

National Secondary School Computer Fund

Acer Iconia W701

Set up and support manual



Set up and support manual



The device chosen for the Round Q4 of the National Secondary School Computer Fund (NSSCF) is the Acer Iconia W701. The Iconia W701 is the innovative touch-based Windows 8 tablet, designed to run all day on a single battery charge and has managed 3G connectivity.

This document provides information about how to complete some common procedures.



Icon guide



General information



Security and backup



Fixing issues



How to information



Who to contact



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Acronyms

used in this document



CFS	Computers for Students
CFT	Computers for Teachers
DETE	Department of Education, Training and Employment
ICT	Information and communications technologies
ISP	Internet service provider
LAN	Local Area Network
MOE	Managed Operating Environment
NSSCF	National Secondary Schools Computer Fund
OBE	Out of box experience
SEP	Symantec Endpoint Protection
WAN	Wide Area Network

Additional

reference material















DETE	Parents and Student guide
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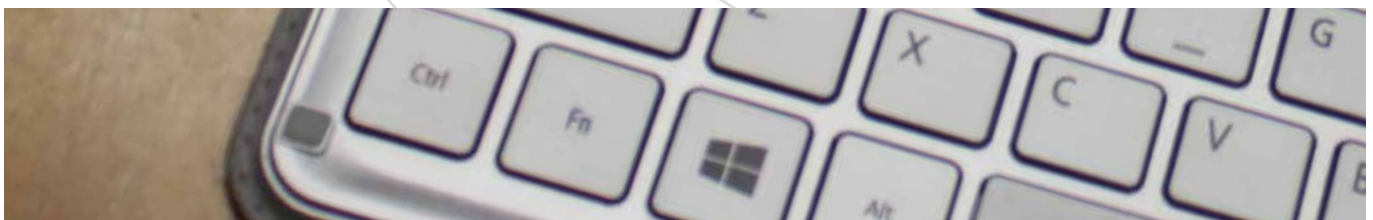


Hotkeys







Hotkeys will help you perform common tasks with the minimum number of key strokes.

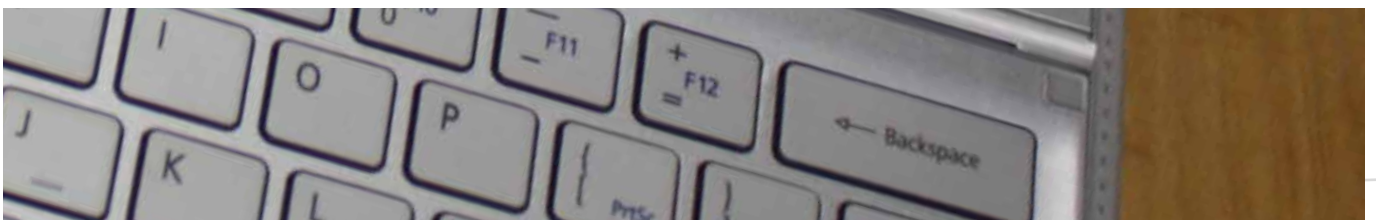
Windows hotkeys

Hotkey	Icon	Function	Description
		Search	Ability to search the device
		Settings charm	Opens the settings charm
		Devices charm	Opens the devices charm
		Lock screen orientation	Ability to lock the device screen orientation (portrait or landscape)
		Commands within app	Shows the commands available within an application
		Display toggle	Switches display output between the display screen, external monitor (if connected) and both



Acer Iconia W701 bluetooth keyboard hotkeys

Hotkey	Icon	Function	Description
Fn + W		Sleep	Ability to search the device
Fn + Y		Speaker toggle	Opens the settings charm
Fn + ▶		Brightness up	Opens the devices charm
Fn + ◀		Brightness down	Ability to lock the device screen orientation (portrait or landscape)
Fn + ▲		Volume up	Shows the commands available within an application
Fn + ▼		Volume down	Switches display output between the display screen, external monitor (if connected) and both



General information

Pre-loaded software

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 DETE.

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

The table below shows what is pre-loaded onto each device:

	Application name	Vendor	Version
1	Office 2013 Professional Plus	Microsoft	15.0.4420.1017
2	VLC Player	Open Source	2.0.5
3	Adobe Reader	Adobe	11.0.00
4	Adobe Shockwave	Adobe	11.6.8.638
5	Adobe Flash 11	Adobe	11.4.402.287
6	Adobe AIR	Adobe	3.6.0.5970
7	Quicktime	Apple	7.72.80.56
8	Java	Sun	7.0.150
9	PDF Creator	PDF Forge	1.6.2
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	2.0.3
14	IrFanView	Open Source	4.35
15	Movie Maker (Windows Essentials 2012)	Microsoft	16.4.3505.0912

16	Paint.net	Microsoft	3.60.0
17	Silverlight	Microsoft	5.1.10411.0
18	Symantec End-point Protection	Symantec	12.1.2015.2015
19	Microsoft App-V Client	Microsoft	4.6.1.30111
20	.net Framework	Microsoft	4.5
21	Cyber Safety Button	Australian Federal Gov	n/a
22	Blue Coat Web Filtering	Blue Coat Systems	3.4.4.3
23	Computrace	Absolute Software	8.0.932



Loading additional software

Students may have the ability to install additional software onto the device (please see the **Elevated access** section below) when in accordance with the school's ICT Policy. 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 need to be rebuilt for numerous reasons. Students and parents need to be aware that any data saved locally or software installed from home may be lost in this process. Regular backups can reduce the possibility of important data or student work being lost.



Elevated access

Devices may have elevated permissions which would give users 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.



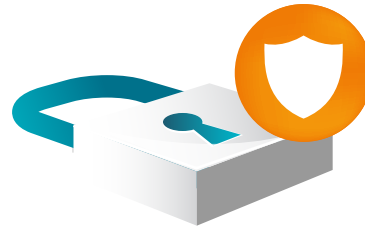
General information



Backup and restores

It is the student's responsibility to backup all personal data. All personal data should be stored on a network drive at school and/or a personal USB drive. Data stored on the D:\ drive is not backed up by the school or DETE.

Please refer to **External storage** within this document.



