Acer DA222HQL

User Guide

Acer DA222HQL User Guide
Model: DA222HQL
This Revision: 07/2013

Acer DA222HQL

Model number: _____

Serial number*: _____

Date of purchase: _____

Place of purchase: _____

*Note: See the back of the DA222HQL.

Table of contents

FAQ and troubleshooting

Getting to know your DA222HQL

Features and functions

Your new DA222HQL offers leading, easy-to-access multimedia and entertainment features. You can:

- Connect to the Internet.
- Access your email.
- Play music and video.
- Keep in touch with your friends via your People and social networking apps.
- View content from an HDMI device.
- Use touch to control a PC.

Product registration

When using your product for the first time, it is recommended that you immediately register it. This will give you access to useful benefits, such as:

- Faster service from our trained representatives.
- Membership in the Acer community: receive promotions and participate in customer surveys.
- The latest news from Acer.

Hurry and register, as other advantages await you!

How to register

To register your Acer product, please visit **www.acer.com**. Tap **Registration** and follow the simple instructions.

You can also register directly from your DA222HQL by tapping the **Registration** icon.

After we receive your product registration, you will be sent a confirmation email with important data that you should keep in a safe place.

Setting up

Unpacking your DA222HQL

Your new DA222HQL comes packed in a protective box. Carefully unpack the box and remove the contents. If any of the following items is missing or damaged, contact your dealer immediately:

- Acer DA222HQL
- Setup poster
- USB cable
- HDMI cable (optional)
- MHL cable (optional)
- VGA cable
- Audio cable
- AC adapter
- Warranty card

Getting to know your DA222HQL

Front view
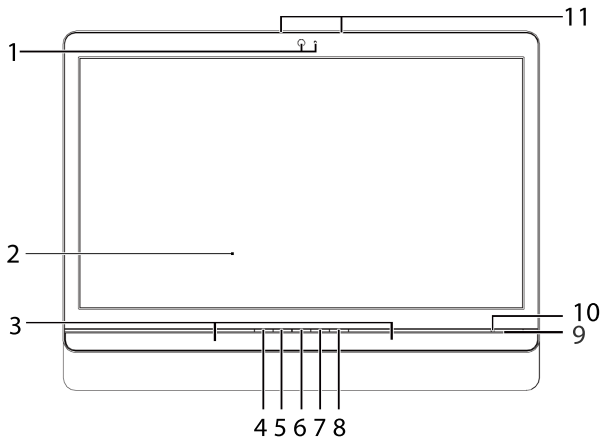
| No.	Item	Description
1	Front-facing camera and indicator	A 2-megapixel camera for video chats
2	Touchscreen	21.5" 1920 x 1080 optical touch screen.
3	Speakers	Emit stereo audio.
4	Input switch key	Press to switch input source.
5	eColor management key	Press to activate the eColor management key.
6	Function key	Press to open the main menu.
7	Volume down key; function key	Volume down; function key (<)
8	Volume up key; function key	Volume up; function key (>)
9	Power button	Press and hold to turn the DA222HQL on, press briefly to turn the screen on/off or enter sleep mode; press and hold to turn the DA222HQL off.
10	Power indicator	Indicates power status.
11	Microphone	Receives audio for video chats and Internet calls.

Back view
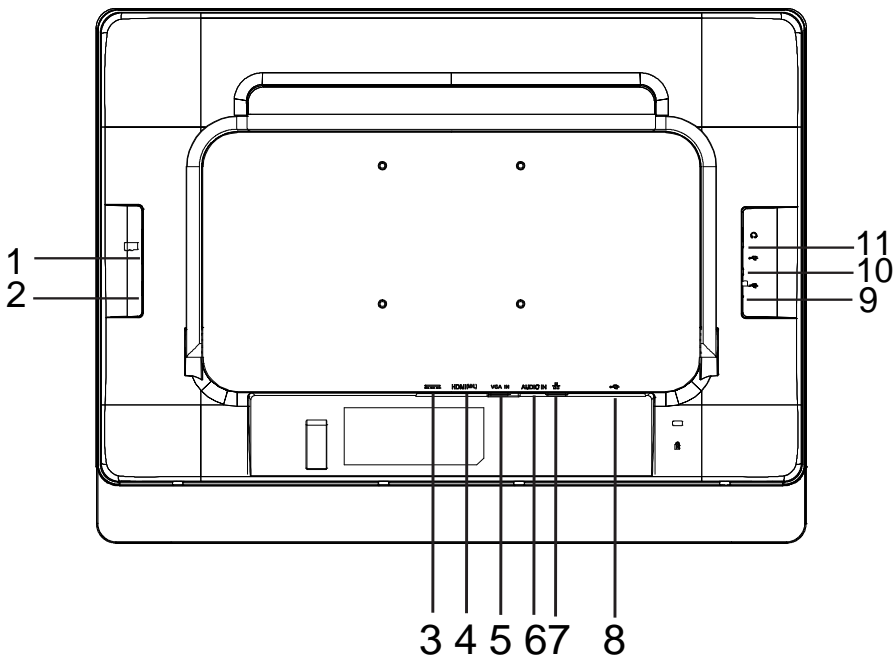
No.	Item	Description
1	Card reader slot	Insert a memory card.
2	Micro USB port (Slave)	Connects to your PC for ADB and MTP function.
3	DC-in jack	Connects to the DC power supply.
4	HDMI port (MHL)	Supports high-definition digital video connections.
5	VGA port	Connect the VGA video cable to the computer.
6	Audio in jack	Connect the audio cable to the computer.
7	Ethernet (RJ-45) port	Connects to an Ethernet network.
8	USB hub port	Connects to your PC to enumerate all devices on the USB ports (see 9 and 10).
9,10	USB ports (Master)	Connects with external USB devices, such as a keyboard, mouse or storage device.
11	3.5 mm headphone jack	Connects to stereo headphones.

