



ACRONIS

True Image OEM



Software



PC



Mac



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INTRODUCTION

1.1 ABOUT TRUE IMAGE OEM

Acronis is the world's only combination backup and antimalware solution that keeps your data protected from accidents, failures, and malware/ransomware attacks. With easy, intuitive backup and AI-enhanced anti-malware technology, your digital life is protected – photos, files, applications, operating systems, and the devices they're on. Your serial number has been supplied on the included True Image OEM placard; please store it in a safe place once you have installed the software.

1.2 SYSTEM REQUIREMENTS

Mac Requirments:

- Supports compatible Mac computers running
 - OS X 10.11 to macOS 11.0
- Mac System Notes & Limitations
 - Macs with Intel Core 2 Duo processors are not supported.
 - Apple Silicon / M1 Macs not supported [at this time](#).
 - Administrator privileges are required to run this software.
 - If installed on a Mac with a T2 security chip, select "Medium Security" and "Allow booting from external media" in the [Secure boot settings](#).
 - Please see the [official Mac documentation](#) for more notes including supported media and file system types.

PC Requirments:

- Supports compatible PC computers running
 - Windows 7 SP1 to Windows 10
 - Windows Home Server 2011
- PC System Notes & Limitations
 - Intel CORE 2 Duo (2GHz) processor or equivalent required
 - CPU must support SSE
 - Windows Embedded, Windows IoT, Windows 10 LTSC, and Windows 10 LTSC are not supported
 - Please see the [official PC documentation](#) for more notes including supported media and file system types.

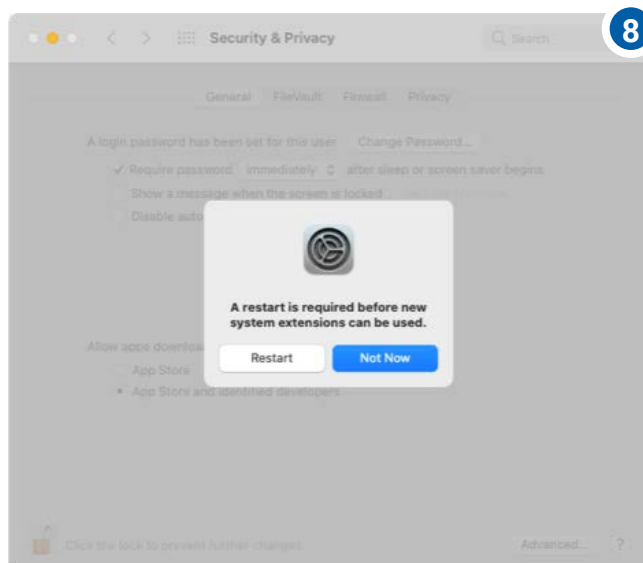
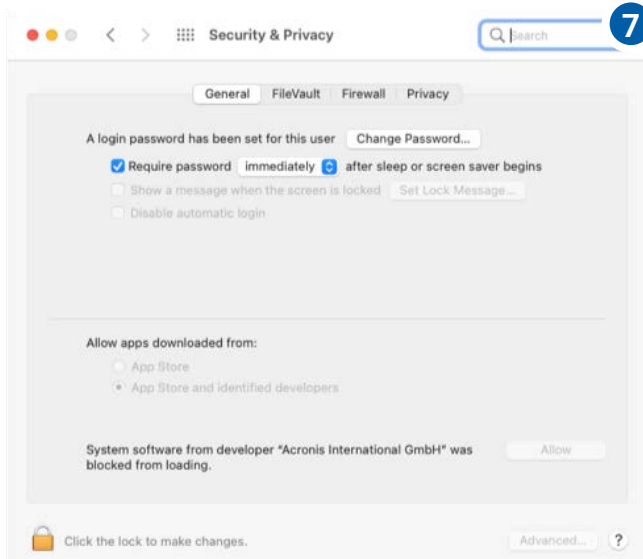
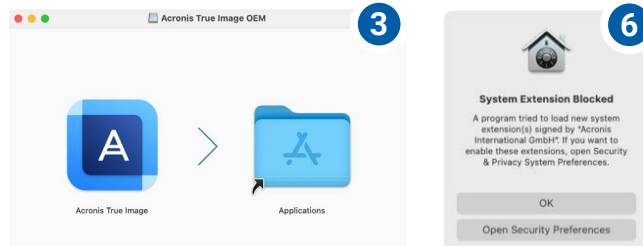
1.3 ABOUT THIS GUIDE

The images and descriptions may vary slightly between this manual and the unit shipped. Functions and features may change depending on the firmware version. The latest product details and warranty information can be found on the product web page.

