

QUICK START GUIDE



DISCOUNT
— **COMPUTER** —

WWW.DISCOUNT-COMPUTER.COM



DISCOUNT COMPUTER

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 SATISFICATION IS OUR OBJECTIVE!

We are open Monday through Friday,
from 8:00 AM until 4:00 PM, CST.

The toll-free number for Customer Support is **1-888-225-8885**

The email address for questions relating to an order
or technical support is: **CS@Discount-Computer.com**























Visit us on Youtube for
Video Instructions














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

COMPUTER PORTS IDENTIFICATION

Serial Port Used for PDAs and serial devices. 	PS/2 Port Mouse Keyboard  	VGA Port For External Monitor 	S-Video For Video In/out 	HDMI For High End TVs 
Parallel Port Used for printers and data. 	Games Port Joysticks and Midi Input 	Digital Video Interface   		

Ethernet / RJ45 10Mb/s, 100Mb/s and 1Gb/s  Link Light Activity Light Used to connect to internet and intranet networks at high speed.	Modem / RJ14 56Kb/s  Used to connect to internet via phone line, very slow.	 Universal Serial Bus (USB) USB 1.1 - 12Mb/s USB 2.0 - 480Mb/s USB 3.0 - 5Gb/s  USB A Back of Computers  USB B Printers / Scanners  Mini-A Cameras / Music Players / Hard Drives  Mini-B  Micro-A  Micro-B
---	--	---

 Audio Mini-jacks Sockets  Microphone  Stereo Line-In  Stereo Line-Out  Right-to-Left  Center / Subwoofer	 S/PDIF Digital Audio	 Firewire / i.Link IEEE1394 Video Cameras (DV) and Hard Drives  Firewire 400Mb/s - IEEE1394a  Firewire 800Mb/s - IEEE1394b
---	--	---

IEC Power Connectors C5 / C6 Cloverleaf 2.5 Amps 	C7 / C8 Figure of 8 2.5 Amps 	C13 / C14 IEC Cord 10 Amps 	eSata External Hard Drive Port 	DisplayPort Video and Audio Port for Home Theater Systems  
PCMCIA / Cardbus WiFi, Networking and Expansion Cards 				



Congratulations on the purchase of your Microsoft Registered Refurbished Computer

- ▶ We strive for 100% customer satisfaction. If you have any questions or concerns, please contact our Customer Support Team at **1-888-225-8885**. We are open Monday through Friday, 8:00 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 happy to assist you.

Visit us on Youtube for
Video Instructions



TABLE OF CONTENTS

Connecting Peripherals (monitor, mouse, keyboard, etc.)	04
Activating Microsoft Windows	05
How to Reseat the Ram	06-07
Removing/Replacing DVD Drive	08
Removing/Replacing Hard Drive	09
Dual Monitor Set-Up	10-12
Purchased Warranty and Return Information	13-14



CONNECTING YOUR PERIPHERALS

01 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



DVI Cable

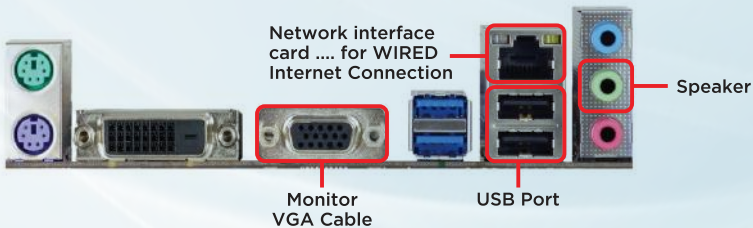


USB WiFi Adapter
(select Units only)



Splitter Cable Adapter
(for dual monitor setups)

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



WINDOWS ACTIVATION

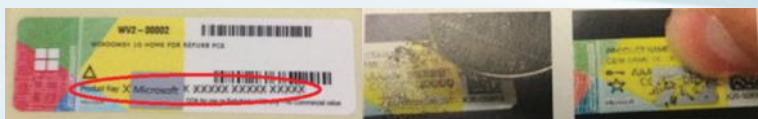
01

Located the Multi Colored Windows 10 COA Sticker located on either the side of our computer or at the bottom. For laptops it may be located either behind the battery or the bottom cover.



02

Once the COA is located, gently scratch the gray "Microsoft" Box with a coin or any other non-sharp item (we are not responsible for any damage to the COA).



03

Once you have revealed all 25-Characters on the COA, input this when computer asks for your Windows activation key. During this process please make sure to have a successful internet connection, so your computer can communicate with Microsoft.

WHAT IF I GET A WINDOWS NOT GENUINE ERROR MESSAGE?

