

Known Common Issues with Acer Laptops

Broken Hinge

To fix a broken hinge, we require the device so we can log it with Acer and get it repaired under warranty in most cases.

Screen Flashing Black

This issue can be caused by a loose cable which requires you to bring it back so we can re seat it. Otherwise, it may be a faulty LCD cable, LCD itself or software issues; all this requires us to have the device.

Keys Typing Incorrect Letters

There could be a number of causes of this. They are as follows:

- NumLock is enabled. To turn NumLock off, press the Function (Fn) and F11 keys at the same time.
- The language on the device has changed. To fix this, click on the language button (located next to the clock in the bottom right of the screen) and make sure it is set to "English (Australia)"

Keyboard not typing at all

If your keyboard is not typing at all, the keyboard cable may be loose. Please bring it in to us to get the cable reseated. If this does not fix it, we will then need to log it with Acer. This is common with the Acer B118 laptops, (Current Year 8s, 10s, and 11s, and most 7s.)

Sound Not Playing

This issue may be temporarily solved by restarting the machine, however sometimes it does not. If restarting does not solve it, please bring it into us to inspect.

Computer does not charge

This can be many issues, attempt different power plugs in your house, make sure both cables are together and the charger is plugged in solidly to the laptop. If no charging light comes on then we require the laptop to inspect it. It may be a battery or charger connector issue, so we require both the laptop and charger when checking.

Track pad does not respond

Function and F7 turns off and on the track pad, please press those keys to see if that solves the issue. If not we require it physically to inspect the track pad.

Outlook not connecting

If there is a Warning triangle or Red Cross in outlook in the lower right, go to outlook, Send and Receive, and click Work offline. Wait for a few seconds and then press it again and this should reconnect it.

Laptop not turning on but light is on

If the computer is not turning on but the light on the top right on the back is flashing, then just hold down the power button for 15 seconds and try turn it back on. If the issue still occurs then we will need to inspect the device onsite.