Cybersafety

The Department of Education, Training and Employment has provided all devices with a **Cybersafety help button**, designed to keep children and families safe online. It is an online resource hub that provides instant 24 hour access to cybersafety help and information. All students are encouraged to use this should they feel uncomfortable with any online interactions. Further information for parents/guardian and students can be found at:

http://education.qld.gov.au/student-services/behaviour/qaav/docs/cybersafety_brochure.pdf



General information



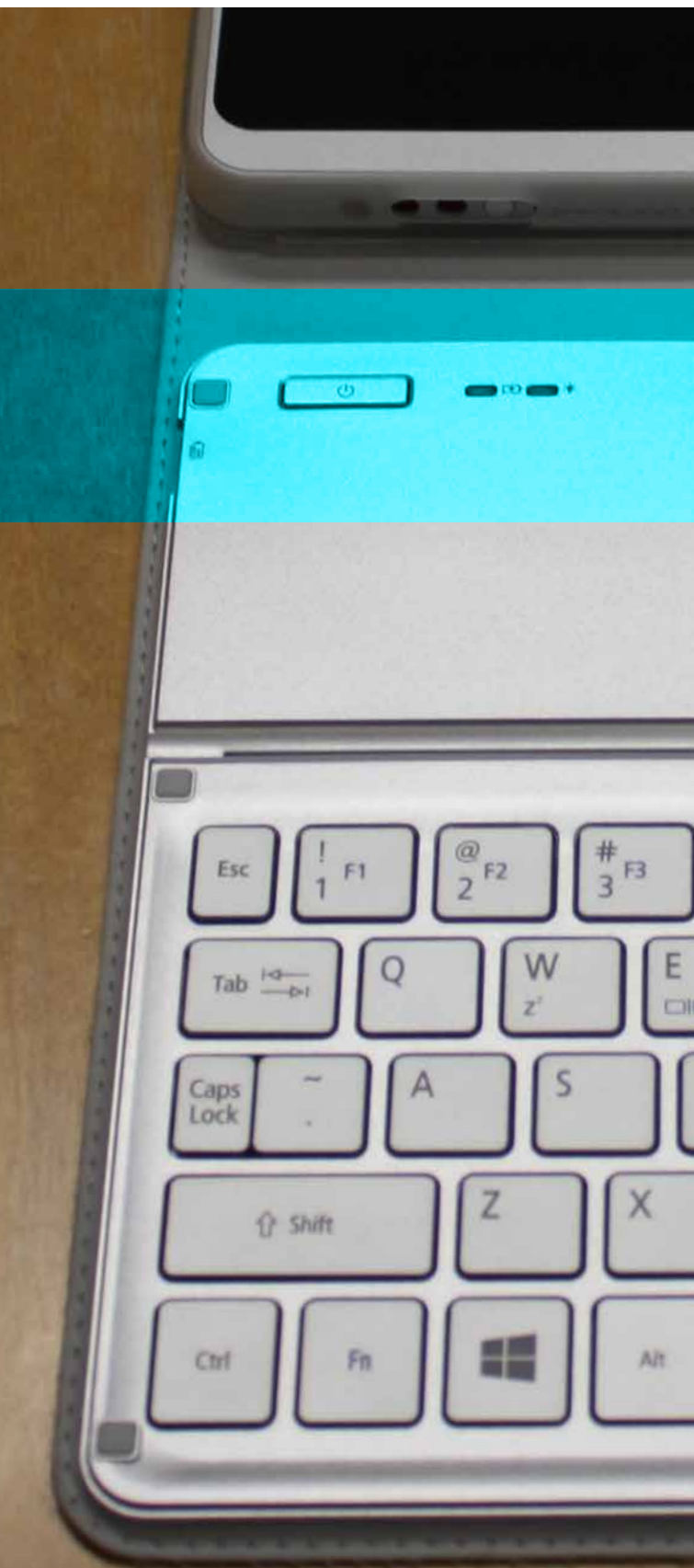
LED indicators

LED's are used to signify a status, operation or issue with the device. They are designed to function as a warning or notification.

Device

LED colour	State	Description
Blue	Steady	The device is fully charged and plugged in
Blue	On briefly	The device is fully charged and running on battery power. After pressing the power button, the blue LED stays lit for a few seconds before turning off
Amber	Steady	The device is charging and plugged in
Amber	On briefly	The device is not fully charged and running on battery power. After pressing the power button, the amber LED stays lit for a few seconds before turning off
Amber	Blinking	The battery is critically low or signifies an abnormal battery situation
Off	N/A	The computer is off





Keyboard

LED colour	State	Description
Blue Battery LED	Steady	The keyboard is plugged in and fully charged
Amber Battery LED	Steady	The keyboard is plugged in and charging
Amber Battery LED	Blinking slowly	The keyboard is not plugged in and the battery is low
Amber Battery LED	Blinking quickly	The keyboard is not plugged in and the battery is critically low or signifies an abnormal state
Blue Function LED	Steady	The LED turns solid blue for five seconds after turning the keyboard on
Blue Function LED	Blinking	The LED blinks after turning the keyboard off
Blue and Amber LED	Blinking	The keyboard is connecting to the screen

? General information

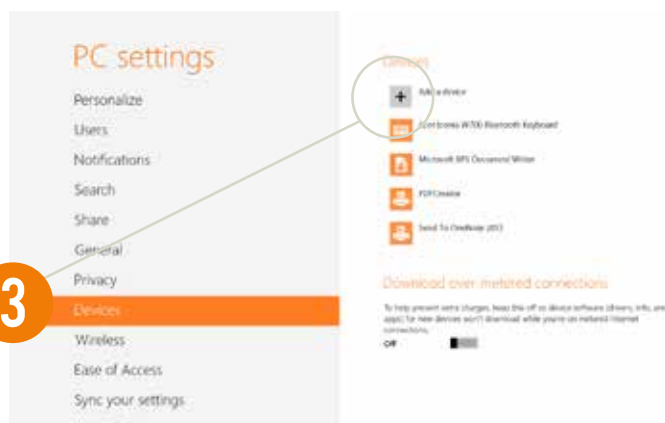
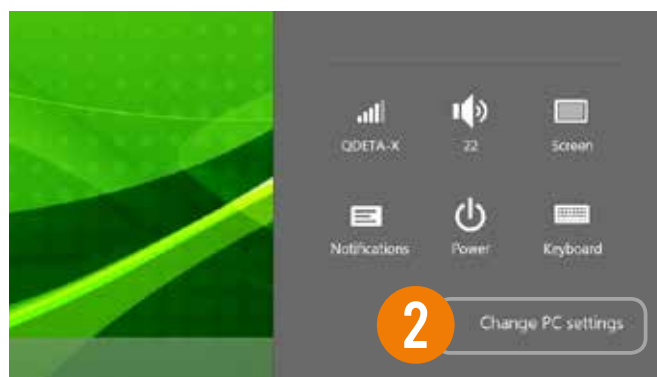
Connecting the bluetooth Keyboard

The bluetooth keyboard will be connected to the device before being issued. Once it is connected it can be turned on and off without needing to be connected each time.

