

# National Secondary School Computer Fund

**Acer Aspire 1830T**  
Technical handbook



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# Set up and support manual

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This document provides information about how to complete some common procedures for the bulk purchased device distributed during the third round of the National Secondary School Computer Fund (NSSCF).



## Icon guide

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*General information*



*Security and backup*



*Fixing issues*



*How to information*



*Who to contact*







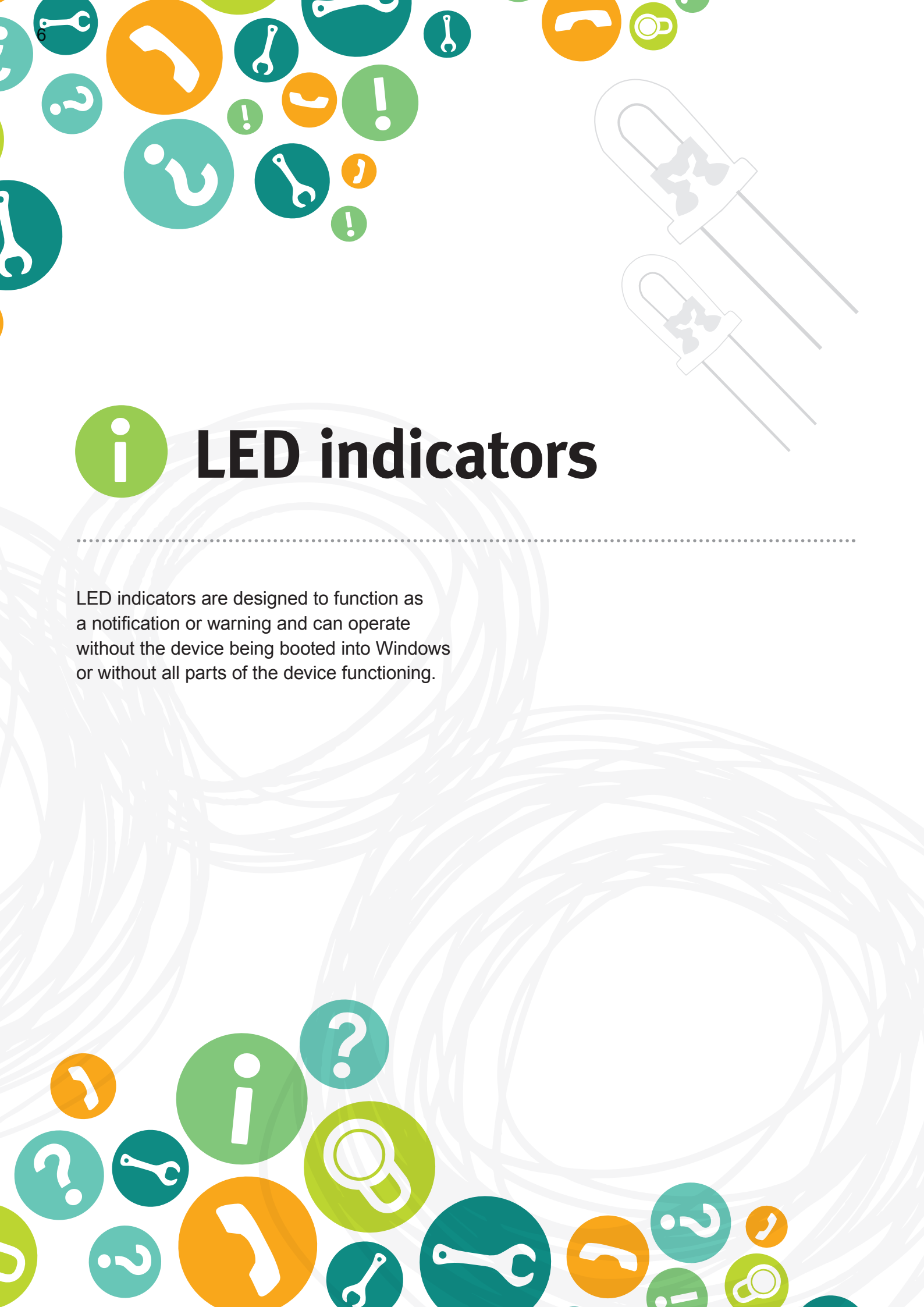
## Acronyms used in this document

Acronyms	Definition
CFS	Computers for Students
CFT	Computers for Teachers
DETE	Department of Education, Training and Employment
HDD	Hard Disk Drive
ISP	Internet Service Provider
NSSCF	National Secondary Schools Computer Fund
SEP	Symantec Endpoint Protection



## Additional reference material

Author	Definition
DETE	Parents and Student guide



# LED indicators

LED indicators are designed to function as a notification or warning and can operate without the device being booted into Windows or without all parts of the device functioning.



# Acer 1830T LED indicators

## Status LEDs

### 1. Power LED

Indicates the device's status.

<b>Blue</b>	Device is operating
<b>Orange</b>	Device is in sleep mode
<b>Off</b>	The device is off

### 2. Battery LED

Indicates the device's battery status.

<b>Blue</b>	Battery is fully charged
<b>Orange</b>	Battery is charging
<b>Off</b>	The battery is not charging

### 3. Communication LED

Indicates the device's wireless communication status.

<b>Blue</b>	3G is on and WiFi is off
<b>Orange</b>	3G is off and WiFi is on
<b>Off</b>	3G and WiFi are off

### 4. HDD LED

Indicates when the hard disk drive is active.

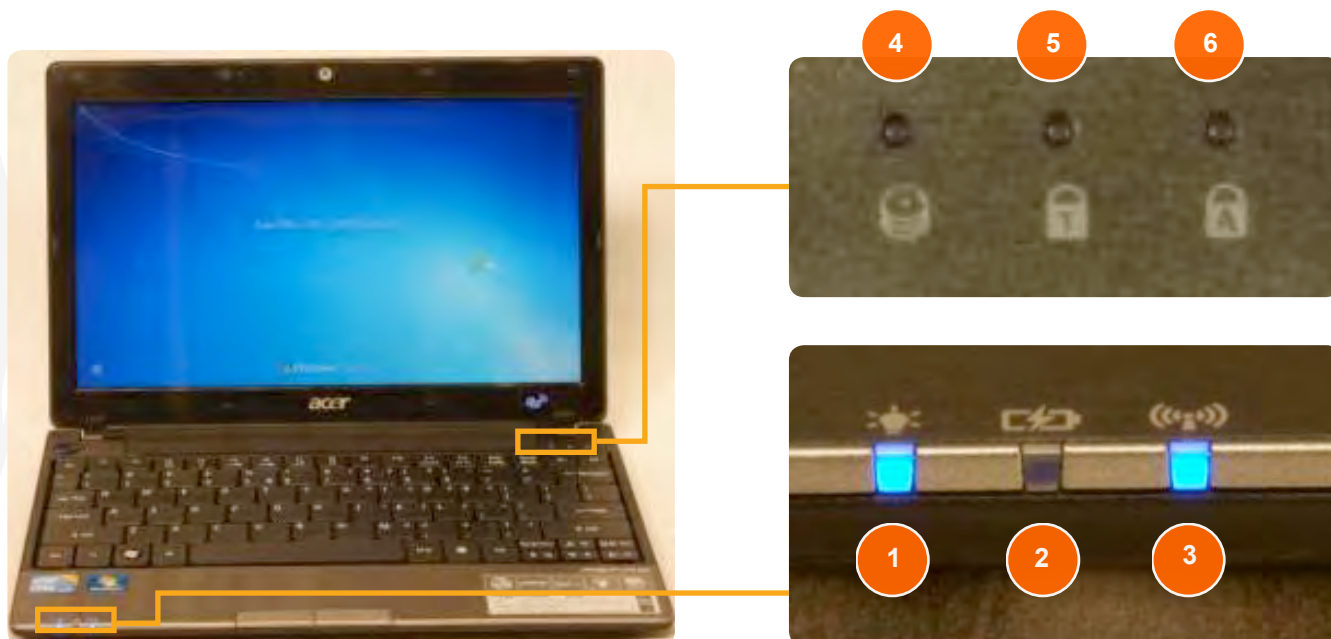
### 5. NumLk LED

Indicates when Number Lock is activated.

The number pad is integrated into the keyboard. When this LED is lit the alphabetic letters are replaced with numbers.

### 6. Caps Lock

Indicates when Caps Lock is activated.











# Backup and restores

The main purpose of a backup is to recover the system if a system crash occurs. The Acer devices have a two-week backup cycle.

The Department of Education, Training and Employment (DETE) has implemented a best practice backup that is designed to suit the needs of a student. Every second Friday, at 6pm, a task is run that will ask the user to allow a backup to take place. If the backup is running the device can still be used.

The following guides detail how to backup and restore data.

***Please note: It is the responsibility of the student to backup all personal data. Ideally all personal data and files should be stored on a network drive at school or on a personal USB drive.***





# Windows backup on Acer devices

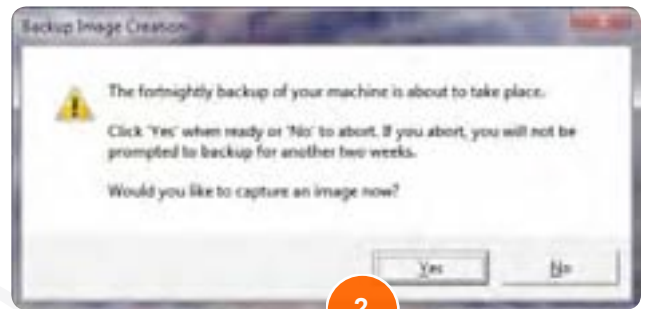
1. Windows backup requests to be run via a scheduled task that occurs every second Friday at 6pm (this only occurs if the device is connected to a power source).



2. Click 'Yes' to perform a backup or 'No' to avoid performing a backup.

If you never choose to perform a backup you will not be able to perform a restore. Should you need too, you will need to contact Acer or your school for further assistance.

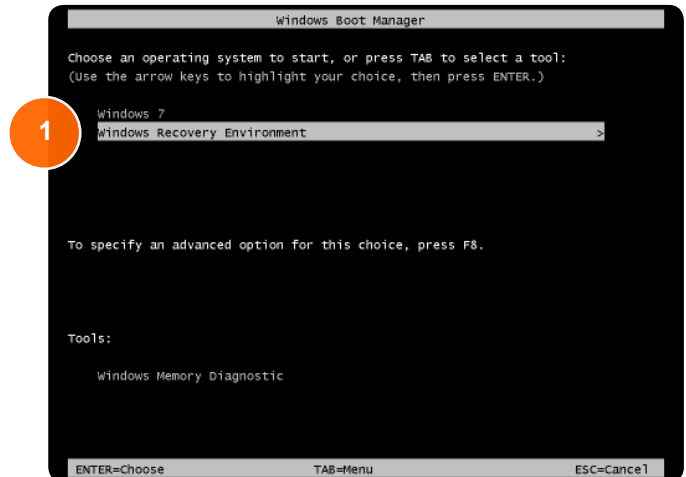
If the device is backed up, the 'system state' is saved. This includes C:\ drive and the 100 MB system-restore drive. If the device needs to be recovered this ensures it will be ready for use immediately after a successful restore.



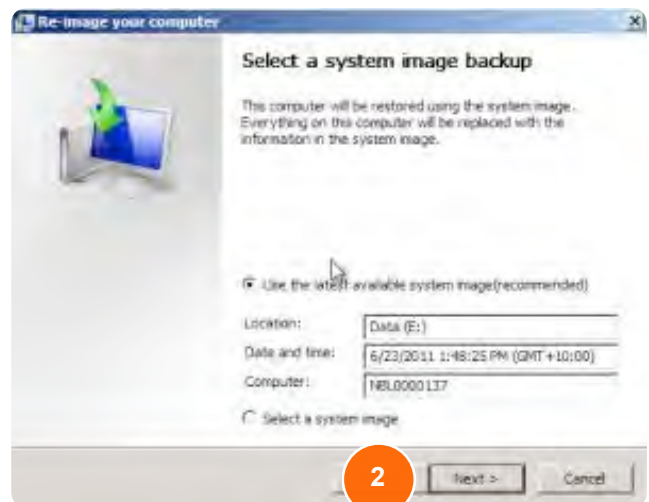


# Restore from Windows backup

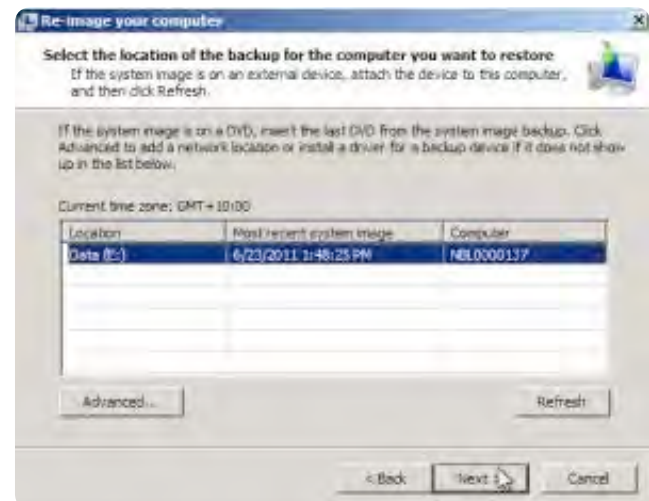
1. When booting a device you will be presented with the following option menu before the Windows screen is displayed. Select the '*Windows Recovery Environment*' option. Use the up and down arrow keys to select your option, you will need to hit the Enter key to start the restore process.



2. Once the restore is ready to start you will be presented with a '*Select a system image backup*' screen. You will be able to click next to use the most recent backup (if you select this option, go straight to **Step 5** in this help sheet) or select from available backups via the '*Select a system image*' option. Once you have chosen click the '*Next*' button.



3. If you selected the '*Select a system image*' option you will be able to choose where to restore your image from. As all images are stored locally on the machine, select the first option and click the '*Next*' button.