INSTALLATION

2.1 MAC INSTALL & ACTIVATION

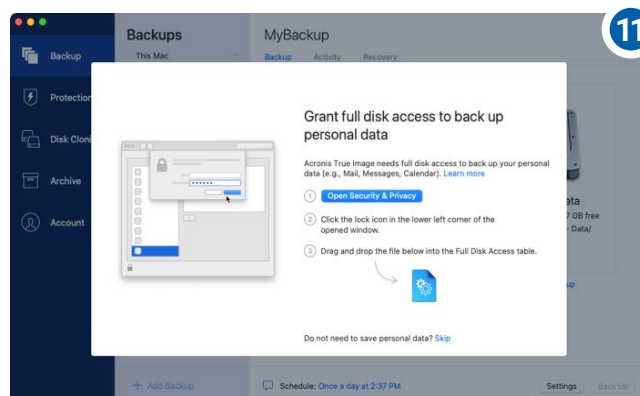
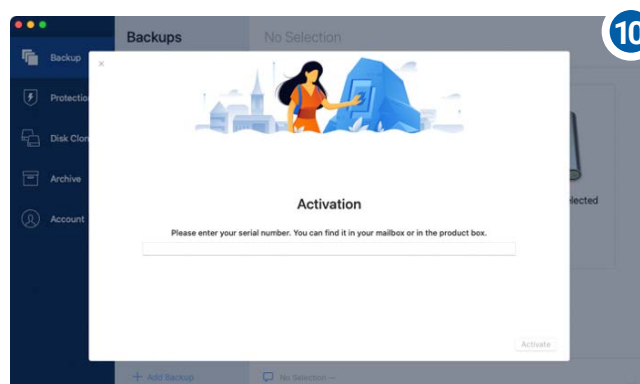
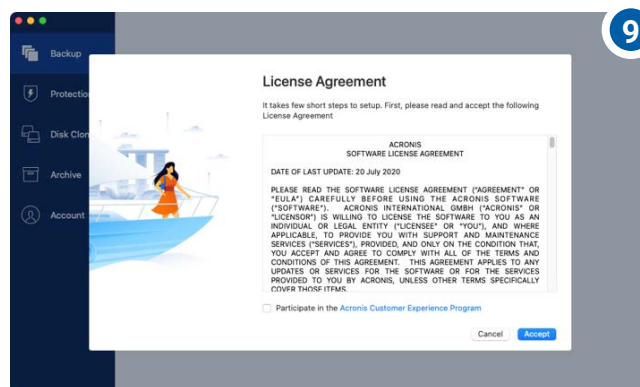
1. Download Acronis True Image OEM Mac installer file at go.owc.com/acronis
2. Open the Acronis True Image OEM 'dmg' file.
3. From the window that opens, drag the Acronis True Image OEM icon to the Applications folder shortcut. (shown at right)
4. Right-click in the disk image window shown from step 3 and choose 'Eject' to close it.
5. From the Applications folder run Acronis True Image OEM. Supply your Administrator credentials when prompted.
6. You may be notified that an extension was blocked. Click 'Open Security Preferences'.
7. This will open the Security & Privacy panel. Click the lock icon and supply your administrator credentials, then click the 'Allow' button.
8. You will be prompted to restart your machine. Click 'Restart'.



9. Read and accept the license terms (required).

NOTE: you can choose to opt into the Acronis Customer Experience Program but it's not required to complete the installation. If you decide to enroll you can also opt out of this program later if you choose to.

10. When prompted supply the serial number provided on the included placard, then click the 'Activate' button (a working internet connection is required).
11. A window may appear, requesting 'full disk access'. This is only required if you wish to backup personal information like emails, calendar data, etc. If you want to do this, please follow the steps listed. At the end of the process, you may be prompted to quit and relaunch Acronis True Image OEM for the changes to take effect. Otherwise, click 'Skip' at the bottom of the window to continue.
12. You can now begin using the software. To create your first backup, and to learn how to create bootable rescue media, follow the 'Recommended First Steps' at go.owc.com/acronis/docs/mac.



2.2 PC INSTALL & ACTIVATION

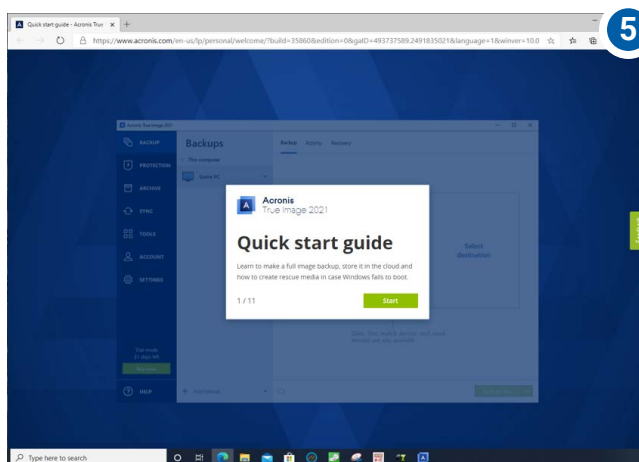
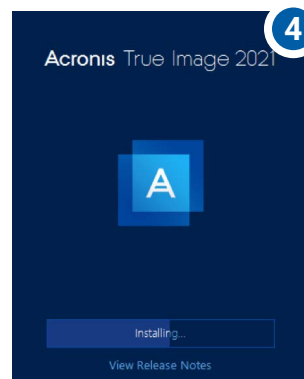
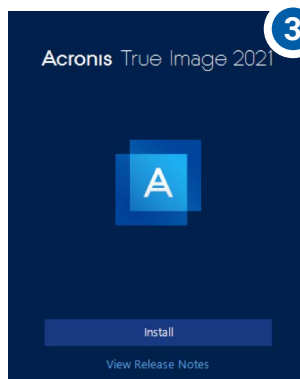
1. Download PC installer file at go.owc.com/acronis
2. Launch the AcronisTrueImage2021.exe file.
3. Click the install button.
4. A progress meter will appear.
The process may take 1-2 minutes.