Using your DA222HQL

Setting up your DA222HQL

Open the stand until it snaps in place. Then, tilt the display panel to an angle of between 10 and 90 degrees from an upright position. Connect the DC-in jack to your DA222HQL and plug the AC adapter into any AC outlet.
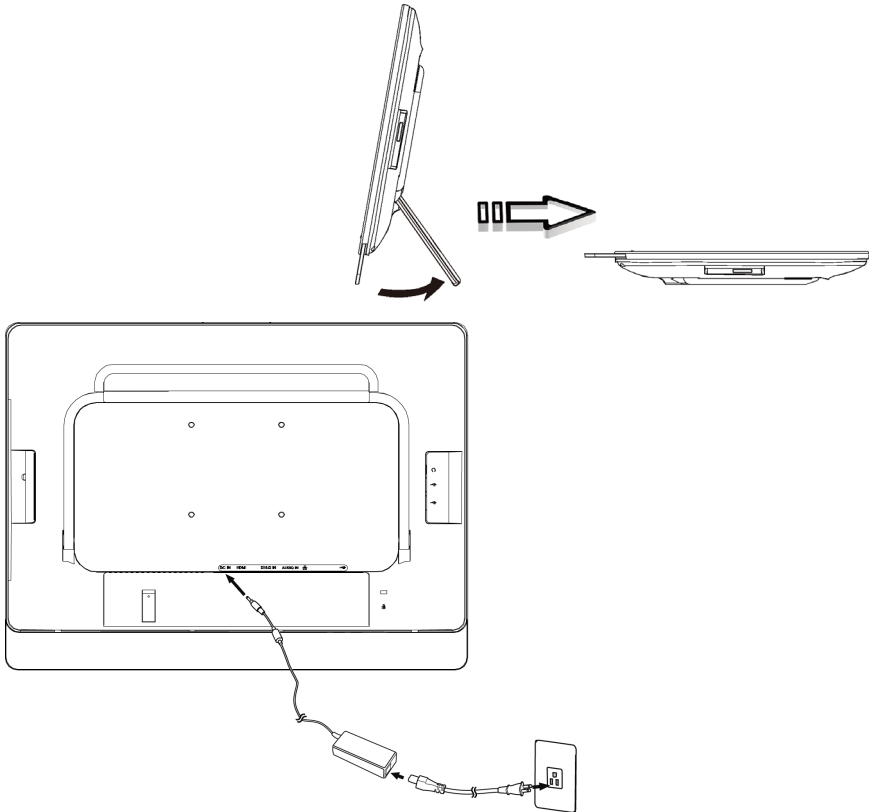
⚠ **Warning: Only use the bundled power adapter to power your DA222HQL.**

Turning on for the first time

To turn on your DA222HQL, press and hold the power button until the screen turns on. Wait a moment for your DA222HQL to get ready. You will then be asked some questions before you can use your DA222HQL.

To start, tap to select your language and country, then tap **Start**. Follow the rest of the instructions as they are displayed.

Note: If the DA222HQL's screen turns off, it has entered sleep mode. Briefly press the power button to wake it up. For more information, see "Waking your DA222HQL" on page 19.

Sign in to or create a Google account

If you have Internet access, your DA222HQL allows you to synchronize information with a Google account.

During the start-up process, you may create or sign in to an account, which will be used to synchronize your contact list, email, calendar and other information. If you do not yet have Internet access, or do not want to use this feature, then tap **Skip**.

Important: You must sign in to a Google Account to use Gmail, Google Talk, Google Calendar, and other Google Apps; to download apps or media from Google Play; to back up your settings to Google servers; and to take advantage of other Google services on your DA222HQL.
If you want to restore existing settings from another device with Android 2.0 (or later) installed, you must sign in to your Google account during setup. If you wait until after setup is complete, your settings will not be restored.

Note: If you have multiple Google accounts, such as separate accounts for personal and business contacts, you can access and synchonize them from the Accounts settings section. See "Multiple Google accounts" on page 29.

Using the touchscreen

Your DA222HQL uses a touchscreen for selecting items and entering information. Use your finger to tap the screen.

Tap: Touch the screen once to open items and select options.

Drag: Hold your finger on the screen and drag across the screen to select text and images.

Tap and hold: Tap and hold an item to see a list of actions available for that item. On the pop-up menu that appears, tap the action you want to perform.

Scroll: To scroll up or down the screen, simply drag your finger up or down the screen in the direction that you want to scroll.

Note: The system will automatically calibrate touch coordinates during start-up. Please do not touch the screen.

Note: Sudden change in ambient light source might result in misreading of the touch coordinates. Please restart the device when this happens.

