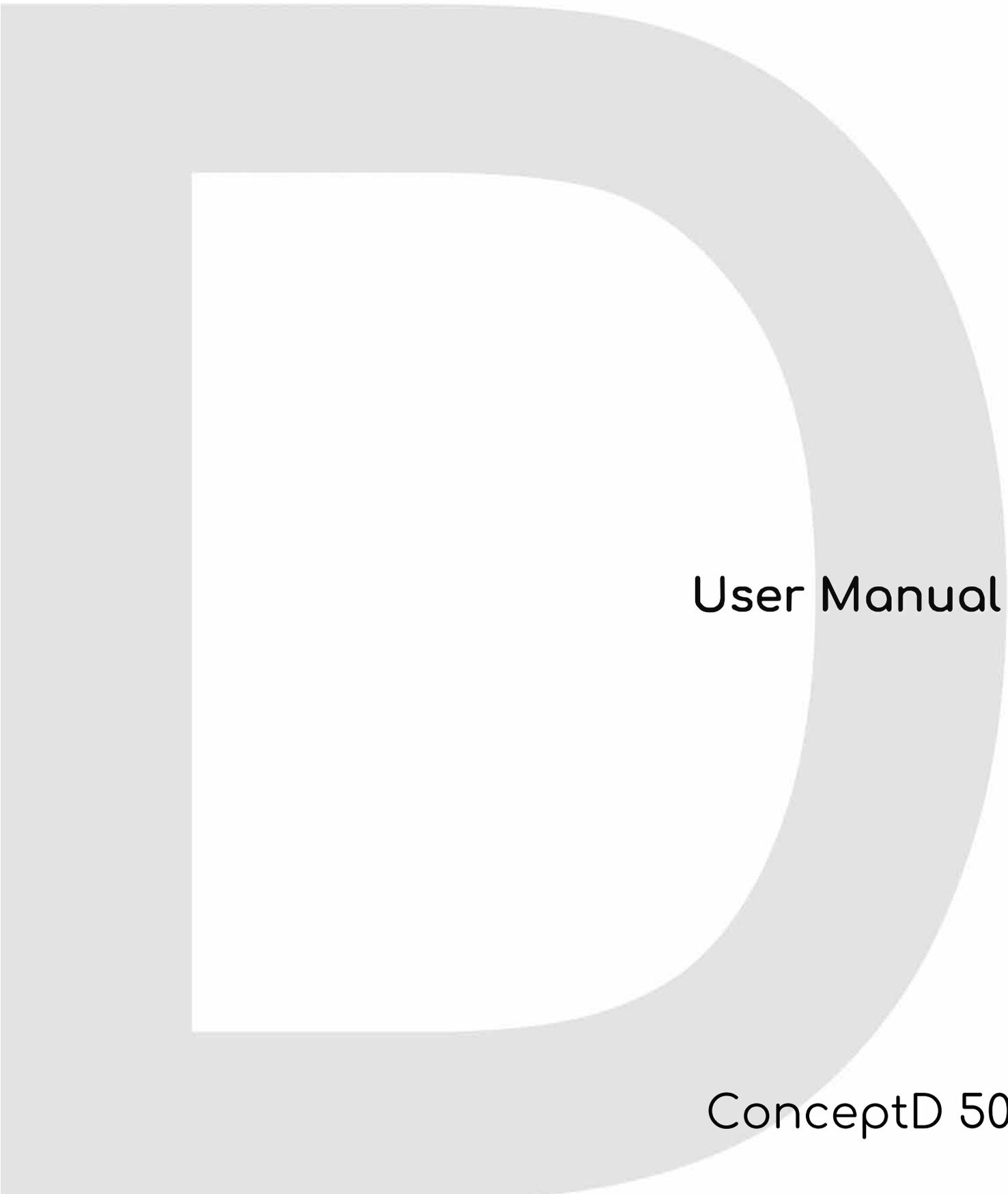


ConceptD

A large, light gray, stylized letter 'D' graphic that serves as a background element. It is positioned on the left side of the page, with its vertical stem on the left and its curved part on the right. The text 'User Manual' is placed inside the curve of the 'D', and 'ConceptD 500' is placed at the bottom right of the 'D' shape.

User Manual

ConceptD 500

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Desktop Computer Covers:
Tower models
This revision: May 2019 V1.00



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Upgrading your Computer

In this section, you will find:

- Instructions on how to replace a hardware component

UPGRADING YOUR COMPUTER

Installation precautions

Before you install any computer component, we recommend that you read the following sections. These sections contain important ESD precautions along with pre-installation and post-installation instructions.

ESD precautions

Electrostatic discharge (ESD) can damage your processor, disk drives, expansion boards, and other components. Always observe the following precautions before you install a computer component:

1. Do not remove a component from its protective packaging until you are ready to install it.
2. Wear a wrist grounding strap and attach it to a metal part of the computer before handling components. If a wrist strap is not available, maintain contact with the computer throughout any procedure requiring ESD protection.

Required tools

In performing the component replacement process, you will need the following tools:

- Philips screwdriver
- Hex screwdriver
- Flat screwdriver
- Scissors



Note

The screws for the different components vary in size. During the disassembly process, group the screws with their corresponding components to avoid mismatches when putting back the components.

Pre-installation instructions

Always observe the following before you install any component:

1. Make sure that the ODD and card reader slot is empty.
2. Turn off the power to the computer and all peripherals.
3. Unplug the power cord from the computer.
4. Unplug the network cable and all connected peripheral devices from the computer.
5. Place the computer on a flat, steady surface.
6. Open your computer according to the instructions on removing the left side system cover on page 4 and removing the right side system cover on page 5.
7. See the following sections for specific instructions on the component you wish to install.



Warning

Not turning off the computer properly before you start installing the components may cause serious damage. Do not attempt the procedures described in the following sections unless you are a qualified service technician.

Post-installation instructions

Observe the following after installing a computer component:

1. See to it that the components are installed according to the step-by-step instructions in their respective sections.
2. Replace any expansion boards or peripherals that you removed earlier.
3. Replace the system covers. See Installing the left side system cover on page 5 and installing the right side system cover on page 6.
4. Connect the necessary cables.
5. Turn on your computer.

