



*We want you to be a customer for life, so our benchmark for service and quality is far above and beyond that of our competition. If for any reason you're not 100% satisfied in the handling of your purchase, please contact our Customer Support Team. This department is ready and waiting to answer your questions, address your concerns, and to provide outstanding technical support. Complete satisfaction is our goal!*

**YOUR COMPLETE SATISFACTION IS OUR OBJECTIVE!**

We are open Monday through Friday, from 9:00 AM until 4:00 PM, CST. The toll-free number for Customer Support is **1-844-466-9142**. The email address for questions relating to an order or technical support is:









**[support@discountcomputerdepot.com](mailto:support@discountcomputerdepot.com)**






*(Please see our Warranty and Terms at the back of this Quick-Start Guide.)*

**Welcome to the Discount Computer Depot *Quick-Start Guide*. The information contained in this booklet will guide you through the connection and initial setup of your Discount Computer Depot refurbished computer.**



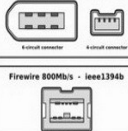
**COMPUTER PORTS IDENTIFICATION**

<p><b>Serial Port</b> Used for PDAs and serial devices.</p> 	<p><b>PS/2 Port</b> Mouse Keyboard</p> 	<p><b>VGA Port</b> For External Monitor</p> 	<p><b>S-Video</b> For Video In/out</p> 	<p><b>HDMI</b> For High End TVs</p> 
<p><b>Parallel Port</b> Used for printers and data.</p> 	<p><b>Games Port</b> Joysticks and Midi Input</p> 	<p><b>Digital Video Interface</b></p> <p>DVI      Mini-DVI      Micro-DVI</p> 		
<p><i>All Replaced by USB!</i></p>				





  

<p><b>Ethernet / RJ45</b> 10Mbps, 100Mbps and 1Gbps</p>  <p>Link Light      Activity Light</p>	<p><b>Modem / RJ14</b> 56Kb/s</p>  <p>Used to connect to internet via phone line, very slow.</p>	<p><b>Universal Serial Bus (USB)</b></p>  <p>USB 1.1 - 12Mbps USB 2.0 - 480Mbps USB 3.0 - 5Gbps</p> <p>USB A (Back of Computers) USB B (Printer / Scanners) Mini-A Mini-B Micro-AB Micro-B</p>
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<p><b>Audio Mini-jacks Sockets</b></p> <p>Microphone Stereo Line-In Stereo Line-Out Right-to-Left Center / Subwoofer</p> <p><b>S/PDIF</b> Digital Audio</p> 	<p><b>Firewire / i.Link / IEEE1394</b> Video Cameras (DV) and Hard Drives</p>  <p>Firewire 400Mbps - IEEE1394a Firewire 800Mbps - IEEE1394b</p> 
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<p><b>IEC Power Connectors</b></p> <p>C5 / C6 Cloverleaf 2.5 Amps</p> <p>C7 / C8 Figure of 8 2.5 Amps</p> <p>C13 / C14 IEC Cord 10 Amps</p> 	<p><b>eSata</b> External Hard Drive Port</p>  <p><b>DisplayPort</b> Video and Audio Port for Home Theater Systems</p>  <p><b>PCMCIA / Cardbus</b> WiFi, Networking and Expansion Cards</p> 
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**Congratulations on the purchase of your  
Microsoft-registered refurbished computer!**

**We strive for 100% customer satisfaction. If for any reason you feel that you can't rate us 5 stars when leaving your feedback, please contact our Customer Support Team at 1-844-466-9142 to answer any questions and address your concerns.**  
We are open Monday through Friday, 9:00 AM to 4:00 PM CST.

Your computer is ready to be used right out of the box. Should you experience any problem with your computer after you've followed the **Quick-Start** steps outlined below and in the following pages, our team is eager to assist you.

In this **QUICK-START** booklet you will find instructions relating to:

- Description of accessories (cables, adapters, etc.)
- How to setup your computer
- How to perform a system restore on your computer
- Warranty information

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## 1.) Unbox and gather the necessary cables and peripherals:

Please note. If you didn't purchase a monitor from us, monitor connections wouldn't be included. This also applies for a keyboard and mouse.



