



SETUP INSTRUCTIONS

Introduction

Thank you for purchasing a ViprTech Gaming PC! This guide will walk you through your initial setup as well as troubleshooting should any issues arise. Keep in mind this is a generic guide that is designed to be included with all our gaming PCs, it is not specific to the PC you ordered so you will notice that the images may show a different PC.

Support

As a ViprTech customer, you are our number one priority. Please use the methods below to reach out to us, whether you have an issue or just a question, we'd love to hear from you.

Support Hours: Monday-Friday 9:00-5:00 EST

Online: ViprTech.com

Phone: (443) 906-1440

Email: support@viprtech.com

Warranty

We stand behind all our products, as such, every one of our products includes a warranty.

For full warranty info: <https://viprtech.com/warranty-info>

Unpacking

Do not discard any packaging until you are completely up and running.

Step 1: Carefully remove the PC from the outer packaging.

Step 2: Set the bag of accessories to the side for now, you will need these later.

Many of our PCs are shipped with expanding foam inside to protect components. If the PC you received contains expanding foam, continue to *Step 3*, if not, skip to the *First Time Setup* section.

Step 3: Remove the screws from the clear side panel and set the panel to the side.

Step 4: Carefully remove the foam from inside the PC, careful not to damage the graphics card or disconnect any wires. It may require working the foam back and forth to remove it.

Step 5: Reinstall the clear side panel and continue to the *First Time Setup* section.

First Time Setup

Step 1: Place your PC in a cool, dry area free of dust.

Step 2: Determine if your PC has a graphics card, you can do this by looking inside the PC or by looking at the rear IO and comparing it to the images below. If your PC has a graphics card, you will connect as shown in *Figure 2*, if your PC does not have a graphics card, you will connect as shown in *Figure 1*.



Figure 1: Connection if no graphics card

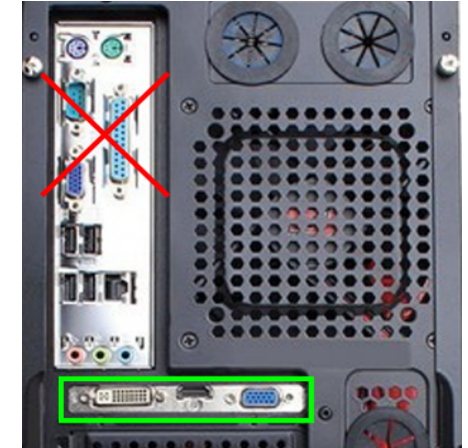


Figure 2: Connection if graphics card

Step 3: Figure out which type/s the PC and the monitor support (see *Figure 3*), sometimes this may require an adapter. Connect a **monitor cable from the monitor to the PC** (see *Figure 1 & 2*).

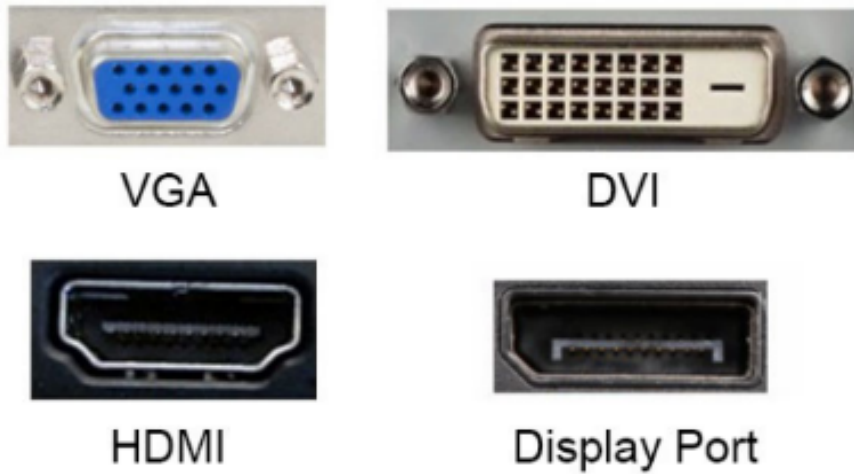


Figure 3: Types of monitor ports

Step 4: To connect a keyboard and mouse, determine whether they use a USB or PS/2 connector (see Figure 4). If they're PS/2, the purple port is for the keyboard, the green port is for the mouse.