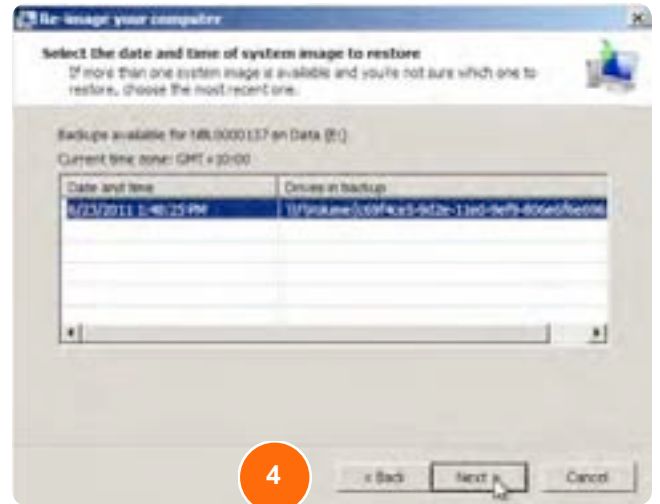


These steps continue on the next page



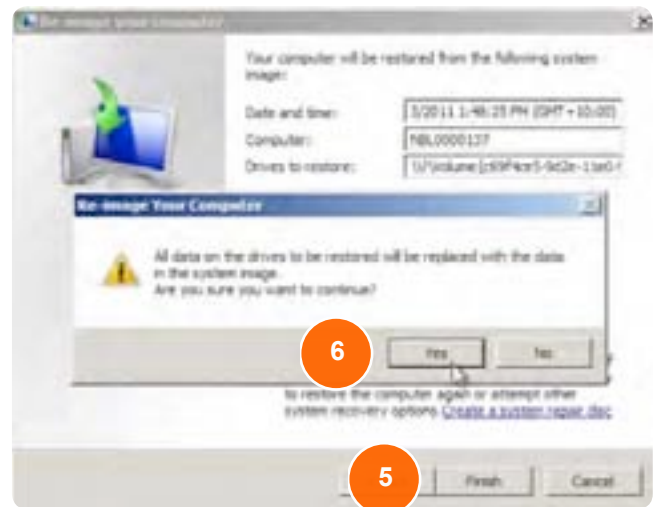
**4. It is not recommended that all partitions be wiped as this will destroy any personal data currently saved to the device (including on the D:\ drive).**

It is recommended that you click the 'Next' button and do not change any options in this screen.

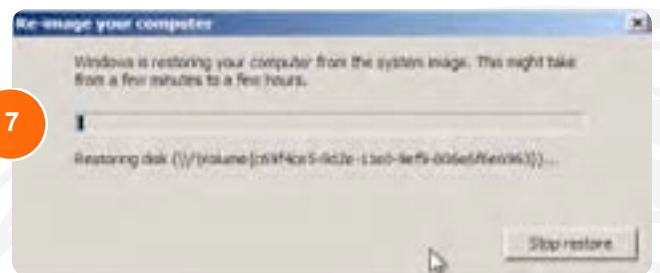


**5.** Now you will be presented with the final screen before the restore begins. Once you have confirmed all the information displayed is correct, such as the device name and the date of the backup, click the 'Finish' button.

**6.** You will then need to confirm your restore by clicking on the 'Yes' button when the confirmation window is presented.



**7.** The restore process will now begin. It may take several hours to restore the device, depending on the size of the image. Once completed the device will restart and start Windows.









# School network

The following guides will assist completing activities at school and on a school network.





## Automated workstation joiner

To enable the use of these devices on the DETE network they go through a workstation joiner process. With Acer devices this process is automated.

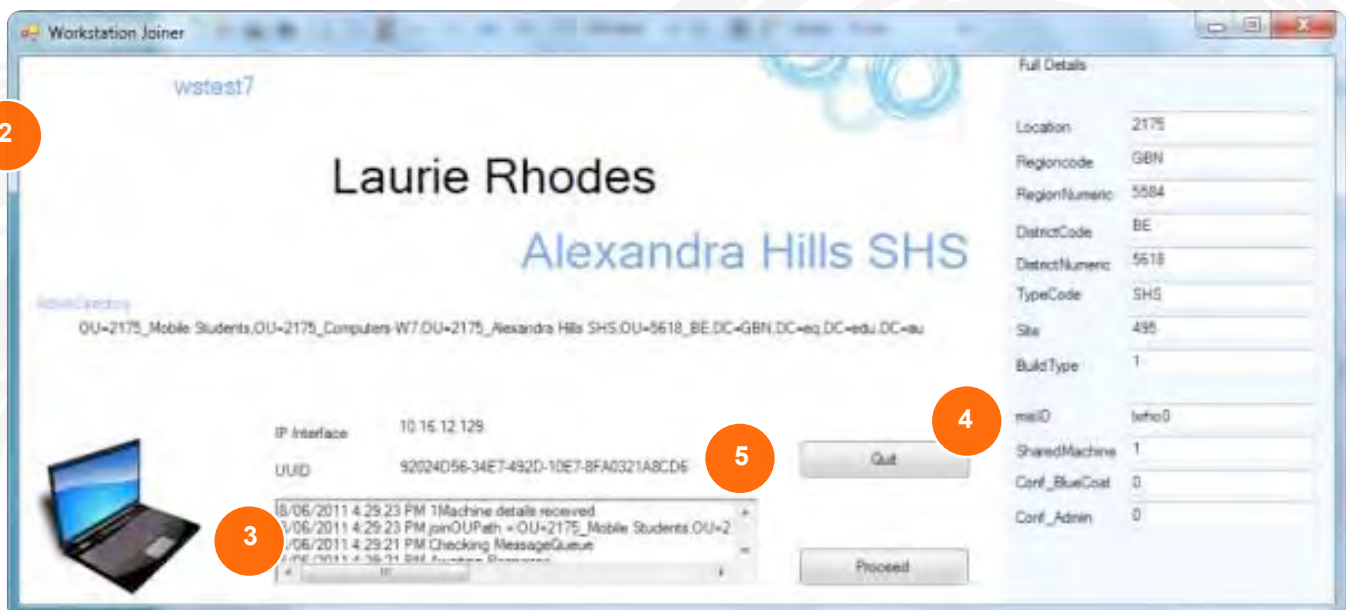
So, although a lot of schools will have technical assistance for this, they may ask a student to power on the device and allow this process to complete.



# Joining the device to the school network for the first time

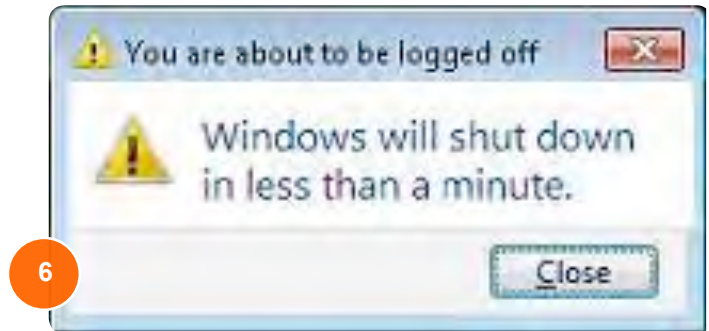
Before attempting these steps ensure the device is plugged in to the power adapter and the school network via a blue Ethernet cable or within school wireless coverage.

1. The device will automatically log in; you will not be required to enter your credentials.
2. Once the device has logged in the automated joiner will open and run.
3. The joiner will access the database and collect the information required to build the device.
4. Check the 'misID' box for you user ID.
5. If your username is not listed in this box, click the 'Quit' button and inform the school support staff.





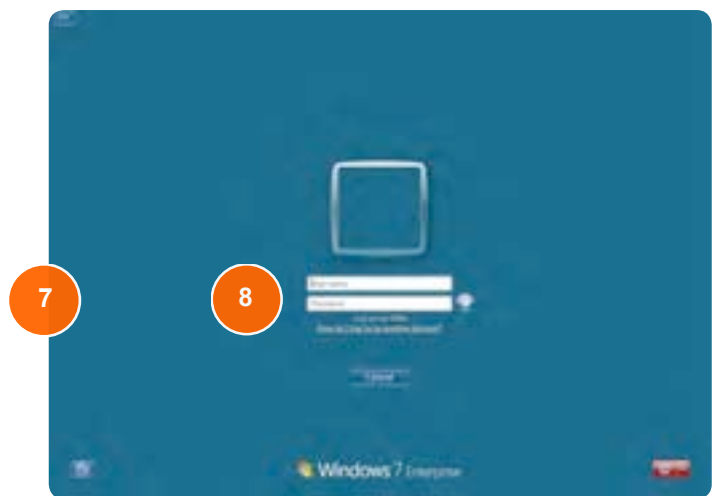
6. Once the joiner has started you will be presented with a warning that the device will be shutdown in less than one minute. Click 'Close' and allow the system to reboot.



**The process will take approximately 20 minutes via a network cable and may take longer via a wireless network connection. The device will need to restart five (5) times during the joining process.**

7. Once the joiner has completed you will be presented with the Windows login screen.

8. Enter your credentials and click the arrow or press the 'Enter' key.



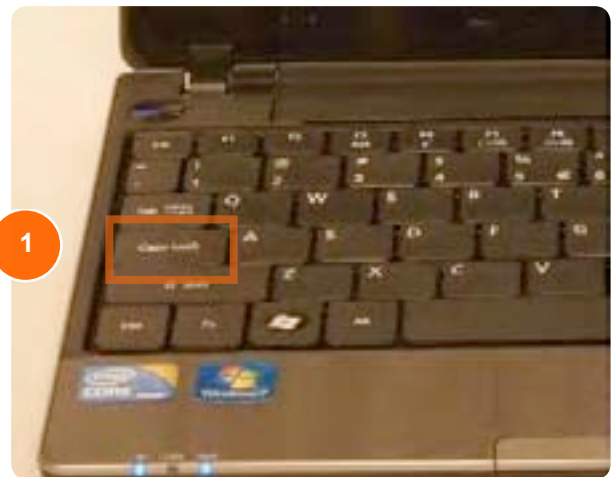


# Unable to login

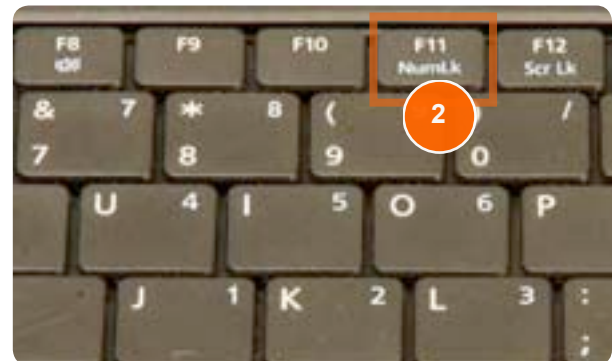
Follow the steps below if you are unable to login to your device.

**Ensure NumLk and Caps Lock are not activated.**

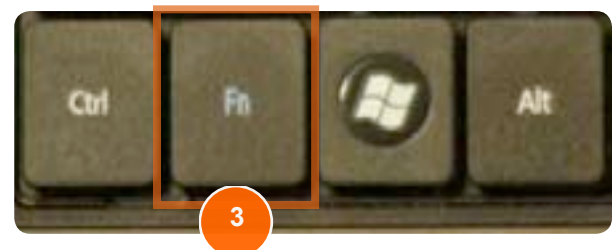
**1.** Caps Lock – The ‘*Caps Lock*’ button is located on the right hand middle side of the keyboard. (If ‘*Caps Lock*’ is active, all letters typed will be capitalised, sometimes causing a user to inadvertently mistype their password).



**2.** Num Lock – The ‘*NumLk*’ button, also the ‘*F11*’ key, is a function key.



**3.** To enable or disable ‘*NumLk*’ you will need to hold down the ‘*Fn*’ key then press the ‘*F11*’ key.

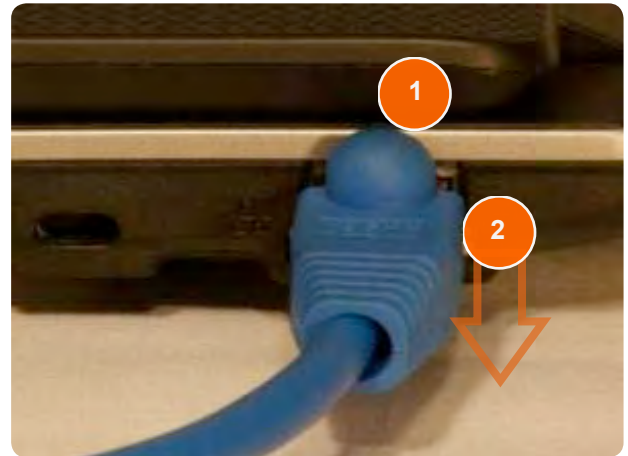


## NumLk

The ‘*NumLck*’ button is usually active on a standard desktop computer, allowing for the use of the number pad. However, on a device the number pad are secondary keys on the keyboard. When Num Lock is active, some letters will change to numbers. Meaning a password like ‘letmein’ becomes ‘3et0e5n’.

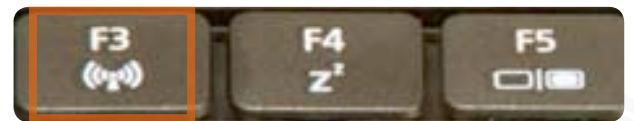
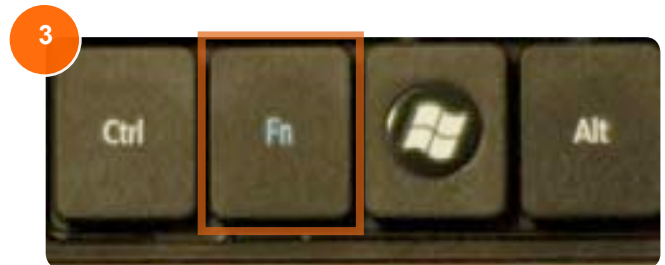
**If you are using a network and are unable to login there are several steps you can try to resolve this issue.**

**1.** Check the cable is plugged in. If the blue cable is only partially in, or not connected at either end, the device will not be able to access that network. If you are using a wired network, ensure the cable is plugged in at both ends.



**2.** Unplug your network cable and try to login. The device will save your credentials so they are able to validate them while you are not connected.

**3.** Disconnect from any wireless networks. Hold down the 'Fn' key and press 'F3' to disable the wireless hardware on the device. Wireless networks can inhibit a logon just as a wired network would.



**If you are still unable to login after attempting the above steps, see your teacher or school technician.**





# How to connect to the school wireless network

## What you will need:

To ensure you are able to connect your device to the home school wireless network you will need the following:

- Your DETE username and password.

**To connect to a wireless network, first ensure that wireless is activated on the device.**

**1.** Ensure the wireless LED light is lit (either orange or blue, either of these colours will work).

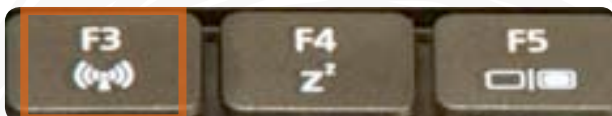
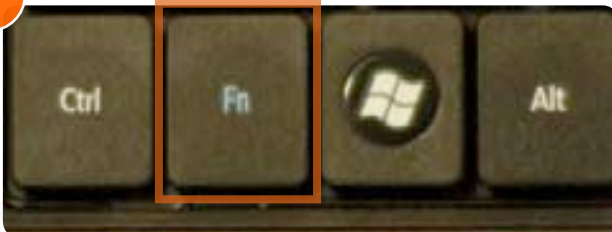
**3.** Once the wireless is activated wireless connections can be found by opening the network connections via the icon located on the right side of the taskbar.

