, precautions should be observed during handling and use of electrical products to reduce the risk of electric shock.

"CAUTION for film bag - Keep away from small children; the thin film may cling to nose and mouth and prevent breathing."

- As with the power supply (adapter) should not be handled by the children, precautions should be observed during handling and use to prevent electric shock and high temperature.
- Children should be very careful while handling the power supply (adapter), in particular plugging the power supply into the receptacle (power outlet).
- The product should not be placed on the bare skin (e.g. lap of a child) for long periods. The laptop should be placed on a flat surface, like a desk or tabletop, if intending to use it for more than a few minutes.
- The product, including power supply and battery pack, as applicable should not be left in the rain or exposure to water. If cleaning is necessary do not immerse in water; wipe clean with a damp cloth.
- The product, including power supply and battery pack, as applicable should not be dropped, crushed (stepped on) or otherwise abused.
- Children should be careful with the cable (wiring) between the power supply (adapter) and laptop, in particular as a potential trip hazard.

An adult should periodically inspect the product for damage, including the power supply and casing around the battery pack, (as applicable, and replace or send for repair if necessary. Similarly, if a child notices damage or broken parts, this should be reported to an adult immediately so that the damaged parts can be replaced or repaired.

# TIPS AND INFORMATION FOR COMFORTABLE USE

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## Important

Some of the information in this guide may not apply to your computer.

Computer users may complain of eyestrain and headaches after prolonged use. Users are also at risk of physical injury after long hours of working in front of a computer. Long work periods, bad posture, poor work habits, stress, inadequate working conditions, personal health and other factors greatly increase the risk of physical injury.

Incorrect computer usage may lead to carpal tunnel syndrome, tendonitis, tenosynovitis or other musculoskeletal disorders. The following symptoms may appear in the hands, wrists, arms, shoulders, neck or back:

- Numbness, or a burning or tingling sensation.
- Aching, soreness or tenderness.
- Pain, swelling or throbbing.
- Stiffness or tightness.
- Coldness or weakness.

If you have these symptoms, or any other recurring or persistent discomfort and/or pain related to computer use, consult a physician immediately and inform your company's health and safety department.

The following section provides tips for more comfortable computer use.

## Finding your comfort zone

Find your comfort zone by adjusting the viewing angle of the monitor, using a footrest, or raising your sitting height to achieve maximum comfort. Observe the following tips:

- Refrain from staying too long in one fixed posture.

- Avoid slouching forward and/or leaning backward.
- Stand up and walk around regularly to remove the strain on your leg muscles.
- Take short rests to relax your neck and shoulders.
- Avoid tensing your muscles or shrugging your shoulders.
- Install the external display, keyboard and mouse properly and within comfortable reach.
- If you view your monitor more than your documents, place the display at the center of your desk to minimize neck strain.

## Taking care of your vision

Long viewing hours, wearing incorrect glasses or contact lenses, glare, excessive room lighting, poorly focused screens, very small typefaces and low-contrast displays could stress your eyes. The following sections provide suggestions on how to reduce eyestrain.

### Eyes

- Rest your eyes for 5-10 mins every hour.
- Give your eyes regular breaks by looking away from the monitor and focusing on a distant point.
- Blink frequently to keep your eyes from drying out.

### Display

- Keep your display clean.
- Keep your head at a higher level than the top edge of the display so your eyes point downward when looking at the middle of the display.
- Adjust the display brightness and/or contrast to a comfortable level for enhanced text readability and graphics clarity.
- Eliminate glare and reflections by:
  - placing your display in such a way that the side faces the window or any light source,
  - minimizing room light by using drapes, shades or blinds,
  - using a task light,
  - changing the display's viewing angle,
  - using a glare-reduction filter,

- using a display visor, such as a piece of cardboard extended from the display's top front edge.
- Avoid adjusting your display to an awkward viewing angle.
- Avoid looking at bright light sources for extended periods of time.

## Developing good work habits

The following work habits make computer use more relaxing and productive:

- Take short breaks regularly and often.
- Perform some stretching exercises.
- Breathe fresh air as often as possible.
- Exercise regularly and maintain a healthy body.



### Warning

We do not recommend using the computer on a couch or bed. If this is unavoidable, work for only short periods, take breaks regularly, and do some stretching exercises.



### Warning

To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to come into contact with the skin or a soft surface, such as pillows or rugs or clothing, during operation.