The Home screen

When you start your DA222HQL, or wake it from power saving, it will display the Home screen. This screen gives you quick access to information and simple controls with widgets or shortcuts. These display information such as the time and weather, or provide additional controls and direct access to apps. Some have been pre-installed on your DA222HQL, while others may be downloaded from Google Play.

The Home screen already features some useful controls and information.
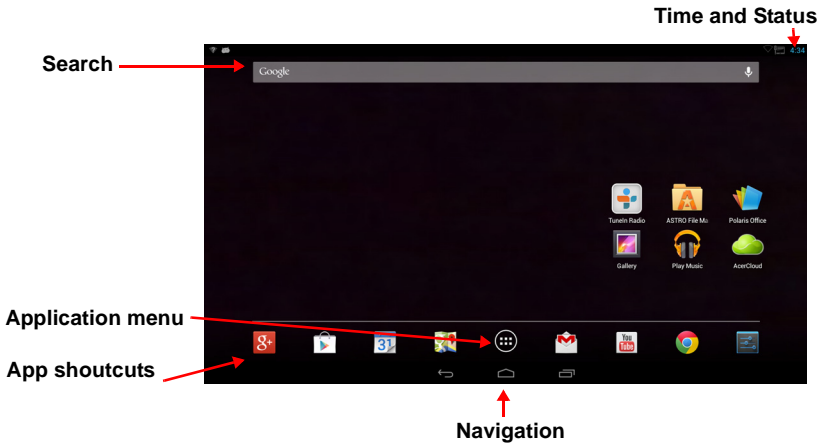
Search

To search for apps, files or for information on the Internet, tap the **Google** icon in the top-left corner.

Simply enter the text you want to find. Tap the arrow or Enter key to search the Internet, or tap one of the suggestions, apps or files shown in the list.

Voice search

If voice search is available, tap the microphone and speak your search request. See "Voice Search" on page 24.

Navigation

To navigate through menus and options, three (or more) icons are shown at the bottom of the screen.

Back

Tap this icon to go to the previous page, or to go up one level in a menu. This icon may be replaced with the *hide* icon in certain cases (such as if the keyboard or list of recent apps is shown).

Home

Tap this icon to go directly to the Home screen.

Recent

Tap this icon to see recently opened apps. Tap an app to open it, or tap anywhere on the screen to return to the Home screen.

The extended Home screen

The Home screen extends to either side of the initial Home screen, giving you more room to add widgets or organize shortcuts. To view the extended Home screen, swipe your finger to the left or right.

A total of five pages are available, two to the left and two to the right. To change or add widgets on any of the screens see "Personalizing the Home screen" on page 14.

The App menu

The App menu displays applications and widgets available on your DA222HQL.
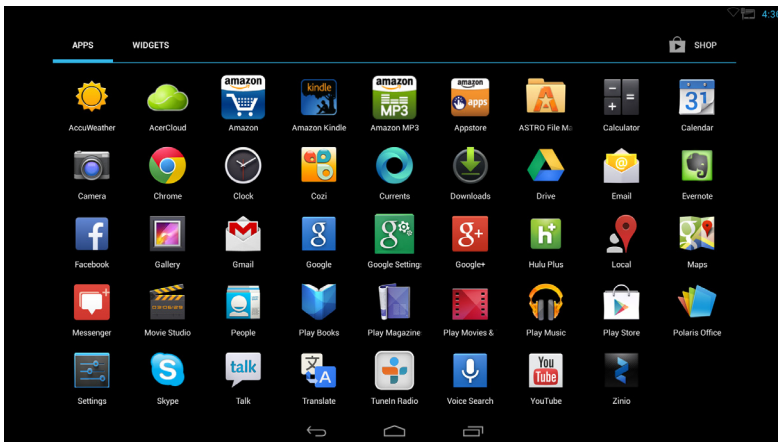
ⓘ -
Note: All images are for reference only. The applications installed on your DA222HQL can be different from the applications shown in illustrations.
- -

Apps are displayed in alphabetical order. If more apps are available, an outline of the second page will be shown on the side of the screen. Swipe the outline towards the center of the screen to switch pages.

Otherwise swipe to the left to see more Applications. When you are on the last page of applications, swipe to the left to see widgets available on your DA222HQL. See "Personalizing the Home screen" on page 14.

Tap the **Shop** icon to open *Google Play.*

Adding an application to a Home screen

Tap and hold an icon to add a shortcut to one of your Home screens. While a shortcut is selected, thumbnails of the Home screens are shown below the list of applications, simply drag the shortcut to a screen.

Status and notification area

Status and notification icons are shown in the bottom-right corner of the screen.

This area contains a variety of icons to inform you of your DA222HQL's status. The icons on the right side of the clock indicate connectivity status. The left side of the clock displays the event notification icons.
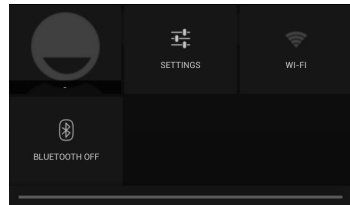
Tap the notification area to view more status information. Control buttons enable you to tap features on (blue) or off (white).

Some event summaries include controls below the main status area, such as media controls if music is playing.

