

# User's Guide

## PC-HA97GRAW

This User's Guide contains information primarily specific to this computer, assuming that the user is able to perform basic Windows operations and understands how to use help in its installed applications to resolve problems.

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**Note:** The illustrations, screenshots, icons, and on-screen text shown in this document may differ from the ones you actually encounter.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.



# 1 Checking Included Accessories

## Checking that all included accessories are present

Please open up the box and check that all included items and accessories are present. Please contact the place of purchase if any items are missing or damaged.

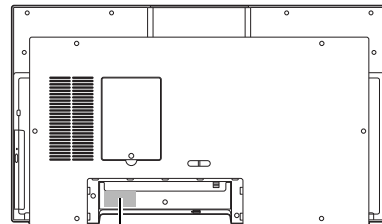
### 1. Check contents of the box.

- |   |
|---|
| <input type="checkbox"/> Base unit  |
| <input type="checkbox"/> Keyboard   |
| <input type="checkbox"/> Mouse  |
| <input type="checkbox"/> Battery for keyboard (AAA, x2)                   |
| <input type="checkbox"/> Battery for mouse (AA, x2)                       |
| *For operation check. Replace with new batteries as soon as they run out. |
| <input type="checkbox"/> USB receiver                                     |
| <input type="checkbox"/> AC adapter                                       |
| <input type="checkbox"/> Power cord                                       |
| <input type="checkbox"/> Cable cover                                      |
| <input type="checkbox"/> User's Guide                                     |
| <input type="checkbox"/> Instructions For Safe Use                        |

### 2. Confirm that the model number and serial number on the base unit matches the model number and serial number written on the warranty.

If numbers do not match, please contact the place of purchase immediately. Please also keep your written warranty in a safe place for future reference.

If the computer malfunctions during the warranty period, we shall provide repair services based on the conditions specified in the warranty. For repairs after the warranty period has expired, please consult the place of purchase or one of our specified customer service locations. If the functions can be restored by repairs, we will perform repairs for a fee with request from the customer.



model number and serial number

## Installation of this unit

Install on a solid table (on a desk or table that can support the weight of the computer).

### Secure the computer (prevent overturning)

On the back of this computer, there is a hole for passing a string to prevent the computer from falling. To prevent injuries caused by toppling or fall of the computer during an earthquake or due to impact, connect and secure the computer with a wall by passing a strong string through the hole.

#### Items required

The following items are required to secure the computer. Please prepare a commercially available items.

- Fixing bracket  
Use a fixing bracket with sufficient strength so that the string cannot be removed as shown below.

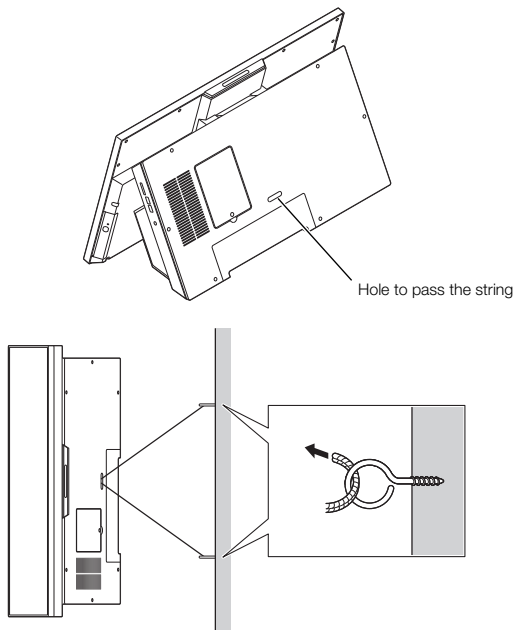


- Strong string



## Fixing

Attach fixing brackets (2 pieces) to a wall, etc., and connect with the hole on the back of the PC with a strong string to secure it. Also, adjust the string length so that there is no slack.



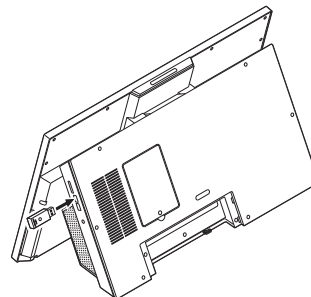
## 2 Connection of Included Accessories

### Important points for connections

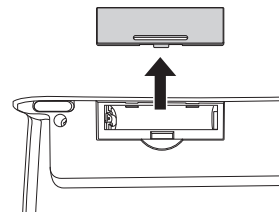
- Do not touch the connector terminals when connecting any items.  
Failure to do so may cause damage.

