

Apple MRQY2LL/A

Apple iMac (27-inch, 8GB RAM, 1TB Storage) User Manual

Model: MRQY2LL/A

INTRODUCTION

Welcome to the user manual for your Apple iMac (27-inch, 8GB RAM, 1TB Storage). This document provides essential information for setting up, operating, maintaining, and troubleshooting your iMac. Please read this manual thoroughly to ensure optimal performance and longevity of your device.



Image: The Apple iMac 27-inch desktop computer, shown with its accompanying Magic Keyboard and Magic Mouse 2. The display shows a scenic desktop background.

WHAT'S IN THE BOX

Verify that all components are present in the packaging before proceeding with setup.

- 27-inch iMac with Retina 5K display
- Magic Keyboard
- Magic Mouse 2
- Power cord
- Lightning to USB Cable (for charging Magic Keyboard and Magic Mouse 2)



Image: A view of the back of the iMac, alongside the Magic Keyboard, Magic Mouse 2, power cord, and Lightning to USB cable, illustrating the contents of the product package.

SETUP

1. Unpacking and Placement

- Carefully remove the iMac and its accessories from the packaging.
- Place the iMac on a stable, flat surface, ensuring adequate ventilation around the device.

2. Connecting Power

1. Locate the power port on the back of the iMac.
2. Connect the power cord firmly into the power port.
3. Plug the other end of the power cord into a grounded electrical outlet.



Image: A detailed view of the rear of the iMac, highlighting the various input/output ports including USB, Thunderbolt 3 (USB-C), Ethernet, and the power input.

3. Connecting Peripherals

- **Magic Keyboard:** The Magic Keyboard is pre-paired. If not, connect it to the iMac using the Lightning to USB Cable, then turn it on.
- **Magic Mouse 2:** The Magic Mouse 2 is pre-paired. If not, connect it to the iMac using the Lightning to USB Cable, then turn it on.
- **Other USB Devices:** Connect any other USB devices (e.g., external hard drives, printers) to the available USB 3 ports.

4. Initial Power On

Press the power button located on the lower-right back of the iMac. The screen will illuminate, and the macOS setup assistant will guide you through the initial configuration, including Wi-Fi connection, Apple ID setup, and data migration.

OPERATING YOUR iMAC

Power On/Off and Sleep

- **Power On:** Press the power button on the back.
- **Sleep:** Go to the Apple menu () in the top-left corner of the screen and select *Sleep*.
- **Shut Down:** Go to the Apple menu () and select *Shut Down*.
- **Restart:** Go to the Apple menu () and select *Restart*.

Using macOS

Your iMac runs on macOS, Apple's powerful and intuitive operating system.

- **Finder:** Manage your files and folders. Access it from the Dock or by clicking the desktop.
- **Dock:** A row of icons at the bottom of the screen for quick access to applications, documents, and folders.
- **Menu Bar:** Located at the top of the screen, it provides menus for the active application, system status icons, and the Apple menu.
- **System Preferences:** Customize your iMac's settings. Access it from the Apple menu () or the Dock.



Image: The iMac 27-inch screen displaying a spreadsheet application, demonstrating its use in a professional setting.

MAINTENANCE

Cleaning Your iMac

- **Screen:** Use a soft, lint-free cloth slightly dampened with water. Avoid harsh chemicals or abrasive materials.
- **Enclosure:** Wipe with a soft, lint-free cloth.
- **Keyboard and Mouse:** Use a soft, lint-free cloth. For stubborn dirt, a slightly dampened cloth can be used.

Software Updates

Regularly update macOS and your applications to ensure security, performance, and access to the latest features.

- Go to *System Preferences > Software Update* to check for and install macOS updates.
- For app updates, open the *App Store* and navigate to the *Updates* tab.

TROUBLESHOOTING

Common Issues and Solutions

- **iMac does not power on:**
 - Ensure the power cord is securely connected to both the iMac and the electrical outlet.
 - Try a different power outlet.
- **Display remains black:**
 - Check if the iMac is powered on.
 - Adjust display brightness using the keyboard keys.
 - Restart the iMac by holding down the power button for 10 seconds, then pressing it again.
- **Magic Keyboard/Mouse not responding:**
 - Ensure they are charged. Connect them to the iMac using the Lightning to USB Cable.
 - Verify they are turned on (switch on the back/bottom).
 - Check Bluetooth settings in *System Preferences > Bluetooth*.
- **Applications are unresponsive or frozen:**
 - Force quit the application: Press **Command (⌘) + Option (⌥) + Esc**, select the unresponsive app, and click *Force Quit*.
 - If the entire system is unresponsive, restart the iMac by holding the power button until it shuts down, then press it again to power on.
- **Wi-Fi connection issues:**
 - Ensure Wi-Fi is enabled in the Menu Bar or *System Preferences > Network*.
 - Restart your Wi-Fi router.
 - Forget the network and reconnect.

SPECIFICATIONS

Feature	Detail
Model Name	iMac

Feature	Detail
Model Number	MRQY2LL/A
Display	27-inch (diagonal) Retina 5K display, 5120-by-2880 resolution, 500 nits brightness, Wide color (P3)
Processor	3.0GHz 6-core 8th-generation Intel Core i5 processor (Turbo Boost up to 4.1GHz)
RAM Memory	8 GB
Storage Capacity	1 TB
Graphics Card	Radeon Pro 570x, 575x, or 580x Graphics processor (Dedicated)
Operating System	Mac OS
Ports	3.5 mm headphone jack, SDXC card slot, Four USB 3 ports, Two Thunderbolt 3 (USB-C) ports, 10/100/1000BASE-T Gigabit Ethernet, Kensington lock slot
Wireless	802.11ac Wi-Fi, Bluetooth 4.2
Camera	1080p FaceTime HD camera
Dimensions (H x W x D)	20.3 x 25.6 x 8 inches (51.6 x 65 x 20.3 cm)
Weight	20.8 pounds (9.44 kg)

WARRANTY AND SUPPORT

Your Apple iMac is covered by a limited warranty. For detailed warranty information, please refer to the warranty documentation included with your product or visit the official Apple support website.

For technical assistance, troubleshooting, or service, please contact Apple Support:

- **Online Support:** Visit support.apple.com
- **AppleCare:** Consider purchasing AppleCare for extended warranty and technical support.