

IMPORTANT

READ THIS FIRST



CONTACT US

Customer Service & Technical Support

Mon-Fri 6:00am - 8:00 pm (PST)
Sat 9:30am - 3pm (PST)

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Want answers quick?

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www.cyberpowerpc.com/forum

CYBERPOWERPC

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Frequently asked questions

My system didn't come with a Windows Product Key Sticker on the case?

Many systems today don't require a physical product key sticker anymore because the key is saved on the motherboard so Windows will not ask you for it.

Why did my system come with extra parts and cables in a separate box? Do I need them to use my computer?

The extra parts and cables included in the accessories box are provided to you in the event that you want to add more hardware or features to your computer in the future. They **DO NOT** need to be installed before using the computer.

My system is booting up and I can hear it but I don't see anything on the monitor.

Open the left side panel and check for loose cables and components. Since we can not control the handling during shipping, some cables or components may have come loose. They may not be apparently visible, therefore you may need to check those components such as graphics cards and memory to be sure secure by pushing them firmly towards the motherboard. Also check all cable connections for any loose connections.

At start up I see "No Boot Device Found"

Typically this occurs if the hard drive cables are not properly connected. They may have come loose during shipping. Check that all hard drives are properly connected. Hard drives always require two cables: one power cable and one data cable. Refer to the included motherboard manual if you need help identifying the proper cables.

What do I do with the disks supplied with my new system?

A computer is typically ready to use right out of the box if you have followed all the recommended set up steps on the other side of this quick guide. The disk supplied are to assist with re-installation of a clean operating system and **DO NOT** need to be installed before using your computer.

(except in cases of customized computers without an operating system selected during purchase.)