

**ALTOS**

an Acer Group Company

# Workstation User's Manual

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Workstation  
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Model number: \_\_\_\_\_  
Serial number: \_\_\_\_\_  
Date of purchase: \_\_\_\_\_  
Place of purchase: \_\_\_\_\_



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# Getting started...

## In this section you will find:

- Useful information on caring for your workstation and your health
- How to create recovery backups
- Guidelines for connecting to a network
- Information on using Altos's bundled software

# FIRST THINGS FIRST

---

We would like to thank you for making this Altos desktop workstation your choice for meeting your computing needs.

## Your guides

To help you use your Altos workstation, we have designed a set of guides:

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

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

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

**AltosCare.Taiwan@altoscomputing.com**

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

## Basic care and tips for using your workstation

### Turning your workstation off

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

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

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

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

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



### Note

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

## Taking care of your workstation

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

- Do not expose the workstation to direct sunlight. Do not place it near sources of heat, such as a radiator.
- Do not expose the workstation to temperatures below 0° C (32° F) or above 50° C (122° F).
- Do not subject the workstation to magnetic fields.
- Do not expose the workstation to rain or moisture.
- Do not spill water or any liquid on the workstation.
- Do not subject the workstation to heavy shock or vibration.
- Do not expose the workstation to dust or dirt.
- Never place objects on top of the workstation.
- Do not slam the workstation display when you close it.

- Never place the workstation on uneven surfaces.



**WARNING: Hot surface. Do not touch.**

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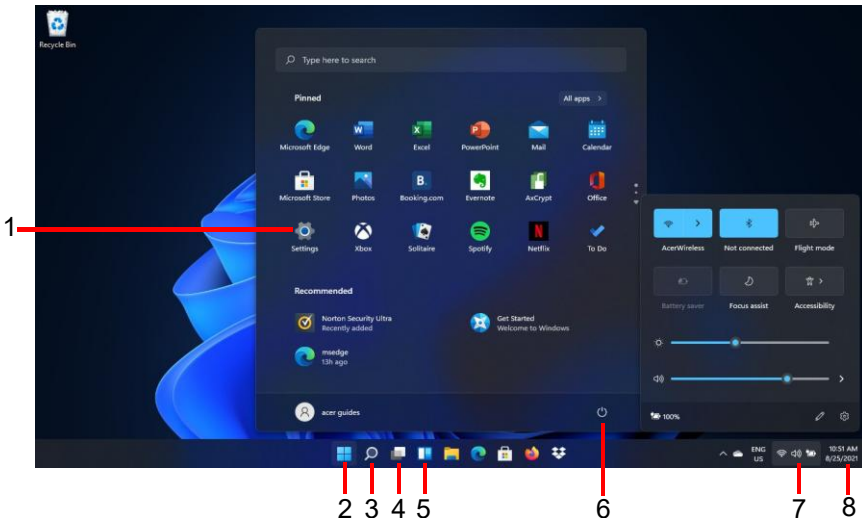
## Cleaning and servicing

When cleaning the workstation, follow these steps:

1. Turn off the workstation.
2. Use a soft, moist cloth. Do not use liquid or aerosol cleaners.

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

# THE WINDOWS OS DESKTOP



| # | Item           | Description                                                                                                                                       |
|---|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Settings       | Changes the apps settings for your workstation.                                                                                                   |
| 2 | Start          | Launches apps, through Pinned, Recommended, or All apps.                                                                                          |
| 3 | Search         | Types in the texts to search on your workstation and the Internet.                                                                                |
| 4 | Task View      | Allows to switch between running applications and add the virtual desktop.                                                                        |
| 5 | Widgets        | Provides the weather, news, stocks, and sports information.                                                                                       |
| 6 | Power          | Shut down, sleep or restart your workstation.                                                                                                     |
| 7 | Quick settings | Displays the situation of network connection, battery level and sound setting. You can toggle quick actions to instantly adjust or open settings. |
| 8 | Notification   | Displays the notifications and calendar.                                                                                                          |

## Tips and hints for using Windows

We know this is a new operating system that will take some getting used to, so we've created a few pointers to help you get started.