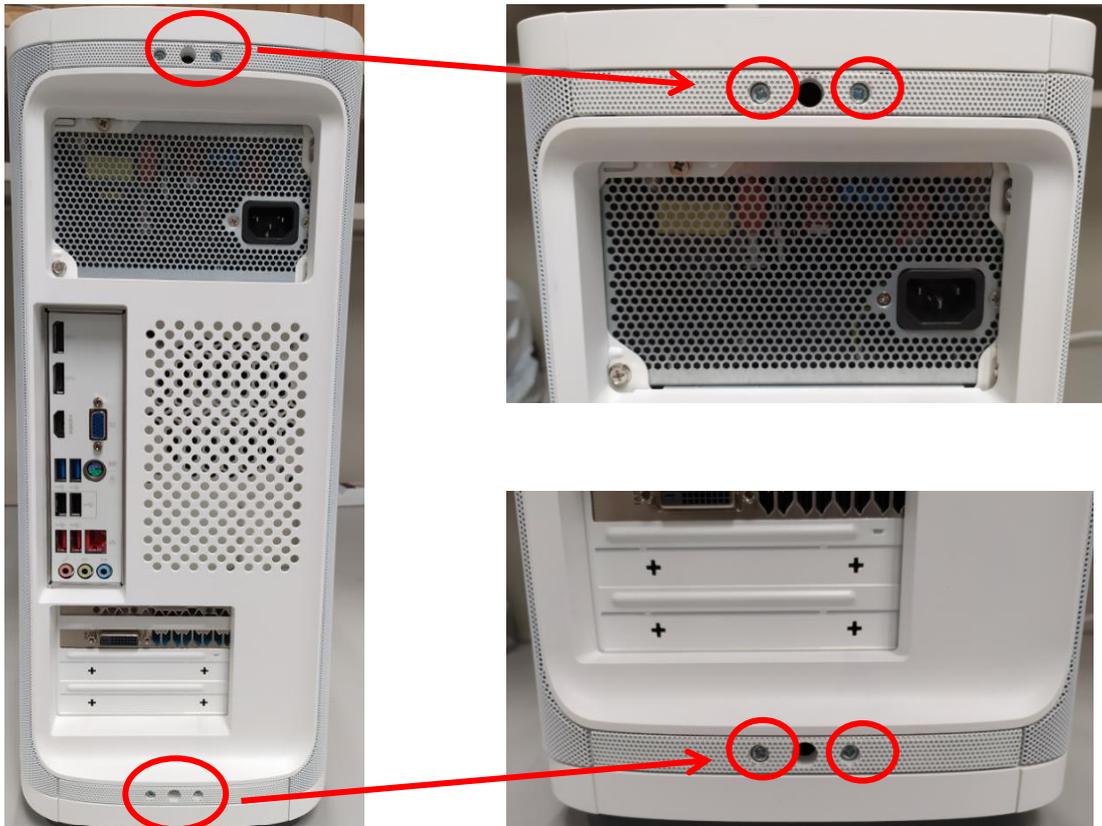
System Upgrade

Removing the rear system cover

1. Before you proceed, make sure that you have turned off your computer and all peripherals connected to it. Read the Pre- installation instructions on page 2.
2. Release the Cable latch(1) and (2)



3. Remove the four screws that secure the system cover to the computer.



4. Take off the rear system cover.



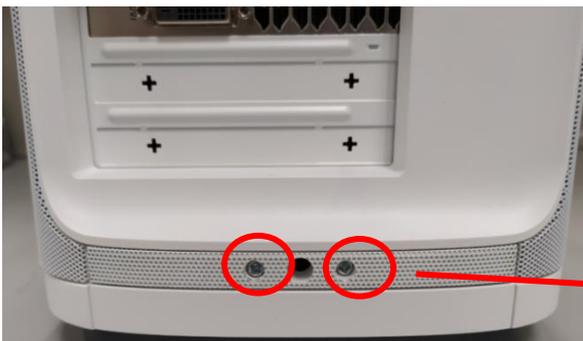
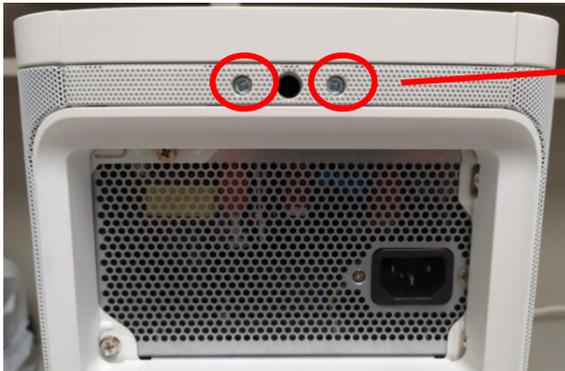
5. Set the cover aside for re-installation later.

Installing the rear system cover

1. Align the cover to the sides of the computer and slide the cover toward the front of the computer.
2. Insert the rear system cover



3. Secure the cover with four screws.



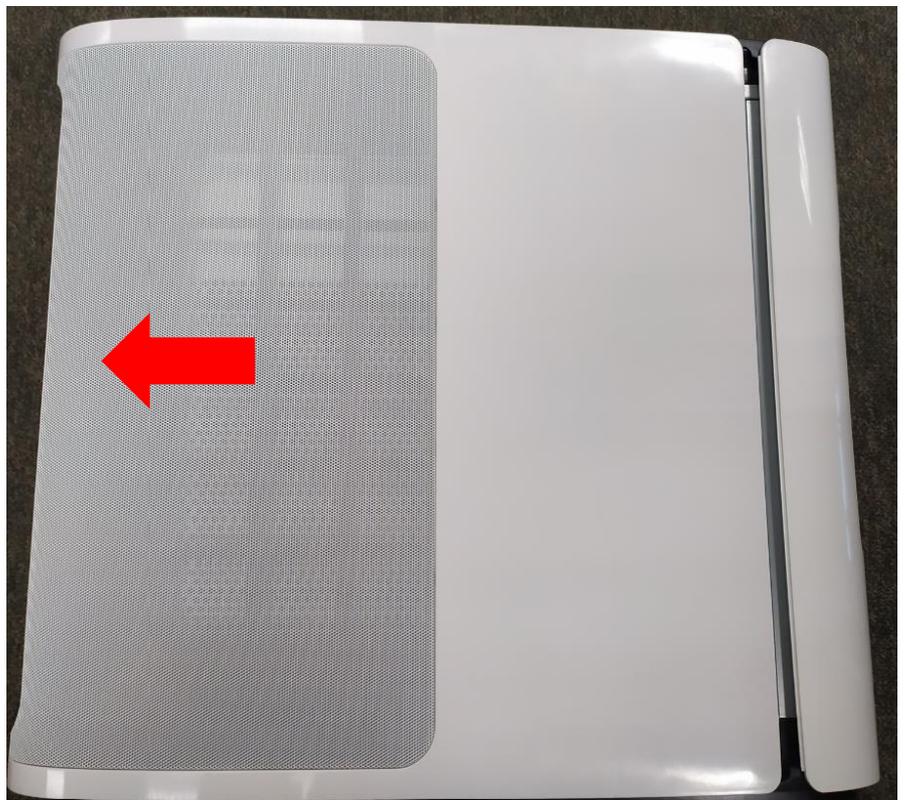
4. Install the Cable latch(1) and (2)



5. Observe the Post-installation instructions on page 2.

Removing the left side system cover

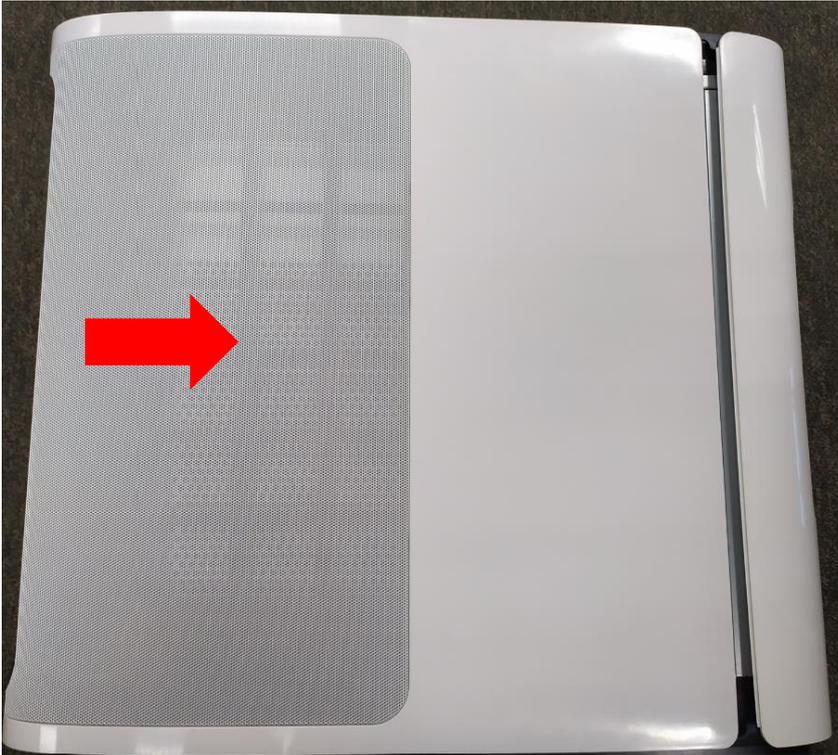
1. Before you proceed, make sure that you have turned off your computer and all peripherals connected to it. Read the Pre- installation instructions on page 2.
2. Remove the two screws that secure the system cover to the computer.
3. Slide the cover toward the back of the computer and pull away from the side of the computer.