### Prepare the keyboard for use

1. Attach the USB receiver to the USB connector.

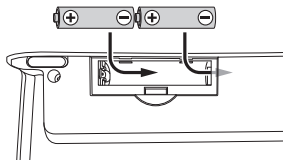


2. Remove the cover on the back of the keyboard by sliding it in the direction of the arrow.





3. Insert the batteries (AAA).



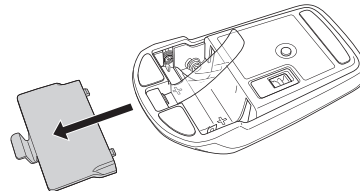
**Batteries**

- Insert the + (plus) and – (minus) of the batteries as indicated on the battery box.
- The battery life of the keyboard is approximately XX years when used with alkaline batteries (when used for 8 hours a day, 5 days a week. It may vary depending on the usage and environmental conditions).
- Batteries provided at the time of purchase may be shorter than the listed life.
- Manganese batteries and oxyride batteries cannot be used.
- If the keyboard will not be used for a long time, set the keyboard power switch at the top right of the keyboard to "OFF" to increase the battery life.

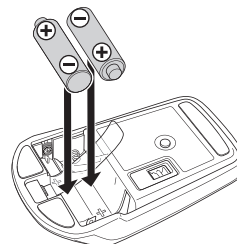
4. Replace the cover on the back of the keyboard.

## Prepare the mouse for use

1. Remove the bottom cover.



2. Insert batteries (AA).



**Check!!**

When inserting the battery into the mouse, make sure that the guide (transparent polyethylene belt in the figure) for removing the battery is on the underside of the battery.

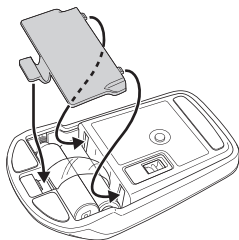


### Batteries

- Insert the + (plus) and – (minus) of the batteries as indicated on the battery box.
- Insert batteries so that the terminal behind the mouse does not deform.
- Manganese batteries and oxyride batteries cannot be used.
- The battery life of the mouse is approximately XX months when used with alkaline batteries (when used for 8 hours a day, 5 days a week. It may vary depending on the method of use and environmental conditions).
- Batteries provided at the time of purchase may be shorter than the listed life.
- If the mouse will not be used for a long time, set the ON / OFF switch on the bottom of the mouse to "OFF", so that the batteries will last longer.

### 3. Attach the cover.

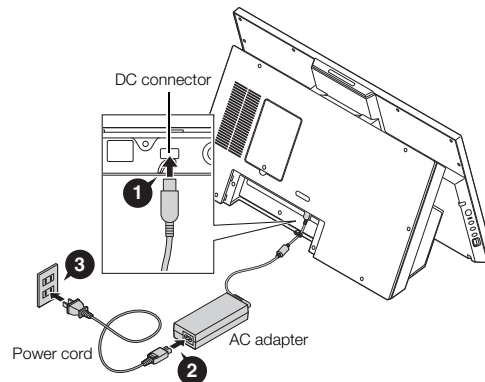
Insert the tab of the cover into the mouse and slide it in the direction of the arrow until it clicks.



## Connecting power sources

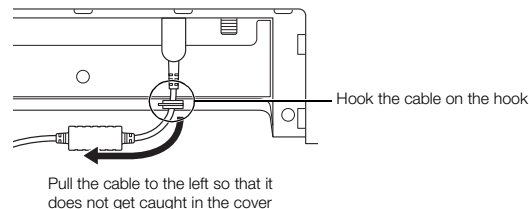
### Connect the AC adapter.

1. Connect them in the order shown in the following figure.



### 2. Hook the cable on the hook.

To prevent disconnection, hook the AC adapter cable to the hook.

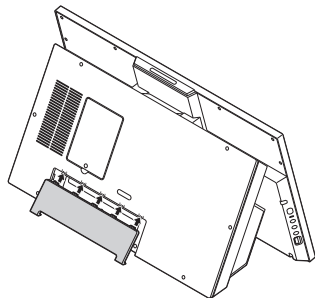


This completes the connection.

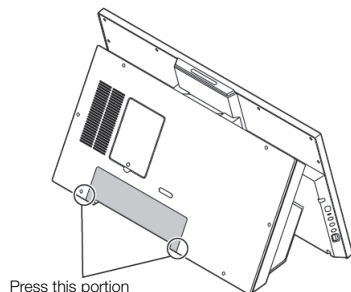


## Attach the cable cover

1. Insert the tab of the cable cover.



2. Insert the lower part of the cover without pinching the cable.



## 3 Windows Setup

When you first power up your new computer, it is necessary to perform Windows setup.

### Important points during setup

Always follow the procedure written in the manual.

Setup may not be able to be successfully completed if you omit any steps, press keys other than the ones indicated on the screen, or operate any switches.