Power Cables



USB Mouse



USB Keyboard



DVI to VGA Adapter



VGA Cable

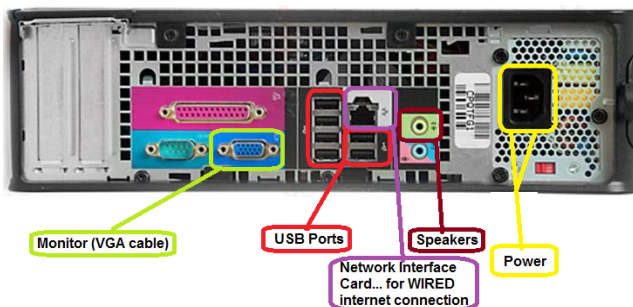


USB WiFi Adapter  
(select units only)



Splitter Cable Adapter (for  
dual monitor setups)

## 2.) Arrange your computer in such a way that allows access to the rear ports, then plug in **Keyboard**, **Mouse**, **VGA cable** (or a provided adapter if needed):



- Your keyboard and mouse will connect via USB in the back of the computer and the ports look like the picture above.
- Next connect your monitor with the VGA cable that is included. The port on the back of the computer will look like picture above.

If you have ordered a computer with Dual-displays, you'll have two DVI or a single DMS-59 port with a Y-CABLE that turns the one connection into two.



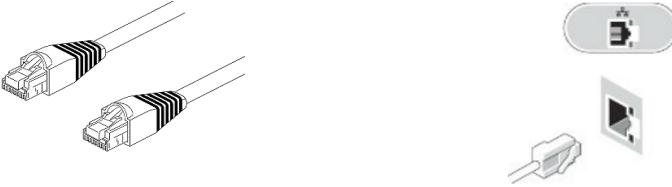
DVI



DMS-59

**3.) If you plan to connect to the internet wirelessly, you may skip to Step 4:**

Connect a network cable (not included) from your computer to your router:



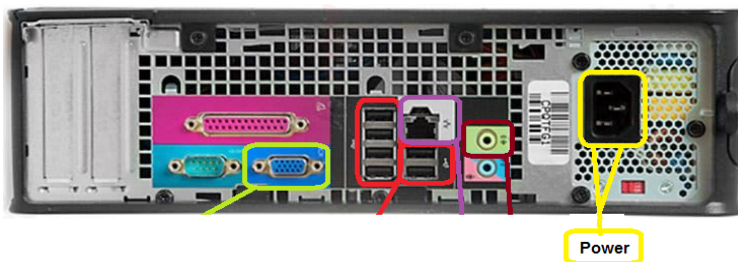
**4.) At this point you should have the following items connected:**

**Connected to the tower/desktop:**

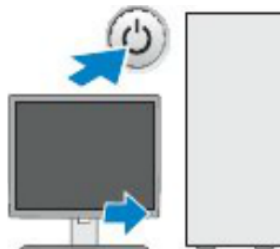
- **Keyboard**
- **Mouse**
- **Monitor**



**5.) Plug in the power cord to a surge protector or directly into the wall outlet:**



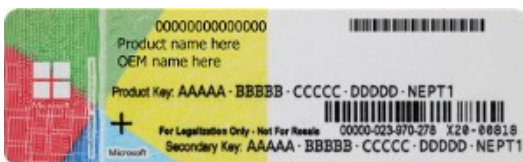
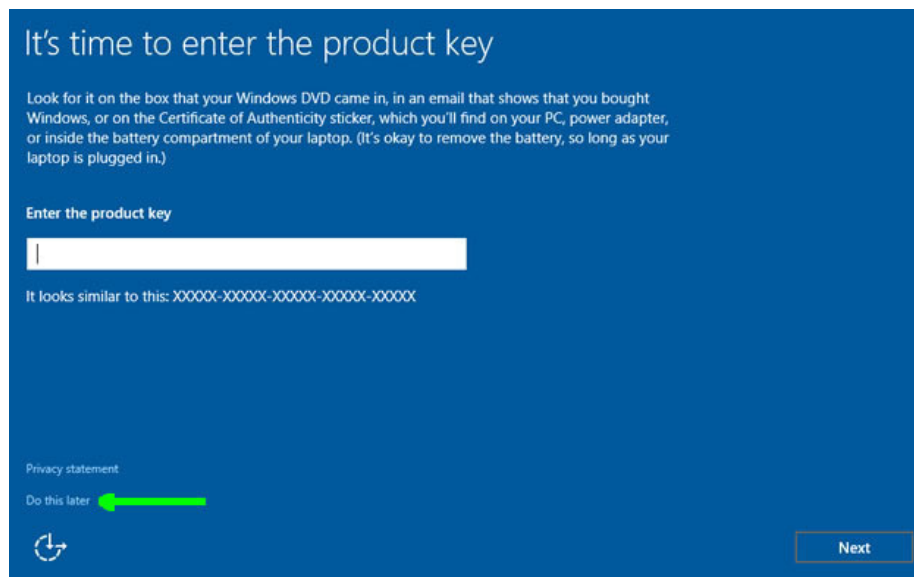
**6.) Turn on the computer:**