### Where are my apps?

Move your cursor to the lower center of the screen and click search icon, start typing the name of the app you would like to open.

#### *How do I make an app appear on Start?*

If you're in all apps list and you want to make an app appear on *Start*, right-click an app and select **Pin to Start**.

#### *How do I remove an app from Start?*

Right-click an app to select it and select **Unpin from Start** to remove the app from *Start*.

#### *How do I make an app appear on my taskbar?*

If you're in all apps list and you want to make an app appear on the taskbar, right-click an app and select **More > Pin to taskbar**.

### Can I turn off notifications?

Press the *Windows key* or select the *Windows Start button* and select **Settings > System > Notifications**. From here you can enable/disable notifications for all of your apps or choose which apps to enable/disable.

### How do I check for Windows updates?

Press the *Windows key* or select the *Windows Start button* > **Settings > Windows Update**. Select **Advanced options** to configure the settings.

### Where can I get more information?

For more information please visit the following pages:

- Windows 11 information: [support.microsoft.com/Windows](https://support.microsoft.com/Windows)
- Support FAQs: [AltosCare.Taiwan@altoscomputing.com](mailto:AltosCare.Taiwan@altoscomputing.com)

# RECOVERY

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If you are having trouble with your workstation, and the frequently asked questions ([see Got a question? on page 32](#)) do not help, you can recover your workstation.

This section describes the recovery tools available on your workstation. Altos provides *Altos Control Center*, which allows you to reset your PC, refresh your PC, backup files/data or create a factory default backup. If you cannot access *Altos Control Center*, click **Settings** in the Start menu, select **System** and then click **Recovery**.

**Note**

*Altos Control Center vary depending on model or Operating System.*

## Creating a file history backup

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

1. From *Start*, select **Control Center** in all apps list then **Recovery Management**.
2. Select the *Backup* tab and click **Get started** for *Create backup* to open the *Backup* window.
3. Click **Set up syncing** for *OneDrive folder syncing* to continue.
4. Make sure the folders that you want to back up are selected and click **Start back up** to continue.
5. You can select **View sync progress** to watch files sync until it completes.
6. To open the OneDrive folder, double click **OneDrive** icon in the notification area.

## Creating a factory default backup

Recovery Drive allows you to quickly and easily back up your operating system, installed apps and data.

1. From *Start*, select **Windows Tools** in all apps list then **Recovery Drive**.
2. Select **Yes** to open the *Recovery Drive* window.
3. Make sure **Back up system files to the recovery drive** is selected and click **Next**.
4. Plug in the USB drive and wait for the PC to detect the USB drive then click **Next**.
5. Everything on the drive will be deleted. Click **Create** to continue.
6. You will be shown the backup progress on the screen.
7. Follow the process until it completes.
8. Unplug the USB drive and label it clearly.



### Important

Write a unique, descriptive label on the backup, such as 'Windows Recovery Backup'. Make sure you keep the backup in a safe place that you will remember.



### Note

Since the recovery backup requires at least 8 GB of storage after formatting, it is recommended to use a USB drive with a capacity of 16 GB or larger.

## Backing up your wireless and LAN drivers

Back up your wireless and LAN drivers. You can use these backups to install the wireless and LAN drivers if you install another operating system.

1. From *Start*, select **Control Center** in all apps list then **Recovery Management**.
2. Select the *Backup* tab and click **Get started** for *Backup wireless and LAN drivers*. Choose a folder to save your drivers and select **OK**.
3. You will be shown the backup progress on the screen.

## Restoring your workstation

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

### Reset this PC and keep my files

1. From *Start*, select **Control Center** in all apps list then **Recovery Management**.
2. Select the *Restore* tab and click **Get started** to open the Recovery window.
3. Click **Reset PC** to *Choose an option*.
4. Select **Keep my files** to refresh your PC and reinstall your operating system without removing your personal files.
5. Choose from the two options - **Cloud download** or **Local reinstall** to reinstall Windows. (Ensure you are connected to the internet when using Cloud download.)
6. Click **Change settings** to open the *Choose settings* options.
7. Choose your settings options and follow the instructions on screen. Click **Confirm** then **Next** to continue.