4. Set the cover aside for re-installation later.

Installing the left side system cover

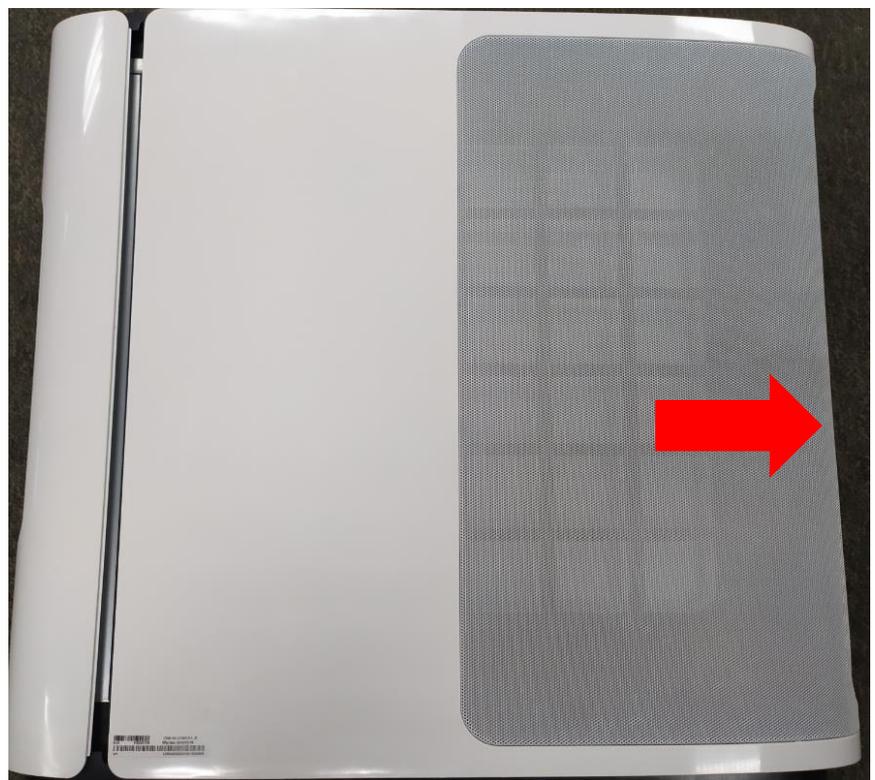
1. Align the cover to the sides of the computer and slide the cover toward the front of the computer.
2. Secure the cover with two screws.



3. Observe the Post-installation instructions on page 2.

Removing the right side system cover

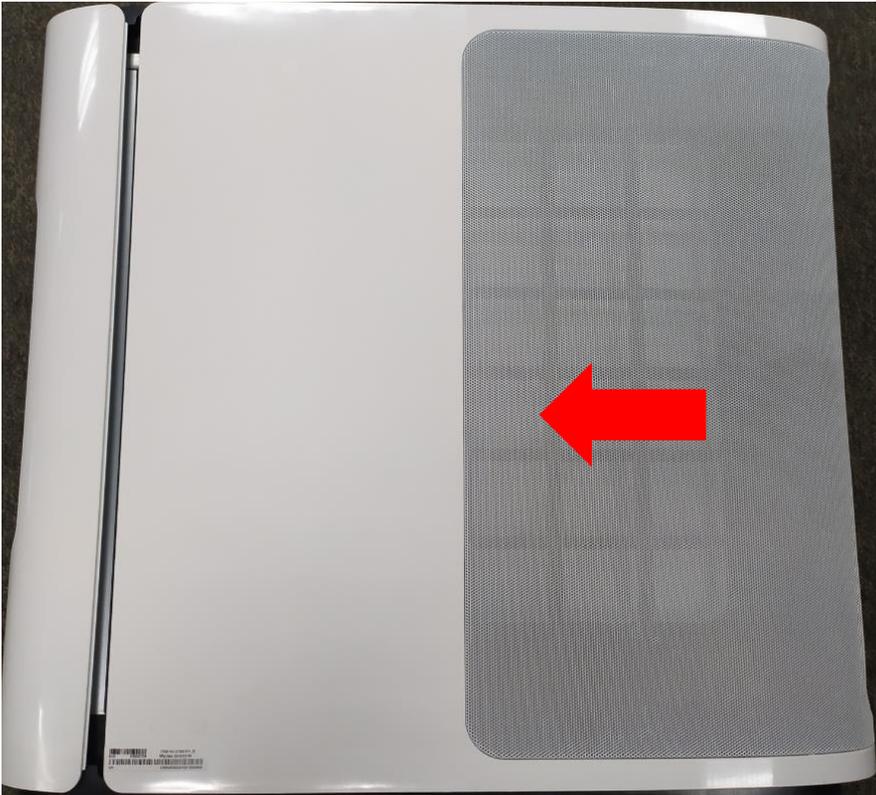
1. Before you proceed, make sure that you have turned off your computer and all peripherals connected to it. Read the Pre- installation instructions on page 2.
2. Remove the two screws that secure the system cover to the computer.
3. Slide the cover toward the back of the computer and pull away from the side of the computer.



4. Set the cover aside for re-installation later.

Installing the right side system cover

1. Align the cover to the sides of the computer and slide the cover toward the front of the computer.
2. Secure the cover with two screws.



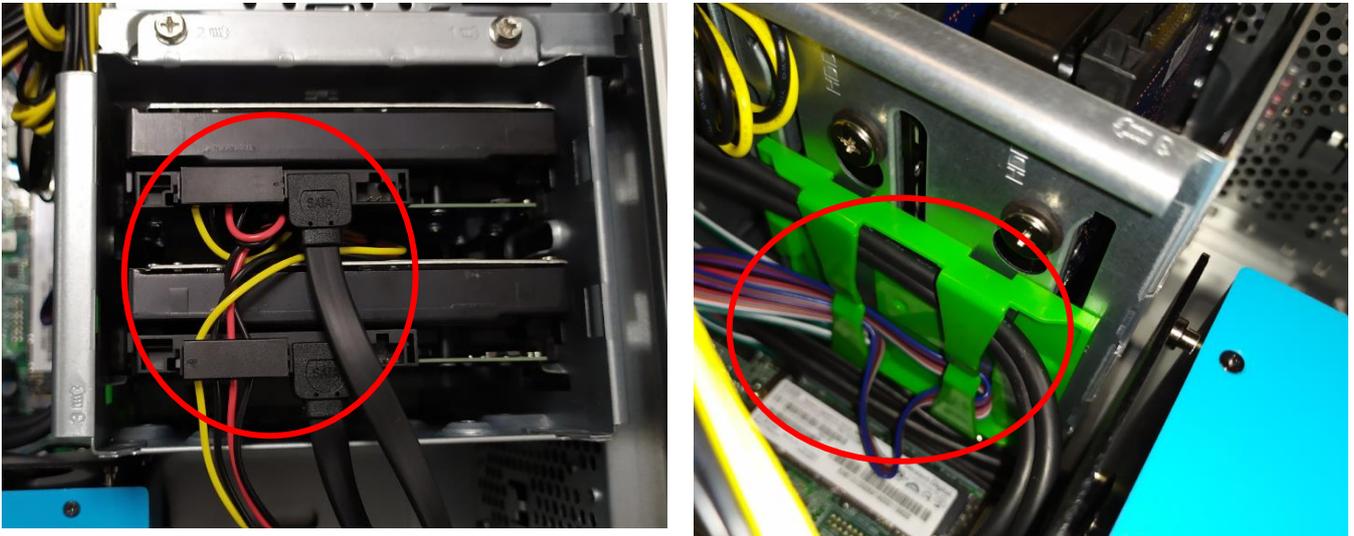
3. Observe the Post-installation instructions on page 2.