## Protecting your hearing



### Warning

Permanent hearing loss may occur if earphones or headphones are used at high volume for prolonged periods of time.



To protect your hearing, follow these instructions.

- Increase the volume gradually until you can hear clearly and comfortably.
- Do not increase the volume level after your ears have adjusted.
- Do not listen to music at high volumes for extended periods.
- Do not increase the volume to block out noisy surroundings.
- Decrease the volume if you can't hear people speaking near you.

# BASIC CARE AND TIPS FOR USING YOUR COMPUTER

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Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.

## Turning your computer on and off

To turn on the computer, simply press and release the power button. Please refer to the setup poster for the location of the power button.



### Note

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

## Taking care of your computer

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

- Do not expose the computer to direct sunlight. Do not place it near sources of heat, such as a radiator.
- Do not subject the computer to magnetic fields.
- Do not expose the computer to rain or moisture.
- Do not spill water or any liquid on the computer.
- Do not drop, bump, scratches, twist, hit, shake push, or place heavy objects on your computer, display, or external devices.
- Do not subject the computer to heavy shock or vibration.
- Do not expose the computer to dust or dirt.
- Never place objects on top of the computer.
- Do not slam the computer display when you close it.
- Never place the computer on uneven surfaces.
- Where possible, keep all objects at least 15 cm away from the computer to avoid causing computer damage.

## General

- Do not use this product near water.
- Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
- Slots and openings are provided for ventilation to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat register, or in a built-in installation unless proper ventilation is provided.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind onto or into the product.
- To avoid damage of internal components and to prevent battery leakage, do not place the product on a vibrating surface.
- Never use it under sporting, exercising, or any vibrating environment which will probably cause a short-circuit or damage rotor devices, HDD, optical drive, and even exposure risk from the lithium battery pack.
- The bottom surface, areas around ventilation openings and AC adapter may get hot. To avoid injury, ensure they do not come in contact with your skin or body.
- Your device and its enhancements may contain small parts. Keep them out of the reach of small children.
- The surface temperature of the base will rise during normal operation, particularly when plugged in to AC power. Allowing sustained contact with exposed skin can cause discomfort or burns.

## Pack your computer carefully

Use a quality carrying case that provides adequate cushioning and protection. Do not pack your computer in a tightly packed suitcase or bag.

Before putting your computer in a carrying case, make sure that it is off or in sleep mode. Do not put a computer in a carrying case while it is turned on.

## Safety instructions

### Product servicing

Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks. Refer all servicing to qualified service personnel.

Unplug this product from the wall outlet and refer servicing to qualified service personnel when:

- The power cord or plug is damaged, cut or frayed.
- Liquid was spilled into the product.
- The product was exposed to rain or water.
- The product has been dropped or the case has been damaged.
- The product exhibits a distinct change in performance, indicating a need for service.
- The product does not operate normally after following the operating instructions.
- The product exhibits a distinct change in performance, indicating a need for service.
- The product does not operate normally after following the operating instructions.



#### Note

*Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.*

### Cleaning and servicing

When cleaning the computer, follow these steps:

1. Turn off the computer and remove the battery pack if applicable.

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

Prevent Electrostatic discharge: A discharge of static electricity from finger or other electrostatic conductors can seriously damage a battery, or other electronic components and cause loss of information deletion from electrostatic damage to a drive. Before handling an electronic device, discharge static electricity by touching an unpainted metal surface.

## Battery and adapter information

### Accessing the power

Be sure that the power outlet you plug into is easily accessible and located as close to the equipment operator as possible. When you need to disconnect power to the equipment, be sure to unplug from the electrical outlet.

### Disconnecting the power source

Observe the following guidelines when connecting and disconnecting power to the power supply unit:

Install the power supply unit before connecting to the AC power outlet.

Unplug before removing the power supply unit from the computer.

If the system has multiple sources of power, disconnect power from the system by unplugging all power cords from the power supplies.

### Using electrical power

- Do not connect the adapter to any other device.
- When unplugging the power cord, do not pull on the cord itself but pull on the plug.
- This product should be operated from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.