Status and notification icons

Notification icons

Icon	Description	Icon	Description
⏰	Alarm is set	🔇	Speaker is silenced
✉	New Gmail message	🎤	DA222HQL microphone is off
talk	New Google Talk message	🎧	Song is playing
1	Upcoming event	💿!	SD card or USB storage is full
ψ	DA222HQL is connected to PC via USB	🔄	Syncing data
✓	Application update available	🔄	Sync is on
↑↓	System update available	⚠	Problem with sign-in or sync
⚬—	Virtual private network (VPN) status	↑	Uploading data
		↓	Downloading data

Connection icons

Icon	Description	Icon	Description
📶	Connected to a wireless network (waves indicate connection strength)	🅱	Bluetooth is on
📶	An open wireless network is available	🅱	Connected to a Bluetooth device

🛈 -
Note: Network connection icons are blue if you have an active Google account.
- -

Personalizing the Home screen

You may personalize your Home screen by adding or removing application shortcuts or widgets, and by changing the wallpaper.

Adding or removing shortcuts or widgets

To add shortcuts or widgets tap the **Apps** icon in the top-right corner of the Home screen.

The **APPS** menu contains a list of shortcuts to applications you can drag to a Home screen.

Tap **WIDGETS** to see small applications and links (such as custom shortcuts, contacts or bookmarks) that you can add to a Home screen. Widgets are small

applications that display constantly-updated information or quick shortcuts to applications or special functions.
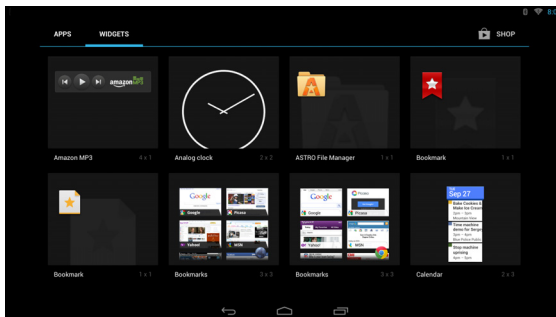
To move an App or Widget to the Home screen, tap and hold an item until it is selected. The Home screen will open. Drag the item to any free area on the screen.
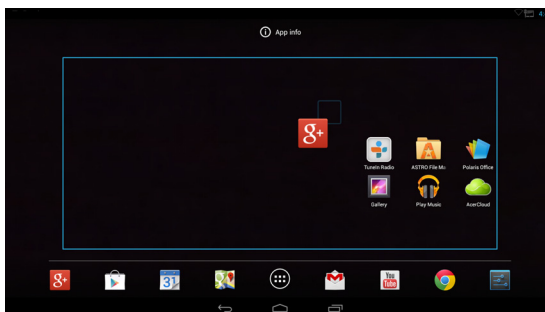
To move the item to a different Home screen, drag it to the side of the screen, the Home screen will switch to the screen in that direction. Release the item when it is positioned correctly.

Resizing a Widget

Most widgets can be made larger, so you can give more space to information that is important to you. After placing a Widget on the Home screen, tap and hold to select it. Four diamonds will appear on each side, tap and drag the diamond until the Widget is the correct size. Tap **Back** to finish.

Note: Not all Widgets can be resized.

Removing an item from the Home screen

To remove an item from the Home screen, tap and hold the item until the **Remove** option appears at the top of the screen. Simply drag the item to the **Remove** option.

Changing the Home screen image

Tap and hold any open space on the Home screen. You can choose from a set of pre-formatted wallpapers, images stored in the Gallery, selected Wallpapers, or Live wallpapers that feature animated or interactive backgrounds.

The onscreen keyboard

When you tap a text box to enter text, an onscreen keyboard will appear. Simply tap on keys to enter text.
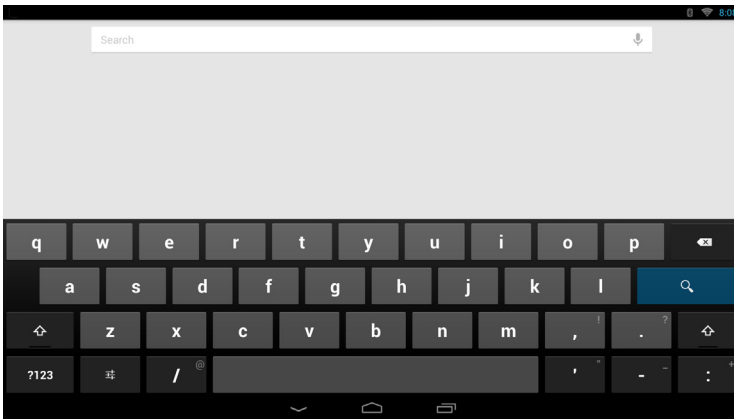
Tap the **?123** button to see numbers and special characters, and then tap the **~ \ {** key to see more options. Tap and hold a key to select alternative characters (if available for that key), such as letters with accents or related symbols.

The layout of the keyboard varies slightly, depending on the application and information that is required.

Changing Android keyboard settings

To use a different keyboard language or change settings, tap the **Input options** key, then select either **Input languages** or **Android keyboard settings**. These settings include Auto-correction and keyboard sounds.