- Do not connect any external peripheral devices.  
Never connect any peripheral devices (printers, memory, etc.) other than the items outlined in "Connecting Included Accessories" (p.2). Please connect or install such peripheral devices after "Windows Setup" had been completed.
- Do not connect a LAN cable and make sure that the wireless LAN is turned OFF.  
To ensure safe connection of this product to the network, connect a LAN cable or turn on the wireless LAN only after Windows setup and firewall configuration has been completed.
- Do not turn off the power during setup.  
The setup program is running normally even if the screen appears to stop. Please keep following the steps in the manual.
- Do not leave the computer unattended during setup.  
Do not leave the computer unattended until Windows setup has completed and power is turned OFF as it includes screens which require key operations.
- Applying updates during setup  
If your computer is connected to the Internet, you may be prompted to apply updates before or after the setup is completed depending on the model being used and status of the computer such as "There are updates available for your PC", but it is recommended that you do not apply any updates here.



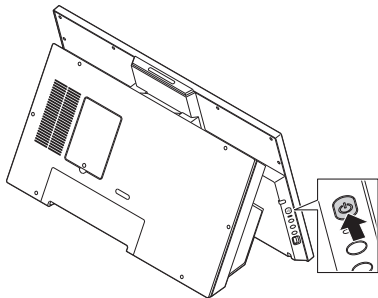
## Turning ON the power



### Check!!

If the AC adapter is not properly connected, the power is not turned on by pressing the power switch when you first turn the power on. Check the connection of the AC adapter again.

1. Press the power switch.



### Check!!

- Never turn OFF the power during Windows setup. Turning OFF the power switch or pulling out the power cord in the middle of this process may lead to damage.
- It may take several minutes for the screen to appear after pressing the power switch. During this time, the NEC logo may appear, or the screen may turn black, this is not a malfunction. Please wait until the screen appears without turning off the power.

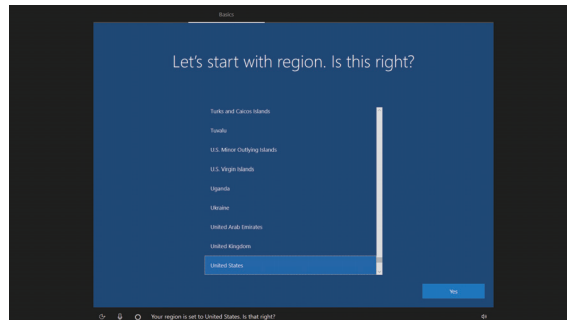
## Setup Procedure



### Check!!

If not operated for a while during setup, the system automatically enters the power saving mode and the screen goes dark. Press <Shift> on the keyboard or operate the NX pad. If there is still nothing on the screen, lightly press the power switch on the unit.

1. The "Let's Start with region. Is this right?" screen is displayed. Select your country or region from the list. Click [Yes].



2. The "Is this the right keyboard layout?" is displayed. Select the desired keyboard layout. Click [Yes].
3. The "Want to add a second keyboard layout?" is displayed. You can either follow the instructions for adding another keyboard layout or click [Skip] to go to the next screen.
4. On the "Let's connect you to a network" screen, click "I don't have internet".
5. The "There's more to discover when you connect to the internet" is displayed. Click [Continue with limited setup].
6. The "Windows 10 License Agreement screen displays" screen is displayed. Read the license agreement, and click [Accept] to continue.



7. The "Who's going to use this PC?" screen is displayed.  
Enter the name of the PC user. Click [Next].



#### Check!!

Do not enter the following character strings since they are used in the PC system.  
CON, PRN, AUX, CLOCK, \$, NUL, COM1 to COM9, LPT1 to LPT9, NONE

8. The "Create a super memorable password" screen is displayed.  
Enter a password.
9. The "Confirm your password" screen is displayed.  
Re-enter the password.
10. The "Create security questions for this account" screen is displayed.  
Select the security questions. Click [Next].
11. Enter the answer to the first security question. Click [Next].
12. Enter the answer to the second security question. Click [Next].
13. Enter the answer to the third security question. Click [Next].
14. The "Do more across devices with activity history" screen is displayed.  
Click [No].
15. The "Get help from your digital assistant" screen is displayed.  
Click [Accept].
16. The "Choose privacy settings for your device" screen is displayed.  
Click [Accept].



#### Check!!

If a screen saying there are updates available appears here, select do not apply.

17. When the desktop screen appears, the Windows setup is complete.



#### Check!!

If a message about Windows license authentication appears, follow the instructions on the screen. License authentication is performed automatically by connecting to the Internet.

## When the setup screen is not displayed

When [Press F2 to Enter BIOS Setup] is displayed on the screen when you turn the power on, please carry out the following procedure.