Hard drives

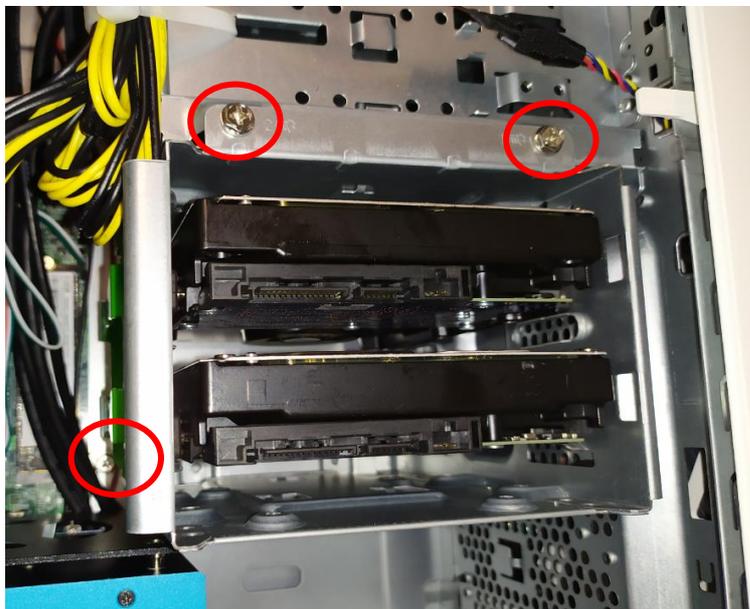
The computer supports installation of one 3.5-inch SATA hard drives in the internal HDD cage.

Removing the 3.5-inch hard drives

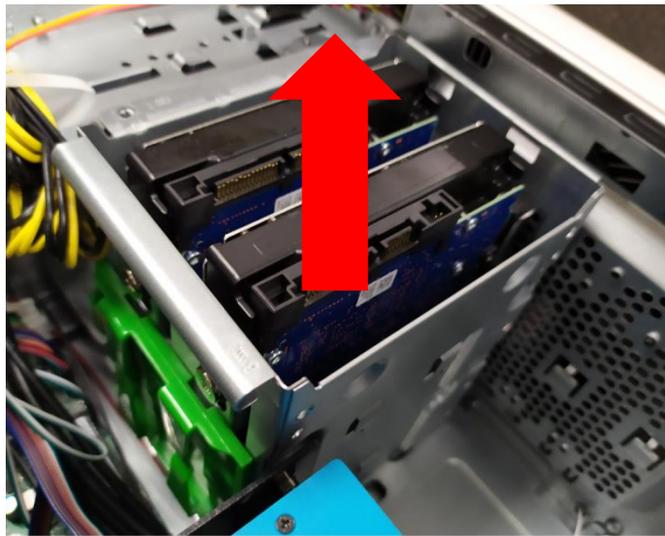
1. Perform Pre-installation instructions on page 2.
2. Disconnect the power and data cables from the hard drives.
3. Release the cables from the cable clip securing them to the HDD bracket.



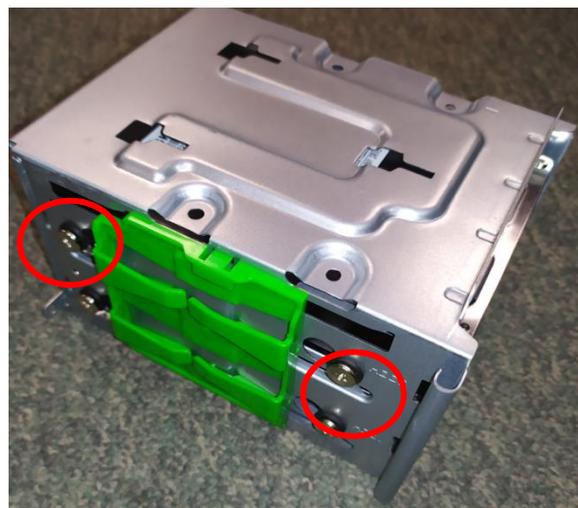
4. Remove the three screws that secure the HDD bracket to the chassis.



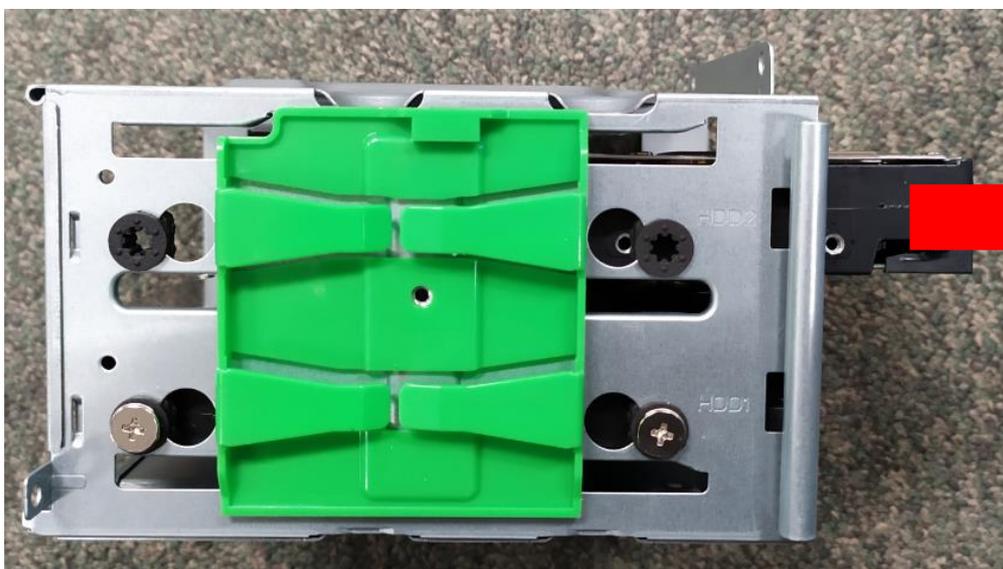
5. Remove the HDD bracket from the chassis.