Predictive text or auto correction

The Android keyboard can provide predictive text input. As you tap the letters of a word, a selection of words are displayed that continue the sequence of letters tapped, or are a close match allowing for errors. The word list changes after every key press. If the word you need is displayed, you can tap on it to insert it into your text.

To turn predictive text on or off with the Android keyboard, tap the **Input options** key, and then **Android keyboard settings**. Tap **Auto correction** or **Show correction suggestions** and select one of the options.

Editing text

You can select and edit text in certain applications, such as text you have entered in a text field. Selected text can be cut or copied and later pasted within the same application, or to a different application.

Note: Certain applications may not support text selection, or only support it in certain areas. Other applications may offer specialized commands to select text.

Selecting text

To select text that you want to cut, copy, delete or replace:

1. Tap the text you want to select. If you can select this text, a cursor is inserted below the text.

acer computers   × 🎤
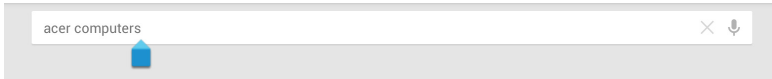
Note: The cursor indicates where text you type or paste will be inserted.

2. Tap and hold the text or word you want to select.
   The selected text is highlighted, with a tab at each end of the selection.

acer computers   × 🎤
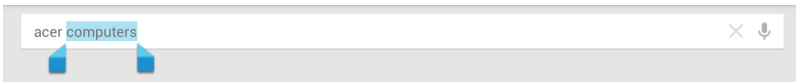
3. Drag either tab to expand or reduce the amount of selected text, or tap **Select all**.
4. To cut or copy the text, tap the **CUT** or **COPY** button.

Inserting text

To type new text or add text that you have copied:

1. Tap the text you want to select. If you can select this text, a cursor is inserted below the text.

acer computers   × 🎤

2. If the cursor is not in the desired position, simply drag it to the correct position.

If you previously copied (see below) text, tap where you want to insert the text. A **PASTE** button appears briefly below the cursor. Tap the button to paste the text.
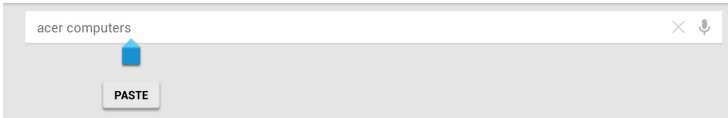
To replace a word, double tap the word. A **PASTE** button appears above the word. Tap the button to paste to replace the text.
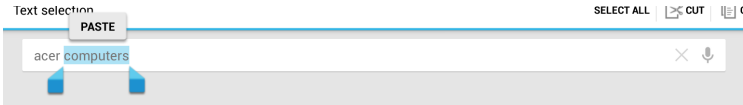
3. Modify the text: Type, paste or delete text.
4. Tap **Enter** on the keyboard (or tap [🔍] on the XT9 keyboard).

Locking your DA222HQL

If you will not use your DA222HQL for a while, briefly press the power button to lock access. This saves power and ensures your DA222HQL does not unintentionally use any services. Your DA222HQL will lock automatically if it is not used after a while. To change the delay, tap **APPS** > **Settings** > **Display** > **Sleep**.

Waking your DA222HQL

If the screen is off and the DA222HQL does not react to any taps on the screen, then it has been locked and is in sleep mode.

Security options

For additional security, you may set a code or number that must be entered to access the DA222HQL, such as an unlock pattern (a set of dots that must be tapped in the correct order). Open the Home screen and tap **APPS** > **Settings** > **Security** > **Screen lock**.

Note: If you forget an unlock pattern, please refer to "Unlock pattern" on page 31.

Shutting down your DA222HQL

If you won't use your DA222HQL for an extended period of time, turn it off to save power. To turn off your DA222HQL (even when locked), press and hold the power button for one second. You will then be asked to confirm the shut down. To force a shutdown, press and hold the power button for four seconds.

Connecting devices to your DA222HQL

Connecting to AC power

See "Setting up your DA222HQL" on page 9.

Connecting to a PC as a monitor

Your DA222HQL has an HDMI port (MHL), that can be used to connect it to a computer, or video player.

Use an MHL cable to connect the display to a mobile device with MHL support.

To use the DA222HQL as a touchscreen monitor, you must also connect a USB cable between a Windows 7 or Windows 8 computer and the micro USB port on the rear side of your DA222HQL.

Note: The USB 2.0 hub can switch between your PC's Windows operating system and DA222HQL's Android operating system according to the Source selection.
*If VGA or HDMI is selected, the USB hub is switched to PC Windows mode. The internal touch function is also switched to PC Windows mode (Windows 7 only).
*If in Android mode, the internal touch function, webcam, USB hub and SD card reader are also switched to Android mode.

See "Using your smart display as a monitor" on page 24.

Inserting a SD card (optional)

You may install a SD card to expand your device's storage space.

Note: Your DA222HQL only supports SD cards that use the NTFS, FAT or FAT32 file system.

1. Locate the SD card slot.
2. Align the card correctly and push it into the slot.
3. Ensure that the SD card is inserted all the way into the card slot.

Check card capacity in the **External SD card** section of **APPS > Settings** > **Storage**.

Connecting a USB device to your DA222HQL

USB devices, such as a keyboard, mouse, game controller, digital camera, or storage devices, are supported through the USB ports. See "Back view" on page 8.