- If an extension cord is used with this product, make sure that the total ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed the fuse rating.
- Do not overload a power outlet, strip or receptacle by plugging in too many devices. The overall system load must not exceed 80% of the branch circuit rating. If power strips are used, the load should not exceed 80% of the power strip's input rating.
- If this product's AC adapter is equipped with a three-wire grounded plug. The plug only fits in a grounded power outlet. Make sure the power outlet is properly grounded before inserting the AC adapter plug. Do not insert the plug into a non-grounded power outlet. Contact your electrician for details.



### Warning

To prevent high temperature and device damage, please connect the AC adaptor into DC-in jack on the laptop fully and plug the power cord into electric outlet completely at all times.



### Warning

The grounding pin is a safety feature. Using a power outlet that is not properly grounded may result in electric shock and/or injury.



### Note

The grounding pin also provides good protection from unexpected noise produced by other nearby electrical devices that may interfere with the performance of this product.

- The system can be powered using a wide range of voltages; 100 to 120 or 220 to 240 V or 100-240 V AC. The power cord included with the system meets the requirements for use in the country/region where the system was purchased. Power cords for use in other countries/regions must meet the requirements for that country/region. For more information on power cord requirements, contact an authorized reseller or service provider.

## Guidelines for safe battery usage



### Warning

**When using a charging cart or a small space to simultaneously charge or operate multiple devices , the area must be well- ventilated and the temperature kept between 0 °C (32 °F) to 35 °C (95 °F) and battery charging must be stopped when 100% capacity is reached.**  
**Continuous charging can cause deformation or damage to the battery/ device.**

### *Precautions when charging batteries*

The useful lifespan of a battery is adversely affected by the following behavior:

- Constantly charging the battery/device when already at full capacity.
- Charging the battery/device at temperatures above 35 °C (95 °F) or below 0 °C (32 °F).

To prevent damage, follow these precautions:

- Stop charging the battery once it reaches 100% capacity; regularly or frequently charging a fully charged battery for an extended period of time may cause battery deformation or damage. We recommend that you recharge the device when the battery level drops below 70% capacity.
- Do not charge battery in temperatures above 35 °C (95 °F) or below 0 °C (32 °F). Charging in abnormally high or abnormally low temperatures can cause battery deformation or damage.
- The charging port must be clean and free from debris and should only be used with Acer charging equipment. Use of a non-Acer battery or charging equipment can cause damage to the product and will void the warranty.
- If you plan to store the device for a long period of time, turn-off the device, remove AC power and store the product at room temperature (0 °C - 35 °C) in a dry (humidity: 45% - 80%), well-ventilated area. Avoid direct sunlight, high temperatures and high humidity. Do not leave your device's battery completely discharged for a long period of time; this may cause battery deformation or damage. We recommend that the battery is checked and charged to approximately 50% capacity every 6 months.

- ONLY CHARGE THE BATTERY IN A CLEAN, WELL VENTILATED AREA.



### Warning

**Batteries may explode if not handled properly.**

**Do not disassemble or dispose of batteries in fire.**

**Do not short external contacts, crush, puncture or otherwise tamper with batteries. Keep batteries away from children.**

**Follow local regulations when disposing of used batteries.**

### *Precautions when replacing the battery*

Improper replacement or mishandling could damage the battery, cause overheating, result in injury, and risk fire or explosion.

- Device with built-in battery: A built-in battery must be replaced by an authorized service center. Do not attempt to replace or remove the battery by yourself.
- Device with removable battery: The battery should only be replaced with parts approved by Acer. Do not replace the battery with any parts other than approved ones.

This notebook uses a Lithium-based battery. Do not use it in a humid, wet or corrosive environment. Do not put, store or leave your product in or near a heat source, in a high temperature location, in strong direct sunlight, in a microwave oven or in a pressurized container, and do not expose it to temperatures over 50 °C (122 °F).

Failure to follow these guidelines may cause the battery to leak acid, become hot, explode or ignite and cause injury and/or damage. Do not pierce, open or disassemble the battery. If the battery leaks and you come into contact with the leaked fluids, rinse thoroughly with water and seek medical attention immediately. For safety reasons, and to prolong the lifetime of the battery, charging will not occur at temperatures below 0 °C (32 °F) or above 35 °C (95 °F).

The full performance of a new battery is achieved only after two or three complete charge and discharge cycles. The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the operation time becomes noticeably shorter than normal, check an authorized reseller to purchase a new battery.