Once the installation is complete you will need to click the Restart button before using the application.

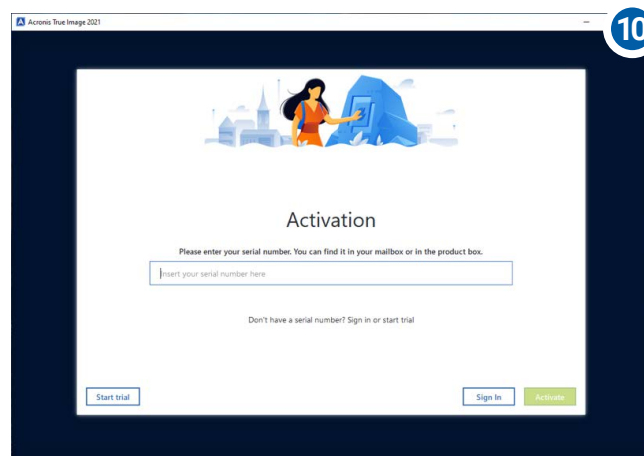
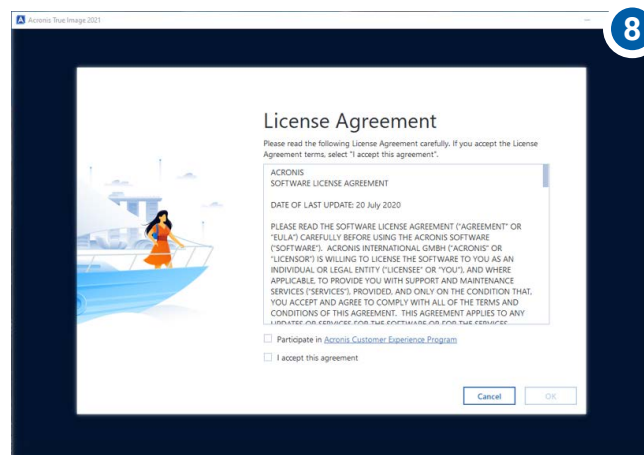
Note: if you remain connected to the internet during this time, after installation an Acronis web tutorial screen will open in your web browser, showing you one set of options for performing your first backup. If you would like to follow this optional tutorial, bookmark the URL in your browser before clicking the Restart button. Full documentation, including descriptions of all backup types and options, is always available at:

go.owc.com/acronis/docs/windows

5. Double-click the Acronis True Image OEM shortcut on your desktop or launch the app via the Start menu.
6. When asked if you want to allow the app to make changes to the device (PC), click the Yes button.



7. Review the license agreement and if you agree, select the 'I accept this agreement' option (required to use the application). You can also opt into the Acronis Customer Experience Program if you would like but it is not required. If you do, you can un-enroll at a later time if you choose to.
8. Click the OK button when ready.
9. The next screen will require you to activate your copy of Acronis True Image OEM. Use the serial number found on the printed card that shipped with your storage solution, then click Activate. This will complete the setup process.



SUPPORT RESOURCES

3.1 WEB RESOURCES & TUTORIALS

If you would like to learn more about Acronis True Image OEM, there are several online resources that we recommend to help you get more familiar with the application. Here is a selection of links you may find helpful. To review all available topics start with the Welcome link.

Mac:

- [Welcome](#)
- [Basic concepts](#)
- [Acronis Cloud backup](#)
- [Scheduling backups](#)
- [Excluding items from backup](#)
- [Recovering files and folders](#)

PC:

- [Welcome](#)
- [Basic concepts](#)
- [Getting started with Acronis Cloud](#)
- [Scheduling backups](#)
- [Excluding items from backups](#)
- [Recovering files and folders](#)

3.2 CONTACTING TECHNICAL SUPPORT



Phone: M–F: 8am–6pm CT, Sat & Sun: Closed
1.866.692.7100 (N. America) | +1.815.338.4751 (Int'l)



Chat: M–F: 8am–6pm, Sat: 9am–5pm, Sun: Closed
www.owc.com/support



Email: Answered within 48 hours
www.owc.com/support



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FCC STATEMENT:

Warning! Modifications not authorized by the manufacturer may void the user's authority to operate this device. 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 with 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 to an outlet on a circuit different from that to which the receiver is connected.

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