6. Remove the four screws that secure the hard drives to the bracket.

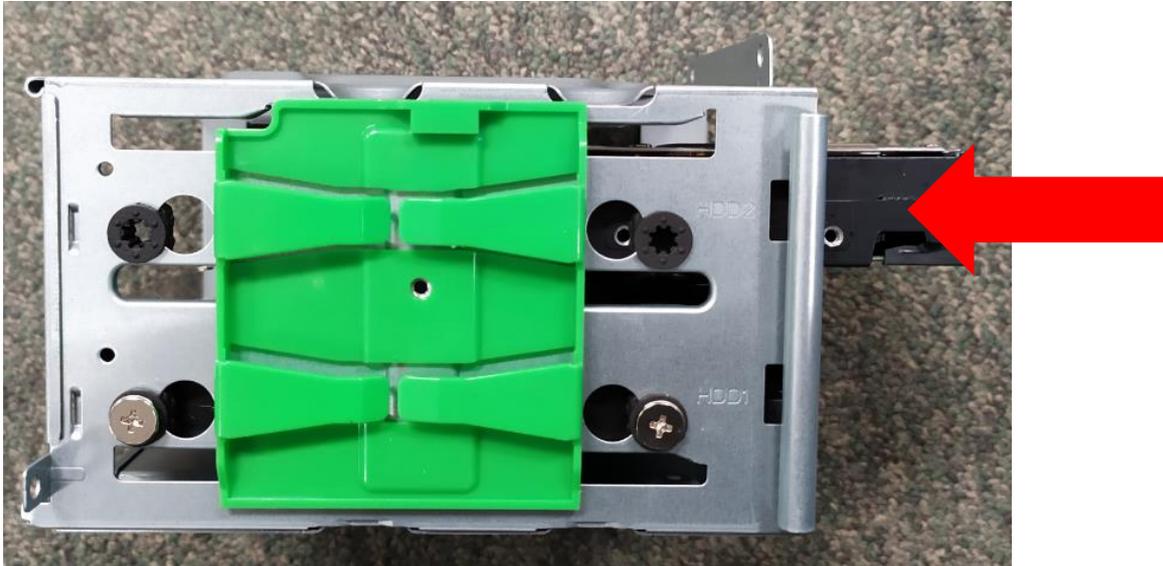


7. Remove the hard drives from the bracket .

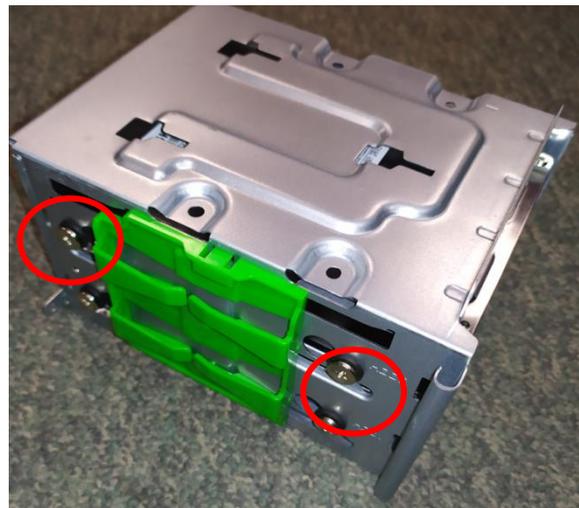


Installing the 3.5-inch hard drives

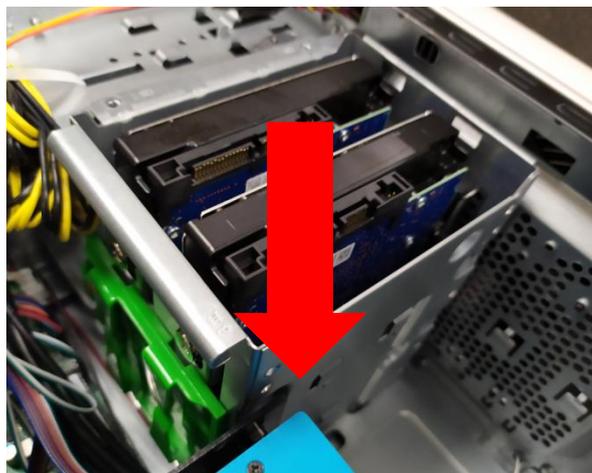
1. Remove the new hard drive from their packaging.
2. Insert the new hard drive into the HDD bracket.



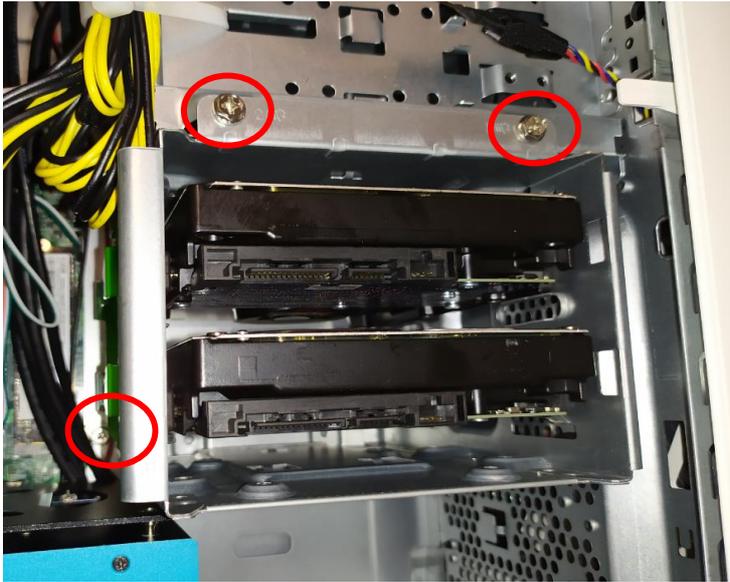
3. Secure the new hard drives with four screws.



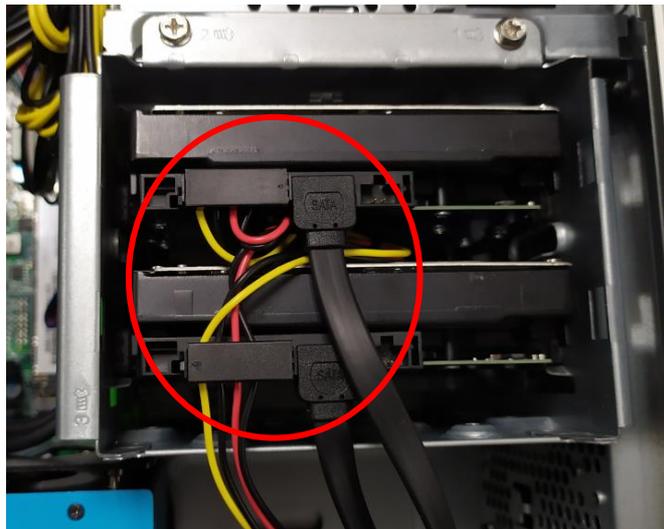
4. Insert the HDD bracket into the chassis.



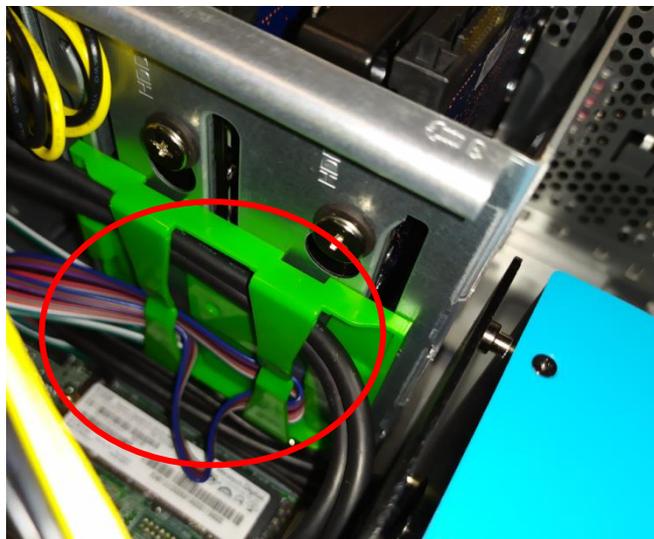
5. Secure the HDD bracket with three screws



6. Connect the power and data cables to the hard drives.



7. Use the cable clip to secure the cables.



8. Observe the Post-installation instructions on page 2

Memory

The computer has four DDR4 U-DIMM slots that support up to 64 GB maximum system memory.