As most USB keyboards, mice and game controllers are designed for desktop computers and operating systems, some keys may not function.

Accessing files on a USB storage device

🛈 -
Note: Your DA222HQL supports USB storage devices that use the NTFS, FAT or FAT32 file systems.
- -

You can access media files (photos, music and video) on USB storage devices with your DA222HQL's multimedia apps. For more flexible access, "file management" apps are available in the Google Play store.

⚡ -
Caution: Before removing USB storage, make sure your device is not using data on the USB storage device.
- -

🛈 -
Note: Please check for updates to the DA222HQL's software that may add support for additional USB devices. See "Updating your DA222HQL's operating system" on page 29.
- -

Transferring files between your DA222HQL and a PC

Your DA222HQL and any connected storage devices can be accessed from a PC with a USB connection.

Connecting to a PC as a USB storage device

Download and install the latest USB driver on your computer before connecting your DA222HQL to the computer. Visit **www.acer.com** for the latest drivers: Select **Support**, **Download**, Select your DA222HQL model, and then the **Driver** tab, select **USB** and accept the download.

This allows you to transfer your personal data to or from your PC, using your PC's file explorer.

Plug the micro USB connector into the micro USB port on the rear side of your DA222HQL, and plug the other end of the USB cable into a USB port on your PC.

After a short delay, your DA222HQL's internal memory will be visible as a **Portable Device** in your PC's file explorer. Select the icon to see your DA222HQL's internal memory and any additional memory (SD card or USB devices) attached to your DA222HQL.

Connecting to a router or modem

Your DA222HQL has an Ethernet port, that can be used to connect it to a network.

Use an Ethernet cable to connect the display to a router or modem that provides Internet access.

For Ethernet settings, tap **APPS > Settings** > **Ethernet**.

Connecting a Bluetooth device

Only A2DP stereo headsets (playback only, no microphone) are supported. Please check for updates to the DA222HQL's software which may add support for additional Bluetooth devices.

For Bluetooth settings, tap **APPS > Settings** > **Bluetooth**.

Turn Bluetooth on and tap **Search for devices** to scan for nearby devices.

ⓘ- -
Note: Please check for updates to the DA222HQL's software that may add support for additional Bluetooth devices. See "Updating your DA222HQL's operating system" on page 29.
- -

Using the webcam

Your DA222HQL features a 1.3-megapixel digital webcam mounted on the front. Many chat or instant messaging apps can use this webcam so you can be seen by your family and friends. Use the settings in the app to control the webcam.

Using the webcam as a camera

To activate the camera, open the application menu and tap **Camera**.

Camera icons and indicators
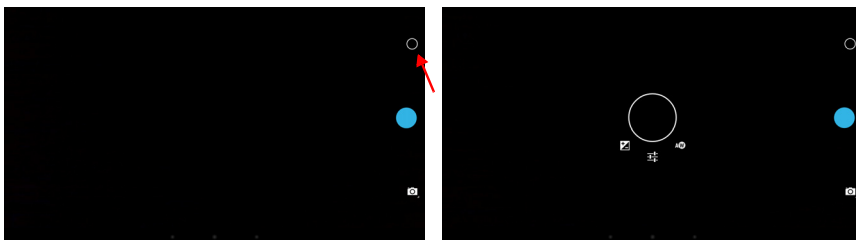
In the camera window, the controls on the right allow you to change settings or select camera or camcorder.

After you have taken a photo, a thumbnail in the top-right allows you to view the picture or video.

Icon	Description
	Take photo After taking a photo, tap the thumbnail in the top-right corner to view and share the photo.
	Options Tap to see camera options.
	Camcorder mode Switches to the camcorder (video recorder).
	Camera mode Switches to the camera.

Camera options

Icon	Description
A⃝W	White balance Change the color balance to match the lighting: Auto, Incandescent, Daylight, Fluorescent or Cloudy.
⤱	Exposure Increase or decrease image exposure.
⦙	Camera settings Activate or change special settings: Picture size, Store Location, Scene mode and Anti-flicker. • Set the resolution of the image (QVGA, VGA, 1 MP or 1.3MP). • Use only Internal Storage.

Taking a photo

1. Ensure the options described above are set to your preferences.
2. Frame your subject and steady your DA222HQL.
3. Tap the camera icon to take the photo.

Using the webcam to record a video

The Camera app can also record video.

Camcorder icons and indicators
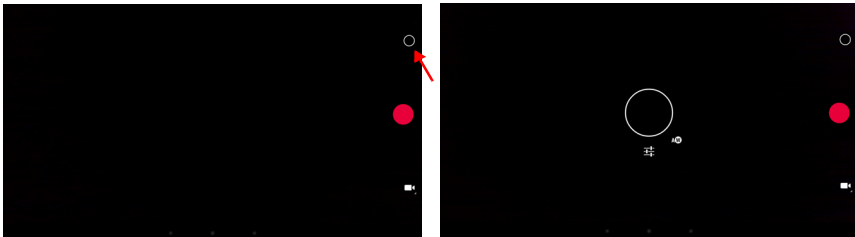
Tap the camcorder icon to switch to camcorder mode.