1. From the desktop swipe to display the main menu charms on the right side of the screen and select **Settings**.
2. Locate **Change PC settings** to open the Change PC settings menu.
3. Select Devices from the left menu to display the **Add a Device option**.

If the Acer Iconia W701 bluetooth keyboard option is already visible, tap the minus sign to the right to remove the device. It may take a moment for the keyboard to be removed from the device list.

4. Press and hold the power button until both the battery and the function LEDs on the keyboard blink repeatedly. Release the power button. The keyboard will now be in connection mode for three minutes. After this, the keyboard is connected.



Plugging in 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.

Windows will now automatically install your mouse.



? School network connections

How to connect to the school wireless network

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

- your DETE username and password.

The wireless connection **QDETA-X** or **iDET** is preconfigured on all devices and 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.

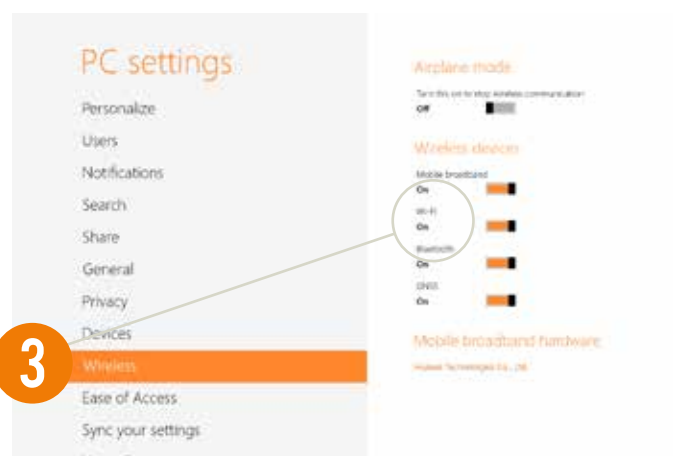
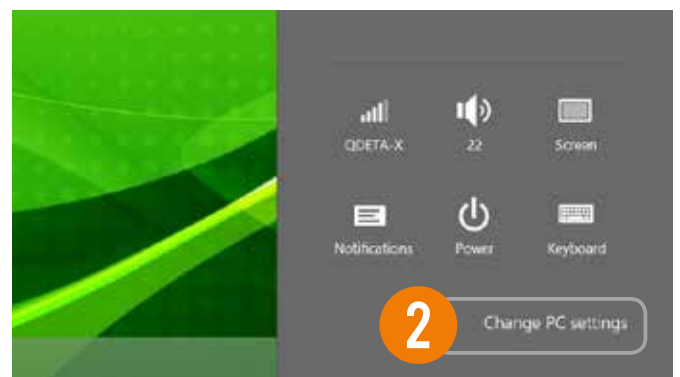
1. From the desktop, swipe to display the main menu charms on the right side of the screen and select **Settings**.
2. Locate **Change PC settings** to open the Change PC settings menu.
3. Locate **Wireless** on the left menu and confirm the **Wi-Fi** option is turned on.

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

Unable to login

If you are unable to login to your device ensure the **Caps Lock** is not activated.

- The **Caps Lock** button is located on the left hand side of the keyboard. If **Caps Lock** is activated all letters typed will be capitalised, sometimes causing a user to inadvertently mistype their password.



3

? 3G connections

How to connect to the DETE 3G 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.

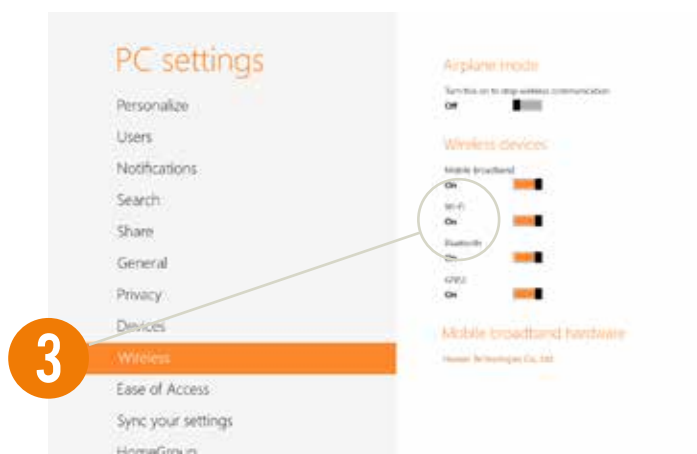
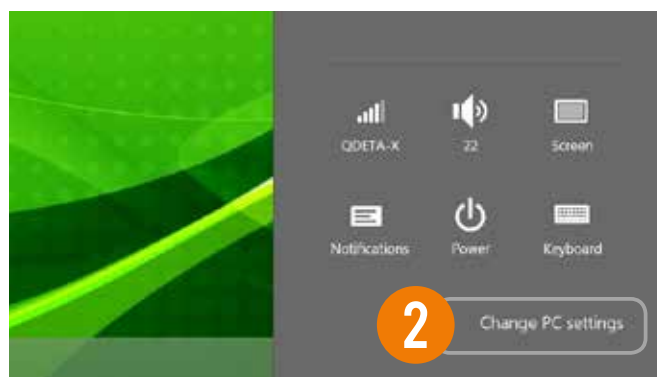
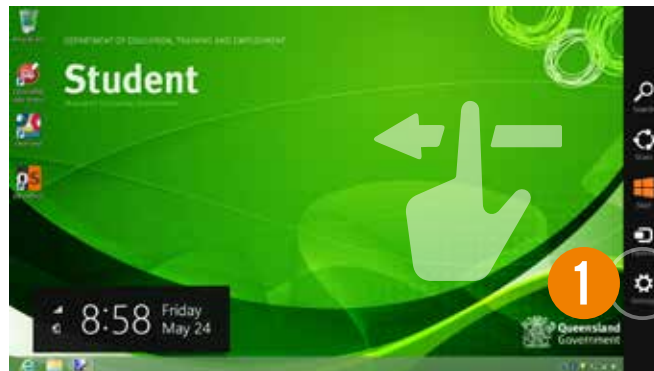
Phone calls cannot be made using the SIM card.