Memory configuration guidelines



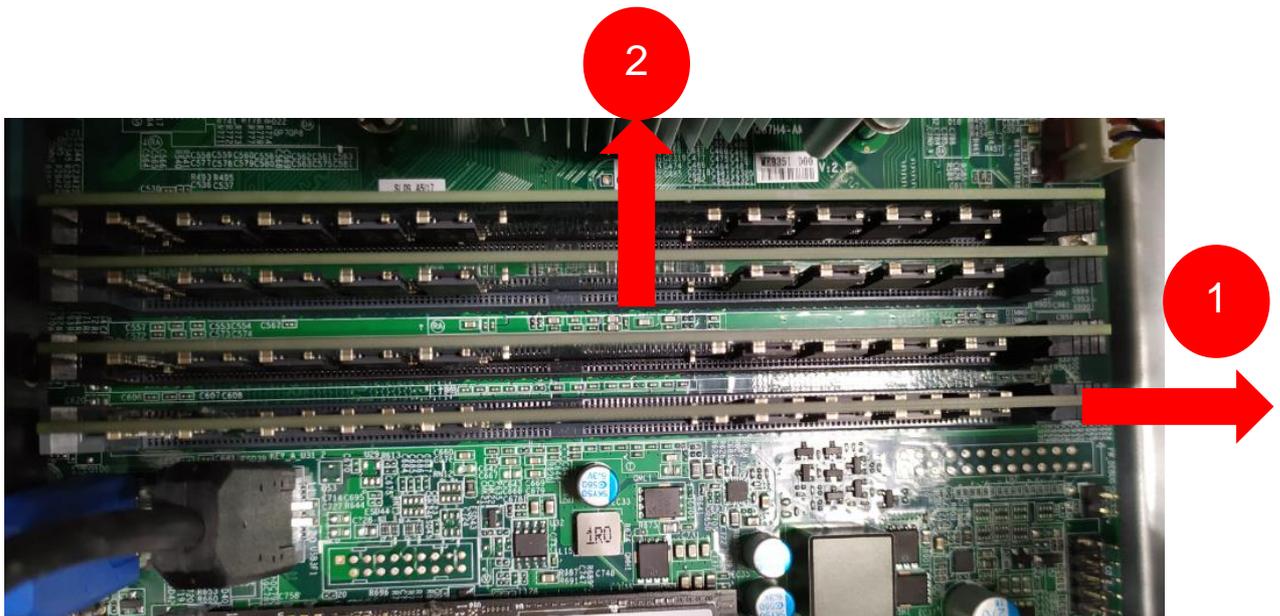
DIMM4
DIMM2
DIMM3
DIMM1

- To ensure data integrity, use only Acer-approved DDR4 2400 MHz or DDR4 2666 MHz type memory modules.
- Memory modules must be installed starting with DIMM1 slot.
- Always handle memory modules by its edges.
- When installing memory modules, populate the DIMM slots according to the table below.

| Size | DIMM1 | DIMM2 | DIMM3 | DIMM4 |
|------|-------|-------|-------|-------|
| 4GB | 4GB | N/A | N/A | N/A |
| 8GB | 4GB | 4GB | N/A | N/A |
| 12GB | 4GB | 4GB | 4GB | N/A |
| 16GB | 4GB | 4GB | 4GB | 4GB |
| 8GB | 8GB | N/A | N/A | N/A |
| 16GB | 8GB | 8GB | N/A | N/A |
| 24GB | 8GB | 8GB | 8GB | N/A |
| 32GB | 8GB | 8GB | 8GB | 8GB |
| 16GB | 16GB | N/A | N/A | N/A |
| 32GB | 16GB | 16GB | N/A | N/A |
| 48GB | 16GB | 16GB | 16GB | N/A |
| 64GB | 16GB | 16GB | 16GB | 16GB |

Removing a memory module

1. Perform Pre-installation instructions on page 6.
2. Disconnect the thermal fan cable from the mainboard.
3. Press outward the holding clips on both sides of the DIMM slot outward to release the memory module (1).
4. Gently pull the memory module upward to remove it from the DIMM slot (2).
5. Repeat steps 3~4 to remove the other memory modules.



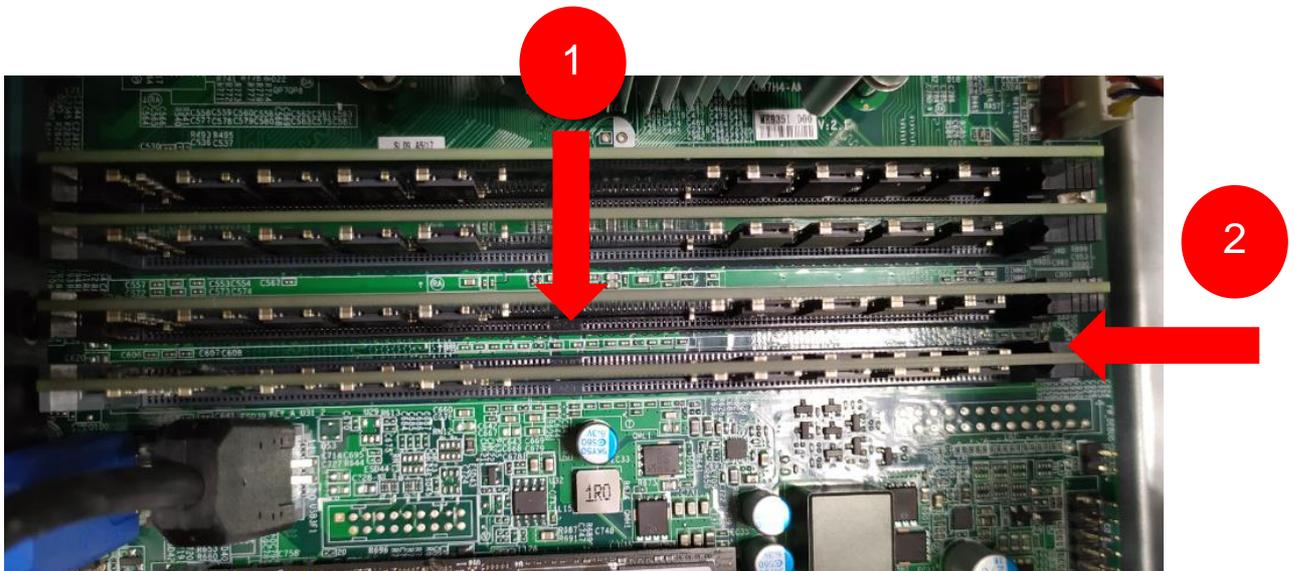
6. Repeat steps 5~6 to remove the other memory modules.

Installing a memory module

Note

DIMM slots on the mainboard must be installed only in certain configurations. Numbers next to DIMM slots correspond to installation sequence. Be sure to install the memory module in DIMM1 slot followed by DIMM2 slot.

1. Select an empty DIMM slot.
2. Remove the new memory module from its packaging, handling it by the edges.
3. Align then insert the memory module into the DIMM slot (1).
4. Insert the memory to the slot until the retaining clips snap inward (2).
The module is keyed so it can only be inserted in one direction. If the module does not fit, make sure that the notch in the module lines up with the tab in the memory slot.
5. Repeat steps 1~4 to install the other memory modules.



6. Observe the Post-installation instructions on page 2.

Graphic board

The computer contains one or two Graphic boards installed in the PCIE x16 slots. The detail configuration will be differed by different models.