Icon	Description
⬤	Start / stop recording
🎚	Options Tap to see camcorder options.
🎥	Camcorder mode Switches to the camcorder (video recorder).

Icon	Description
	Camera mode Switches to the camera.

Camcorder options

Adjust camcorder options to obtain the best image:

Icon	Description
AW	White balance Change the color balance to match the lighting: Auto, Incandescent, Daylight, Fluorescent or Cloudy.
	Options Tap to see camcorder options.

Shooting a video

1. Ensure the options described above are set to your preferences.
2. Frame your subject and steady your DA222HQL and zoom in or out as needed.
3. Tap the record icon to begin recording.
4. Tap the record icon again to stop recording.

Supported formats

Type	Formats
Image	JPEG
Video	H.264 BP
Audio	AAC-LC

Viewing photos and videos

After you have taken your photo or video, it is automatically saved.

Open the application menu and tap **Gallery**. Select the photo or video you want to view (videos are marked with a small play symbol).

From the Gallery you can share the file using various services. Tap **Menu** and then **Share**.

Note: Share options vary depending on the file type.

Advanced settings

Access Settings from the Application menu. Tap **APPS**, then **Settings**.
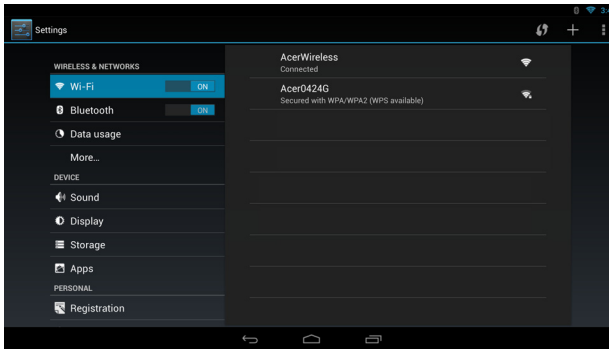
Wireless & Networks

Activating or deactivating connections

Open the Application menu and tap **Settings**. Under **WIRELESS & NETWORKS** each connection has an ON/OFF switch that controls the connection. Tap an entry to manage your connection settings.

Item	Description
Wi-Fi	Turn the Wi-Fi function on or off.
Bluetooth	Turn the Bluetooth function on or off.
Data usage	Lets you monitor total usage by network type and application and then set limits if needed.
More...	Access additional connection settings.

Alternatively, use the right side of the status bar to manage connection settings.

Tap **More...** to access additional connection settings.

Item	Description
VPN settings	Set up and manage Virtual Private Networks.

Adjusting Bluetooth settings

You can use Bluetooth to exchange information between your DA222HQL and other mobile devices.

Bluetooth connections

For Bluetooth settings, tap **APPS** > **Settings**, then under **WIRELESS & NETWORKS** tap **Bluetooth**. Here you can switch Bluetooth on or off, set the

DA222HQL name and discoverability. Tap **SEARCH FOR DEVICES** to scan for nearby devices.

To connect to a device, tap the device in the list of available devices. You may be asked to enter a PIN on both devices to establish the connection.

⊖ -
Note: Only A2DP stereo headsets (playback only, no microphone) are supported. Please check for updates to the DA222HQL's software which may add support for additional Bluetooth devices.
- -

Ethernet connections

For Ethernet settings, tap **APPS** > **Settings**, then under **WIRELESS & NETWORKS** tap **Ethernet**. Here you can switch Ethernet on or off, and check the MAC address and IP address used by your DA222HQL.

Data Usage

The Data Usage section shows how much data has been transmitted to your DA222HQL, either in total or for each App. This information is useful if you are using a metered service.

Virtual Private Network (VPN)

This option enables you to connect to a private network, such as a secure work or office environment.

Add a VPN by tapping **APPS** > **Settings**, then under **WIRELESS & NETWORKS** tap **More...** > **VPN** > **Add VPN network**.

Device

Sound

Adjust the volume of your DA222HQL using the volume buttons on the side of the DA222HQL. Alternatively, you can adjust your DA222HQL sound settings by tapping **APPS > Settings** > **Sound**.

Item	Description
Default notification	Sets a ringtone for Notifications.
Touch sounds	Plays a sound whenever a screen selection is made.
Screen lock sound	Plays a sound when locking and unlocking the screen.

You can adjust volume from the OSD.

Display

You can adjust your DA222HQL screen settings by tapping **APPS** > **Settings** > **Display**.

Item	Description
Wallpaper	Set the Home screen background image.

Item	Description
Sleep	Sets a delay before the screen will be turned off.
Font size	Sets the font size so either more text is visible or the text is easier to read.

You can adjust screen brightness and contrast from the OSD.

Storage

You can check how much of your DA222HQL's storage (Internal, SD or USB) has been used, and what type of files are using storage.

Apps

Closing an application

To close an active application, go to **APPS** > **Settings** > **Apps**. Tap the **RUNNING** tab, then tap the program you wish to close. Select **Stop** to close the program.

Uninstalling an application

You can remove programs installed on your DA222HQL to free up extra storage memory. Tap and hold a program icon from the application menu and drag it into the **Uninstall** area in the top-left corner.

ⓘ . . . .
Note: You cannot uninstall applications that were pre-loaded on your DA222HQL.
. . . .