#### Important

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

8. Resetting the PC will reinstall Windows, change settings back to their factory defaults and remove all preinstalled apps and programs without removing your personal files. Click **Reset** to continue. This will take a while and your PC will restart.
9. You will be shown the reset progress on the screen. The screen will turn off during the reset process.
10. The screen will turn back on when it is installing Windows. Your PC will restart several times during the reset process.
11. Follow the process until it completes.
12. When your PC has completed the reset process, Windows will have been reset back to its factory default settings without removing your personal files.

## Reset this PC and remove everything

1. From *Start*, select **Control Center** in all apps list then **Recovery Management**.
2. Select the *Restore* tab and click **Get Started** to open the Recovery window.
3. Click **Reset PC** to *Choose an option*.
4. Select **Remove everything** to reset your PC back to its factory default.
5. Choose from the two options - **Cloud download** or **Local reinstall** to reinstall Windows. (Ensure you are connected to the internet when using Cloud download.)
6. Click **Change settings** to open the *Choose settings* options.
7. Choose your settings options and follow the instructions on screen. Click **Confirm** then **Next** to continue.
8. Click **Reset** to continue.
9. You will be shown the reset progress on the screen. The screen will turn off during the reset process.
10. The screen will turn back on when it is installing Windows. Your PC will restart several times during the reset process.
11. Follow the process until it completes.
12. When your PC has completed the reset process, Windows will use factory default settings.

# USING A BLUETOOTH CONNECTION

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

To use Bluetooth, you must ensure the following:

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

## Enabling and disabling Bluetooth

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



### Note

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

## Enable Bluetooth and add a device

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

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

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

4. Select the device you wish to pair from the list of discovered devices.
5. After pairing, if there is a code displaying on the screen, enter that code on the device to proceed the connection.

**Note**

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

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

# CONNECTING TO THE INTERNET

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This chapter includes general information on types of connections, and getting connected to the internet. For detailed information, please refer to **Network connections on page 38**.

Your workstation's built-in network features make it easy for you to connect your workstation to the internet using a cable or a wireless connection.

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

## Connecting to a wireless network

### Connecting to a wireless LAN

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

Your workstation's wireless connection is turned on by default and Windows will detect and display a list of available networks during setup. Select your network and enter the password if required. You can use the network management options to turn your wireless network on/off or control what is shared over the network.

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

1. Ensure you have a wireless router/access point and current internet connection through the ISP of your choice. Make a note of the wireless network's name and password (if necessary).



#### Note

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

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

**Note**

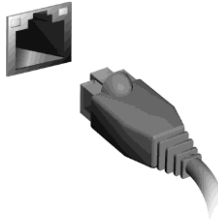
*17f Wi-Fi is turned off, please click **Wi-Fi** tile to turn it*

3. Select Manage WiFi connections.
4. You will see a list of available wireless networks. Select the one you wish to use.
5. Once you select a wireless network, select **Connect**.
6. If required, enter the network's password.

## Connecting with a cable

### Built-in network feature

If your workstation has a network port, plug one end of a network cable into the network port on your workstation, and the other end into a port on your router (refer to the image below.) Then, you'll be ready to get online.



# Keeping your workstation and data safe...

## In this section you will find:

- How to secure your workstation
- Setting passwords

# SECURING YOUR WORKSTATION

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

## Using passwords

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

- Supervisor Password prevents unauthorized entry into the BIOS utility. Once set, you must enter this password to gain access to the BIOS utility. **See Setting passwords on page 21.**
- User Password secures your workstation against unauthorized use. Combine the use of this password with password checkpoints on boot-up and resume from Hibernation (if available) for maximum security.
- Password on Boot secures your workstation against unauthorized use. Combine the use of this password with password checkpoints on boot-up and resume from Hibernation (if available) for maximum security.



### Important

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

## Entering passwords

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

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

- Type the User Password and press **Enter** to use the workstation. If you enter the password incorrectly, a warning message appears. Try again and press **Enter**.