Removing the Graphic board

1. Perform Pre-installation instructions on page 2.
2. Disconnect the power cables from the Graphic board.



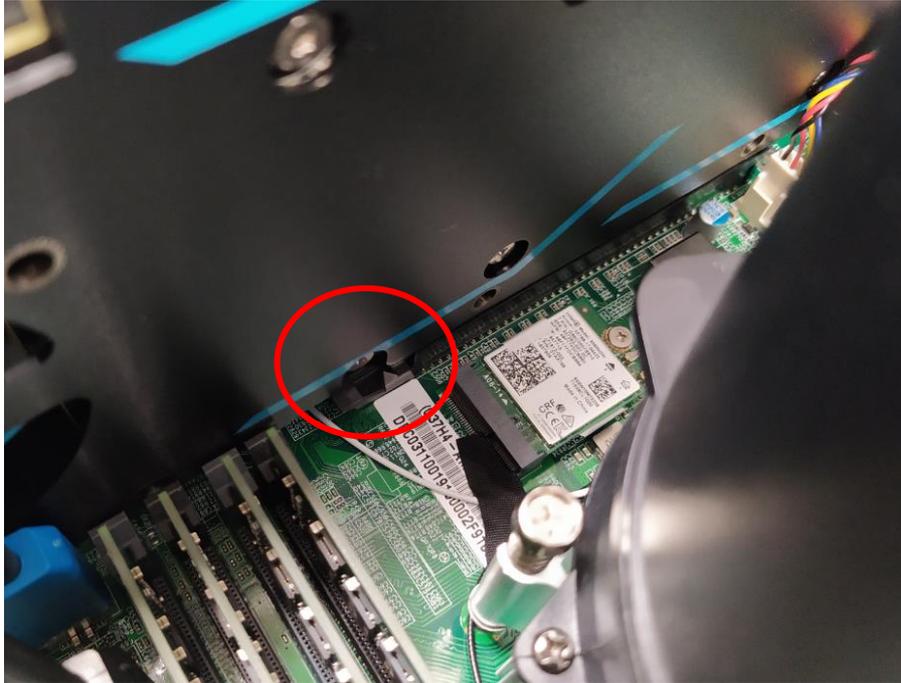
3. Remove the screw that secure the Graphic boards to the chassis.



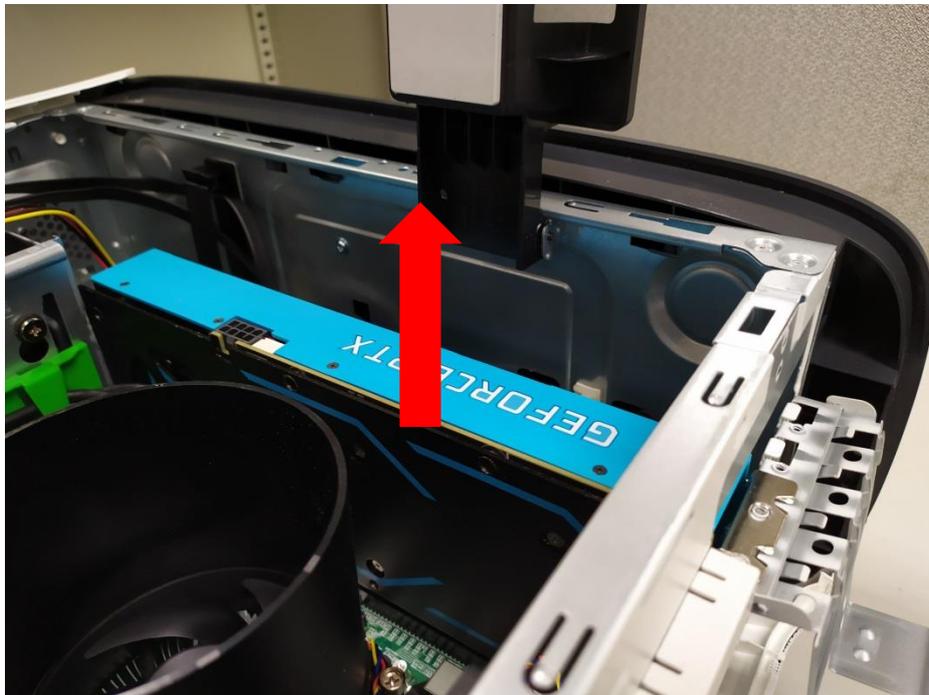
4. Unlatch the metal clip that secure the graphics board to the chassis.



5. Release the latch that secures the graphic board to the mainboard.



6. Detach the Graphic board from the PCIe x16 slot.

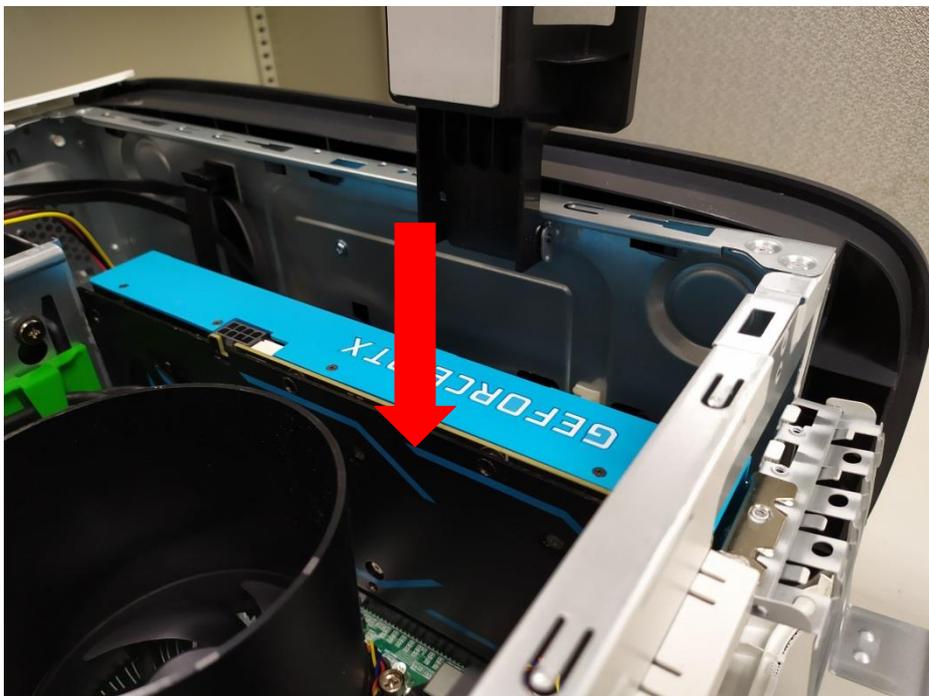


Installing the Graphic board

1. Remove the new graphic board from its packaging.
2. Insert the Graphic boards into the PCIE x16 slot and press it down until it latches into place.

 **Note**

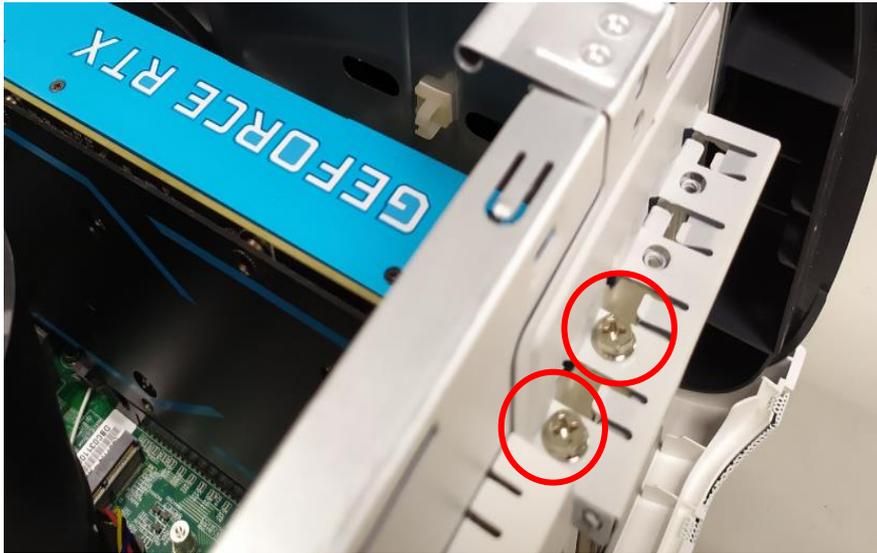
For replace/upgrade graphic board, please check the specification of graphic board & power supply first in order to make sure the graphic board and power supply could work.



