

# iBUYPOWER Troubleshooting Guide

## Troubleshooting 100: Unboxing

The purpose of this guide is to provide a thorough and detailed walkthrough of the steps to get your PC unpacked and ready for setup. As a 100 level guide, this should be accessible to all users.

### Tools Required

- Clean and dry hands
- Philips head screwdriver

### **\*\*Important Notes\*\***

***Read through this guide in its entirety before starting. No matter how confident you are, please do not skip a single step unless the guide tells you do. All steps in this guide are included deliberately and skipping steps can result in the guide being ineffective.***

***Always make sure the computer is completely off and unplugged while working inside of it.***

***If you ever feel the slightest bit uncomfortable or unsure, please reach out to our Tech Support team either through Live Chat, Email, or Phone.***

### New PC

Congratulations on your new gaming PC. Before jumping straight into powering the machine on, there are a few steps we recommend taking during unboxing that can help with your setup and usage experience.

### Avoid Static

While modern PCs are much more resilient to static discharge damage than in the past, it is still a good precaution to take to avoid shocking the components inside your PC. Avoid carpeted areas if possible or be barefoot if on carpet. Removing the plastic bag from around the PC can generate a lot of static make sure to touch a grounded metal object before handling any components within the PC. Simply touching the metal of the case is usually good enough.

### Unbox upside down

We recommend opening the top of your PC box and placing it upside down on the floor or table, then lifting the box off the PC, rather than trying to lift the PC out of the box. Sometimes handles can get stuck in the packing foam, so make sure they are not sticking into the box before lifting.



*Figure 1 - Unbox upside down*

### Find all your accessories

Go through all the packaging to locate all the accessories that come with the PC



*Figure 2 - System with accessories*

You may find some but not all of the following depending on your PC's specs

- Power cord
- Keyboard
- Mouse
- Instruction manuals
- Driver disks
- Wireless antennas

Especially important is the wireless antennas, since they are small and sometimes easy to pass up. If your PC has integrated Wi-Fi, you should make sure you check for these as they may need to be attached later.

Technical Support Hours:  
Mon - Fri: 8:30 am - 5:00 pm PST

Toll Free: (888) 618-6040  
Phone: (626) 269-5170

techsupport@ibuypower.com



*Figure 3 - Wi-Fi antennas*

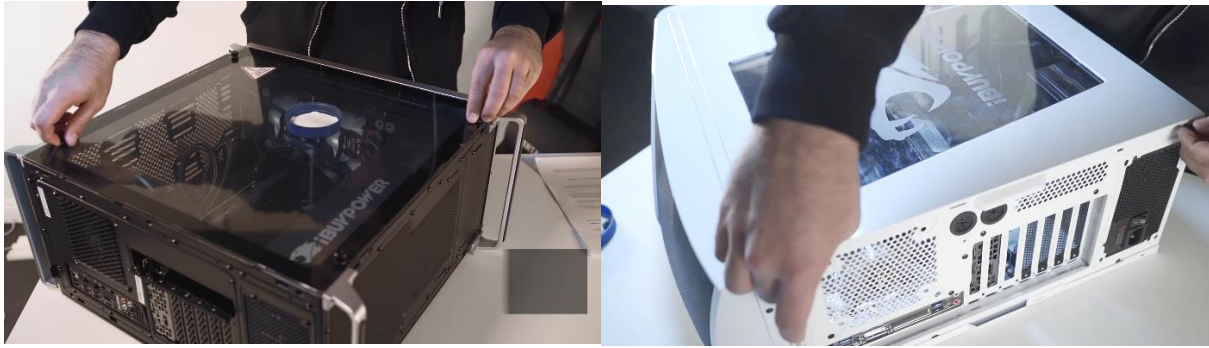
#### Remove internal foam

If your PC has a high end or heavy graphics card, you may have a piece of expanding foam on the inside of the system to prevent damage during shipping. Make sure you check the inside of the case before powering on as you definitely don't want to power the system on with this foam in place.



*Figure 4 - Internal packing foam*

You will most likely need to use a screwdriver to remove your side panel. The majority of side panels mount in one of two ways, either with visible screws on the side panel corners or with screws at the back.



*Figure 5 - Side panel styles*

When removing the foam, ensure that it does not snag on any fans or cables.

### Save all packaging material

After unboxing, don't immediately toss the packaging material that came with the PC. In case of any immediate service needs, it may be necessary to reuse some of the packaging. It is also possible for small accessories to hide in the packaging material so be careful not to accidentally throw those away.

Once you have used the PC for long enough to be confident there are no issues, you may toss some of the packaging material. We always recommend saving the case box in case you need to transport the PC to avoid any damage during transport. This box may not be protective enough to survive shipping, but helps with transportation in a vehicle and allows you to safely stack items on top of your PC.