### Important

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

# BIOS UTILITY

---

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

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

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

## Boot sequence

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

## Setting passwords

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

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

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

# POWER MANAGEMENT

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

## Saving power

### *Disable Fast startup*

Your workstation uses Fast startup to start quickly, but also uses a small amount of power to check for signals to start. These checks consume extra power.

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



#### **Note**

*If Fast startup is off, your workstation will take longer to start from Sleep. Your workstation will also not start if it receives an instruction to start over a network (Wake on LAN).*

1. Press the *Windows key* or select the *Windows Start button* then then search for "**Choose a power plan**".
2. Select **Choose what the power buttons do**.
3. Select **Change settings that are currently unavailable**.
4. Scroll down and disable **Turn on fast startup**.
5. Select **Save changes**.

# Ports and connectors...

## In this section you will find:

- Information on the ports and connectors fitted to your workstation

# PORTS AND CONNECTORS

The tables below indicate what the different icons represent.



**Note**

*The ports and connectors listed below may not be available on all models.*

| Icon | Item                             | Icon | Item                             |
|------|----------------------------------|------|----------------------------------|
|      | Power button                     |      | Serial port                      |
|      | Microphone jack                  |      | Line-in jack                     |
|      | Speaker or headphone jack        |      | Audio combo-jack                 |
|      | USB port                         |      | HDMI port                        |
|      | External display (VGA) connector |      | DC-in jack                       |
|      | RJ-45 Ethernet connector         |      | DisplayPort                      |
|      | Line-out / speaker-out jack      |      | DVI port                         |
|      | Recovery button                  |      | USB port with power-off charging |
|      | Kensington lock slot             |      | USB Type-C port                  |
|      | SD card reader                   |      |                                  |

## USB 3.2 Gen 1 information

- USB 3.2 Gen 1 compatible ports are blue.
- Compatible with 3.2 Gen 1 and earlier devices.
- For optimal performance, use 3.2 Gen 1-certified devices.
- Defined by the 3.2 Gen 1 specification (SuperSpeed USB).

## USB 3.2 Gen 2 information

- USB 3.2 Gen 2 compatible ports are red.
- Compatible with 3.2 Gen 2 and earlier devices.
- For optimal performance, use 3.2 Gen 2-certified devices.
- Defined by the 3.2 Gen 2 specification (SuperSpeed USB).

## Rear panel audio ports

The table below indicates the functions of the audio jacks on the rear panel (if available).

| Icon                                                                                | color | Headset | Stereo | Quadrophonic | 5.1-channel       |
|-------------------------------------------------------------------------------------|-------|---------|--------|--------------|-------------------|
|    | Blue  |         |        | Rear         | Rear              |
|   | Green | Headset | Front  | Front        | Front             |
|  | Blue  | Mic-in  | Mic-in | Mic-in       | Center/<br>woofer |

# UNIVERSAL SERIAL BUS (USB)

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



## Note

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

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



## Important

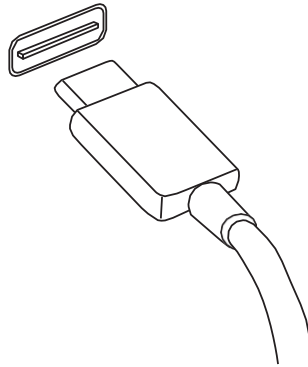
**When removing a USB storage device, you should right-click on the USB icon in the Windows task bar and select "Eject <device>" to tell the operating system to stop using the device before removing it. Failure to do this may result in data loss or damage to your peripheral.**

# USB TYPE-C PORT

---

A USB Type-C port is a connector that allows you to easily connect USB Type-C peripherals, such as additional storage (e.g. an external drive), or any other compatible device.

The Type-C port is reversible; connectors may be inserted with either side up.