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.

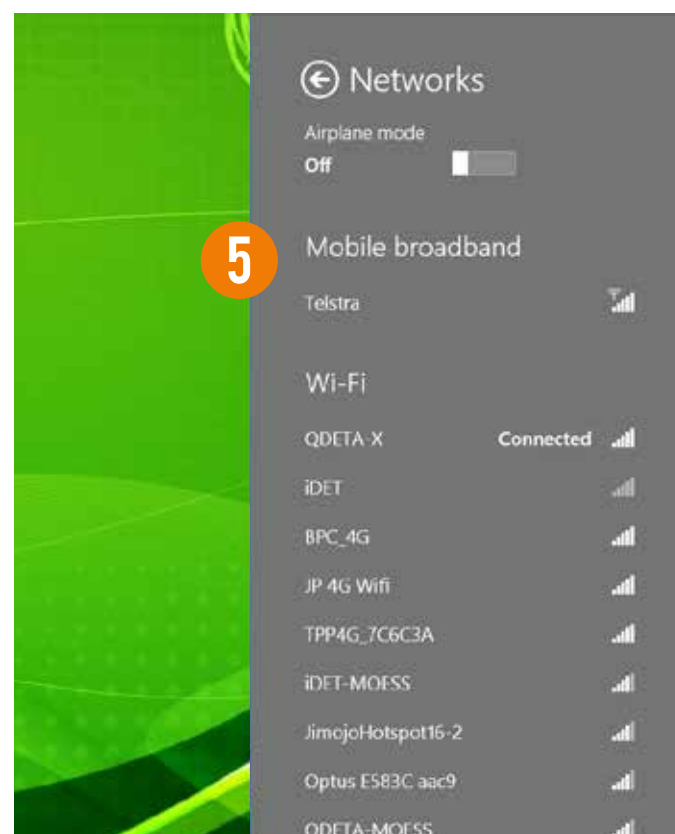
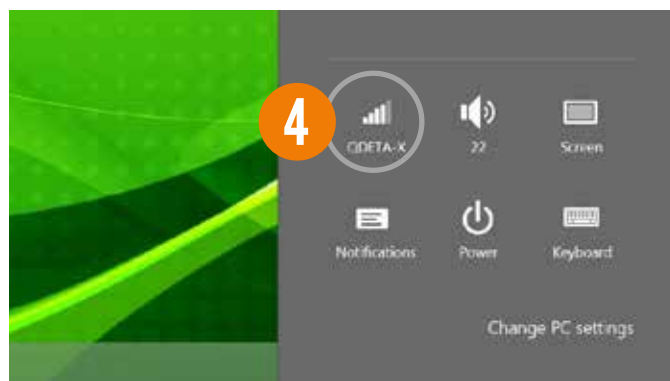
The data allowance for each device is 2.5GB per month.

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

1. From the desktop swipe to display the main menu charms on the right side of the screen and select **Settings**.
2. Locate **Change PC settings** to open the Change PC settings menu.
3. Locate **Wireless** on the left menu and confirm the **Mobile broadband** option is turned on before returning to the **Settings** charm.



4. In the **Settings** icon select the internet connectivity icon, which will also display the name of the network you're trying to connect to.
5. Once 3G is turned on, the 3G network will appear in the Mobile Broadband connections pop up.



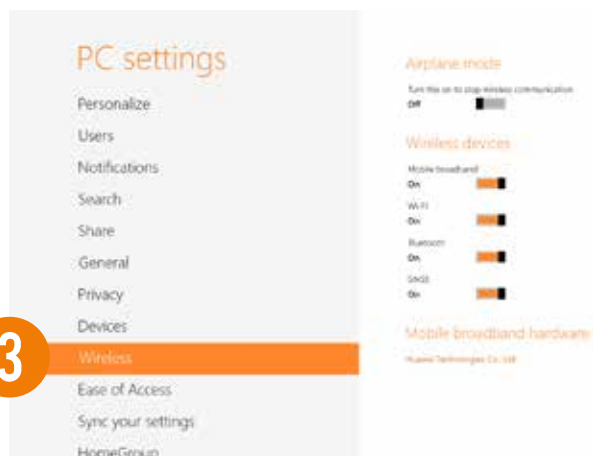
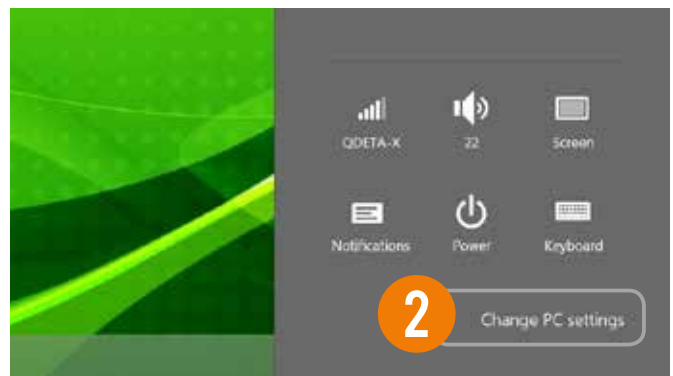
? 3G connections

Issues connecting to the network?

If you are using a network and are unable to login, there are several steps you can take to try to resolve the issue.

1. From the desktop, swipe to display the main menu charms on the right side of the screen and select **Settings**.
2. Locate **Change PC settings** to open the Change PC settings menu.
3. Select **Wireless** on the left side menu then disconnect from any wireless networks.
4. Now you can try to reconnect, using the steps on page 16 or 17.

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





? Home connections

The following guides will assist you in completing activities at home and/or on a home network.