## Activating Microsoft Windows:

*During the setup of your computer you may be prompted to enter your product key. You should choose the option that says "Do this later" as shown in the image below, and continue the rest of the setup. Because of the way our computers are loaded from the server, your computer should automatically be activated once you've completed setup, gotten into Windows, and connected to the Internet.*

If you ever need to know the Windows product key or if the computer doesn't activate for you, just find the sticker that says **"Windows 10 for Refurb PCs"** and your 25-character product-key is printed on that label as shown in the image below. The sticker should be on the top of your computer, or bottom if it's a laptop.



If at any time now or in the future you receive a warning about “counterfeit software”, it simply means that the product key has been entered incorrectly. You should carefully re-enter the key or call Customer Support toll free at **1-844-466-9142** so that we can help resolve the problem for you. We hope you enjoy your new computer and please consider us for any other electronic purchases in the future.

## Using System Restore:

***BEFORE PERFORMING A SYSTEM RESTORE, MAKE SURE YOU BACK UP ALL DATA ON THE COMPUTER OR IT WILL BE ERASED BY THE RESTORE PROCESS !!!!!***



During our loading process, we create a separate partition on the hard drive that contains the Windows Recovery environment. Choosing to boot to this partition at start-up will reset the computer to factory settings, like you just got it out of the box. You may need to do this if Windows files have become corrupt or if you have a virus.

**REMEMBER, THIS WILL DELETE ALL DATA ON THE COMPUTER!** To access this partition, you will need to have the computer off and turn it on. When the computer turns on, you will come to the BIOS screen like Dell or HP. The next screen you should see will ask you to choose an Operating System, with the options of "Windows 10" or "System Restore". The computer will automatically go to "Windows 10" after 30 seconds, unless you select "System Restore". Once you choose "System Restore", the computer should boot into the recovery partition and you'll be presented with a blue screen with a few options. You should choose the following options in order.

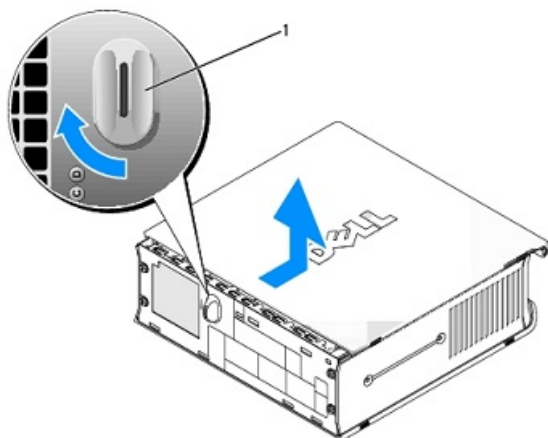
- Troubleshoot
- Reset This PC
- Only the drive where Windows is installed
- Remove My Files
- Reset

This process usually takes 30-45 minutes, but it does vary.  
Please be patient!

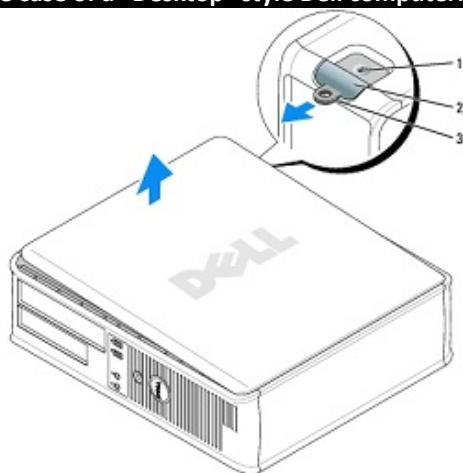
GENERAL INFORMATION & BASIC TROUBLESHOOTING:

**TOPIC ONE – OPENING THE CASE OF YOUR COMPUTER (5 STYLES)**

**1.) How to open the case of an “Ultra-Small Form Factor” style Dell computer:**

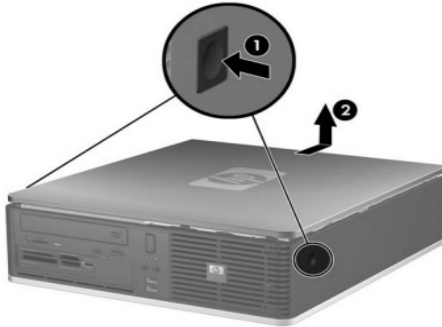


**2.) How to open the case of a “Desktop” style Dell computer:**





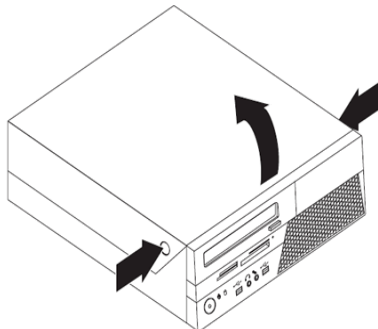
**3.) How to open the case of a “Small Form Factor” HP computer:**



**4.) Pull the lever on select HP models**



**5.) How to Open Lenovo Desktops:**



**PLEASE NOTE:** During shipping, it is possible for certain internal components to “un-seat” themselves from their respective slots on the motherboard. Although this is not typical and rarely occurs, the potential exists. If it happens to your product and you're unable to contact us during regular business hours, these hints may give you the knowledge required to quickly resolve a simple problem. If you'd rather not attempt the repair yourself, just call our **Customer Support Department at 844-466-9142** between the hours of 9:00 AM and 4:00 PM, CST and one of our technicians will be glad to assist you. Or you may email Customer Support at [support@discountcomputerdepot.com](mailto:support@discountcomputerdepot.com) where we have videos available.



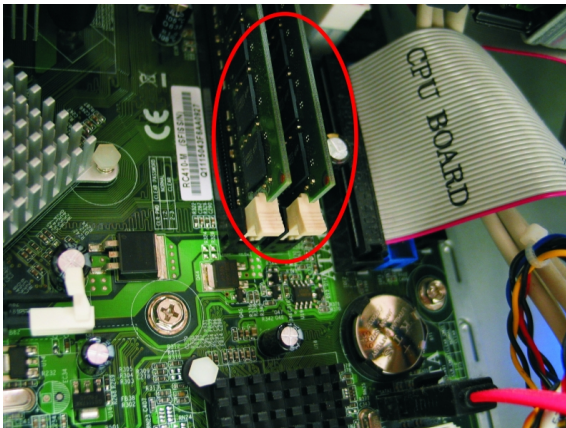
## **TOPIC TWO – RESEATING THE RAM IN YOUR COMPUTER (MEMORY)**

The process of “re-seating” the RAM in a desktop computer is simple. It is essentially just removing and re-installing the memory modules.

After you've made all of the cable and power connections discussed previously in your QUICK-START GUIDE and you push the power button expecting to see some indication that Windows is loading but it does NOT load, the first thing we check is the RAM. {Is it securely snapped into its slot(s)?} You may hear a series of beeps (called beep-codes) but you see no image on the monitor. Follow these steps to “re-seat” the RAM in your computer:

### **1.) With the side cover removed and the computer on its side:**

Press down firmly on the white (or black) tabs securing the memory modules to the motherboard.



**2.) Eject one end out of the socket.**



**3.) Push the ram back in place.**

*Be sure you push straight and do not flex the chip. The retainer should snap or at least give the feel it has locked down. Some are fairly hard to push down so don't be shy, but don't be careless either.*

*Generally it's only necessary to do one end of the ram chip, but do all ram chips and before starting the computer, check the opposite retainer to make sure it is fully locked down as well.*

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**TOPIC THREE – REMOVING/REPLACING THE DVD DRIVE**

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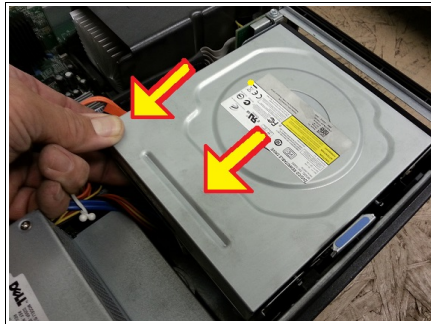
**1.) Remove the power and SATA cables from the rear of the drive:**