3. Press the metal clip to secure the expansion board bracket.



4. Secure the graphics board with one screw.



5. Connect the power cables to the Graphic boards.



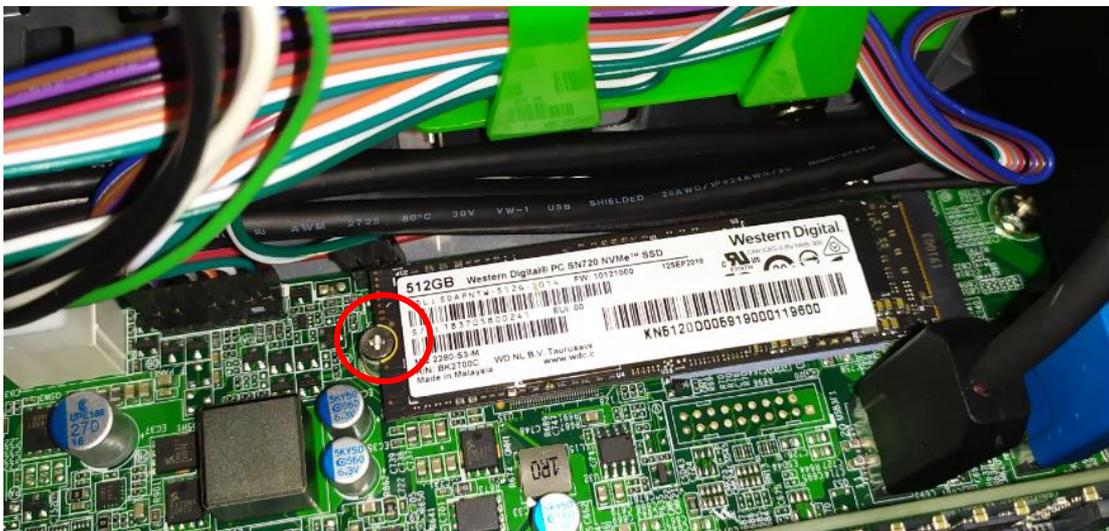
6. Observe the Post-installation instructions on page 2

M.2 SSD module

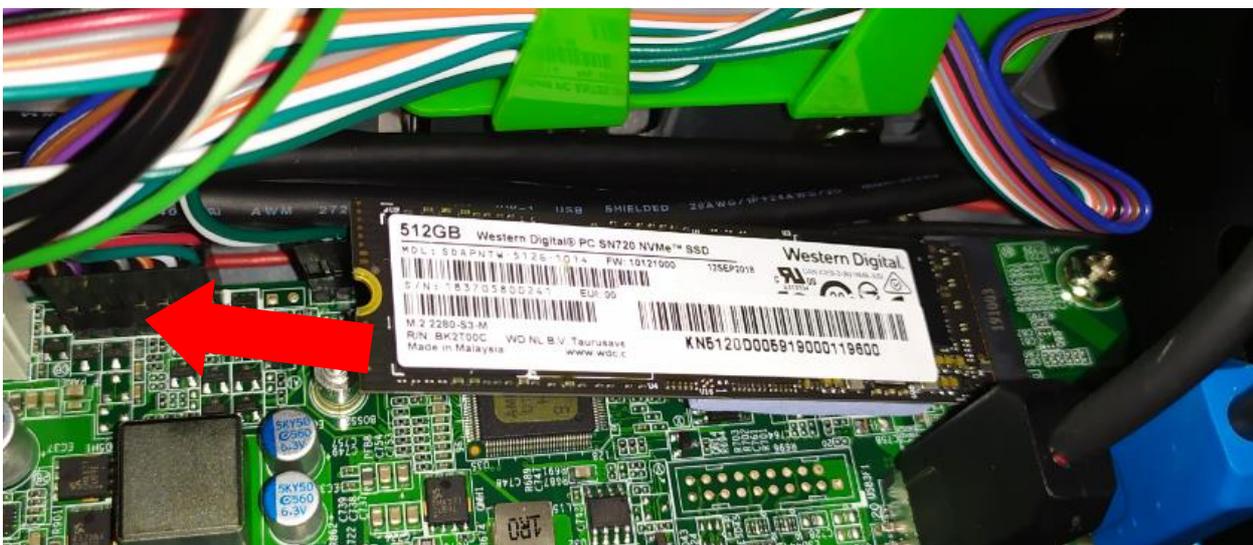
The computer contains one M.2 SSD module installed in the M.2 PCIE slot.

Removing the M.2 SSD module

1. Perform Pre-installation instructions on page 2.
2. Remove the Graphic board. See Removing the Graphic board.
3. Remove the screw that secures the M.2 SSD module from the mainboard.



4. Detach the M.2 SSD module from the mainboard.

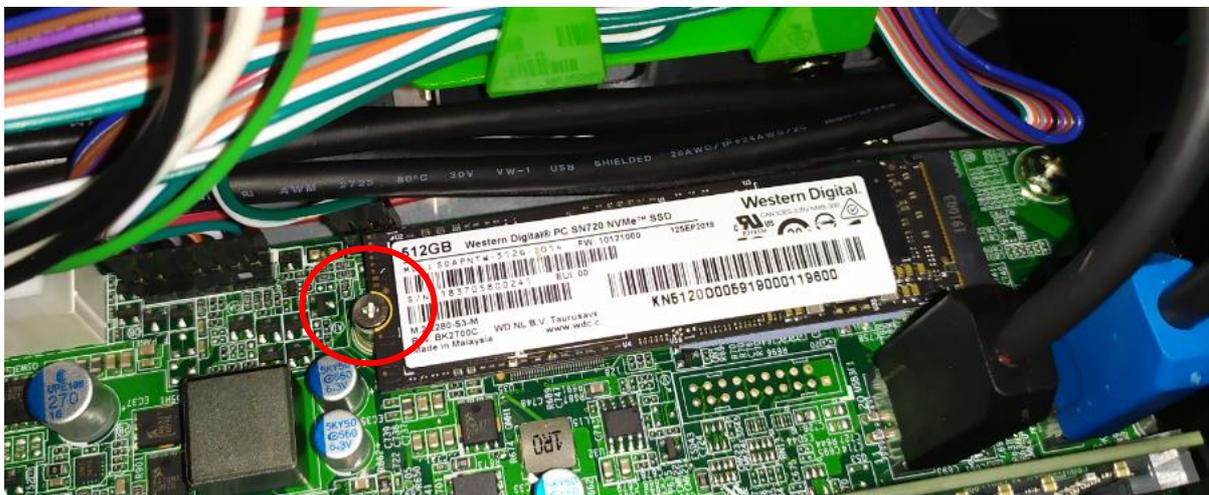


Installing the M.2 SSD module

1. Remove the new M.2 SSD module from its packaging.
2. Insert the M.2 SSD module into its slot in the mainboard.



3. Secure the M.2 SSD module and mainboard with screws.



4. Replace the Graphic board. See Installing the Graphic board.
5. Observe the Post-installation instructions on page 2.