How to connect to a home or public wireless network

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

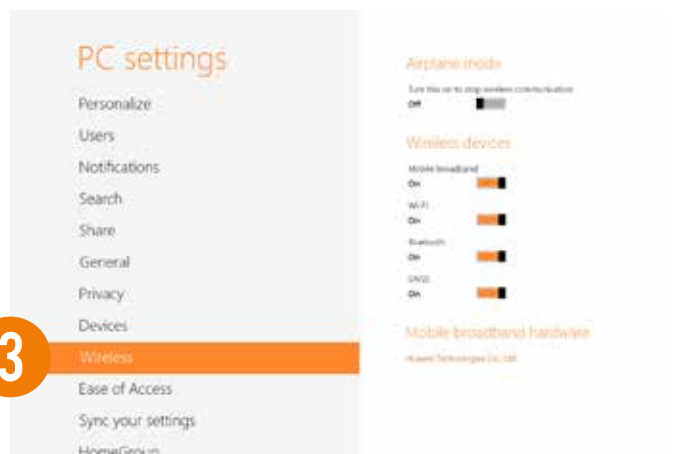
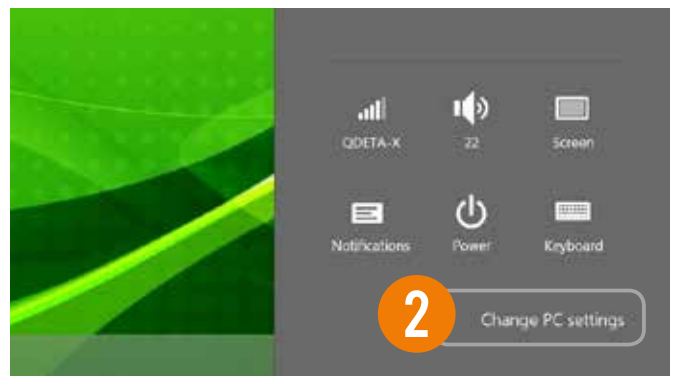
- The name of your home network, in particular the Service Set Identifier (SSID) character
- The security information needed to connect: a password or a username and a password
- Any specific settings required to connect, i.e. IP address or subnet.

DETE is unable to supply this information as it is personalised within your household.

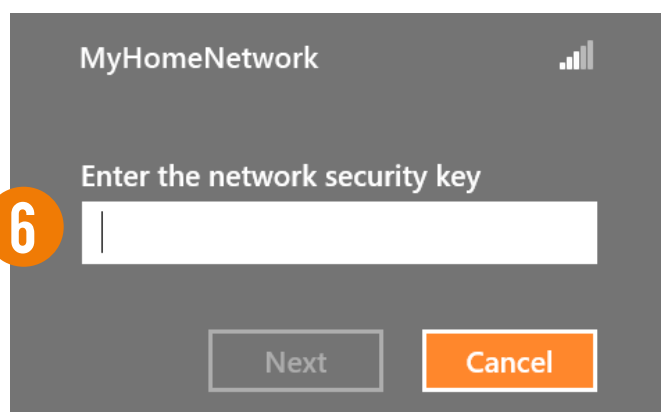
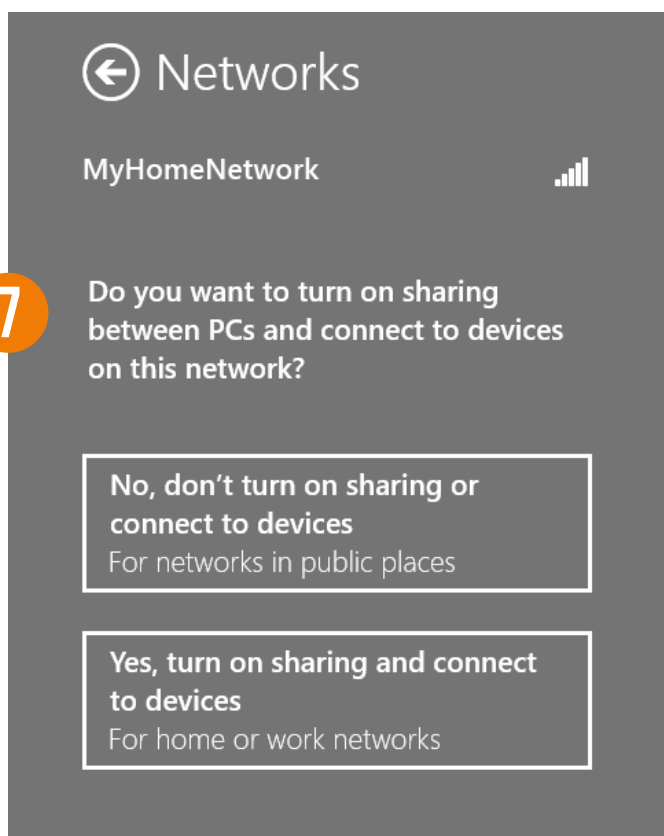
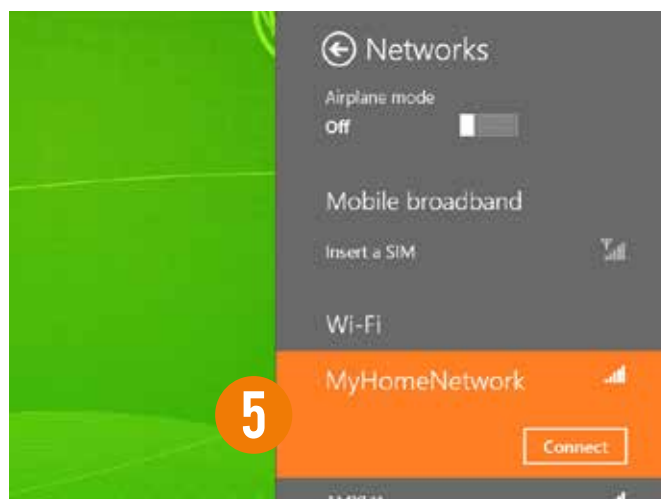
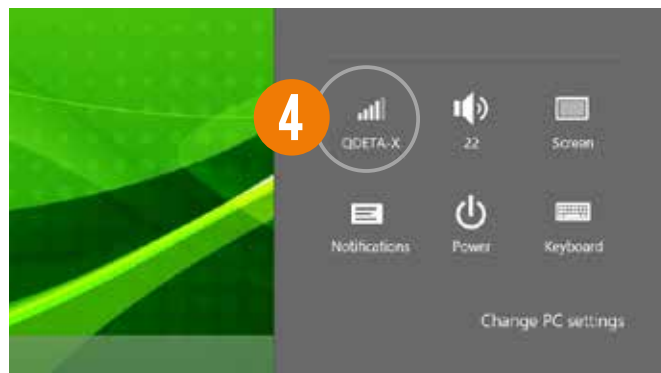
To connect to a wireless network, first ensure that wireless is activated on the device.

If the device is unable to connect to your home network, contact the relevant ISP, local technician or the network owner for further assistance

1. From the desktop, swipe to display the main menu charms on the right side of the screen and select **Settings**.
2. Locate **Change PC settings** to open the Change PC settings menu.
3. Locate **Wireless** on the left menu and confirm the **Wi-Fi** option in turned on before returning to the Settings charm.