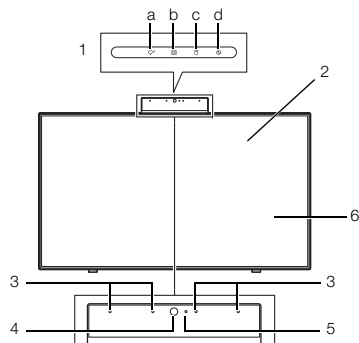
1. Press the <F2> key.  
The BIOS setup utility will then be displayed.
2. Use the number keys to enter the current hour (24 hour time format) and then press <Enter>.
3. Use the <Tab> key to move to desired position and in the same manner, set the rest of the time and date in the order of minutes, seconds, month, day, and year.
4. Press the <F9> key.  
The setup confirmation screen should come up.
5. Select [Yes] and then press <Enter>.  
This will load the default factory setting values.
6. Press the <F10> key.  
The setup confirmation screen should come up.
7. Select [Yes] and then press <Enter>.  
The BIOS setup utility should now be finished and Windows will automatically restart.  
After this, please refer to "Setup Procedure" and continue on with the process.

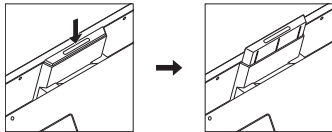


## 4 Names of the Parts

### Names and descriptions of each part

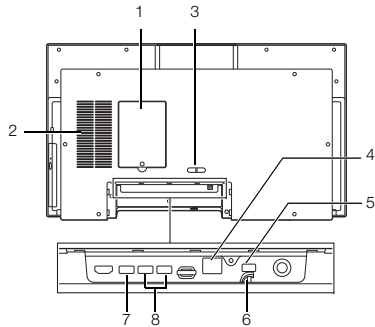
#### Front



1	Indicator lamp	This lamp indicates the PC status. The name and description of each indicator lamp are as follows.
		a) Voice activation lamp Lit: Voice activation is on Off: Voice activation is off
		b) Screen off lamp Lit: The computer is in screen off mode Off: The computer is not in the screen off mode * The screen turn-off lamp will also light up when the application starts up the computer using the network.
		c) Internal drive access lamp Lights up and flashes: The optical drive or internal storage is reading or writing data Off: The optical drive or internal storage is not reading or writing data * Do not turn off the power or remove a CD-ROM or other disc while it is flashing or lit. The contents of the internal storage may be damaged or cause a failure.
2	Display	d) Power lamp Blue: The computer is on Orange: The computer is in sleep mode Off: The computer is off
		Display the computer screen.
3	Built-in microphone	Microphone used when using videophone or shooting movies.
4	Webcam	The Webcam is used for making video calls (video chat) and taking photographs. The Webcam is stowed at the time of purchase. When you press lightly on top of the Webcam, the lock is released, and the Webcam pops up.
		
5	Webcam lamp	Lamp that lights up when using the webcam.
6	Crystal Sound Display	Outputs sound.



Back



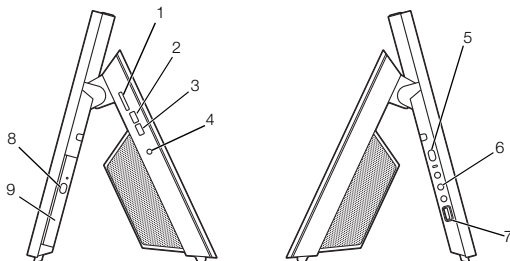
1	Memory slot cover	To increase memory, remove the memory slot cover and install additional memory (sold separately).
2	Ventilation holes	Holes for releasing heat inside the body. Do not block the holes while the computer is turned ON.
3	Fall prevention hole	Hole used when fixing the PC with a wire to personal injury due to the PC falling over or dropping.
4	LAN connector	Connector for connecting a LAN cable.
5	DC connector	Connector for attaching an AC adapter.
6	Cable holder	Secures the power cord of the AC adapter.
7	USB3.0 connector	Connector for connecting USB compatible devices. Supports up to USB 3.0 standard. Check with the manufacturer or distributor of the peripheral device to see if it can be used with this computer. If there is a mark on the plug, insert it so that the mark can be seen from the back of the main unit.
8	USB3.1 connector	Connector for connecting USB compatible devices. The USB 3.1 connector supports up to the USB 3.1 standard. Check with the manufacturer or distributor of the peripheral device to see if it can be used with this computer. If there is a mark on the plug, insert such that the mark can be seen from the back of the main unit.