The **Microsoft Windows installed** on the computer **is 100% genuine and installed by a Microsoft Authorized Refurbisher**. However, Windows may not know in your copy is genuine until you have logged in to the internet. If you see a message notifying you that your copy of Windows is not genuine, please check your internet connection or if you are using the correct multi-colored label. Once connected to the internet, you will be able to activate and verify your copy of Windows using the product key. **If you need additional assistance, call Microsoft at 888.571.2048 to verify your Windows installation.**

RESEATING THE RAM IN YOUR COMPUTER (MEMORY)

If you pushed the power button and do not see some indication that Windows is loading, the first thing we check is the RAM. You may hear a series of beep but you see no image on the monitor. Follow these steps to “reset” the RAM in your computer:

01

With the side cover removed and the computer on the side: Press down firmly on the white (or black) tabs securing the memory modules to the mother board.

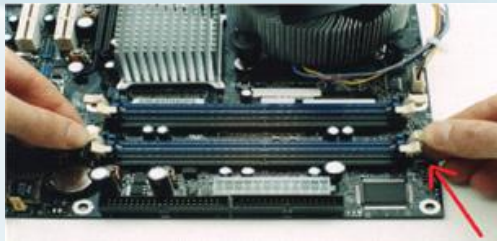
**02**

Eject both ends out of the socket. Till the memory module pops up.



03

Push the RAM back in place. Till both retainers are popped back in place. Be sure you push straight and do not flex the chip. The retainer should snap or at least give you 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 chips and before starting the computer, check the opposite retainer to make sure it is fully locked down as well.

**04**

Please try to always populate the first slot, usually the first slot to the right when facing the front of the computer. If you would try one memory module at a time, so you can determine if one of them is bad. (1) Disconnect all of them (2) connect one at a time. After each one, try powering up the computer. If it works, leave the memory module where it is. Place the second one and so on until you have found a bad RAM or all memory modules are secured in place.

FAST AND EASY HELP:

Our customer service team is located in the United States and is available to assist you Monday thru Friday form 8:00am to 4:00pm CST.

Phone: 1-888-225-8885



REMOVING/REPLACING THE DVD DRIVE

01

Remove the power and
SATA cables from the rear
of the drive

**02**

Pull up on the blue tab as
indicated in the image
below:

**03**

Slide the drive back,
away from the front of
the computer, as shown
below:





REMOVING/REPLACING THE HARD-DRIVE

01

Remove the power and SATA cables from the rear of the Hard Drive

**02**

Using your fingers or your choice of tool, “squeeze” the two blue tabs on the sides of the Hard Drive

**03**

Using the 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:



DUAL MONITOR SET-UP

WHAT YOU WILL NEED?



VGA Cables (2 qty.)



Power Cables (3 qty)



Splitter (1 qty)

Step 1

Examine your computer to locate graphics card in the desktop.

See image for example:



Step 2

Now connect the splitter into the graphics card DMS-59 port on the computer, as well as the power cable:

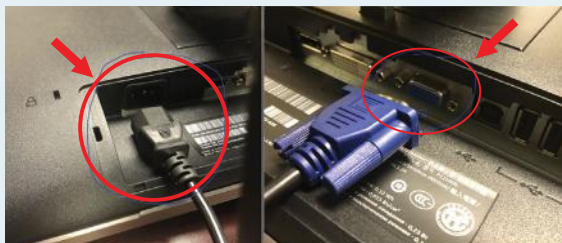


Step 3

Then connect the other end of the power cable to a secure outlet and the two VGA cables available to the end of the splitter.

**Step 4**

Now connect the other end of the VGA cables to both monitors (one on each) as well as 1 power cable per monitor.

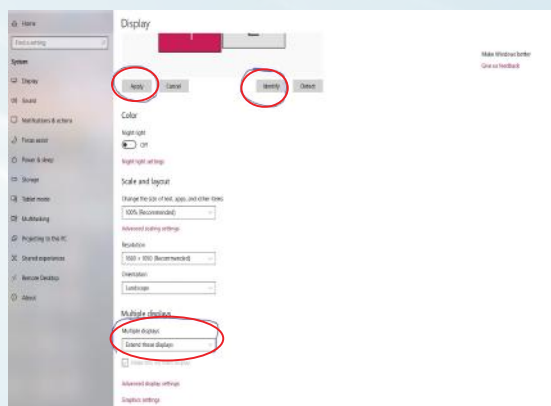
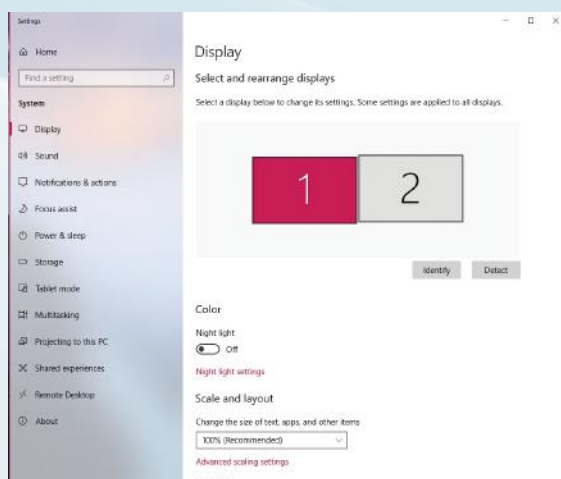
**Step 5**

Once all this is connected, you may now turn the power button of your computer and enter the Windows screen.