Use the battery only for its intended purpose. Never use any charger or battery that is damaged. Do not short-circuit the battery. Accidental short-circuiting can occur when a metallic object such as a coin, clip or pen causes direct connection of the positive (+) and negative (-) terminals of the battery. (These look like metal strips on the battery.) This might happen, for example, when you carry a spare battery in your pocket or purse. Short-circuiting the terminals may damage the battery or the connecting object.

The capacity and lifetime of the battery will be reduced if the battery is left in hot or cold places, such as in a closed car in summer or winter. Always try to keep the battery between 15° C and 25° C (59° F and 77° F). A device with a hot or cold battery may not work temporarily, even when the battery is fully charged. Battery performance is especially limited in temperatures well below freezing.

Do not dispose of batteries in a fire as they may explode. Batteries may also explode if damaged. Dispose of batteries according to local regulations. Please recycle when possible. Do not dispose as household waste.

Wireless devices may be susceptible to interference from the battery, which could affect performance.



#### Note

*Please refer to [www.acer.com](http://www.acer.com) for battery shipping documents.*

## Internal battery

- Do not attempt to replace a built-in rechargeable battery, battery replacement must be done by an Acer- authorized repair facility.
- Recharge the battery by following the instruction included in the product documentation.

# WARNINGS AND REGULATORY INFORMATION

## Proximity Sensor (optional)

Acer notebook may feature a Proximity Sensor which contains a laser to sense when user is nearby. And that complies with requirements of 21 CFR 1040.10, 1040.11 except for conformance with IEC 60825-1 Ed. 3 as described in laser notice NO. 56, dated May 8, 2019.

CLASS 1 LASER PRODUCT

CLASS 1 LASER PRODUCT

APPAREIL À LASER DE  
CLASSE 1

CAUTION:

Use of controls or adjustments or performance of procedures other than those specified may result in hazardous radiation exposure.

## Emergency calls



**Warning**

You cannot make emergency calls through this device. To make an emergency call you shall dial out through your mobile phone or other telephone call system.

## Medical devices

Operation of any radio transmitting equipment, including wireless phones, may interfere with the functionality of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external RF energy or if you have any questions. Switch off your device in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF transmissions.

**Pacemakers.** Pacemaker manufacturers recommend that a minimum separation of 15.3 centimeters (6 inches) be maintained between wireless devices and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers should do the following:

- Always keep the device more than 15.3 centimeters (6 inches) from the pacemaker
- Not carry the device near your pacemaker when the device is switched on. If you suspect interference, switch off your device, and move it.

**Hearing aids.** Some digital wireless devices may interfere with some hearing aids. If interference occurs, consult your service provider.

## Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles such as electronic fuel injection systems, electronic antiskid (anti-lock) braking systems, electronic speed control systems, and air bag systems. For more information, check with the manufacturer, or its representative, of your vehicle or any equipment that has been added. Only qualified personnel should service the device, or install the device in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty that may apply to the device. Check regularly that all wireless equipment in your vehicle is mounted and operating properly. Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or enhancements. For vehicles equipped with an air bag, remember that air bags inflate with great force. Do not place objects, including installed or portable wireless equipment in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed, and the air bag inflates, serious injury could result. Using your device while flying in aircraft is prohibited. Switch off your device before boarding an aircraft. The use of wireless devices in an aircraft may be dangerous to the operation of the aircraft, disrupt the wireless telephone network, and may be illegal.

## Potentially explosive environments



### Warning

**Do not operate a portable transmitter (including this wireless adapter) near unshielded blasting caps or in an explosive environment unless the transmitter has been modified to be qualified for such use.**

Switch off your device when in any area with a potentially explosive atmosphere and obey all signs and instructions. Potentially explosive atmospheres include areas where you would normally be advised to turn off your vehicle engine. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Switch off the device at refueling points such as near gas pumps at service stations.

Observe restrictions on the use of radio equipment in fuel depots, storage, and distribution areas; chemical plants; or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), and areas where the air contains chemicals or particles such as grain, dust or metal powders.

Do not switch the notebook on when wireless phone use is prohibited or when it may cause interference or danger.

## Disposal instructions

Do not throw this electronic device into the trash when discarding. To minimize pollution and ensure utmost protection of the global environment, please recycle. For more information on the Waste from Electrical and Electronics Equipment (WEEE) regulations, visit [www.acer-group.com/public/Sustainability](http://www.acer-group.com/public/Sustainability)



## ENERGY STAR



Acer's ENERGY STAR qualified products save your money by reducing energy cost and protecting the environment without sacrificing features or performance. Acer is proud to offer our customers products with the ENERGY STAR mark.