Notes on using USB compatible devices

- When connecting or disconnecting a USB compatible device, wait at least 3 seconds.
- If the USB device is not recognized properly, unplug it from the USB connector and plug it in again.
- Do not plug in or unplug the USB compatible device during the power saving state, during transition to the power saving state, or during recovery. Also, do not operate the connected USB compatible device during the transition to the power saving mode.
- The maximum power supply capacity per USB connector is as follows.
  - When the computer is turned on:  
USB3.1 connector: 0.9A
  - When in sleep mode:  
A few tens of mA about



## Right side, Left side



1	SD memory card slot	Slot for installing the "SD memory card", "SDHC memory card", and "SDXC memory card". Insert the memory card with the front side facing up.
2	USB3.0 connector	Connector for connecting USB compatible devices. Supports up to USB 3.0 standard. Check with the manufacturer or distributor of the peripheral device to see if it can be used with this computer. If the plug has a mark, insert it so that the mark faces the front of the main unit.
3	USB3.0 connector (supports power-off USB charging function)	Connector for connecting USB compatible devices. Supports up to USB 3.0 standard. This connector can be charged using a USB cable even when the computer is turned OFF. Check with the manufacturer or distributor of the peripheral device to see if it can be used with this computer. If the plug has a mark, insert it so that the mark faces the front of the main unit.
4	Headphone / headphone microphone jack	A terminal for connecting headphones or a headphone microphone(4-pole mini plug) for smartphones. A terminal for connecting external speakers and audio equipment to output and input audio signals.

5	Power switch	A switch to turn ON the PC. It is also used to return from the power saving mode. However, to turn off the power (shut down), and click "Shutdown". Note that turning the power OFF/ON puts a burden on the computer, so wait at least 5 seconds when turning OFF the power and turning it ON again. If Windows has clearly stopped, the computer can be forced to power OFF by pressing the power switch for more than 10 seconds. In this case, the data being created will be deleted.
6	Wake-on-Voice on/off switch button	Button to switch voice activation ON/OFF. When voice activation is turned ON, the computer can be activated by voice. When voice activation is OFF (voice activation lamp is OFF), pressing this button turns ON voice activation and lights up the voice activation lamp. Press the button again to turn OFF voice activation.
7	LCD Back Light Brightness Control button	A dial to adjust the brightness of the display. There are 11 levels of brightness. When operated to the "+" side, the brightness increases by 1 level, and when operated to the "•" side, the brightness decreases by 1 level. When the screen OFF mode is off (screen OFF lamp is OFF), pressing this dial straight turns ON the screen OFF mode and the screen OFF lamp lights up. Press the dial again to cancel the screen OFF mode. When the screen off mode is turned ON, you can turn OFF the image and sound while the computer is turned ON.
8	Disc tray eject button	Button for inserting and removing the disc tray for loading CDs and DVDs. The disc tray can be ejected only when the computer is turned ON.
9	Optical drive	A drive for reading and writing CDs and DVDs.



## 5 Keyboard

### Using the keys

By pressing the function key <Fn> in combination with another key, you can easily change common computer settings. These functions are called "Hotkeys".

<Fn> + <↑> : <PgUp>

<Fn> + <↓> : <PgDn>

<Fn> + <←> : <Home>

<Fn> + <→> : <End>

### Button on the top of the keyboard

Volume button:

You can adjust the volume of sound output of devices such as a TV, music CD, or DVD-Video from a computer. The button is in the top right corner of the keyboard.

## 6 Optical drive

### Set the disc

The disc tray can be ejected only when the computer is turned on.  
Do not touch the lens in the optical drive.

1. Press the disc tray eject button.  
The disc tray pops out a little.
2. Pull out the disc tray by hand.
3. Place the disc in the center of the disc tray with the data side (please be careful about the front and back) facing the back side, and firmly fit the disc hole into the shaft until you hear a click.
4. Press the disc tray to return the disc tray to its original position.

### Remove the disc

The disc tray can be ejected only when the computer is turned on.  
Do not touch the lens in the optical drive.

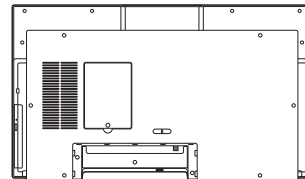
1. Press the disc tray eject button.  
The disc tray pops out a little.
2. Pull out the disc tray by hand.
3. Eject the disc.
4. Press the disc tray to return the disc tray to its original position.

## 7 Additional memory

This computer has two slots (connectors) for inserting memory cards.  
At the time of purchase, two 4GB memory (DDR4 SDRAM / SO-DIMM, PC4-21300 type) is installed in the slot.

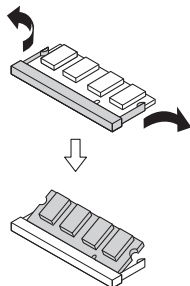
### Removing memory

1. Turn OFF the computer.
2. Remove all the cables connected to the computer.
3. Remove the memory slot cover.  
Loosen the screw shown in the figure with a Phillips screwdriver and remove the memory slot cover.