Step 6

If both of your monitor screen are showing the same image and wish to have two separate images you will need to go to your settings -> display -> be sure you have selected the screen you wish to be your main one (or identify and apply) -> and check section "Multiple displays" EXTEND THESE DISPLAYS.





PURCHASED WARRANTY AND RETURN INFORMATION

Our warranty is second to none in the industry. For 6-Months or One Year from original date of purchase, we will provide Technical Support at no additional charge to you. Technical Support is limited to original hardware and equipment operating system software installed by us. This warranty covers the computer's hardware against functional defects that are not covered by the original manufacturer. It does not cover any special needs you might have such as peripheral and/or software installation assistance. It also does not cover software issues, neglect, or unauthorized repair. **UNAUTHORIZED REPAIR ATTEMPTS WILL VOID ANY AND ALL WARRANTY.** The warranty extends only to you, the original Purchaser, and is not transferable. This Warranty is valid only within the 48 continental United States. Data recovery is not included under this Warranty, and we are not responsible for data that may be lost or damaged during transit or repair. **IMPORTANT: WE DO NOT WARRANTY OR GUARANTEE LAPTOP BATTERIES.** Your refurbished machine will contain a used battery. By their nature batteries do not typically have long lives. We do not test laptop batteries, and have no way of knowing how long they will hold a charge. We guarantee the laptop will function utilizing the AC adapter included with your laptop purchase.

OBTAINING WARRANTY SERVICE To obtain warranty technical service from us, you must first call our Customer Service Department **1-888-225-8885**, Monday-Friday 8AM-4PM CST Time. If your problem cannot be resolved by our technician, we might arrange to receive your item back from you for repair or replacement. We will then issue a "Return Merchandise Authorization" number which is required on any return. This number should also be visible on the returned package. All returned products must have an "RMA" number and should be shipped to address provided by the customer service.

Once we receive your item, we will assess the problem and repair any hardware issues and then return the item to you. If we determine that it is not a hardware issue, you will be contacted with a new price/charge for the repair of the item. If you decide against the repair, you will be charged for a shipping label to return the item.

Warranty and Technical Service DO NOT include: Laptop batteries, repair and/or replacement of Computer Products or Components damaged by accident, abuse, modification or attempted repairs by anyone other than our techs, unsuitable physical or operating environments, improper maintenance, intentional misuse of products, tampering or removal of our serial numbers or certification stickers, failures caused by a product for which we are not responsible, as well as acts of God including but not limited to floods, lightning, earthquakes, hurricanes, and tornadoes. Warranty also excludes installation



issues with products purchased elsewhere. Warranty does not cover any software issues or unauthorized repairs/upgrades. Swapping internal components in computer systems will void the warranty, unless specifically instructed by our technicians. This Warranty and remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied. We specifically disclaim any and all implied warranties, including warranties of merchantability and fitness for a particular purpose. Our responsibility for malfunctions and defects in hardware and accessories is limited to repair or replacement as set forth above. We are not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to lost profits, downtime, goodwill, damage to or replacement of equipment and property, any costs of recovering, reprogramming, or reproducing any program or data stored in or used with our products, and any failure to maintain the confidentiality of data stored on the product. We specifically do not represent that we will be able to repair any product under this warranty or make a product exchange without risk to or loss of programs or data.

Returns:

- You may return your items for no reason within 14 day of your initial purchase. All returns must include all original purchased items, be returned in original packaging and packed as original received. Item(s) not packaged correctly and damaged upon return shipping may receive less than a full refund.
- Buyers will be responsible for return shipping in most cases and a restocking 15% fee per order may be assessed.
- 1 year repair warranty claims are for hardware issues only, excluding batteries (see warranty insert).
- All returned item must be approved by our service department before they are shipped back.
- RMAs are processed within 3-5 business days of delivery at our facility. Once your RMA has been processed, you can expect a refund or exchange shipment to be arranged within 3 business days. It could take an additional 3-5 days for funds to appear back in your account due to the varying processing time of different banks. If item is returned without a valid RMA number, we will be unable to process a return, exchange or refund.



DISCOUNT — COMPUTER —

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)
- ▶ Please verify compatibility with manufacturer prior to purchase.
- ▶ We reserve the right to cancel any transaction for any reason.

WWW.DISCOUNT-COMPUTER.COM