### What is ENERGY STAR?

Products that are ENERGY STAR qualified use less energy and prevent greenhouse gas emissions by meeting strict energy efficiency guidelines set by the U.S. Environmental Protection Agency. Acer is committed to offering products and services worldwide that help customers save money, conserve energy and improve the quality of our environment. The more energy we can save through higher energy efficiency, the more we reduce greenhouse gases and the risks of climate change. More information refers to [www.energystar.gov](http://www.energystar.gov).



#### Note

*Information in this section may not apply to your computer.*

#### Acer ENERGY STAR qualified products:

- Produce less heat and reduce cooling loads, and warmer climates.
- Automatically go into "display sleep" and "computer sleep" within 10 and 30 minutes of inactivity respectively (Refer to the settings in Power Management).
- Wake the computer from sleep mode by pushing keyboard or moving mouse.
- Computers will save more than 80% energy at "sleep" mode.

ENERGY STAR and the ENERGY STAR mark are registered U.S. marks

# Wireless adapter regulatory information

## Radio frequency interference



### Warning

For safety reasons, turn off all wireless or radio transmitting devices when using your laptop under the following conditions. These devices may include, but are not limited to: wireless LAN (WLAN), Bluetooth and/or cellular.

Remember to follow any special regulations in force in any area, and always switch off your device when its use is prohibited or when it may cause interference or danger. Use the device only in its normal operating positions. This device meets RF exposure guidelines when used normally. To successfully transmit data files or messages, this device requires a good quality connection to the network. In some cases, transmission of data files or messages may be delayed until such a connection is available. Parts of the device are magnetic. Metallic materials may be attracted to the device, and persons with hearing aids should not hold the device to the ear with the hearing aid. Do not place credit cards or other magnetic storage media near the device, because information stored on them may be erased.

## Use on aircraft



### Warning

FCC and FAA regulations may prohibit airborne operation of radio-frequency wireless devices (wireless adapters) because their signals could interfere with critical aircraft instruments. Ask the cabin crew before turning on your device's wireless adapter whilst on board.

## The wireless adapter and your health

The wireless adapter, like other radio devices, emits radio frequency electromagnetic energy. The level of energy emitted by the wireless adapter, however, is less than the electromagnetic energy emitted by other wireless devices such as mobile phones. The wireless adapter operates within the guidelines found in radio frequency safety

standards and recommendations. These standards and recommendations reflect the consensus of the scientific community and result from deliberations of panels and committees of scientists who continually review and interpret the extensive research literature. In some situations or environments, the use of the wireless adapter may be restricted by the proprietor of the building or responsible representatives of the applicable organization. Examples of such situations may include:

- Using the wireless adapter on board airplanes, or
- Using the wireless adapter in any other environment where the risk of interference with other devices or services is perceived or identified as being harmful.

If you are uncertain of the policy that applies to the use of wireless adapters in a specific organization or environment (an airport, for example), you are encouraged to ask for authorization to use the adapter before you turn it on.

## USA — FCC and FAA

The FCC with its action in ET Docket 96-8 has adopted a safety standard for human exposure to radio frequency (RF) electromagnetic energy emitted by FCC certified equipment. The wireless adapter meets the Human Exposure limits found in OET Bulletin 65, supplement C, 2001, and ANSI/IEEE C95.1, 1992. Proper operation of this radio according to the instructions found in this manual will result in exposure substantially below the FCC's recommended limits.

- The following safety precautions should be observed:  
Do not touch or move antenna while the unit is transmitting or receiving.
- Do not hold any component containing the radio such that the antenna is very close or touching any exposed parts of the body, especially the face or eyes, while transmitting.
- Do not operate the radio or attempt to transmit data unless the antenna is connected; this behavior may cause damage to the radio.
- The use of wireless adapters in hazardous locations is limited by the constraints posed by the safety directors of such environments.

- The use of wireless adapters on airplanes is governed by the Federal Aviation Administration (FAA).
- The use of wireless adapters in hospitals is restricted to the limits set forth by each hospital.