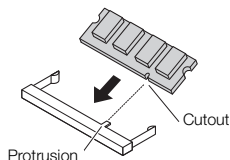
4. Push the left and right ends of the memory slot.



5. Remove the memory
6. Attaching the memory slot cover

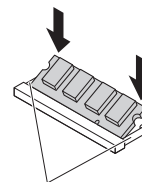
## Installing the memory card

1. Perform steps 1 to 3 of "Removing the memory" and remove the memory slot cover.
2. Align the notch of the memory card with the protrusion on the memory slot.



3. Insert the memory card all the way into the memory slot.

4. Press the memory card down strongly.



When the memory card is set down, this part opens on the left and right, and returns to its original position after the memory card is locked.

5. Confirm that the memory card is locked in the slot.
6. Attaching the memory slot cover.

## 8 Wireless LAN Function

The wireless LAN standard supported by this device is "IEEE802.11ax".



### Check!!

Wireless communication based on the Wi-Fi4 (IEEE802.11n), Wi-Fi5 (IEEE802.11ac), and Wi-Fi6 (IEEE802.11ax) standards has changed the bandwidth of communication channels used from the conventional 20MHz to 40MHz, 80MHz (Wi-Fi By expanding to Wi-Fi5, Wi-Fi6 only), it supports functions that realize higher communication speeds.

- In order to perform wireless communication using extended communication bandwidth, the connected wireless LAN device must also support the extended bandwidths.
- It is necessary to configure the security setting to WPA-Personal (AES), WPA2-Personal, or WPA3-Personal when performing wireless communication according to Wi-Fi4, Wi-Fi5, and Wi-Fi6 standards. If other security settings are configured, Wi-Fi4, Wi-Fi5, Wi-Fi6 standards cannot be used.



## Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

### Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## FOR COUNTRY CODE SELECTION USAGE (WLAN DEVICES)

**Note:** The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

## Wireless LAN function ON/OFF

Be sure to turn OFF the wireless LAN function if it affects other devices, when not using the wireless LAN function, or uses this computer in an environment where the wireless LAN function cannot be used. At the time of purchase, the wireless LAN function is on.

### Switch with "Network Connection"

The wireless LAN function can be turned ON/OFF using standard Windows functions.


#### <Turn ON>

1. Display the Control Panel.
2. Click or tap [Network and Internet].
3. Click or tap [Network and Sharing Center].
4. Click or tap [Change adapter settings].  
The Network Connections screen is displayed
5. Right-click or press and hold [Wi-Fi] and click or tap [Enable].  
"Wi-Fi" may be numbered.

#### <Turn OFF>

1. Display the Control Panel.
2. Click or tap [Network and Internet].
3. Click or tap [Network and Sharing Center].
4. Click or tap [Change adapter settings].  
The Network Connections screen is displayed
5. Right-click or press and hold [Wi-Fi] and click or tap [Disable].

### Check the connection status

"Connection status" is displayed with an illustration  in the notification area at the bottom right of the screen. Click or tap to check the wireless network that is currently connected.



## Checking the wireless LAN information (E-label)

1. Press the <F2> key when the computer is booting to launch the BIOS setup menu.
2. Select "Main".
3. Select "Wireless certification information".

## 9 Bluetooth® function

The Bluetooth® standard supported by this device is "V5.0".

A maximum of 7 (theoretically) Bluetooth devices can be connected simultaneously.


### Notes on Bluetooth

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- Before using the Bluetooth function, be sure to read the attached "Safety Instructions".
- If many Bluetooth devices are used at the same time, the communication load may increase and affect the operation.
- Some Bluetooth devices may have specifications that cannot be used simultaneously.
- There may be functional differences even with the same type of Bluetooth device.
- The Bluetooth function is not guaranteed to work with all Bluetooth devices. Check the operating environment of the Bluetooth device and whether it can be connected.

### Switching the Bluetooth function ON/OFF

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If  (Bluetooth device) is displayed in the notification area at the bottom right of the screen, the Bluetooth function is on.

To switch the Bluetooth function ON/OFF, follow the steps below.

1. Display "Settings".
2. Click or tap [Devices] - [Bluetooth and other devices].
3. Set "Bluetooth" to "ON" or "OFF"



## Bluetooth function settings

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### Preparing for connection

Preparation when using the Bluetooth function for the first time.

1. Check that the Bluetooth function is ON.  
If multiple drivers have been installed, please wait for a while until the installation is complete.  
If it is already ON, go to the "Connect Bluetooth device" procedure.
2. Turn tablet mode off.  
If it is OFF, go to the next step.
3. Click or tap in the notification area at the bottom right of the screen and wait until the (Bluetooth device) icon appears and the driver is ready.
4. If you are prompted to restart, restart your computer.