4. In the **Settings** charm, select the charm representing network connectivity
5. Once Wi-Fi is turned on, the home network will appear in the connections pop up, select **Connect**.
6. To connect to the home wireless network a 'Password' may be required
7. Select the correct option for the network. Once the correct settings have been entered or the settings have been confirmed windows will connect to the network.



? Home connections

How to install your home printer

Unlike the DETE network, which is configured to install printers automatically, home printers need to be set up on the Acer device.

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

- Elevated Access
- Printer driver files
- USB cable to connect the printer to the device
- Power cable to power the printer

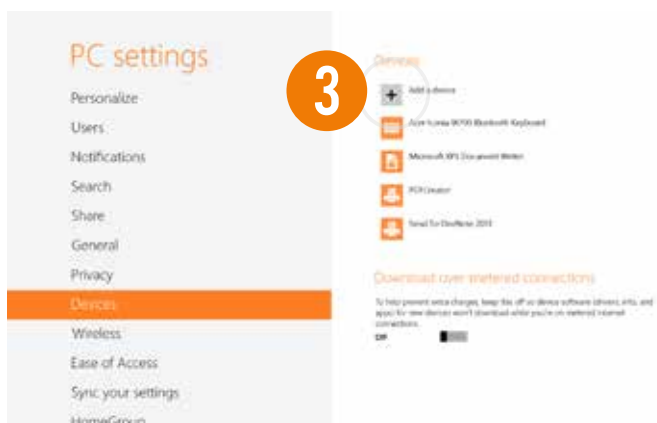
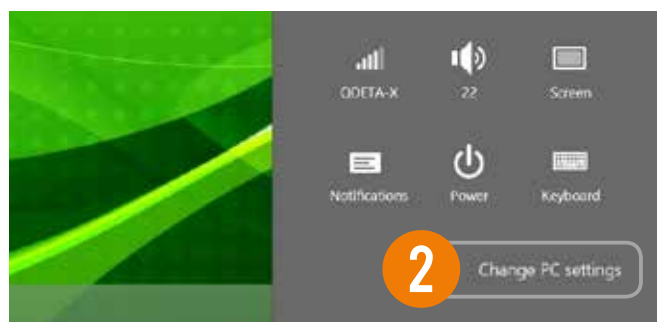
Each printer may have varying cables, connectors and buttons.

Note: 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 or search for the manual using the make and model in Google.

Connect your device via the USB supplied with the printer, to the Round Q4 device.

1. From the desktop, swipe to display the main menu charms on the right side of the screen and select **Settings**.
2. Locate **Change PC settings** to open the Change PC settings menu.
3. From the **Devices** option click on **Add a device**.
4. Windows will automatically search for a device to add, locate the relevant printer.

if the drivers are available, Windows will then try to automatically install the printer. If you are unable to install it, please contact the manufacturer for support. *Due to the large volume of different printer brands/ models, schools do not provide support for home printers and scanners.*





Common printer brand support sites:

Canon

<http://www.canon.com.au/en-AU/Support-Services>

Epson

<http://tech.epson.com.au/>

HP

<http://www8.hp.com/au/en/support-drivers.html>

Lexmark

<http://support.lexmark.com>



Scanners

Scanners are installed much like printers. Please follow the **How to install your home printer** guide for setup instructions on page 22.





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/family.jsp?familyid=endpointsecurity>

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.

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.



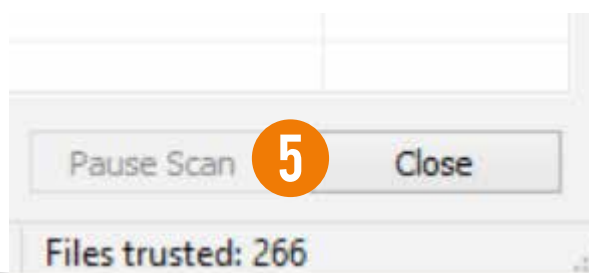
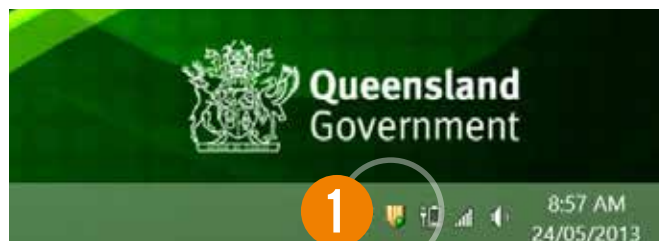
It is important to ensure any suspect files or folders be scanned with SEP to ensure their validity. This can be done by running the Full Scan, see instructions below. Symantec Endpoint Protection can scan, isolate or destroy infected files.

Active scan

Active scan will only scan the most commonly infected areas of the device. This can be completed quickly and can find most threats. A Full scan examines every file on the device. If a threat is still affecting the device after an active scan, initiate a full scan.

1. Locate the **Symantec Endpoint Protection shield** icon at the bottom of the desktop to open the Symantec control panel. The Symantec Endpoint Protection user interface will appear.
2. Click **Scan for Threats** on the left side menu.
3. Two scan options will appear, select **Active Scan** to commence the virus scan. The scan will take one to two minutes.
4. 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.
5. Once a scan is completed, and no risks are found, you can **Close** this window.

If a virus is detected during the scan select the **Remove Risks Now** button (only accessible if a virus is detected) to clean the system