## Note

*On Altos workstations USB Type-C ports support up to USB 3.2 (SuperSpeed USB, 10 Gbps).*

*Other USB devices with a USB Type-C connector are supported, but transfer speed may be reduced and certain functions will be disabled (such as Thunderbolt video support).*



## Important

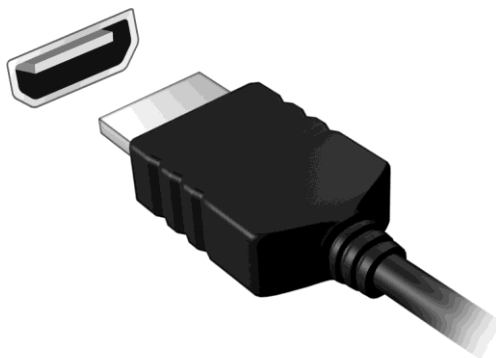
**When removing a USB storage device, you should right-click on the USB icon in the Windows task bar and select "Eject <device>" to tell the operating system to stop using the device before removing it. Failure to do this may result in data loss or damage to your peripheral.**

# HDMI

---

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

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



# SD CARD READER

---

SD (Secure Digital) cards are used in a wide selection of digital cameras, tablets, media players and cellular phones.



## Inserting an SD card

1. Align the card so that the connector points towards the port, with the connectors facing down.
2. Carefully slide the card into the port. If you find you need to use any force to insert the card, try reorientating the card slightly.
3. Push the card until it clicks into place. A few millimetres of the card will extend from beyond the slot.

If the card contains some files, the *Windows AutoPlay* window may appear (this depends on the contents of the card) and ask you if you wish to use a program to access the contents of the card.



### **Important**

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

## SD, SDHC and SDXC cards

Different types of SD cards cover different capacities, while using the same overall design. SD cards contain up to 4 GB; SDHC cards contain up to 32 GB; and SDXC cards can contain up to 2048 GB (2 TB). Your workstation provides an SDHC or SDXC compatible card reader.



### **Note**

*SDXC memory cards can only be used in an SDXC-compatible reader; SD and SDHC cards can be used in either type.*

# VIDEO AND AUDIO CONNECTORS

---

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

## Connecting a monitor

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



### Note

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

## Headphones and microphone

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

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

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



### Note

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

# Got a question?

## In this section you will find:

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

# FREQUENTLY ASKED QUESTIONS

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

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

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

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

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

- Is a disc in the optical drive? Remove it and press **Ctrl + Alt + Del** to restart the system.
- Do you have a USB storage device (USB drive or smartphone) plugged into your workstation? Unplug it and press **Ctrl + Alt + Del** to restart the system.

## *Nothing appears on the screen.*

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

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

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

*No audio is heard from the workstation.*

Check the following:

- The volume may be muted. Look at the volume control (speaker) icon in the taskbar. If it is crossed-out, click the icon and drag the slider to the right to increase the volume.
- The volume level may be too low. Check the volume from the volume control (speaker) icon in the taskbar. You can also use the volume control hotkeys to adjust the volume.
- If headphones, earphones or external speakers are connected to the headphone jack on the workstation, the internal speakers automatically turn off.

*I want to eject the optical drive tray without turning on the power.*

There is a mechanical eject hole on the optical drive. Insert the tip of a pen or straightened-out paperclip into the hole and push to eject the tray.

*The keyboard does not respond.*

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

*The printer does not work.*

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

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



**Note**

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

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



### Warning

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

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

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



### Note

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

For more information, [see Restoring your workstation on page 12](#).

## Requesting service

### *Before you call*

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

You are required to provide the following information:

Name:

Address:

Telephone number:

Machine and model type:

Serial number:

Date of purchase:

# Troubleshooting

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

## Troubleshooting tips

This workstation incorporates an advanced design that delivers onscreen error message reports to help you solve problems. If the system reports an error message or an error symptom occurs, see "Error messages" below. If the problem cannot be resolved, contact your dealer.

## Error messages

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

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

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

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

# INTERNET AND ONLINE SECURITY

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## First steps on the net

### Protecting your workstation

It is vital to protect your workstation from viruses and attacks over the internet (see **Internet security software on page 41**).

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

### Choose an Internet Service Provider



Using the internet has become a natural part of daily computing. Just a few simple steps can connect you to a vast collection of knowledge and communication tools. To accomplish these steps you should first select an *Internet Service Provider* (ISP), which supplies the connection between your workstation and the internet.