1



**2.** If the light is not blue or orange, hold down the 'Fn' (Function) key located next to the left Ctrl key and press the 'F3' key (this has a blue symbol for wireless on it).

2




3



4. The wireless connection QDETA-X or iDET is preconfigured on all devices and as such will automatically connect to it.

You can check to see if it is connected by ensuring the word 'Connected' is displayed next to QDETA-X/iDET in the connections pop up window.

 **If there are any issues connecting to the QDETA-X or iDET network please notify your teacher or school technician.**





# How to connect to a school wired network

## What you will need:

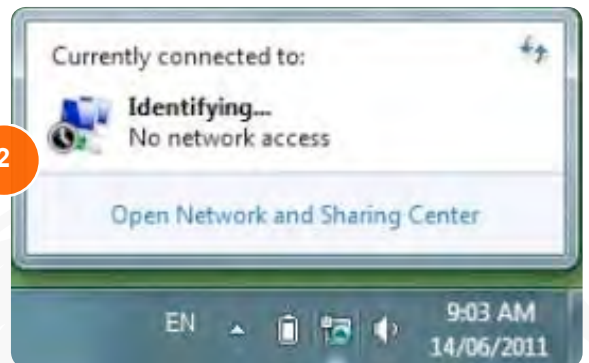
To ensure you are able to connect to the school network you will need the following:

- An ethernet cable (network RJ45 cable).
- Your DETE username and password.

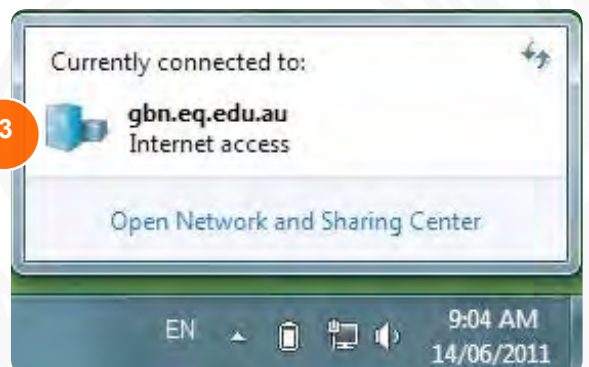
1. Connect the ethernet cable to the device.



2. Windows will now try to automatically connect.



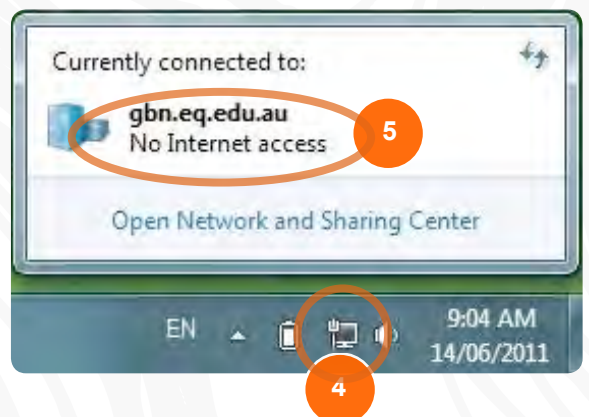
3. Once the correct settings have been entered or your settings have been confirmed, Windows will connect to the network.



4. To ensure you are connected to the network click on the network connections icon located on the right side of the taskbar.

5. The network will be displayed in the connections window.

**'No Internet access' can be displayed even while you are able to access the internet and is not an indication of an unsuccessful connection.**





# How to connect to the DETE3G network

When the device is delivered it is pre-loaded with a 'data only' 3G SIM card. The device *serial number* and *SIM card number* is linked to the allocated student.

**Phone calls cannot be made using the SIM card.**

**If the SIM cards are swapped between devices or inserted into mobile phones, it may permanently disrupt the device's service. If this happens, contact the school.**

**The data allowance for each device is 2GB per month.**

**To connect to the DETE 3G network, first ensure that 3G is activated on the device.**

1. Ensure the wireless LED light is blue.



2. If the LED is not blue hold down the 'Fn' (Function) key located next to the left Ctrl key and press the 'F3' key, which has a blue symbol for wireless on it.



3. To connect to the DETE 3G network right click on the EQ Connect icon in the system tray and click 'Connect'.



These steps continue  
on the next page



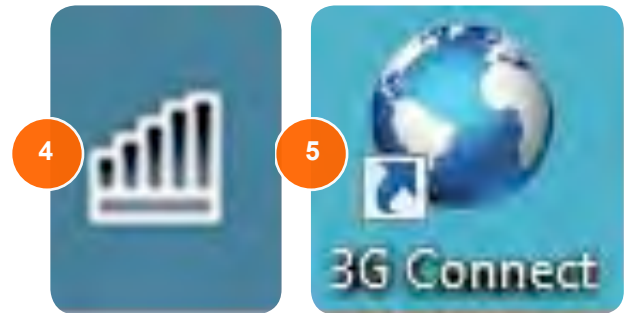
4. If the 'EQ Connect' icon is greyed out, 3G is not enabled on your device.

5. If the EQ Connect icon is not in the system tray, double click on the 'EQ Connect' icon on the desktop.

6. Once connected, a notification will be displayed from the taskbar. Access to the EQ 3G network is now active.

**Please note: Connections to multiple networks is not supported by EQ Connect. Ensure that you have disconnected from any wired or wireless networks before attempting to use the EQ Connect program.**

7. If you are disconnected from the EQ 3G network a notification will be displayed from the taskbar.

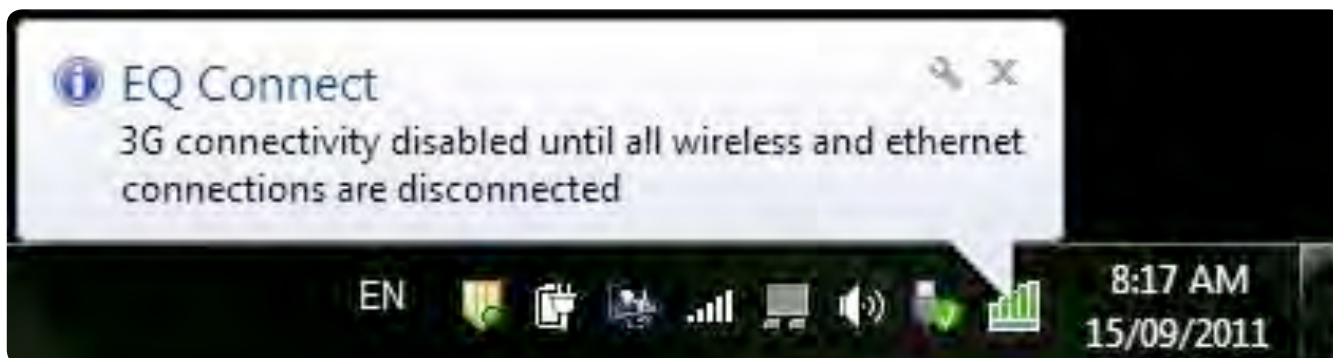




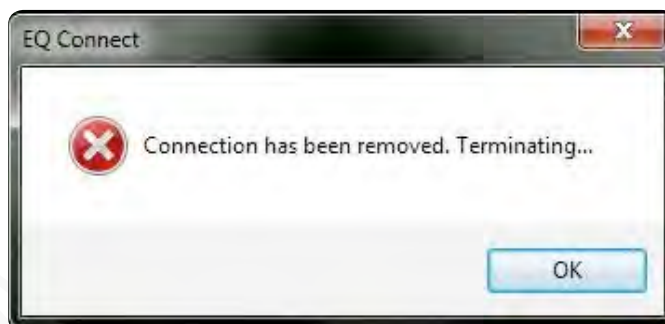


# Issues connecting to the DETE 3G network


You will not be able to connect to the DETE 3G network while connected to another network. Disconnect from your wireless network or remove the attached network cable to connect to the DETE 3G network.



This error is displayed when the connection to the 3G network is lost. Check the reception using another 3G capable device or move to a location that is known to have reception.



This error is caused when a SIM card is not detected. Also if at any point the SIM card is removed from the device this error will be displayed.

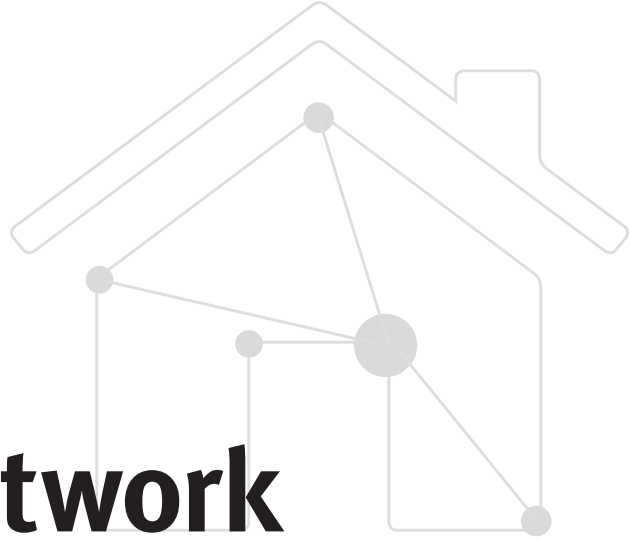
 **Try re-inserting the SIM card or contacting your school technician for assistance.**











# Home network

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The following guides will assist completing activities at home and on a home network.





# How to install a USB home printer

Unlike the DETE network, which is configured to install printers automatically, home printers require more input to setup on the ACER device.

**Please note: DETE is unable to support printers that may not function with the CFS device due to the large volume of brands and models available.**

## What you will need:

Before trying to install your printer you will need to have the following:

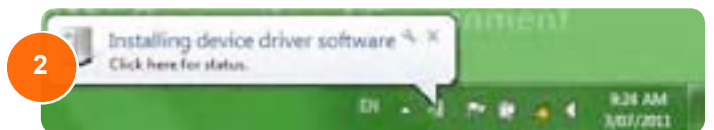
- USB cable to connect the printer to the CFS device
- Power cable to power the printer

**Please note: Each printer may have varying cables, connectors and buttons. This is a general guide and does not contain brand or model specific information. To obtain this information please follow the link that corresponds to your printer's brand (below) or you can search for the manual using the make and model in Google (for example "hp deskjet 3000 J310 manual").**

1. Connect your printer via the USB cable supplied with the printer, to the device.



2. Windows will now automatically try to install the drivers for your printer. If this fails, please follow the instructions on the next page or call the manufacturer for support.

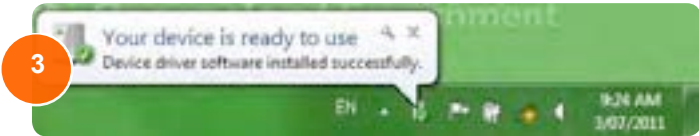


## Common printer brand support sites:

Brand	Site
Canon	<a href="http://www.canon.com.au/en-AU/Support-Services">http://www.canon.com.au/en-AU/Support-Services</a>
Epson	<a href="http://tech.epson.com.au/">http://tech.epson.com.au/</a>
HP	<a href="http://www8.hp.com/au/en/support-drivers.html">http://www8.hp.com/au/en/support-drivers.html</a>
Lexmark	<a href="http://support.lexmark.com/">http://support.lexmark.com/</a>



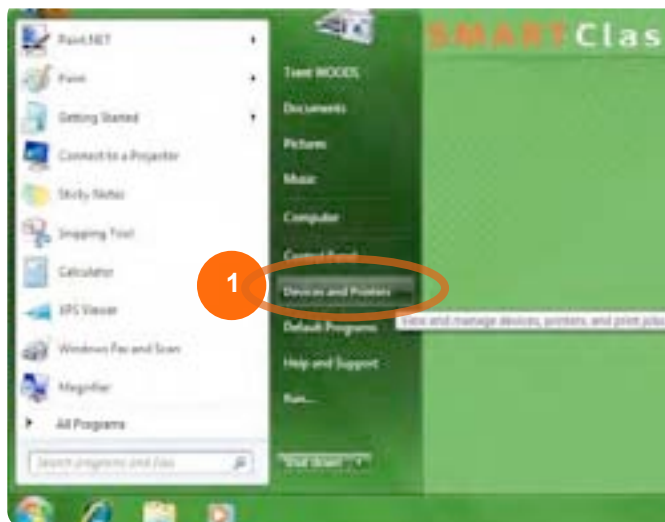
3. If Windows is able to install the drivers for your printer, you may be able to print straight away. Print a test page to ensure your printer has been configured correctly. Refer to the manual supplied with the printer if you need to modify its settings.



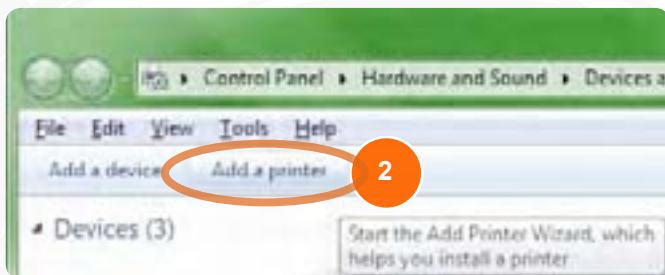
**Please note:** If Windows is unable to automatically install the printer driver you will be need to install the software included with the printer or from the manufacturer's website. Follow the instructions included with the software ensuring all steps are completed successfully.

### Manually installing a printer

1. You are also able to manually initiate the automatic installation of your printer opening the 'Start' menu and clicking 'Devices and Printers'.



2. Once the 'Devices and Printers' window menu is displayed, click on 'Add a Printer'.



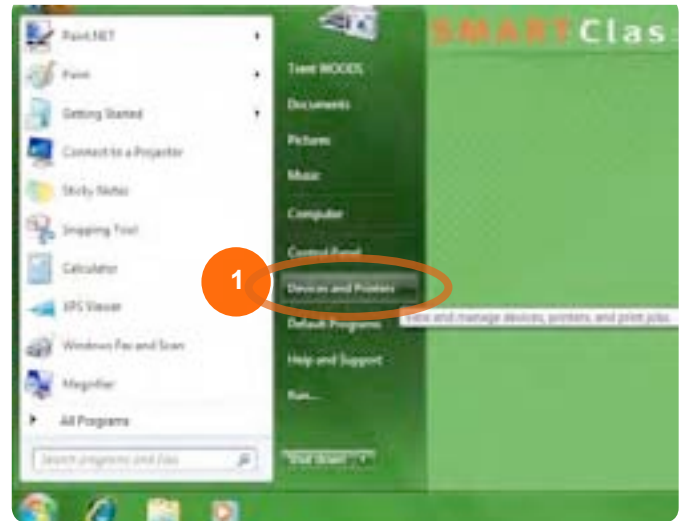
3. From the 'Add Printer' window you will be able to choose whether to add a local printer. Select the option most appropriate for your printer.