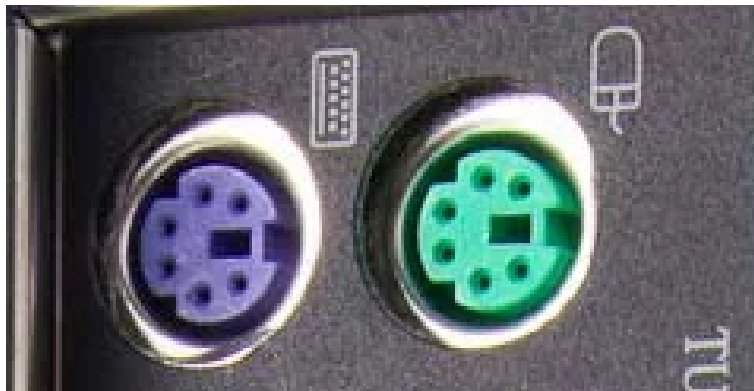


Figure 4: Shows PS/2 connector ports

Step 5: To use external speakers or headphones, connect them to the front or rear audio ports (see Figure 5 & 6). Speakers or headphones use the green port, microphones use the pink port, the blue port is line in.

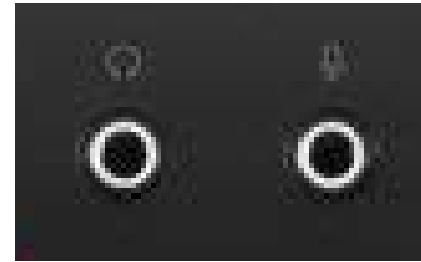


Figure 5: Front audio ports



Figure 6: Rear audio ports

Step 6: Connect the included USB Wi-Fi adapter (see Figure 7) to a USB port on the rear of the PC.



Figure 7: Example of a USB Wi-Fi Adapter

Step 7: Connect the power supply cable (see Figure 8) into the power supply (see Figure 9) on the back of the PC. Then flip the power switch on the power supply to the ON position (see Figure 14).



Figure 8: Power Supply Cable



Figure 9: Power Supply in the ON position

Step 8: Press the power button on the top of the PC to power it on and wait for it to boot into Windows.

Step 9: Even though you have a new system it may require updates.

Optional: Changing the Username & Password

Step 1: Type "User Accounts" in the Start Menu search bar and hit the enter key, a window should open (see *Figure 10*).

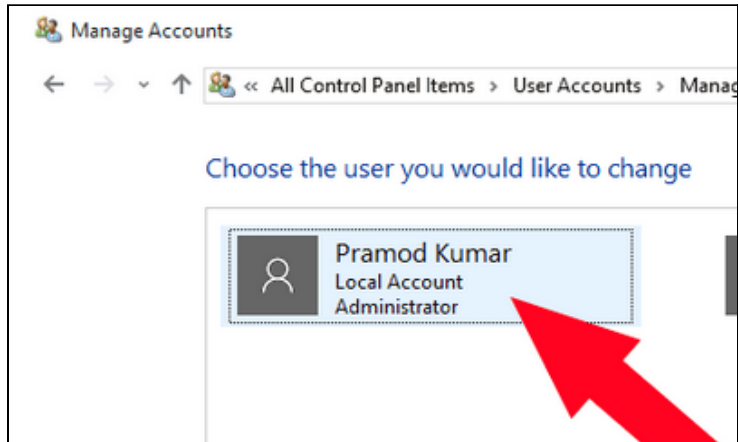


Figure 10: User Accounts Window

Step 2: Select the account from the list.

Step 3: To change the username, click on the Change your account name (see *Figure 11*). To change the password, click on Change the password (see *Figure 10*).