**2.) Pull UP on the blue tab as indicated in the image below:**



**2.) Slide the drive back, away from the front of the computer, as shown below:**



#### **TOPIC FOUR – REMOVING/REPLACING THE HARD-DRIVE**

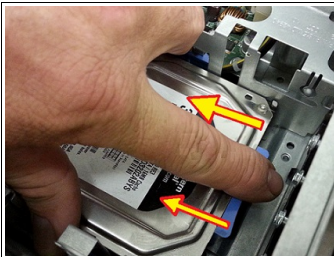
**1.) Remove the power and SATA cables from the rear of the Hard Drive:**



**2.) Using your fingers or your choice of tool, “squeeze” the two blue tabs on the sides of the Hard Drive:**



**2.) Using your other hand, apply pressure to the blue piece at the top of the Hard Drive to release the side-clips and dislodge the drive. Then slide it toward you and lift straight up to free the Hard Drive:**





## Warranty information:

### One year warranty:

All of our refurbished computers come with a one year warranty. This warranty covers parts and labor for one year after the purchase of your computer. We warrant that products will be free from defects in materials and workmanship for the Warranty period of one year. During the warranty period, we will, at our option: Provide replacement parts necessary to repair the product; replace it with a comparable product; or have the computer shipped back to us for repair. Replacement parts and products will be comparable in function and performance to the original part or product and warranted for the remainder of the original warranty period.

This warranty excludes: Problems caused by third party software and/or “apps”, unauthorized repairs, any unauthorized modifications, issues related to “cookies/malware/virus” and any other issues related to Internet usage and/or damages cause by actions of third parties. Laptop Batteries are not covered in this warranty. All laptop batteries are tested to hold a charge of 30 minutes but we cannot guarantee that it will last longer.

It is our goal to provide you with the best computer and the best service for your dollar. If you are having any problems, please contact us either by calling our friendly customer service reps toll free at **1-844-466-9142** or messaging us through eBay’s “contact seller” feature. Many issues can be quickly resolved by Customer Service, but if not, an “RMA” (Return Merchandise Authorization) number will be issued and arrangements made for the item to be returned to us. *ALL RETURNS MUST BE ACCOMPANIED BY AN RMA NUMBER.*

### Returns:

Discount Computer accepts refund claims for 14 days after receipt of product. Refunds will be issued after the item(s) are received at our location and serial numbers are confirmed. Shipping costs are non-refundable. After the 14 day time period, it is the obligation of the buyer to pay return shipping to our facility for repair or replacement. Discount Computer Depot will be obligated to pay return shipping of the item to the buyer upon repair. All returns must include all original purchased items, be returned in original packaging and pack as originally received. Item’s not packaged correctly and damaged in return shipping may receive less than a full refund.

**Disclaimer:**

- If for any reason we cannot fix your issue over the phone, we will arrange with you to receive your product back for either repair or replacement at our discretion.
- Any changes to internal components will void warranty.
- Used items may have cosmetic blemishes that may include scratches and/or other surface imperfections due to normal usage.
- Used Items have been vigorously tested for functionality and are in complete working order, unless otherwise stated within the product description.
- Any software or licensing that may be required to fully operate this Item is not included unless specified in the product description. (Computer Operating System and Bundled Software are included in the purchase price)
- All Hard drives are Securely DOD wiped and tested thoroughly.
- If a specific part, model, or logic board number is needed please contact us prior to bidding or committing to any purchase.
- Please verify compatibility with your manufacturer prior to purchase.
- Discount Computer Depot is not responsible for Items purchased in error.
- Some items may be for parts only please read our eBay product description carefully. Items being sold "AS-IS" have No Warranty and are not refundable!
- Discount Computer Depot reserves the right to cancel any transaction for any reason.



**DISCOUNT**  
COMPUTER DEPOT

**1-844-466-9142**

**[support@discountcomputerdepot.com](mailto:support@discountcomputerdepot.com)**

***Microsoft***<sup>®</sup>

**REGISTERED**

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*Refurbisher*