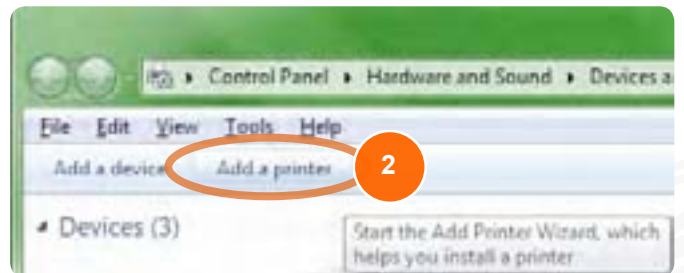
# Add a network, wireless, or bluetooth printer

**Please note:** DETE is unable to support printers that may not function with the CFS device due to the large volume of brands and models available.

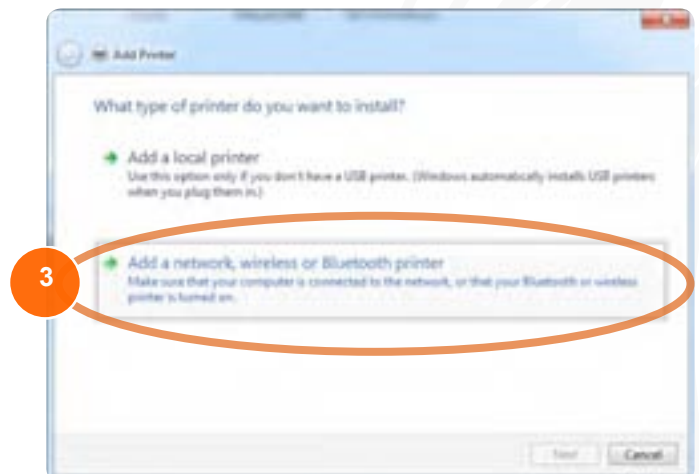
1. Open the *Start*' menu and click *'Devices and Printers'*.



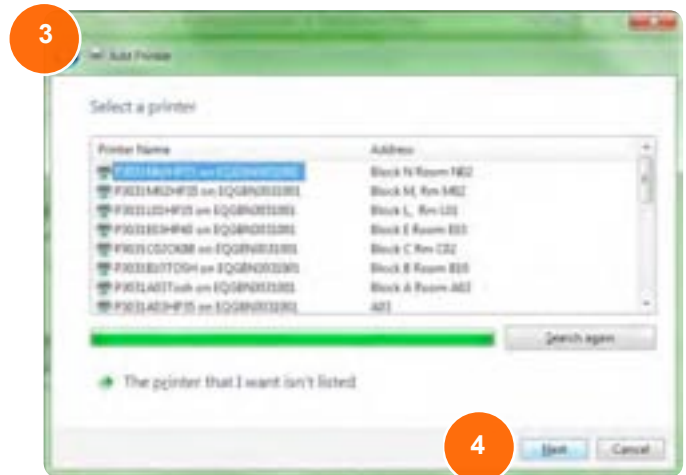
2. Once the *'Devices and Printers'* window menu is displayed, click on *'Add a Printer'*.



3. From the *'Add Printer'* window select add a network, wireless or bluetooth printer.



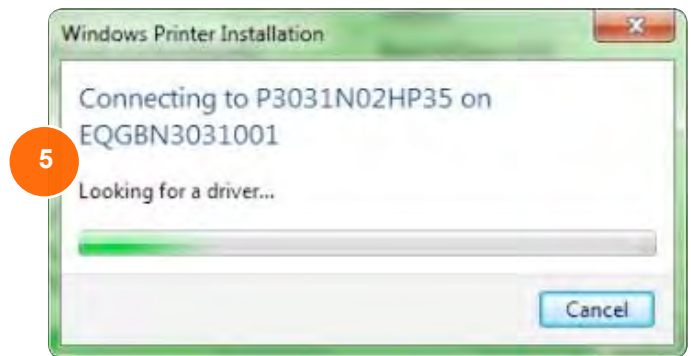
3. After you select 'Add a network, wireless, or bluetooth printer' you will be presented with a screen that allows you to search for available printers.



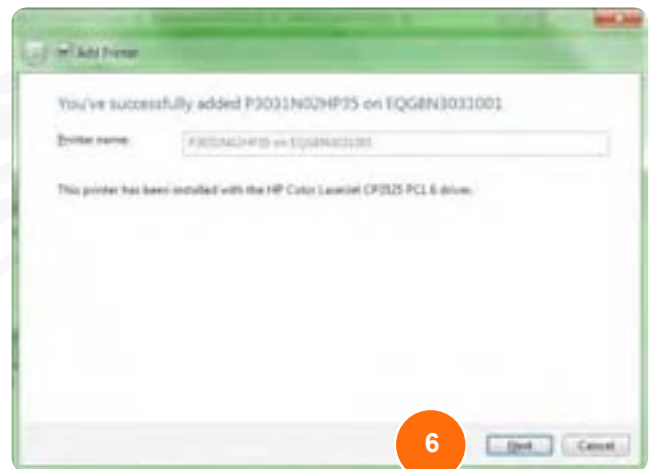
4. If your printer is listed you can double click or single click on the printer and click 'Next'.

5. Windows will then try to automatically install the printer if the drivers are available.

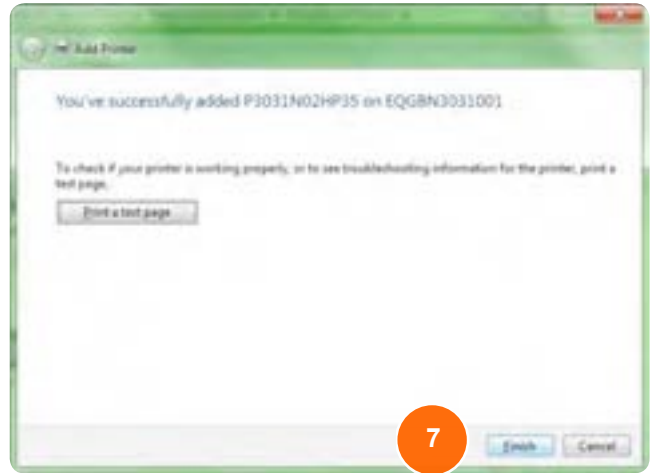
 **If unable to install please contact the manufacturer for support.**



6. Once installed your printer name will be displayed, click 'Next'.



7. You have now successfully installed your printer. You can print a test page if required, if you do not wish to close the window by clicking *'Finish'*.

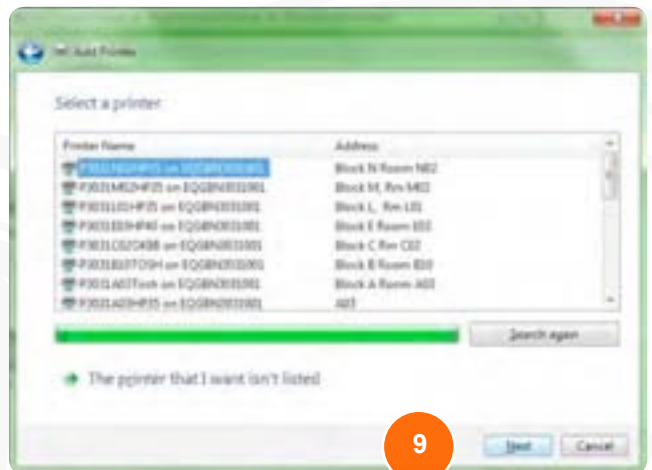


8. Your printer will now be present in the *'Devices and printers'* window



9. If your printer was not listed in the search window click on *'The printer that I want isn't listed'*.

 You will need to contact the printer manufacturer for further support.









# Installing a scanner

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Scanners are installed much like printers. Please follow the '*How to install a home printer*' on page 28 of this guide for more information.





# How to connect to a home or public wireless network

## What you will need:

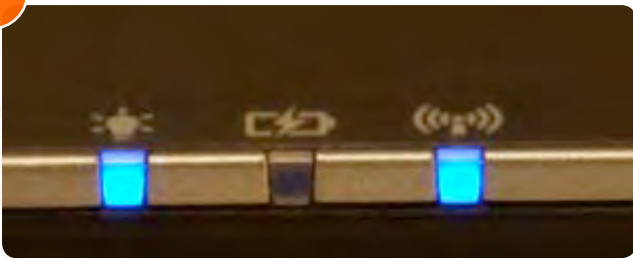
To ensure you are able to connect your device to your home wireless network you'll need:

- The name of your home network (this is your Service Set Identifier).
- The security information needed to connect: a password or a username and a password.

**Please note: DETE is unable to supply this information as it is personalised within your household.**

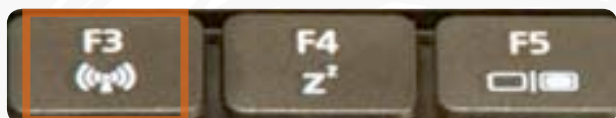
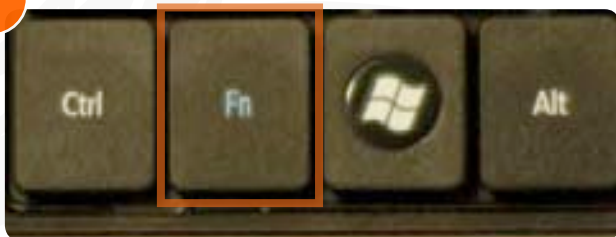
1. Ensure the wireless LED light is lit (either orange or blue, either of these colours will work).

1



2. If the light is not blue or orange, hold down the 'Fn' (Function) key located next to the left 'Ctrl' key and press the 'F3' key (this has a blue symbol for wireless on it).

2



3. Once the wireless is activated wireless connections can be found by opening the 'Network connections' windows via the icon located on the right side of the taskbar.



3



4. Locate the name of your wireless connection and left click on it (this is the name set within your house).
5. Click the 'Connect' button to join to the network. Check the 'Connect automatically' tick box if you would like the computer to connect automatically to your home network when available.



6. If the wireless network is secured, you will be asked for a password and in some cases a username and password. Enter your information into the requested fields.
7. Once you have confirmed the information entered is correct, click the 'OK' button.



8. A progress box will appear, if the connection is successful the box will close. If your attempt to connect to the network is unsuccessful this box will notify you.



9. Once the connection to your home network is successful, the wireless reception bars will become highlighted (the more highlighted bars, the stronger the signal).






10. Once the correct settings have been entered or your settings have been confirmed, Windows will connect to the network. Select the correct option for your network.



11. To ensure you are connected to your network click on the 'Network Connections' icon located on the right side of the taskbar.

12. The network will be displayed in the connections window if you have successfully connected to the network.

13. The strength of the wireless connection is also indicated.

 **If you are unable to connect to your network, contact your internet service provider, local technician or the owner of the network for further assistance.**



11



# Checking the wireless network

Check to ensure that wireless is switched on.

1. A quick way to check to ensure wireless is active is to locate the Communications LED and check its colour.

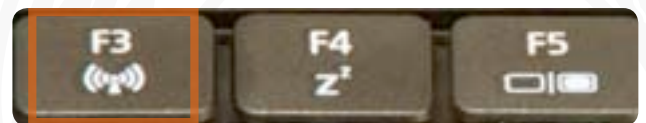
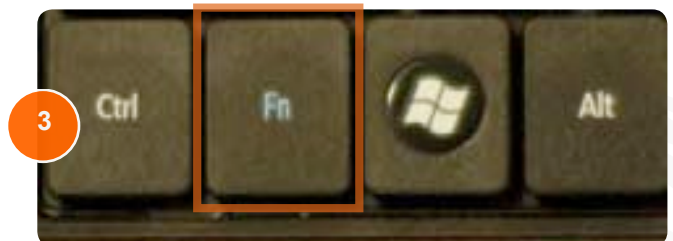
<b>Blue</b>	3G is on and WiFi is off
<b>Orange</b>	3G is off and WiFi is on
<b>Off</b>	3G and WiFi are off



2. If the led indicator is not lit blue or orange, or you can see this symbol in the task bar do the following.



3. Activate the wireless function by holding the 'Fn' key and pressing 'F3' to cycle through the wireless states. You will notice that the button has a symbol for wireless on it.



## Check the network you are trying to connect to is listed in the network connections list.

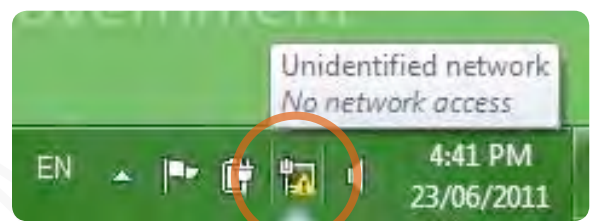
1. Wireless networks appear in the network connections pop up window. This can be accessed by left clicking the network connections icon located on the right side of the taskbar.

2. Check to see if your wireless connection is listed.

If you are able to, try to connect to another wireless network to ensure the network is available.



**If the network you are trying to connect to is not listed, or you are still seeing the 'No network access' symbol in the task bar, you will need to contact the administrator of the network you are trying to connect to.**



## Other factors to consider when using a wireless network

- The distance from wireless access point.
- Are there many walls or thick objects between you and the access point?
- Do you have a wireless phone that operates at 2.4ghz?
- Are there any other access points currently around you? These may cause interference.



# How to connect to a home wired network

## What you will need:

Before connecting to your home network, you will need the following things:

- An Ethernet cable (network RJ45 cable).
- Any security settings that may be required for your connection.
- Most home networks will use DHCP and your device will automatically connect simply by plugging into any available switch port, however some networks may have to be manually configured with the IP address of the router or the IP address range used at home.

**Please note: The department, Acer or your school is unable to supply this information as it is personalised within your household.**

1. Connect the Ethernet cable to the device.



2. Windows will now try to automatically connect.



If the device cannot connect to the network, you will need to ensure the settings are correct for your home connection.