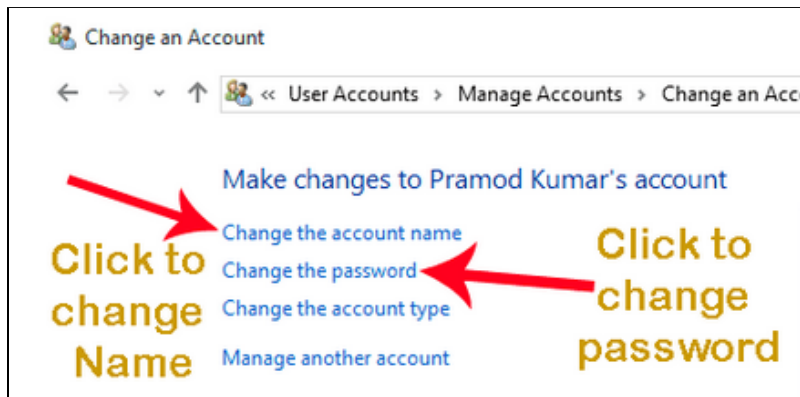


Figure 11: Account Modification Window

Step 4: Enter the relevant information then click the **Change** button.

Step 5: Restart the computer.

Troubleshooting

Although we test each PC extensively before it leaves our shop, there is still a chance that it may arrive with issues due to shipping or improper setup. The following should help fix most issues, however, it is not an extensive list. If you are unable to find your issue listed, please skip to the support section and reach out to us.

How To: Hard Reset

Some troubleshooting steps below call for a "Hard Reset". To perform a hard reset. Unplug the **power cable** from the rear of the PC, then hold the power button for 5 seconds. This will drain power stored in the PC.

Issue: No boot device/no boot media

```
No bootable devices found.  
Press F1 key to retry boot.  
Press F2 key for setup utility.  
Press F5 key to run onboard diagnostics.
```

Figure 12: Example of No Boot Device error

This issue is most commonly caused by one of the hard drive cables coming disconnected during shipping. Before following these steps, please ensure that your PC does not use an M.2 SSD as the boot device, as these steps will not apply in that case.

Step 1: Remove the rear side panel (non-transparent side panel) from the PC, this is done by unscrewing the 2 thumbscrews then sliding the panel off.

Step 2: Locate the hard drive, usually in the bottom left of the case (See *Figure 12*).

Step 3: Ensure connectors are firmly seated in the hard drive (see *Figure 12*), if either connector appears broken, please reach out to our support using one of the contact methods listed at the beginning of this guide.



Figure 13: Hard drive with connectors

Step 4: If either of the connectors were disconnected/loose in step 3, now you can power the system back on.

Issue: PC does not power on

Step 1: Check and make sure the **Power Supply Cable** is fully inserted into the outlet and the power supply.

Step 2: If using a surge protector, try plugging the PC directly into a wall outlet.

Step 3: Make sure the power switch is in the ON position, it should be flipped to the I side (see Figure 14).



Figure 14: Power switch in ON position

Step 4: Check the back of the power supply, if there is a voltage toggle, ensure it is set to 115v/110v (see Figure 14).



Figure 15: Power supply voltage toggle

Issue: PC powers on but no display on monitor

Step 1: Turn off the PC.

Step 2: Make sure the monitor cable is fully inserted into the PC and monitor.

Step 3: If possible, test with a different monitor cable and/or monitor. If the issue persists, the cause is likely an issue with the PC.

If the PC has a graphics card, continue to step 4, otherwise skip to step 5. If you are unsure whether the PC has a graphics card, see Figure 1 & 2.

Step 4: Open the PC case and locate the graphics card. Press it firmly into its slot. There should be an audible noise when it clicks into place, otherwise, this is not the cause.

Step 5: Next, locate the RAM stick/s (see Figure 15), there could be anywhere from 1 to 4 sticks. Press the top and bottom of each stick firmly towards the motherboard.