### Connecting a Bluetooth device

1. Turn ON the Bluetooth compatible information device.  
Refer to the manual that comes with the device to prepare its connection (pairing mode).
2. Display "Settings".
3. Click or tap [Devices] - [Bluetooth and other devices].
4. Confirm that the Bluetooth function is ON.
5. Click or tap [Add Bluetooth or other device].  
"Add device" is displayed.
6. Click or tap [Bluetooth].
7. Click or tap the Bluetooth compatible information terminal displayed on the "Add device" screen.  
Once paired, it will appear in "Your device is ready to go!".
8. Click or tap [Done].
  - When connecting to a Windows 10 Bluetooth device, you may need to enter a passcode. In that case, enter the passcode, click or tap [Next], and then follow the instructions on the screen.
  - To check the registered devices, perform steps 1 to 3 above and check with "Mouse, Keyboard, Pen" or "Other devices".

## 10 System Configuration

### The BIOS setup utility

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#### Entering the BIOS setup utility

1. Turn the power on and immediately press <F2> key several times.  
The BIOS setup utility will then be displayed.



#### Check!!

If you have trouble entering the BIOS setup utility, please try to change the timing when pressing the <F2> key.

The basic hardware environment can be set in the "Main" menu, "Advanced" menu, "Security" menu, and "Boot" menu of the BIOS Setup Utility.

## 11 Application

### Microsoft Office 365 30-day Trial

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Microsoft Office is installed on this computer. To use Microsoft Office, you will need to start your 30-day trial by registering your account to Microsoft or buy Office. To continue using Microsoft Office after your 30-day trial, you will need to buy Office.



## 12 Factory Reset

If the Windows status is not good, such as frequent errors or freezes, or extremely slow operation, you can restore your computer to its original or default state.

- important**
- If factory reset is done, the data and settings on your computer will be lost. Before starting work, please take a backup of the necessary data and settings.
  - If there is not enough free space on the hard disk, factory reset may not be possible.
  - If factory reset is performed with an external hard disk connected, the data on the hard disk may be deleted.
  - In general, remove all commercially available peripheral devices when performing factory reset.
  - Do not turn OFF the power during factory reset because it may cause a malfunction.
  - Factory reset may take a long time depending on the model you are using, the options selected for factory reset, and the status of the computer. It is not a malfunction even if "Restoring this PC to its default state (XX%)" is displayed for a long time.

### Factory reset procedure

1. Turn OFF the computer.
2. Connect the AC adapter to the computer.
3. Turn on the computer and when the power lamp lights up, press <F2> repeatedly until the BIOS setup utility is displayed.
4. Use <→> and <←> to select the "Save & Exit" menu, use <↓> and <↑> to select "HDD Recovery", and press <Enter>. When a confirmation screen appears, select "Yes" and press <Enter>. When a screen of the keyboard layout selection appears, click [US].
5. When the "Choose an option" screen appears, click or tap [Troubleshoot].
6. When the "Troubleshoot" screen appears, click or tap [Reset this PC].
7. When the "Reset this PC" screen appears, click or tap [Remove everything].
8. Click or tap [Just remove my files].

9. Click or tap [Reset].

- important**
- Generally, select "Just remove my files". If you select "Fully clean the drive", it may take a very long time to complete. Use this option when selling or transferring the device.
  - If "PC has multiple drives" is displayed before this step, select "Only drives with Windows installed".

The factory reset will start.

After factory reset is complete, the computer will restart.

After this, please see "When the factory reset is complete".

### When factory reset is complete

When the factory reset is complete, see "Setup procedure" (p.7) to complete the setup.

During setup, an application installation screen may appear. The device will restart automatically after the setup is complete.

### Factory reset procedure using the recovery drive

In addition to the factory reset procedure described above, you can also write the data for factory reset to a USB flash drive, create a "Recovery drive", and perform factory reset.

### Preparation for creating a recovery drive

- A USB memory is required to create a recovery drive. The capacity of the USB memory to be used is displayed on the "Create Recovery Drive" screen. Please follow the instructions on the screen.
- When you create a recovery drive, all data on the USB memory will be deleted.
- The recovery drive cannot be divided and written to multiple USB memory devices.

1. Remove all peripheral devices (memory, printer, scanner, etc.).
2. Click [(Start)] - [Windows System] - [Control Panel].
3. Click or tap [System and Security].
4. Click or tap [Security and Maintenance].
5. Click or tap [Recovery].
6. Click or tap [Create a recovery drive].