## FCC radio frequency interference requirements



### Note

*Applies to device supporting IEEE 802.11a/ac wireless adapters.*

This device is restricted to indoor use due to its operation in the 5.15 to 5.25 GHz and 5.470 to 5.725 GHz frequency ranges. FCC requires this product to be used indoors for the frequency ranges 5.15 to 5.25 GHz and 5.470 to 5.725 GHz to reduce the potential for harmful interference to co-channel mobile satellite systems. High power radars are allocated as primary users of the 5.25 to 5.35 GHz and 5.65 to 5.85 GHz bands. These radar stations can cause interference with and /or damage this device. No configuration controls are provided for this wireless adapter allowing any change in the frequency of operations outside the FCC grant of authorization for U.S operation according to Part 15.407 of the FCC rules.

*USA — Federal Communications Commission (FCC)*



### Note

*The radiated output power of the adapter is far below the FCC radio frequency exposure limits. Nevertheless, the adapter should be used in such a manner that the potential for human contact during normal operation is minimized. To avoid the possibility of exceeding the FCC radio frequency exposure limits, you should keep a distance of at least 20 cm between you (or any other person in the vicinity), or the minimum separation distance as specified by the FCC grant conditions, and the antenna that is built into the computer. Details of the authorized configurations can be found at [www.fcc.gov](http://www.fcc.gov) by entering the FCC ID number on the device.*

This device complies with Part 15 of the FCC Rules. Operation of the device is subject to the following two conditions:

- This device may not cause harmful interference.

- This device must accept any interference that may cause undesired operation.

- 15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

### Interference statement

This wireless adapter 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 wireless adapter generates, uses, and can radiate radio frequency energy. If the wireless adapter is not installed and used in accordance with the instructions, the wireless adapter may cause harmful interference to radio communications. There is no guarantee, however, that such interference will not occur in a particular installation. If this wireless adapter 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 taking one or more of the following measures:

- Reorient or relocate the receiving antenna of the equipment experiencing the interference.
- Increase the distance between the wireless adapter and the equipment experiencing the interference.
- Connect the computer with the wireless adapter to an outlet on a circuit different from that to which the equipment experiencing the interference is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## RF exposure

### *FCC RF Radiation Exposure Statement:*

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be

installed and operated with a minimum distance which states in DoC between the radiator and your body.

## Canada — Industry Canada (IC)

This device complies with RSS247 of Industry Canada. Cet appareil se conforme à RSS247 de Canada d'Industrie.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

### CAN ICES-3(B)/NMB-3(B)

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### CAN ICES-3(B)/NMB-3(B)

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Operation on oil platforms, cars, trains, boats and aircraft shall be prohibited except for on large aircraft flying above 10,000 ft.

La bande 5 150-5 250 MHz est réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Utilisation interdite à bord de plateformes de forage pétrolier, de voitures, de trains, de bateaux et d'aéronefs, sauf à bord d'un gros aéronef volant à plus de 10 000 pieds d'altitude.

Users are advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Les utilisateurs êtes avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

#### IC RF Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance which states in DoC between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de XX cm de distance entre la source de rayonnement et votre corps.

## **European Union & UKCA**

#### *List of applicable countries*

This product must be used in strict accordance with the regulations and constraints in the country of use. For further information, contact

### *Specific absorption rate information*

This device meets the EU requirements on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

The limits are part of extensive recommendations for the protection of the general public. These recommendations have been developed and checked by independent scientific organizations through regular and thorough evaluations of scientific studies. The unit of measurement for the European Council's recommended limit for mobile devices is the "Specific Absorption Rate" (SAR), and the SAR limit is 2.0 W/kg averaged over 10 grams of body tissue. It meets the requirements of the International Commission on Non-Ionizing Radiation Protection (ICNIRP).

For body worn operation, this device has been tested and meets the ICNIRP exposure guidelines and the European Standard, for use with dedicated accessories. Use of other accessories which contain metals may not ensure compliance with ICNIRP exposure guidelines.

The low band 5.15 to 5.35 GHz is for indoor use only.

This equipment complies with the essential requirements of the European Union directive 2014/53/EU and UK Radio Equipment Regulations 2017 SI 2017/1206. See Statements of European Union Compliance, and more details refer to the attached Declaration of Conformity.