You should research the ISPs available in your region, not forgetting to talk to friends and family about their experiences or to check reviews and consumer reports. The ISP you select will provide instructions on how to connect to the internet (you may need additional software or a special 'box' that connects to your phone line).

### *Connection types*

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

#### Dial-up

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

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

### DSL (e.g. ADSL)

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



#### **Note**

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

### Cable

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

## **Network connections**

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

### *Wireless networks*

A wireless LAN or WLAN is a wireless local area network, which may link two or more workstation without using wires. Setting up a wireless

network is easy and allows you to share files, peripheral devices and an internet connection.

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

#### *Mobility*

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

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

#### *Installation speed and simplicity*

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

### *Components of a wireless LAN*

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

#### *Access point (router)*

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

#### *Network cable (RJ45)*

A network cable (also called RJ45 cable) is used to connect the host workstation to the access point (see illustration below); this type of cable may also be used to connect peripheral devices to the access point.

#### *Wireless adapter*

Most workstation feature a wireless module and Wi-Fi button that turns the network connection on or off. You may also turn your wireless

network on or off, or control what is shared over the network with the network management options.

## Surf the Net!

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

### *Altos website*

To get you started why not visit our website,  
**[www.altoscomputing.com/en-US](http://www.altoscomputing.com/en-US)**.

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

**<https://www.altoscomputing.com/en-US>** is your portal to a world of online activities and services: visit us regularly for the latest information and downloads!

## Internet security software

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

### *Select Altos workstation include protection by McAfee*

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



#### **Note**

*Specifications vary depending on model or Operating System.*

## *Staying ahead of cybercriminals*

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

### *Ensure your software is up to date*

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

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

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

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

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

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

A tech support scam is a form of online fraud where people call you on the phone saying they're Technical Support from a trusted company like McAfee or Microsoft and that you have a virus. The main motive behind these scams is to extort money from the victim. Cybercriminals can also install malware such as keylogging software or backdoor Trojans in order to gain access to personal information.

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

## *Common threats cybercriminals use*

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

### **Ransomware**

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

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

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

### **Botnets**

A botnet is a string of infected, connected workstation coordinated together to perform a task. Botnets gain access to your machine through some piece of malicious coding. Once the software is downloaded, the botnet will now contact its master workstation and let it know that everything is ready to go. Now your workstation, phone, tablet, or IoT device is entirely under the control of the person who created the botnet. Most people who are infected with botnets aren't even aware that their workstation's workstation's security has become compromised!

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

## Viruses/Malware

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

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

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

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

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

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

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

- Protect your accounts with strong, unique passwords that use a combination of at least 10 uppercase and lowercase letters, symbols and numbers.

- Don't click on random links or open unsolicited messages and attachments-particularly from people you don't know.
- Don't access any personal information or social media accounts over unprotected Wi-Fi networks.
- Use security software on your devices to help protect yourself from the latest threats.

### *Protect your workstation with Windows security tools*

Windows provides a variety of protection applications.

#### Windows Updates

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

# PLAYING BLU-RAY OR DVD MOVIES

If your workstation is equipped with a Blu-Ray or DVD drive, you can play movies on your workstation or on a high-definition TV via HDMI.

- 1. Insert the disc into the drive.
- 2. After a few seconds, the movie will start playing.
- 3. If the movie does not start playing, open your movie playback program and open the disc from the *File* menu.



**Important**

When you launch the DVD player for the first time, the program asks you to enter the region code. DVDs are available for 6 regions.

| Region code | Country or region                        |
|-------------|------------------------------------------|
| 1           | USA, Canada                              |
| 2           | Europe, Middle East, South Africa, Japan |
| 3           | Southeast Asia, Taiwan, South Korea      |
| 4           | Latin America, Australia, New Zealand    |
| 5           | Former USSR, parts of Africa, India      |
| 6           | People's Republic of China               |



**Note**

To change the region code, insert a DVD movie of a different region into the DVD drive.  
Once your DVD drive is set to a region code, it will only play DVDs for that region. You can set the region code a maximum of five times (including the first time), after which the last region code set will remain permanent.  
Recovering your hard disk does not reset the number of times the region code has been set.