7. Click or tap [Yes] on the User Account Control dialog box
8. When "Create a recovery drive" appears, make sure that "Back up system files to the recovery drive." is checked click or tap [Next].
9. Insert the USB flash drive into the computer when the message "Connect a USB flash drive" appears.
10. When "Select the USB flash drive" appears, make sure that the USB flash drive is selected and click or tap [Next].
11. When "Create the recovery drive" appears, click or tap [Create].  
This completes the creation of the recovery drive.

### Factory reset using the recovery drive

1. Prepare the created recovery drive (USB flash drive)
2. Turn OFF the computer.
3. Connect the AC adapter.
4. Insert the recovery drive into the computer.
5. Turn ON the main unit and when the power lamp lights up, press <F2> key repeatedly until the BIOS setup utility is displayed.
6. Use <→> and <←> to display the "Save & Exit" menu.
7. Use <↓> and <↑> to select the device name of the recovery drive in the "Boot Override" field and press <Enter> key.  
In general, "Windows Boot Manager" and the recovery drive device set in step 4 are displayed. Select a device other than "Windows Boot Manager".

The computer will restart.

**important** If the computer starts up normally, you may not have selected a recovery drive device. Turn OFF the computer and try again from step 5.

8. When a screen of the keyboard layout selection appears, click [US].
9. When the "Choose an option" screen appears, click or tap [Recover from a drive].
10. Click [Just remove my files].
11. Next, follow the instructions on the screen.
12. Click [Recover].  
The factory reset will start.

**important** Do not turn OFF the computer during factory reset. If the power is turned OFF, the computer may malfunction.

When the factory reset is complete, the setup screen will appear. Please remove the recovery drive from your computer.  
After this, please see "When the factory reset is complete".

## 13 Support

See below for support information.

- Manufacturer: NEC
- Phone: Support Information.  
Please see below for details about technical support.
- Website: <http://121ware.com/navigate/support/overseas/>



## 14 SPEC

Model	PC-HA97GRAW
Product	LAVIE Home All-in-one
Processor	Intel Core i7-10510U (4C/8T, 1.8/4.9GHz, 8MB)
Graphics	Integrated Intel UHD Graphics
Chipset	Integrated in CPU
Memory	2 x 4GB SO-DIMM DDR4-2666, Dual-channel capable
Display	27" FHD (1920 x 1080), IPS, LED back light, 250nits
Storage	256GB SSD M.2 2280 PCIe + 3TB HDD 5400rpm 3.5"
Optical drive	9.0mm DVD±R
Media Reader	microSD (Supports up to SDXC/UHS-II)
Ports	Right: Two USB3.1 Type-A Gen1 (One with the function of Power off USB charge), SD Slot, headphone/microphone combo jack Rear: One USB3.1 Type-A Gen1, two USB3.1 Type-A Gen2, one Ethernet (RJ-45), AC power adapter jack * Depending on many factors, actual data transfer speed may be lower than theoretical speed
Controls	LCD Back Light Brightness Control button, Wake-on-Voice on/off switch button
Ethernet	Gigabit Ethernet connection
WLAN + Bluetooth	11ax, 2 x 2 + BT5.0
Color	Fine White
Camera	HD 720p
Microphone	4 microphone array
Audio Support	Intel High Definition Audio, YAMAHA Audio Engine, Crystal Sound Display [2.7W + 2.7W (Full-range: 1.5W x 2, tweeter: 1.2W x 2)]
Keyboard	Wireless Keyboard, White, English
Mouse	Wireless Mouse, White

Dimensions (W x D x H)	24.23" x 7.34" x 14.22" (Minimum tilt of display, No camera) 24.23" x 7.34" x 15.23" (Minimum tilt of display, Use camera) 24.23" x 11.27" x 13.52" (Maximum tilt of display, No camera) 24.23" x 11.27" x 14.32" (Maximum tilt of display, Use camera) 615.4mm x 186.3mm x 361.1mm (Minimum tilt of display, No camera) 615.4mm x 186.3mm x 386.7mm (Minimum tilt of display, Use camera) 615.4mm x 286.1mm x 343.4mm (Maximum tilt of display, No camera) 615.4mm x 286.1mm x 363.5mm (Maximum tilt of display, Use camera)
Weight	23.37 lb / 10.6 kg
Power Consumption (Standard/Max/ Sleep Mode)	34W/Approx. 90W/1.9W
Power Supply	90W
Operating System	Windows 10 Home 64bit, English
Bundled Software	Microsoft Office 365 30-day Trial



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## List of contacts for support of software supplied

The following are the contacts for support on various software supplied with this product. The software provided will differ depending on the type, OS and model that is being used.

### • CyberLink PowerDVD

CyberLink Customer Support

<Customer Support Page>

<https://www.cyberlink.com/support/index.html>

<Technical Support>

<https://membership.cyberlink.com/support/service/technical-support.do>

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## User's Guide PC-HA97GRAW

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