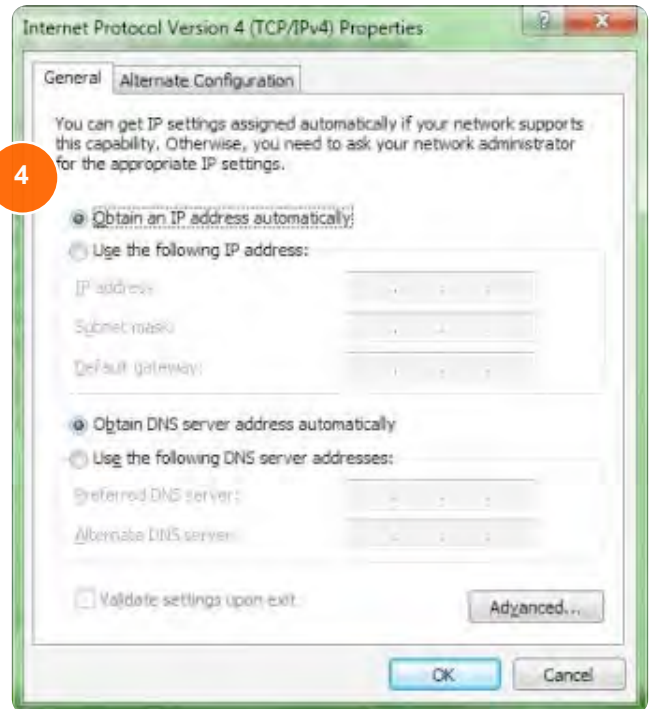
3. This is an example of a manually configured connection.





4. This is an example of an automatic connection.

**Please Note: Any changes you make to your network settings at home be reset before being used at school.**

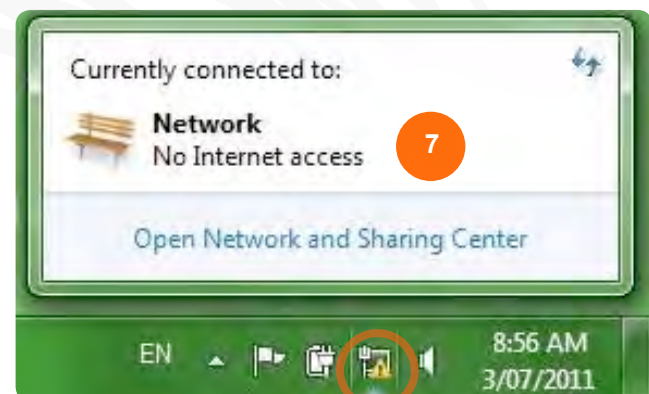


5. Once the correct settings have been entered or your settings have been confirmed, Windows will connect to the network. Select the correct option for your network.



6. To ensure you are connected to your network, left click on the 'network connections' icon located on the right side of the task bar.

7. The network will be displayed in the connections window if you have successfully connected to the network. In the example to the right, this device does not have a successful internet connection.



**If you are unable to connect to your network, contact your internet service provider, local technician or the owner of the network for further assistance.**



# Antivirus



## Symantec Endpoint Protection

Antivirus software is used to prevent, detect and remove 'malware'. This includes computer viruses, worms, trojans, spyware and adware. DETE uses Symantec Endpoint Protection (SEP) to help manage the threat of malware on devices.

All devices are protected to help prevent malicious software from spreading through the DETE network.

**For further information see the link below:**

<http://www.symantec.com/business/products/familyjsp?familyid=endpointsecurity>

## Automated virus scans on your device

An automated scan of the device is scheduled for 10pm every night, though this can only be performed if the device is switched on.

## Loading personal antivirus software

Students do not need to install antivirus software. SEP is the chosen DETE antivirus product. This is included in the device and DETE will maintain all licensing requirements.

***Please Note: It is important to ensure any suspect files or folders be scanned with an Antivirus program to ensure their validity. Symantec Endpoint Protection can scan, isolate or destroy infected files.***



## How Symantec Endpoint Protection affects students and parents

SEP requires little to no maintenance from the user. DETE has implemented SEP using a centralised management method. This allows the automatic deployment of new updates and configurations while the devices are connected to the network.

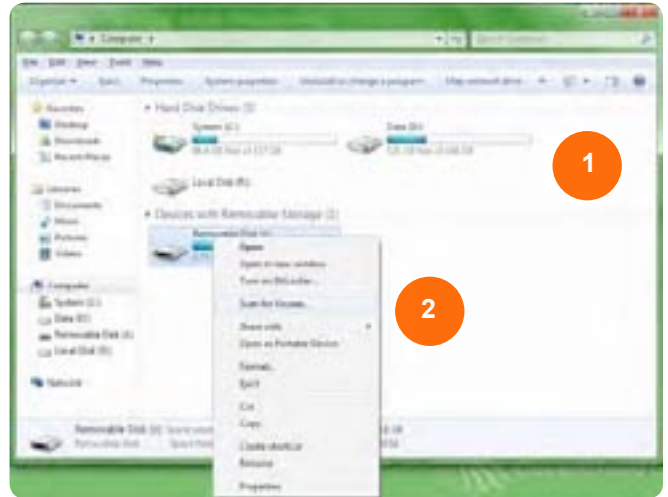
SEP is also configured to download updates directly from Symantec while not connected to the school network.



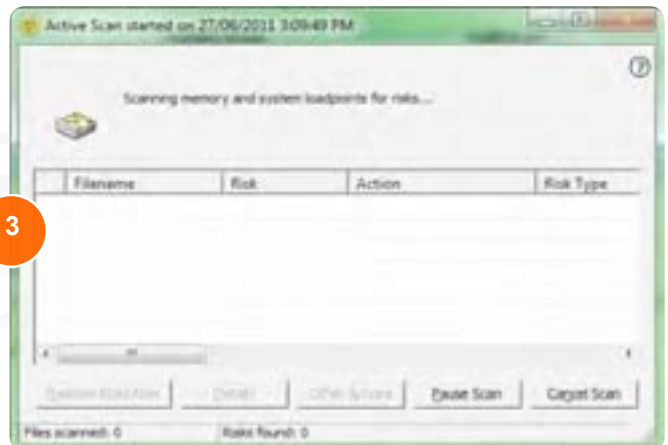
# How to scan a drive, file or folder

1. Locate the drive, file or folder you wish to scan and right click on it.

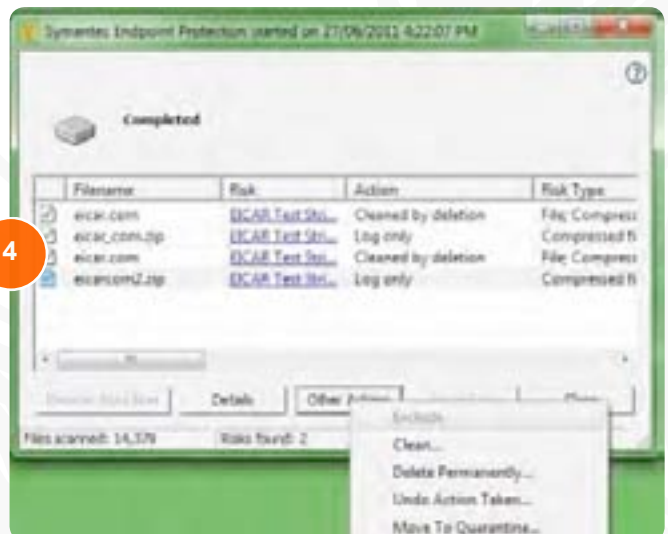
2. Click on 'Scan for viruses...'



3. Symantec Endpoint Protection will then scan the drive, file or folder. Any infections or vulnerabilities will be displayed.



4. Select a risk and click 'Other actions' if the risk is not automatically removed. From this menu you can choose to clean, remove, quarantine the risk or undo action. The majority of the time SEP will automatically attend to the problem, otherwise click 'Clean'.



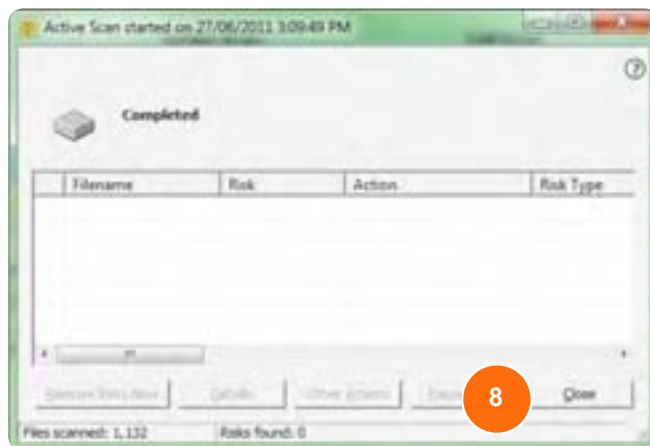
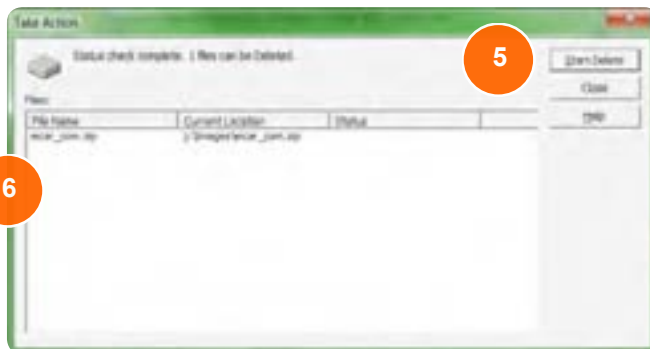


5. If you have chosen to 'Delete permanently' a separate window will be presented asking the user to start the process. Click 'Start delete' to initiate the process.

6. Once completed click the 'Close' button to close the window.

7. If you clicked the 'Details' button you will be presented with a new window with information on the file infected. Click the 'Close' button to close this window.

8. Once finished, click 'Close'. Symantec will still run in the background and actively protect the device.



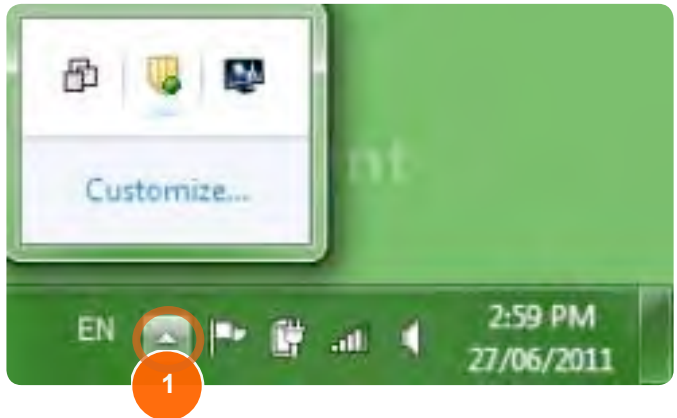


# How to scan the entire device

It is sometimes necessary to perform a scan on the entire device. This may be necessary when a number of viruses are detected.

**Please Note: A scan is automatically set to occur every night at 10pm provided the device is powered on.**

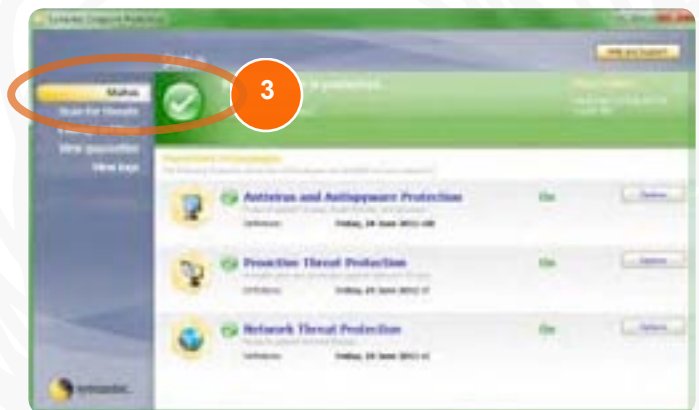
1. Click the 'Show hidden icons' arrow on the task bar. This will show hidden taskbar icons.



2. Right click on the Symantec Endpoint Protection shield and select 'Open Symantec Endpoint Protection'.



3. The Symantec Endpoint Protection user interface will appear. Click 'Scan for threats' to open the scan options tab.



4. Two options will be presented. 'Active scan' and 'Full scan'.

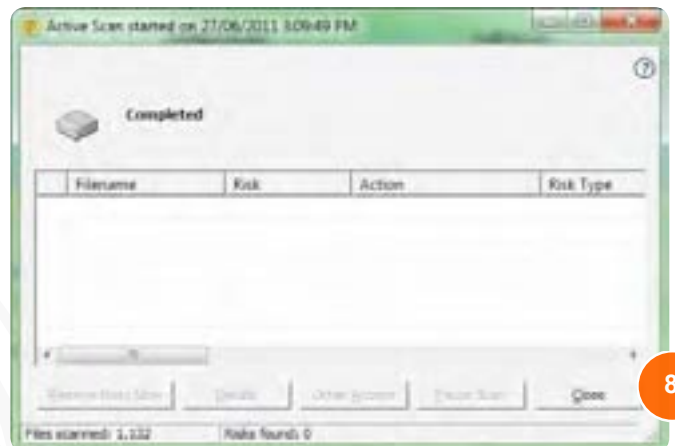
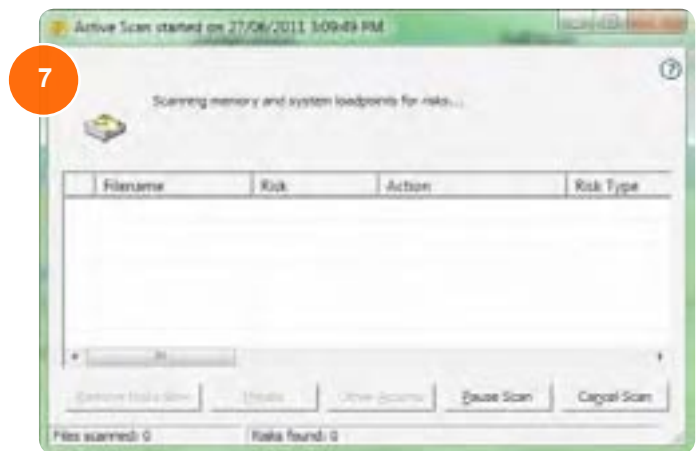
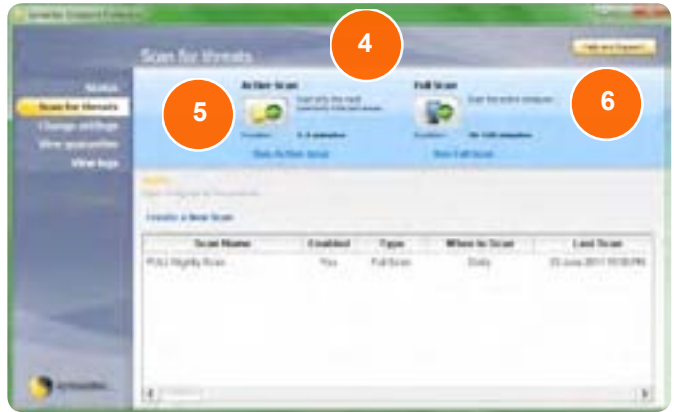
5. Active scan will only scan the most commonly infected areas of the device. This can be completed quickly and can find most threats.