Alternatively, you can go to **APPS** > **Settings** and select **Apps**. Tap the application you wish to uninstall, tap **Uninstall** and confirm the uninstall.

⚡ . . . .
Warning! You should only remove programs if you are familiar with the Android operating system.
. . . .

Personal

Synchronization

You can configure synchronization options for many applications on your DA222HQL. You can also configure what types of data you synchronize for each account.

Some applications, such as Contacts, Gmail, and Calendar, can sync data from multiple accounts. Others sync data only from the first Google Account you sign in to on your DA222HQL, or from an account associated specifically with that application.

For some applications, such as Contacts or Calendar, all changes that you make on your DA222HQL are made to the synchronised copy on the Internet. Other applications only copy information from account on the Internet; the information on your DA222HQL cannot be changed directly, you must change the information stored in the Internet account.

Tap **APPS** > **Settings** > **Accounts & sync** to access the synchronization settings.

To manage synchronization of individual accounts, tap an account name.

Some applications, such as Gmail and Calendar, have additional synchronization settings. Open the application and tap the *Menu* button (three dots) and then tap **Settings**.

Multiple Google accounts

If you have multiple Google accounts, such as separate accounts for personal and business contacts, you can access and synchonize them from the Accounts settings section. Tap **APPS** > **Settings** > **Accounts & sync**. Tap **ADD ACCOUNT** in the top-right corner and select **Google**.

Changing language and text options

Set your location and language input preferences by opening the application menu and going to **APPS > Settings** > **Language & input**.

System

Setting the date and time

To set the date and time, tap **APPS** > **Settings** > **Date & time**.

⏺ . . . .
Tip: If you travel frequently or live in an area that uses daylight saving time, and have mobile network access, activate **Automatic date & time** from this menu. Your DA222HQL will set the date and time based on information it receives from the network.
. . . .

Setting alarms

There are two predefined alarms on your DA222HQL by default. To add or edit alarm settings, tap **Clock** in the application menu and tap **Set alarm**.

Tap **Add alarm** to create a new alarm, or tap the check box next to a preset alarm to turn it on or off.

Tap a preset alarm to edit it. You can:

- Turn the alarm on or off.
- Set the alarm time.
- Set which days to repeat the alarm.
- Set a ringtone.
- Give it a label (i.e., a name).

Updating your DA222HQL's operating system

Your DA222HQL can download and install system updates, adding support for new devices or expanding software options.

To check for updates, tap **APPS** > **Settings** > **About** > **System updates** > **Update**.

(!) -
Note: Downloading new firmware can take up to 40 minutes, depending on your
network speed.
- -

Resetting your DA222HQL

You may have to perform a reset if your DA222HQL fails to respond when buttons
are pressed or the screen is tapped.

To reset your DA222HQL disconnect the main power supply for ten seconds, then
reconnect.

Clean boot

A clean boot will restore your DA222HQL to the factory settings.

(⏀) -
**Warning! This will erase all your personal information, any contacts stored
on your DA222HQL and any programs you installed.**
- -

Open **Settings** from the application menu, then tap **Backup & reset** > **Factory data
reset**; click **Reset** and then **Erase everything** to format your DA222HQL.

If your DA222HQL still does not respond, refer to "FAQ and troubleshooting" on
page 31.

Enable the ErP compatible mode

1. Turn on the power of the computer, and then click "Setup" on the main desktop to
   select it.
2. Click "Display" in the setup interface to select it.
3. In the submenus under Display, click "Auto power off", there will be a selection
   dialog box appearing. At this moment, click the time when you want the computer
   to automatically shut down.
4. Exit the setup option, the system will record the setting you make this time
5. After automatic shutdown under "Auto power off" is set, you need to press the
   power switch again to start the computer.

Note: After enabling the ErP compatible mode, you can wake up your computer by
only pressing the power switch.

FAQ and troubleshooting

This section lists frequently asked questions that may arise during the use of your DA222HQL, and gives easy answers and solutions to these questions.

Aspect	Question	Answer
Audio	Why is there no sound coming from the device?	If a headset is plugged into the device, the speaker is automatically shut off. Disconnect the headset.
		Check that the device volume setting is not muted.
		Check that the volume control is not at its lowest setting.
Multimedia files	Why can't I view my picture files?	You may be trying to view an image that is not supported. Refer to "Supported formats" on page 25 for more information.
	Why can't I view my video files?	You may be trying to view a video that is not supported. Refer to "Multimedia" on page 53 for more information.
	Why can't I play my music files?	You may be trying to play a file that is not supported. Refer to "Multimedia" on page 53 for more information.
System information and performance	How do I check the OS version of my device?	Tap **APPS > Settings** > **About** to check the OS version (Kernel/build number) and other hardware and software information.
Storage	How do I check memory status?	To check storage status, go to **Settings** > **Storage.**
Unlock pattern	I forgot my unlock pattern.	After five wrong entries, you can reset your unlock pattern. Tap **Forgotten pattern?** and enter your Google account username and password.
		Note: You must have an active Google account on the DA222HQL and an Internet connection.
		If this option is not available please contact you local service center.

Other sources of help

For information on:	Refer to:
Up-to-date information regarding your DA222HQL	**www.acer.com**
Service enquiries	**support.acer.com**

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