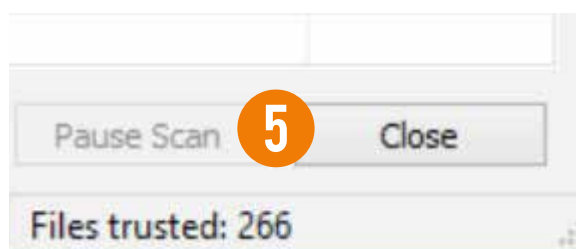
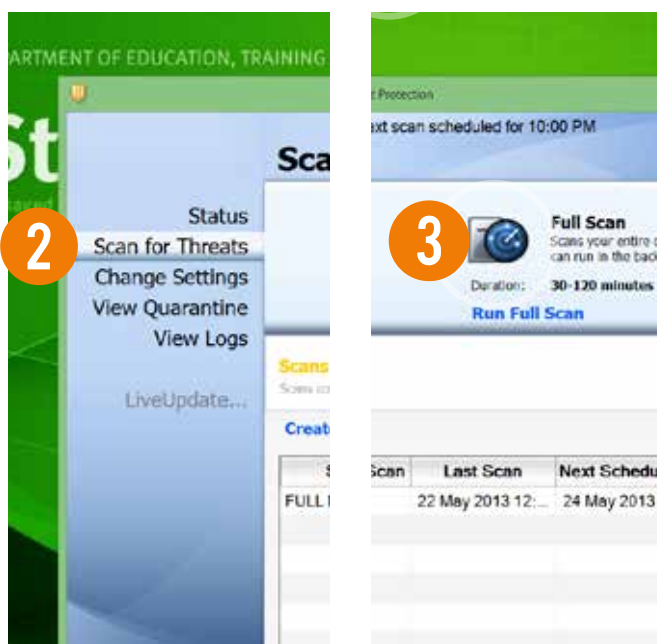
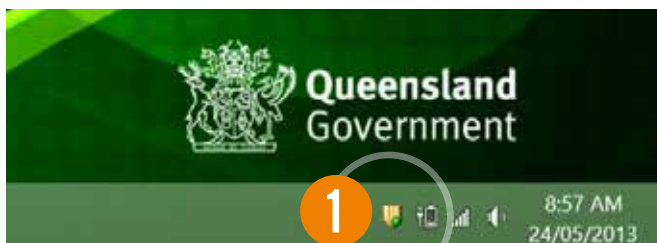
Antivirus

Full scan

A full scan will browse the entire device and may take 30-120 minutes.

1. Locate the **Symantec Endpoint Protection** shield icon at the bottom of the desktop to open the Symantec control panel. The Symantec Endpoint Protection user interface will appear.
2. Click **Scan for Threats** on the left side menu.
3. Two scan options will appear, select **Full Scan** to commence the virus scan. Once you initiate a scan, a new window will appear.
4. Once you initiate the scan, a new window will appear. This window will track the progress of the scan and supply information on any threats found.
5. Once the scan is completed, and no risks are found, you can **Close** this window.

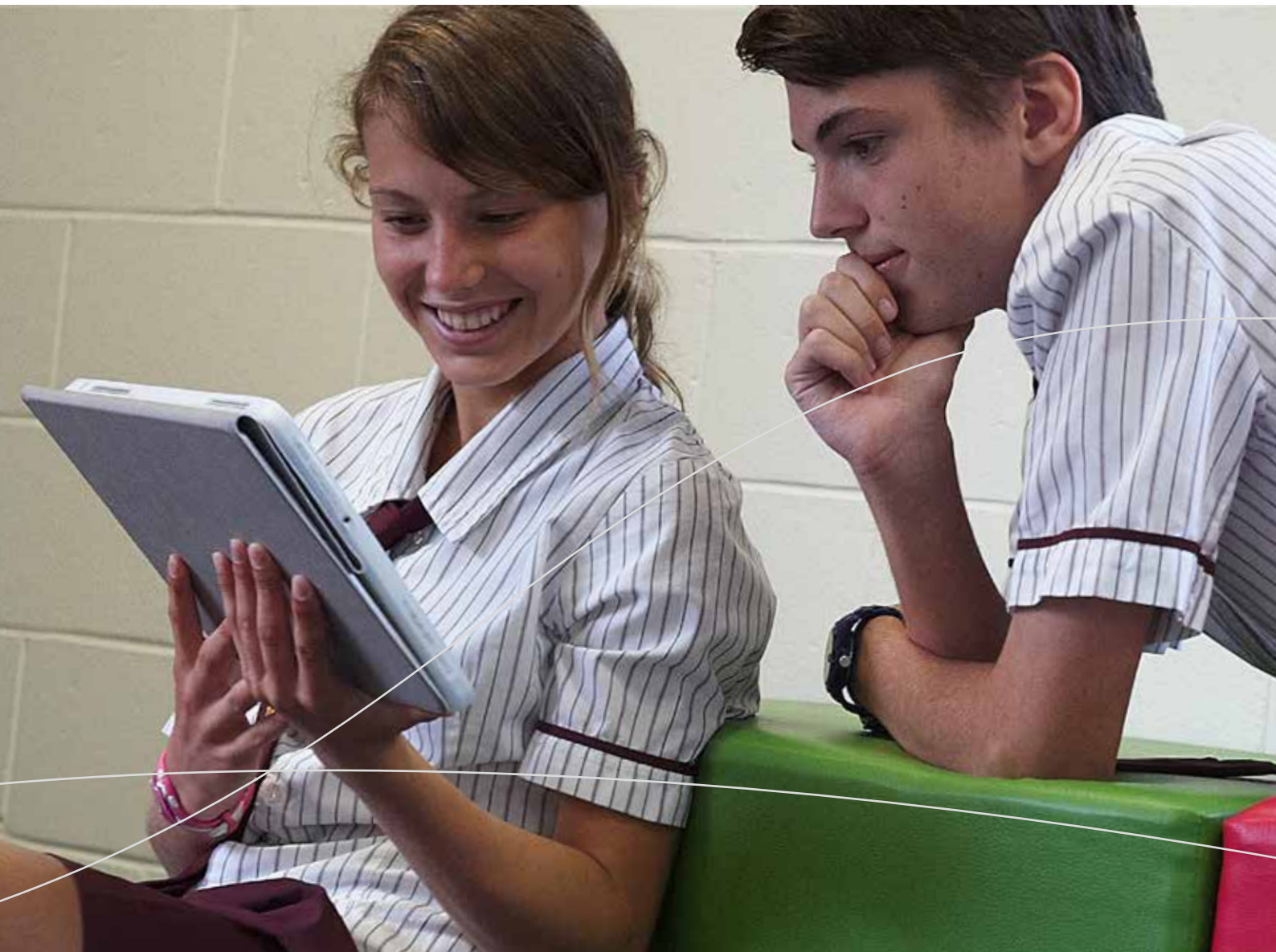
If a virus is detected during the scan select the **Remove Risks Now** button (only accessible if a virus is detected) to clean the system.



Power management

It is the student's responsibility to ensure their device has adequate charge before taking it to school. Battery life can be enhanced by managed use and recharging patterns that allow the battery to fully discharge before recharging, rather than sitting on constant charge.

The most suitable **Power Management Plan** has been set as a default on your device. If you have any questions or concerns regarding the battery, please speak with your school computer technician.



Device screen

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



Stuck pixels

If you have black or white dots that appear to be 'stuck' on the screen, please contact the school or the Acer Service Centre (see contact section). 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 displayed, try the following:


- If the power button is flashing **orange** the device is in sleep mode.
- The devices have a screen off function. Hold the  key and press **P** to cycle through the settings.
- 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  key and **P**.