6. Full scan scans every file on the device. If a threat is still affecting the device after an active scan, initiate a full scan.

7. Once you initiate a scan a new window will appear. This window will track the progress of the scan and supply information on any threats found.

**If threats are found please see Steps 4-8 in 'Scanning a drive, file or folder'.**

8. Once a scan is completed and no risks are found, you can close this window by clicking the 'Close' button.











# Battery check and power management

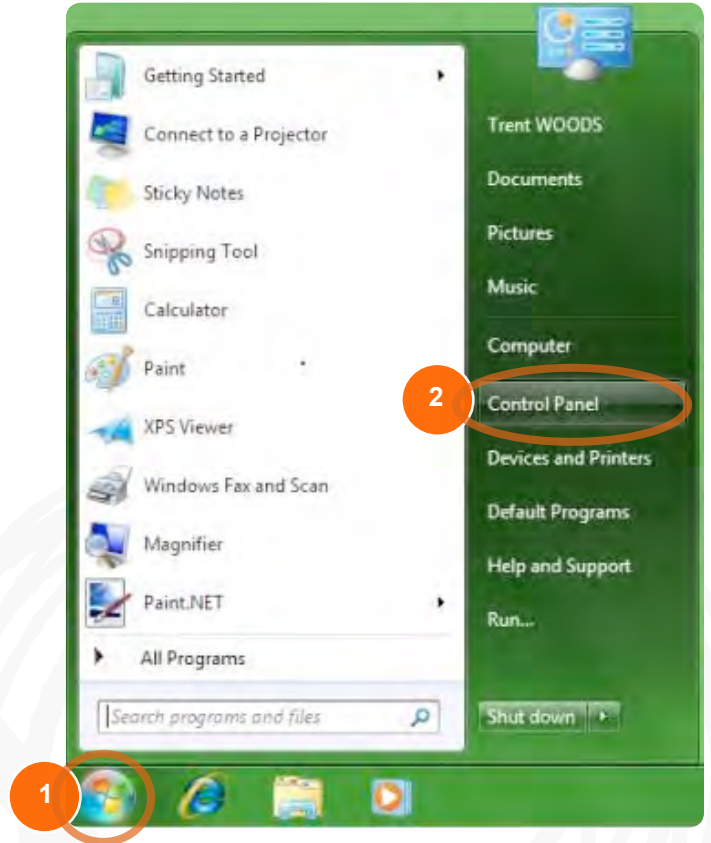
This section will help you prolong the life of your battery and offer help to change your power setting options.



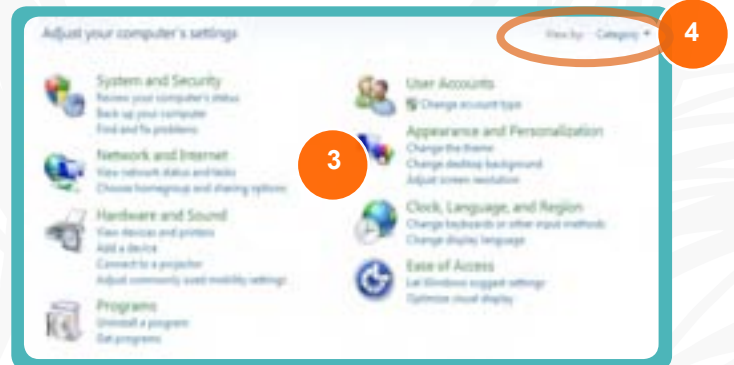


# How to change power settings

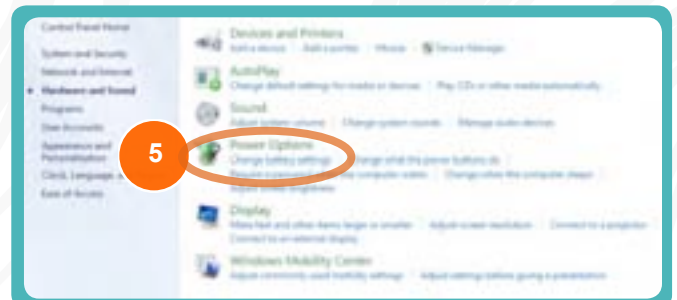
1. Click the 'Windows Start button'.
2. Then click 'Control Panel'.



3. Click 'Hardware and Sound'.
4. If your Control panel doesn't look like this, change the 'View by' setting to 'Category' then return to **Step 3**.



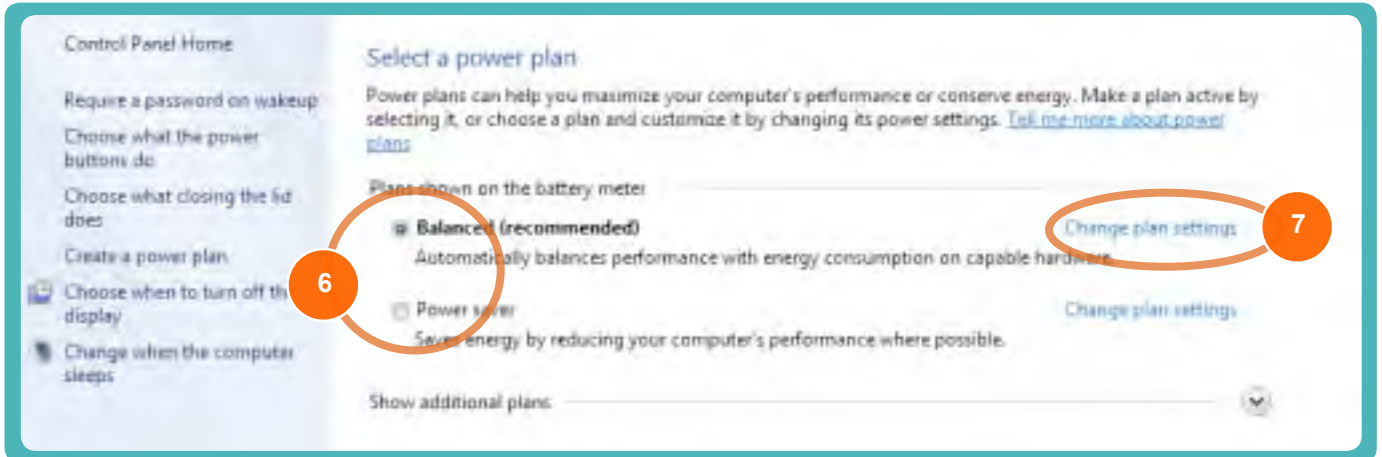
5. Click 'Power Options' to gain access to the 'Select a power plan' menu. See help sheet below to make power changes.



6. Click the button for the plan you want to change.

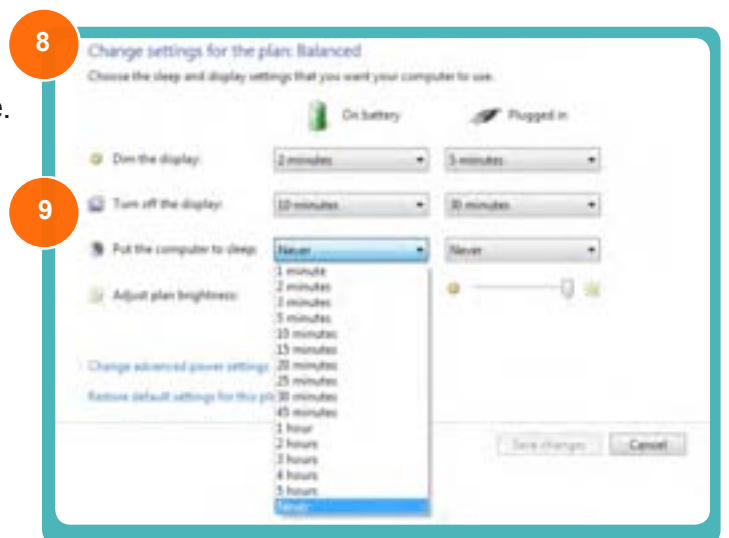
7. When the menu is presented click 'Control panel'.

The 'Balanced' setting is recommended as it provides the best performance versus battery usage.



8. Make the required changes for the device for both the 'on battery' and 'plugged in' state.

9. Click on 'Change advanced power settings' for the advanced settings.






# Battery issues

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If the device's battery doesn't appear to be functioning correctly, turn on the system using each of the following power sources:



1. Completely drain the battery and allow it to recharge before reusing.
2. Disconnect the power adapter; make sure that power is supplied by the battery pack.
3. If the battery does not appear to be working, remove the battery pack, connect the power adapter, then make sure that the system turns on using AC power.

 **If the device works using AC power, but not the battery, please contact your school to have the battery replaced.**







# Removing and installing the battery

The 'Acer 1830T' device features a removable battery in the base of the unit. This gives the device portability. The battery can be removed, as necessary, to install a spare battery or to dispose of a faulty battery.

## Removing the battery

1. Turn the device over.
2. Slide the battery lock to the unlock position.
3. Slide and hold the battery release latch to the release position.
4. Remove the battery from the device.



## Installing the battery

1. To install, simply line the battery up with the guides and gently push in.

**Please Note: Take care that the guides on either end of the battery are correctly positioned before attempting to push the battery in.**

2. Once the battery is fitted, slide the locking button to the lock position. When locked the red indicator is not visible.



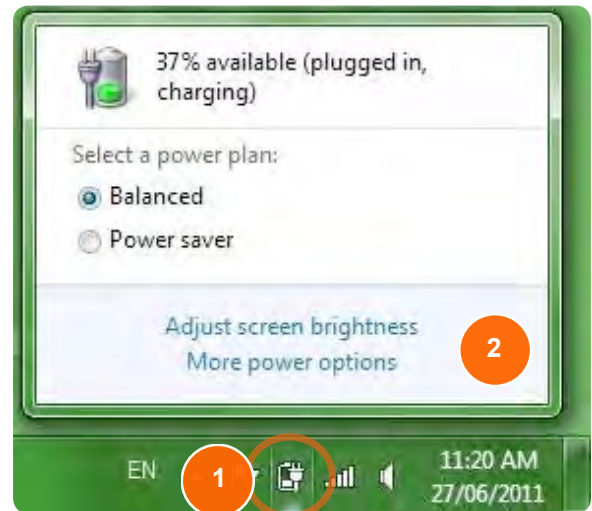


# Check the battery

## software method

To check how much battery charge you have left, using the software method follow the instructions below.

1. Click the battery icon indicated to the right. This will display the power management menu. If you need to make further changes, other than balanced or power saver, select 'more power options'.
2. In power meter, confirm that the parameter shown for current power source and total battery power remaining is correct.



**The power management can also be accessed via: Control panel - Hardware and sound and Power options.**

Repeat these steps with and without the power adapter connected.

This helps you identify if the problem is while charging or discharging the battery.





# Check the battery

## hardware method

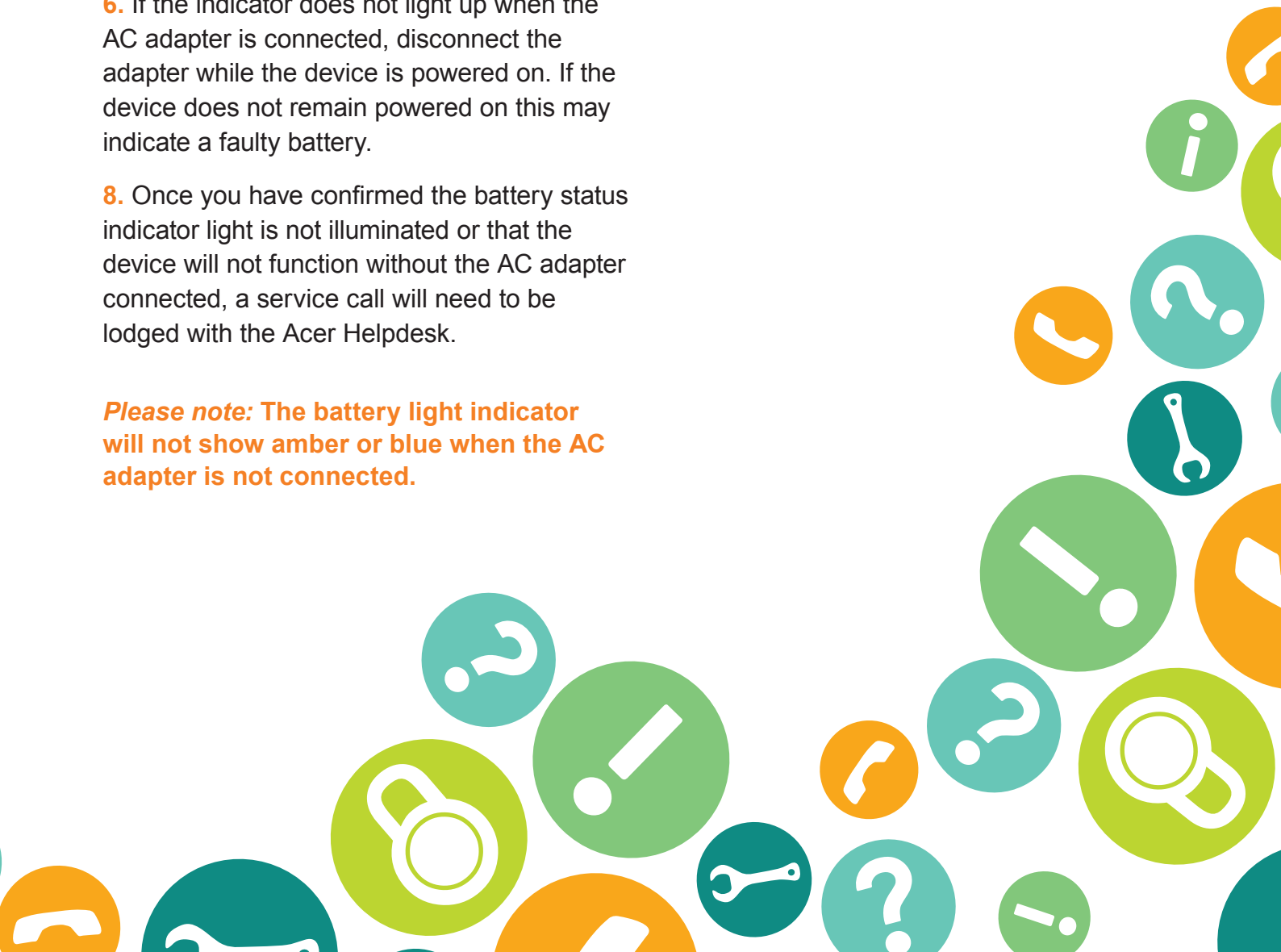
To check the battery using the hardware method, follow the instructions below.