This device is intended for indoor use only when operating in the frequency range 5945 to 6425 MHz which is applicable in countries that support WiFi 6E

AX211NGW RF Output power:

Technologies	Frequency range (MHz)	Max. Transmit Power	Note
Bluetooth ER/EDR	2400-2483.5 MHz	13.1 dBm	EIRP
Bluetooth LE	2400-2483.5 MHz	10.0 dBm	EIRP
WLAN	2400-2483.5 MHz	19.7 dBm	EIRP
	5150-5350 MHz	23.0 dBm	EIRP
	5470-5725 MHz	23.0 dBm	EIRP
	5725-5875 MHz	13.9 dBm	EIRP
	5945-6425 MHz	22.97 dBm	EIRP

BE201NGW RF Output power:

Technologies	Frequency range (MHz)	Max. Transmit Power	Note
Bluetooth ER/EDR	2400-2483.5 MHz	17.9 dBm	EIRP
Bluetooth LE	2400-2483.5 MHz	9.9 dBm	EIRP
WLAN	2400-2483.5 MHz	20 dBm	EIRP
	5150-5350 MHz	23 dBm	EIRP
	5470-5725 MHz	22.8 dBm	EIRP
	5725-5875 MHz	13.86 dBm	EIRP
	5945-6425 MHz	22.9 dBm	EIRP

## EU Declaration of Conformity

Hereby, Acer Incorporated declares that the radio equipment type N25H5 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: <https://www.acer.com/tw-zh/>

## UK Declaration of Conformity

Hereby, Acer Incorporated declares that the radio equipment type N25H5 is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017.

The full text of the UK Declaration of Conformity may be found at [h](https://www.acer.com/tw-zh/) at the following internet address: <https://www.acer.com/tw-zh/>



AT	BE	BG	CH	CY	CZ	DE
DK	EE	EL	ES	FI	FR	HR
HU	IE	IS	IT	LI	LT	LU
LV	MT	NL	PL	PT	RO	SE
SI	SK	TR	UK (NI)			

### Italy

The use of this equipment is regulated by:

1. D.L.gs 1.8.2003, n. 259, article 104 (activity subject to general authorization) for outdoor use and article 105 (free use) for indoor use, in both cases for private use.
2. D.M. 28.5.03, for supply to public of RLAN access to networks and telecom services.

L'uso degli apparati è regolamentato da:

1. D.L.gs 1.8.2003, n. 259, articoli 104 (attività soggette ad autorizzazione generale) se utilizzati al di fuori del proprio fondo e 105 (libero uso) se utilizzati entro il proprio fondo, in entrambi i casi per uso privato.
2. D.M. 28.5.03, per la fornitura al pubblico dell'accesso R-LAN alle reti e ai servizi di telecomunicazioni.

## Belgium

Dans le cas d'une utilisation privée, à l'extérieur d'un bâtiment, au-dessus d'un espace public, aucun enregistrement n'est nécessaire pour une distance de moins de 300 m. Pour une distance supérieure à 300 m un enregistrement auprès de l'IBPT est requise. Pour les enregistrements et licences, veuillez contacter l'IBPT.

In geval van privé-gebruik, buiten een gebouw, op een openbare plaats, is geen registratie nodig, wanneer de afstand minder dan 300 m is. Voor een afstand groter dan 300 m is een registratie bij BIPT vereist. Voor registraties en licenties, gelieve BIPT te contacteren.

## Brazil

Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

## Pakistan

Pakistan Telecommunication Authority (PTA) Approved.

## Morocco

The operation of this product in the radio channel 2 (2417 MHz) is not authorized in the following cities: Agadir, Assa-Zag, Cabo Negro, Chaouen, Goulimima, Oujda, Tan Tan, Taourirt, Taroudant and Taza.

The operation of this product in the radio channels 4, 5, 6 and 7 (2425 - 2442 MHz) is not authorized in the following cities: Aéroport Mohamed V, Agadir, Aguelmous, Anza, Benslimane, Béni Hafida, Zag.

### Japan

5GHz 帶 (W52, W53) は屋内利用に限る (高出力システムと通信する場合を除く)

### Korea

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음

### Taiwan

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

應避免影響附近雷達系統之操作。

高增益指向性天線只得應用於固定式點對點系統。

### *Modifications to the product*

Acer cannot be held responsible for unauthorized modifications made by the user and the consequences thereof, which may alter the conformity of the product.

### **Compliant with Russian regulatory certification**