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

Cracked or broken screen

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.

Monitor is too bright or too dark

1. Location the **Fn** key between the left **Ctrl** button and the **Windows**  button .
2. 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.



? External storage

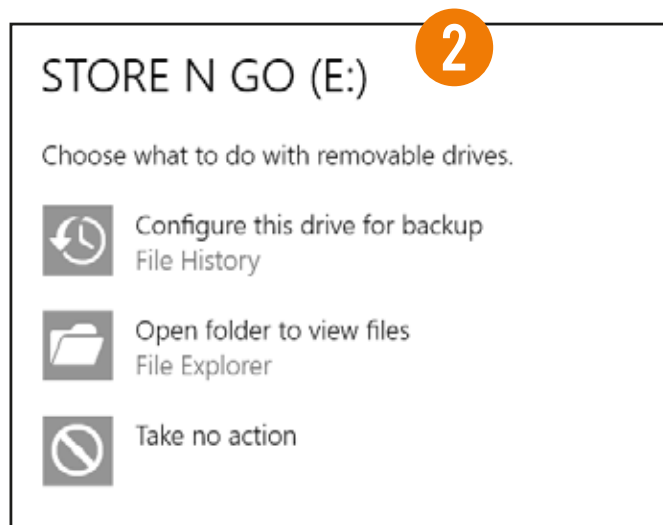
There are a wide range of different brands and types of external storage equipment. This guide covers the major types of external storage, including USB memory sticks, USB external hard drives.

USB memory sticks and USB external hard disk drives

1. Locate the USB port on the left side of the device. 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 automatically install the device. A pop up box will appear and you can choose what to do with your removable drive.



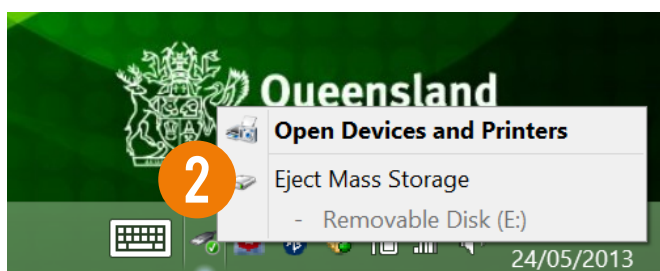
? External storage

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. Hold your finger down on the USB icon with a green tick.
2. A screen will display all of the devices that are connected. Select the device you wish to eject
3. The device is no longer active in Windows and can now be safely removed.

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



Reinstalling external storage

1. Remove the external storage device by gently pulling it out.
2. Wait 10 seconds and reinsert the external storage device 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.





Technical support and warranty information

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

Technical support will be provided directly by Acer, however where possible please contact the school in the first instance for help and support.

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.

Students are not permitted to log calls with Acer. Calls may only be logged by teachers, school staff, school technicians or parents.

Warranty-related enquiries can also be directed to the number below.



Technical support

Support Vendor	Acer Australia
Contact Number	1800 819 713
Operating Hours	7am-8pm Monday to Friday

The following information will be required to log a call:

- Contact name (school or parent)
- Contact number
- Serial number (SNID)
- Email address
- School location (address)
- Fault details



Warranty Period

Bulk purchased Acer Iconia W701 devices include a comprehensive four-year warranty. The warranty period starts when the device is received at the school.

Accidental damage

The department has negotiated an accidental damage cover to support schools and families when a genuine accident results in damage to a device (excesses will apply).

Examples of accidental damage are:

- Accidentally dropping the tablet, which results in physical damages to it
- Accidentally spilling liquid over the keyboard
- Electrical surge, in the case of blackouts or storms.

Where a device is accidentally damaged, the following costs apply:

First incident	\$50
Second incident	\$100
Subsequent	\$150

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

Non-warranty damage

Non-warranty damage is where damage is not covered by warranty and not classified as accidental damage. The Acer warranty does not cover the device for any wilful damage, careless damage, theft or negligence. Examples of items not covered are:

- Leaving objects (such as pens) on the keyboard when closing the hard case, and as a result the LCD display is damaged.
- Leaving the device unattended and as a result it was damaged by someone or something else other than the user or assigned owner.
- No explanation whatsoever can be provided for how the resulting damage occurred.
- Repeating cases for the same device which may have previously been termed as accidents.

Where a device is deemed non-warranty damage, the following costs apply:

- **Minor repair**, includes any one (1) component, excluding repair or replacement of LCD screen or motherboard: \$147 excluding GST.
If two (2) or more components require replacement then this would be deemed a Major repair and will cost \$399 excluding GST.
- **Major repair**, including repair or replacement of LCD screen or Mainboard: \$399 excluding GST.
If both components require replacing, then the unit is deemed **Beyond Economical Repair**. In this instance, your school will advise of the process to follow.

Note: Where a school determines that damage has been intentionally caused, the full cost or replacement of the device may be charged. This is a school managed process.





Technical support and warranty information

Theft and loss

If the device is stolen outside of school, the parent/ caregiver will need to report the incident to the police and ensure they have the following documentation when informing the school:

- Police crime number; and
- Statutory declaration (usually completed with the police).

On receipt of the necessary documentation, DETE will initiate recovery procedures via in the inbuilt theft protection software.

Should a device be unrecoverable, whether lost or stolen, the cost of replacement is as follows:

First case: \$200

Subsequent cases: full replacement cost.

Multiple failures

For NSSCF Q4 bulk purchased devices, Acer provides a multiple failures service or 'lemon clause'. The details of this clause are shown below:

- During the warranty period, Acer will replace and deliver, at no cost to the department, any NSSCF Round Q4 device on the occasion of that products third claim under warranty.
- Replacement of the device only applies for the first three years of the warranty period.
- 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.
- The replacement product will include all the components originally ordered with the failed product, including the department's Managed Operating Environment (MOE).
- 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.



Further information



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

For more information about the National Secondary School Computer Fund please visit:

Department of Education, Employment and Workplace Relations
<http://deewr.gov.au/national-secondary-school-computer-fund-provision-funding>

Smart Classrooms

www.education.qld.gov.au/smartclassrooms

Digital Education Revolution

<http://deewr.gov.au/digital-education-and-technology-schools>

Cyber(smart:)

www.cybersmart.gov.au

eSmart

<http://www.amf.org.au/toptipsforkids/>





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