1. Turn off the device.
2. Remove the battery.
3. Let the battery return to room temperature.
4. Replace the battery, connect the AC adapter and turn on the device.
5. While the AC adapter is connected, the battery indicator light (on the left below the keyboard), should show amber when charging, or blue when the battery is fully charged.
6. If the indicator does not light up when the AC adapter is connected, disconnect the adapter while the device is powered on. If the device does not remain powered on this may indicate a faulty battery.
8. Once you have confirmed the battery status indicator light is not illuminated or that the device will not function without the AC adapter connected, a service call will need to be lodged with the Acer Helpdesk.

**Please note:** The battery light indicator will not show amber or blue when the AC adapter is not connected.



A service call will have to be logged with the Acer help desk (1800 819 713) by the school or parent. Please follow the call logging procedures outlined in the parent student guide.









# Device screen

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There are several issues that can occur, on your device's screen, during day-to-day use. In this section are some examples of the issues that may occur and fixes for them.





## Stuck pixels

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If you have black or white dots that appear to be 'stuck' on the monitor, please contact the schools or the Acer Service Centre.

**Attempting to fix a dead or stuck pixel may void your warranty.**






# Blank screen

A blank screen can have several causes both software and hardware related. It is important to make sure that software related issues are eliminated first as this is the most likely cause. Follow the steps below to determine the cause of the issue.

**If the device is powered on and no image is being displayed try the following:**

1. Open and close the lid of the device. The device may be in sleep mode. The power button is illuminated orange if the device is in sleep mode.
2. The devices have a screen off function. Hold the 'Fn' key and press 'F6' to cycle through the settings.
3. Connect an external monitor to both the VGA out port and the HDMI port. It may not display an image until you cycle through external monitor settings. You can do this by pressing 'Fn' key and 'F5'.

 **If all the above do not enable the device to display an image, contact your school to organise a technician to inspect the device. The device may need to be sent to the manufacturer to be repaired or replaced depending on the nature of the issue.**





# Cracked or broken screen

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## Cracked or broken screens



If a screen has become broken or cracked it is important to inform the school immediately.

**Any delay may cause more damage to the device.**



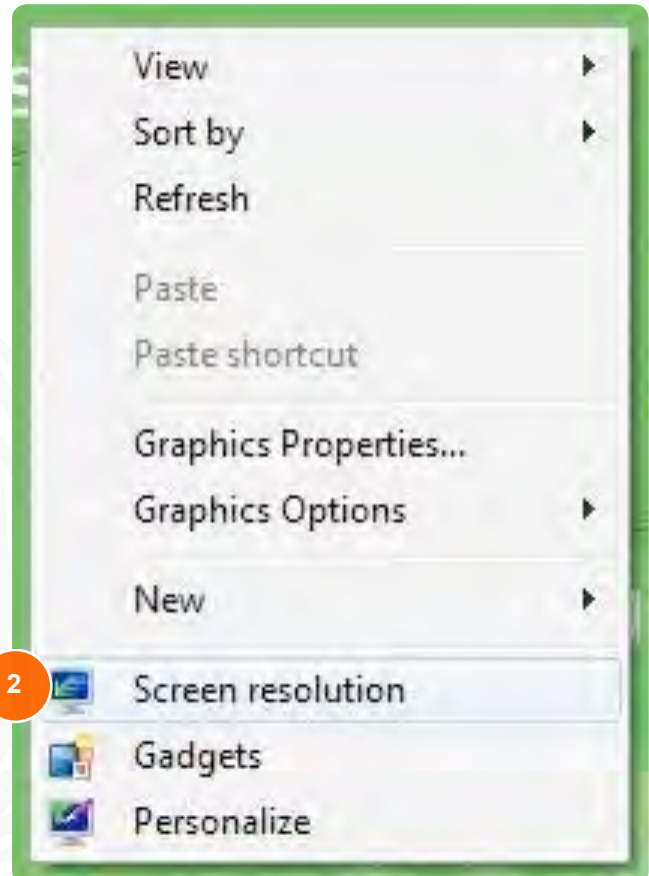




# Screen resolution too small or big

## How to change the resolution of your screen.

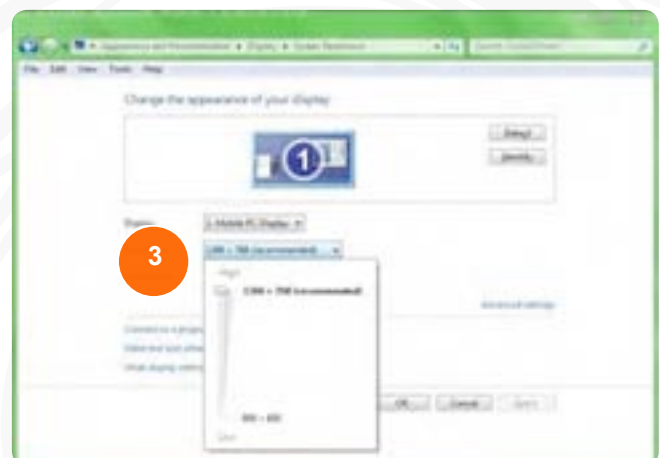
1. Right click on the desktop.
2. Left click on 'Screen resolution' from the drop down menu that appears on screen.



3. This window will allow you to change the resolution, the number of pixels displayed on the screen.

This means that the smaller the resolution the larger the items look displayed on it.

**Out of the box, your device is set to a resolution of 1366x768. This can be changed to suit the user.**

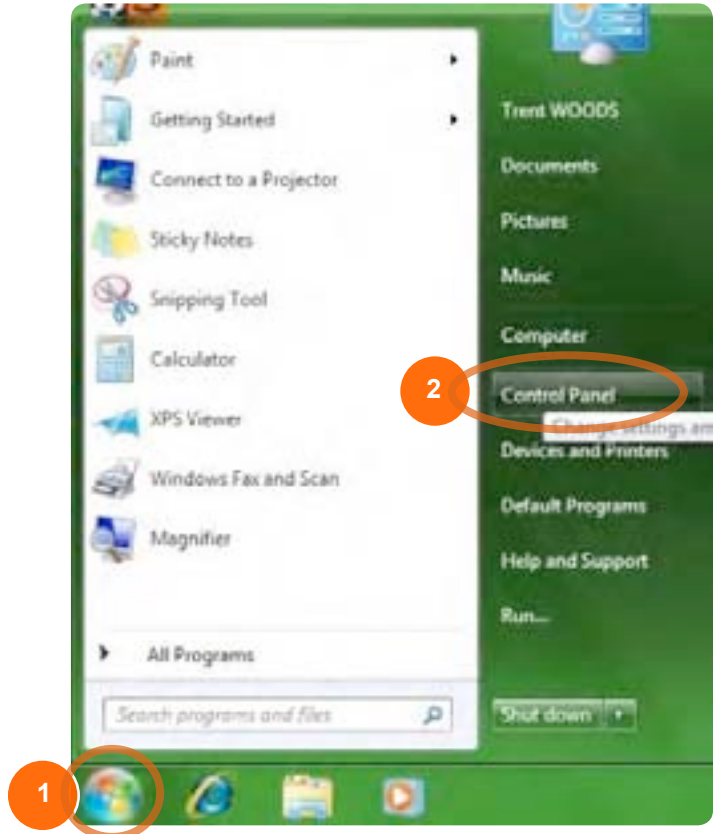




# Fonts and icons too big or small

How to change the size of your icons and fonts.

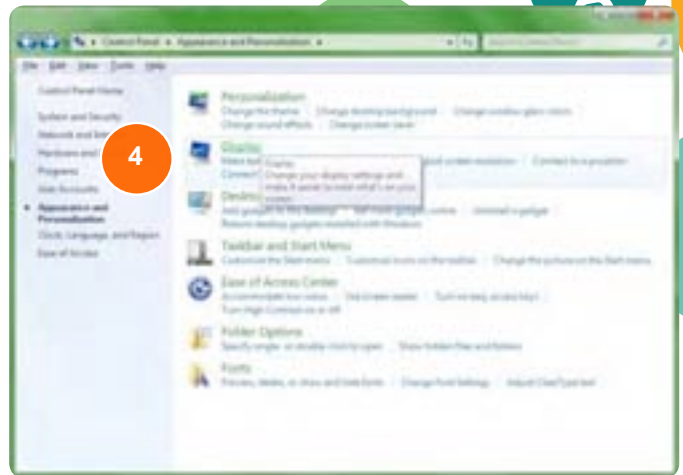
1. Click the 'Start' icon.
2. Then click 'Control Panel'.



3. Click on 'Appearance and Personalization'.

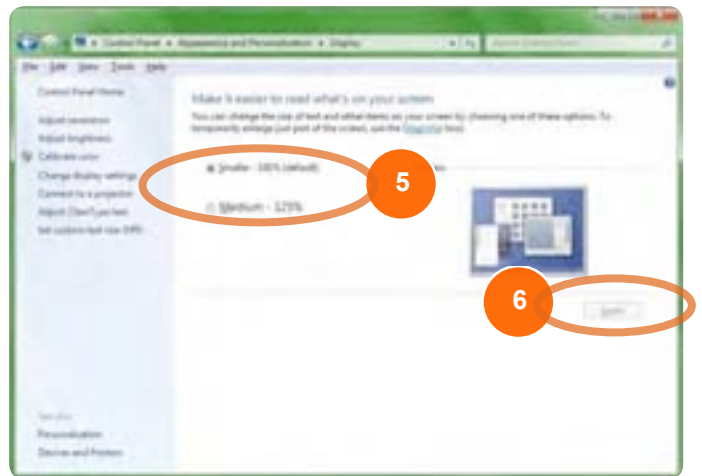


4. Click on 'Display' in the Appearance and Personalization window.



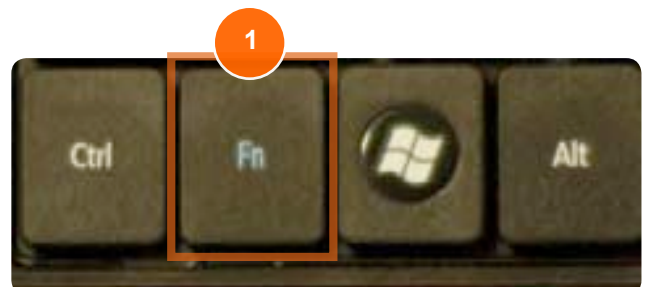
5. From this menu you will be able to increase the size of the text, icons, windows and menus displayed on the screen.

6. Change to your desired size and click 'Apply'.



## Monitor is too bright or too dark

1. Find the 'Fn' key located in between the left Ctrl button and the Windows button.



1. Hold down the 'Fn' key and tap the left arrow key to make the screen darker, or the right arrow key to make the screen brighter.





# Acer 1830T Touchpad

There are several steps that can be taken to pinpoint a touchpad failure. Follow the steps in this section.





## Ensuring the touchpad is active

1. Hold the 'Fn' key.
2. While holding the 'Fn' key press the 'F7' key.

Doing this will either activate or deactivate the touchpad through software. Cycle through this step to ensure that the device is still malfunctioning.



## Checking your touchpad using an external USB mouse

1. Locate the USB ports on the right hand side of the device and insert the USB cable for the mouse.
2. Windows will now automatically install your mouse.

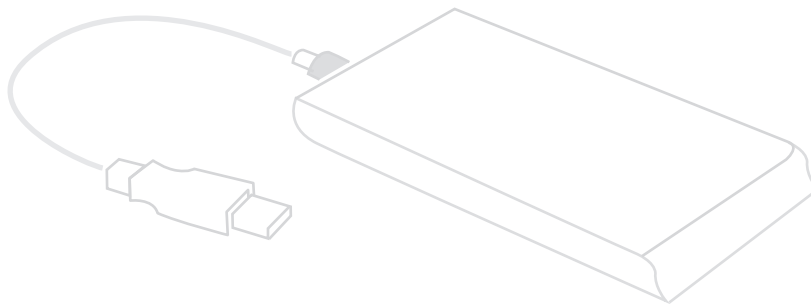


3. Try moving your mouse.



If the pointer on the screen now moves, your touchpad may be malfunctioning and needs to be reported to the school. If the pointer still does not move, you will need to report this to your school.





# External Storage

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## How to use external storage

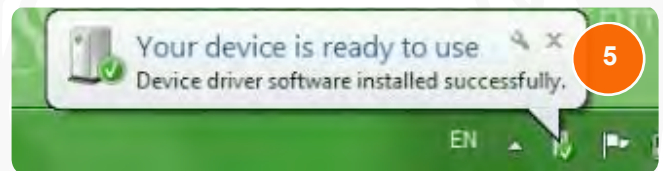
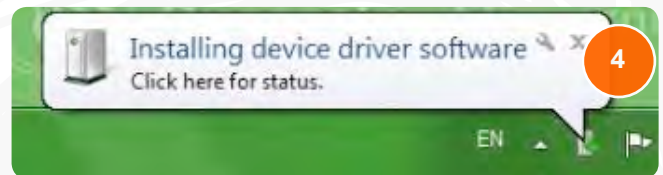
There are a wide range of different brands and types of external storage equipment. This guide covers the major types of external storage, including USB memory sticks, USB external hard drives and memory cards.






# Inserting a memory card

1. Locate the Multi-in-1 card reader.
2. Remove the protective insert by gently applying pressure inwards until an audible click is heard. Release pressure on the protective card which will eject itself.
3. Insert an accepted memory card by gently applying pressure until an audible click is heard, then release pressure.
4. Windows will now automatically install the drivers for your memory card.
5. Once your device is successfully installed windows will display this pop up window. If this doesn't happen, remove the memory card, wait 10 seconds and reinstall the card.



