Cobratype Computers Troubleshooting Guide

No Power

Make sure to check all connections on the motherboard to ensure every wire is connected properly. Sometimes wires can come loose during the shipping process and not allow full functionality of the PC.

Check the bottom of the back of the PC to make sure the power switch is turned on(do not change the voltage setting on the PSU unless you live in a country that uses 220v/230v outlets)

No Post or Image

Make sure you are using the correct outputs for your monitor/TV. The correct outputs will be under the silver motherboard I/O. There will be typically 4 outputs: 3 display ports and 1 HDMI.
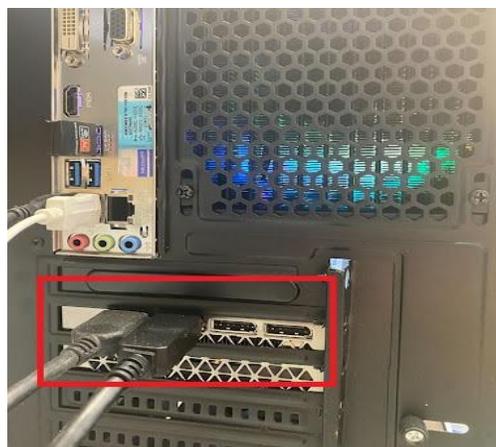
Make sure the RAM is correctly seated. They could come dislodged during shipping. It should line up like the picture shown below.

Make sure the GPU power cable has not come unplugged. If you need to re-insert it, you should hear a small click when it's plugged back in.

LED Troubleshooting

If you purchased a PC that uses an Apevia case, unscrew the back of the case and check to make sure the molex did come unplugged.

If the case lights are not changing colors when pressing the LED button, check to make sure the LED cable is properly connected.

If your PC uses a any other brand of case, and the lights are not working, open the front of the case check to make sure the 5V RGB cable did not come unplugged during shipping.
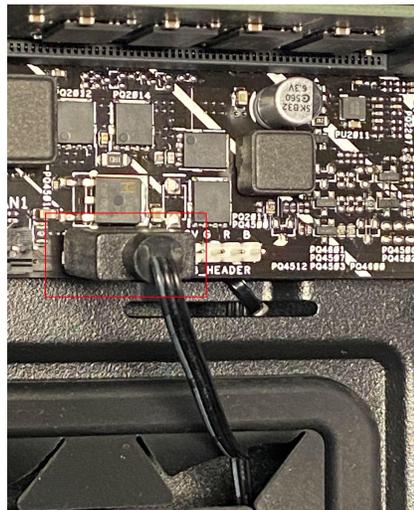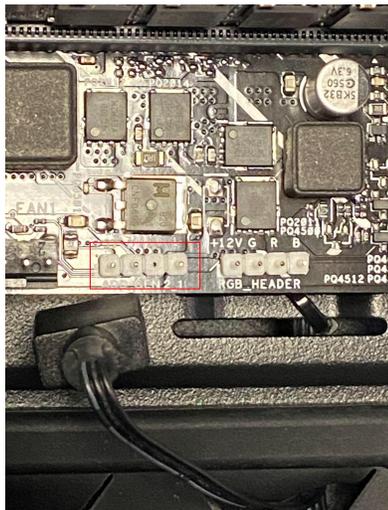
Windows Troubleshooting

If Windows 10 will not fully boot, you may need to reinstall Windows from the recovery USB provided. Locate the recovery USB and plug it into the PC. Restart the PC, and be prepared to press F2, F11 or DEL depending on the motherboard to get to the BIOS. The BIOS is the screen that will pop up before Windows loads up. In the BIOS you can control the boot sequence.

The boot menu key varies with the motherboard, so you'll need to try a few different keys. Once the PC begins to start up, repeatedly press one of these keys until the boot menu pops up. Try each key until you see the boot menu. Once in the boot menu, select the USB option and continue through the re-installation process.

Windows Troubleshooting continued

If Windows boots, but is slow or has errors, you can restore Windows without losing any files.

Once Windows boots, click on the search icon on the bottom of the screen. Type "*reset this PC*" then select "Reset this PC" from the results list.

On the top of the Recovery screen under Reset This PC, click "Get Started"

On the next screen choose whether you want to keep your personal files, or have a clean reinstall of Windows.

If the games you're playing keep crashing or running slow or laggy, try installing the latest Nvidia drivers here [Official Drivers | NVIDIA](#)

Additional Support

If your issue is still not resolved, please reach out to our customer service team at support@cobratype.com for further assistance.