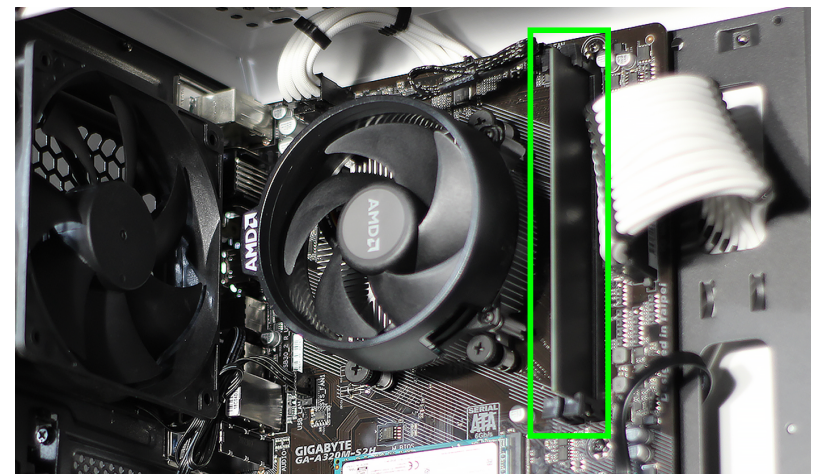


Figure 16: RAM stick/s

Step 6: Another technique is to remove all but one RAM stick then follow the *How To: Hard Reset* section, then try powering on. If this fixes the problem, reinstall each stick one by one until the PC no longer displays when turned on to figure out which stick is faulty.

Step 7: Check the back of the power supply, if there is a voltage toggle, ensure it is set to 115v/110v (see *Figure 15*).

Step 8: Close the PC case and power on the PC.

Issue: PC powers off during use

Step 1: Check if the CPU is overheating, you can download a program such as **OpenHardwareMonitor** to check (see *Figure 17*). Every CPUs max safe temperature is different, generally a temperature over 70C/158F is unsafe for long periods.

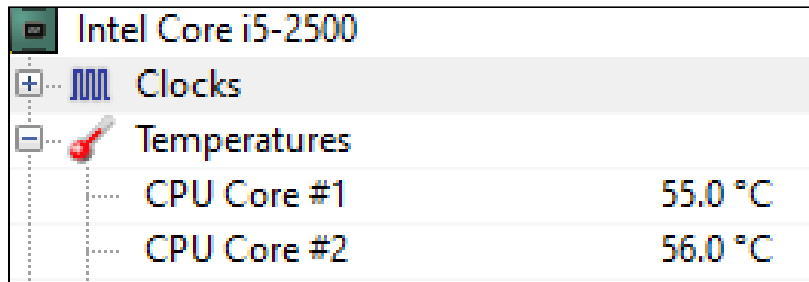


Figure 17: OpenHardwareMonitor showing CPU temps

Step 2: If you find that the CPU is overheating, check and ensure the CPU cooler is fully tightened. The method for tightening it will be different depending on whether the PC is AMD or Intel based, there are many videos and guides online that explain how to do this. If you are unable/unsure how to tighten it, skip to the Support section and reach out to us.

Issue: PC lags during gaming/low FPS

Step 1: Ensure the specs of your PC meet the requirements for the game you are trying to play. You can use a site such as systemrequirementslab.com.

Step 2: If your PC meets the minimum requirements for the game you are trying to play, try turning the graphics settings down until the FPS is desirable.

If you have followed the previous 2 steps and are still experiencing the issue, continue to *Step 3*.

Step 3: The CPU may be overheating, you can download a program such as **OpenHardwareMonitor** to check (see *Figure 17*). Every CPUs max safe temperature is different, generally anything over 70C/158F is unsafe for long periods.

Step 4: If you find that the CPU is overheating, check and ensure the CPU cooler is fully tightened. The method for tightening will depend on which CPU cooler is installed, there are many videos/guides online that explain how to do this. If you are unable/unsure how to tighten it, reach out to us for help.

Step 5: If the CPU is not overheating, please reach out to our support for further assistance.

Issue: PC won't connect to the internet

If using an ethernet connection, skip to step 5

Step 1: Make sure the **USB Wi-Fi adapter** (see *Figure 7*) is fully inserted or try moving it to another USB port.

Step 2: Make sure the router is within range of the PC.

Step 3: Make sure Wi-Fi is on by selecting the Start button, then select **Settings > Network & Internet > Wi-Fi**.

Step 4: Select **Show available networks**, select a network, select **Connect**. If this option isn't available, there may be an issue with the **USB Wi-Fi adapter**.

Step 5: Confirm that the router has Internet access by opening the router's web config page from a browser. If the router status shows no internet connection or the page can't be accessed, try restarting the router.

Step 6: Ensure other devices on the network have access to the internet, if not, this may be an ISP issue.

If the above steps fail to fix your issue, please contact us using any of the methods at the beginning of this guide, we have techs on standby to help with any issue!