 **If Windows is still unable to automatically install the memory card please contact the memory card manufacturer for further technical support.**







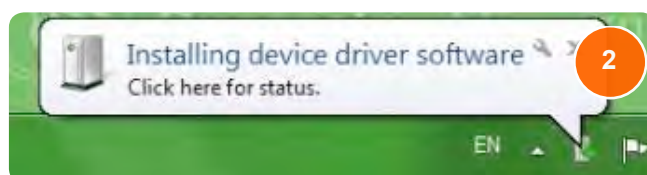
# Installing USB sticks and external hard disc drives

1. Locate the USB port on the right side of the device. Gently insert the USB memory stick or USB cable connected to the external hard disk drive into the USB port.



**Note: You may need to flip the USB stick or USB cable to ensure it is inserted correctly. Forceful insertion may cause damage to the device.**

2. Windows will now automatically install the device.

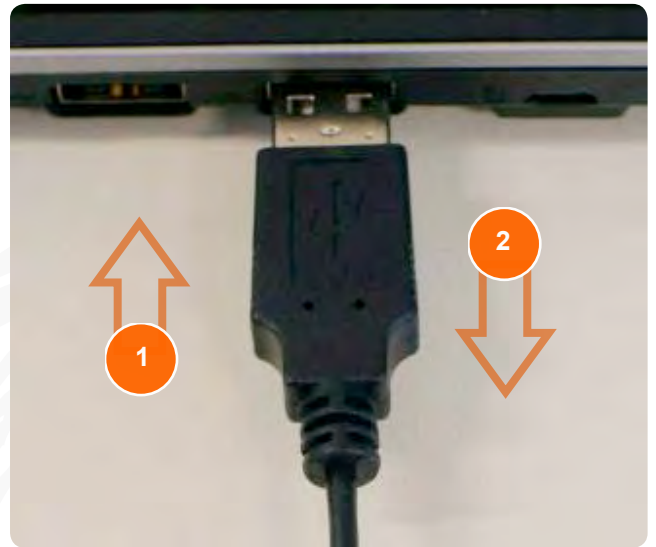




# Issues installing a USB device

If your USB memory stick or external hard disk drive does not install, follow these troubleshooting steps.

1. Remove the inserted external storage equipment by gently pulling out the cable or memory stick, moving it slightly from side to side.
2. Wait 10 seconds and reinsert the external storage equipment by gently inserting the USB memory stick or USB cable connected to the external hard disk drive into the USB port. Windows will install the external storage equipment automatically.



## Also check

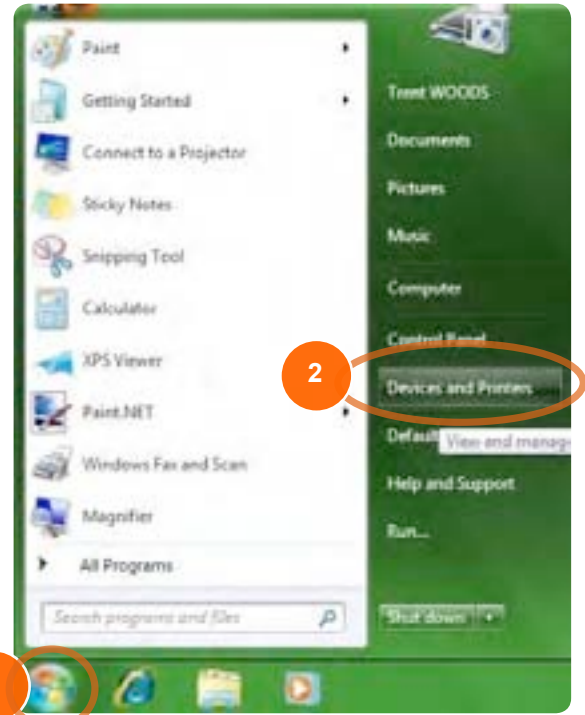
- Does the external storage equipment have power (if required)? Is it connected, is there a switch or button located on the equipment?
- Are all cables correctly inserted into the external equipment?
- Is the equipment still intact and fully operational? Check to see if you can hear the storage equipment functioning as most external storage still utilise spinning components.
- Are the ports, casings and cables intact? Broken equipment is unlikely to function correctly.





# Ensure external storage is installed

1. Click the 'Start' icon.
2. Click on 'Devices and Printers'.

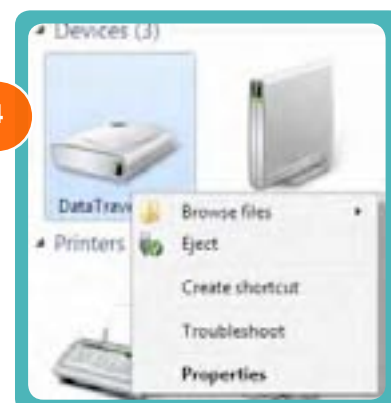


3. Your connected USB storage should be displayed in this window if it has successfully installed.



**If the equipment is not listed please consult the external storage manufacturer for further technical support. Specific software for your equipment may be required.**

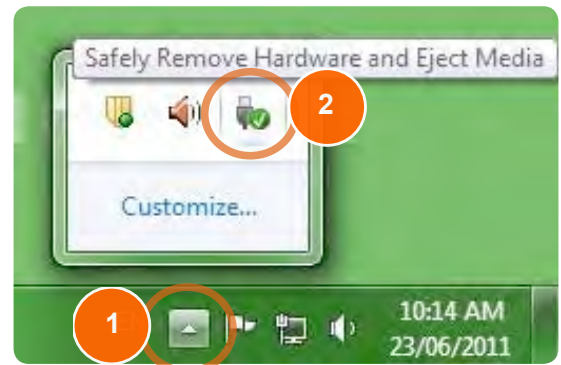
4. You can right click on your item to access an options menu. From here you are able to browse your equipment or remove it via the eject option.



# ? Safe removal of USB equipment

It is important to safely eject a USB storage device before physically removing it. Issues can arise from the incorrect removal of these devices causing loss or corruption of data. Follow the steps below to safely remove your USB equipment.

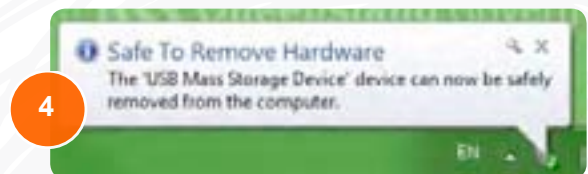
1. Click on the up arrow located on the right hand side of the task bar.
2. Click on the 'Safely Remove Hardware and Eject Media' icon.



3. Click on the item you would like to remove.



4. The item is now no longer active in Windows and can be safely removed.



To gain access to the item again, simply remove and reinsert the USB equipment.









## Pre-loaded software

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All devices come pre-loaded with the department's managed operating environment (MOE), which includes a number of components.

The software pre-loaded on the device is licensed to the Department of Education, Training and Employment or the school.

Parents and caregivers must ensure the software is not copied, deleted or transferred, for any reason without the written consent of the school.









# Pre-loaded software

The table on the right shows what is pre-loaded onto each device.

## Loading additional software

The software loaded on the device is licensed to the department or the school. The parent or caregiver must ensure that the software is not copied, deleted or transferred, without prior written consent from the school. Unauthorised use may breach copyright laws and the parent or caregiver may be held liable for any damages incurred.

Students may have the ability to install additional software onto the device (please see the elevated access section below). However, only licensed software can be installed. The student must hold a valid licence for any software installed and the licence must be appropriate for installation on the device. Devices may be audited by a school requiring students to present a valid software licence for any personal software installed. Devices may be rebuilt at any time for numerous reasons without consultation with students or parents and all local data may be lost in this process.

## Elevated access

Devices may have elevated permissions which would provide the ability to complete tasks such as installing home items including home printers, cameras and/or licensed software. This access may allow further permissions above and beyond those available on other MOE-built workstations and devices. Students should not misuse these privileges. The misuse of this access may result in disciplinary action which includes, but is not limited to, the withdrawal of access to services.

The school will manage the provision of elevated access and may require a parent/caregiver to approve.

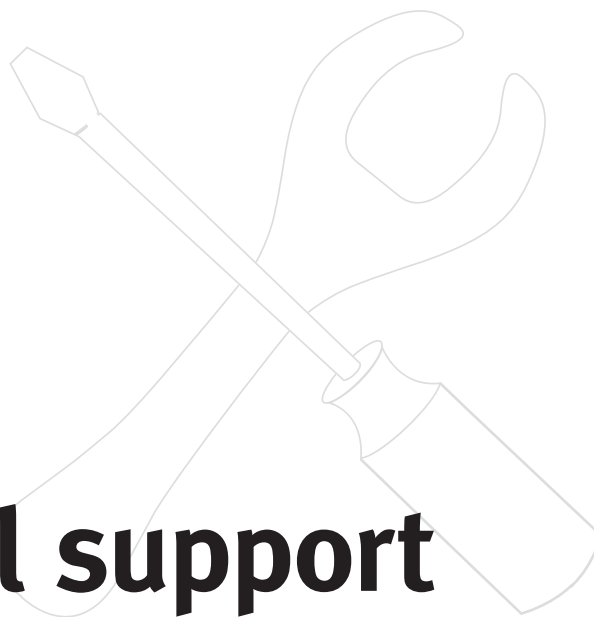




	<b>Application name</b>	<b>Vendor</b>	<b>Version</b>
1	Office 2010 Professional Plus	Microsoft	14.0.4763.1000
2	Producer for PowerPoint	Microsoft	3.0.3012.0
3	Adobe Reader	Adobe	10.0.1
4	Adobe Shockwave	Adobe	11.5.9.620
5	Adobe Flash 10	Adobe	10.3.181.22
6	Adobe AIR	Adobe	2.6
7	Quicktime	Apple	7.6.9
8	Java	Oracle	6.0.26
9	PDF Creator	Adobe	1.2.1
10	SCCM Client	Microsoft	4.0
11	Office Clipart	Microsoft	10.0.2619.0
12	PhotoStory 3	Microsoft	3.0.1115.11
13	Audacity	Open Source	1.2.6
14	IrFanView	Open Source	4.28
15	Movie Maker	Microsoft	2.6.4038.0
16	Paint.net	Microsoft	3.5.8
17	Silverlight	Microsoft	4.0.60310.0
18	Symantec End-Point Protection	Symantec	11.0.6300.803
19	Microsoft App-V Client	Microsoft	4.6.1.20870
20	.net Framework	Microsoft	4
21	Service Pack	Microsoft	1
22	Cyber Safety Button	Australian Federal Gov	n/a
23	Pointing Touchpad Application	Synaptics	14.0.6. 170909
24	e-Power Management System	Acer	n/a
25	Blue Coat	Blue Coat Systems	n/a
26	Computrace	Absolute Software	n/a



# Technical support



The department has bulk purchased Acer devices that have a life cycle of four years and meet the technological requirements of students from Years 9 to 12.

Technical support will be provided directly by Acer. In most cases, Acer will supply next day on-site support. In some remote locations, the device may be required to be returned to Acer.

## Logging a service request

All requests are logged directly with Acer by phoning 1800 819 713.

**Phone requests can only be logged by school staff or parents.** Students under 18 will need to ask their parents or someone at school to log a service call for them. The staff in the Acer service centre have not undertaken a working with children check.

**Please note, the Acer service centre is only available for DETE-owned Acer devices.**

All DETE hardware information is available to the vendor to ensure devices are DETE owned. Personal devices are not supported within this support service model.











# Warranty information

## Warranty period

Bulk purchased Acer Aspire 1830T devices include a comprehensive four-year warranty. The warranty period starts when the device is received at the school.

## Accidental damage cover

DETE and Acer have arranged accidental damage cover for the Q3 Acer Aspire 1830T devices. This covers many forms of unintentional damage. Examples are:



Type of damage	Examples of damage
Accidental liquid spill damage	Damage from spilt drinks
Unintentional impact damage	Drops and falls from tables
Electrical surge	Blackouts or storm surges
Accidental breakage	Broken AC power pins

## Warranty related costs

To take advantage of the support service the following costs apply:

Parental costs incurred will be a school managed process. Please contact your school principal for further information.

Occurrence	Cost
1st	\$50
2nd	\$100
3rd	\$150
All subsequent incidents	\$150







## Warranty and service request details

### Item

Support vendor  
Contact number

Operating hours

Information required  
to log a request

### Details

Acer Australia  
1800 819 713 (only available to school staff, parents or caregivers)

Phone logging: 7 am – 8 pm, Monday to Friday  
<http://www.esupport.acer.com.au/PortalJSP/login.jsp>

Contact name (school or parent)  
Contact number  
Device serial number (SNID)  
Email address (for online logged requests)  
School or home location (address)  
Request details (i.e. description of the fault)



# Warranty information

## Non-warranty items

The Acer accidental damage cover does not cover the device for any wilful damage or theft. Examples of items not covered are:

Type of Damage	Examples of damage
Intentional damage	Throw damage or inscriptions
Theft	Stolen or attempted theft
General wear or overuse	Faded keyboard letters or frayed adapter wires
Animal or insect damage	Pet, rodent and insect damage
Natural disasters or weather damage	Floods, fires, earthquakes, hail and rain damage

## Non-warranty damage

When it is identified, by the school or by admission from the student, parent or caregiver, that the damage to the device was caused intentionally, the following costs will apply.

The school may also determine the student be withdrawn from a home use program.

Occurrence	Cost
Repair, excluding repair or replacement of LCD screen	\$147 excluding GST
Repair, including repair or replacement of LCD screen	\$257 excluding GST
Wilful damage	Where a school determines that damage has been intentionally caused to a device or a student has disrespected school property, the full cost of repair or replacement may be charged.

Parental costs incurred will be a school managed process. Please contact your school principal for further information.



**Multiple failures**

For NSSCF Q3 bulk purchased devices, Acer provides a multiple failures service or 'lemon clause'. The details of this clause are shown below:

Policy	Conditions
1	<p>During the warranty period, Acer will replace and deliver, at no cost to DETE, any NSSCF Q3 device on the occasion of that products third claim under warranty.</p> <p>Replacement of the device only applies for the first three years of the warranty period.</p>
2	<p>The device replaced under this program will be the current equivalent model of the failed product. If that failed device has been superseded the current model will be provided, this will include the balance of the original warranty on a pro-rata basis.</p> <p>The replacement product will include all the components originally ordered with the failed product, including DETE's managed operating environment (MOE).</p> <p>Acer will ensure the replacement device will be received at the relevant School within five school days, or as agreed with Acer, from the date the claim was made to Acer.</p>









## More information

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For more information about your student NSSCF device, please contact your school.

For information about the National Secondary School Computer Fund, please visit [Education Queensland's Smart Classroom website](#) or the [Australian Government's Digital Education Revolution](#).

For technical issues, parents can contact the Acer Help Desk by phoning 1800 819 713 or logging a job online at [www.acer.com/helpdesk](http://www.acer.com/helpdesk).





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