

Ipason Computers Manual

en.ipason.com



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I. Important Safety Information

1.1 Before using this Manual, it is very important to read and understand all relevant safety information of this product. Please check "Safety Guide" included with this product for the latest safety information.

1.2 Reading and understanding such safety information helps reduce the risk of personal injury or damage to the product.



Be alert to high danger



Be alert to moderate danger



Pay attention to minor danger

WARNING: This is A level product, and it may cause radio interference in the living environment. In this case, the user may be required to take practical measures against interference.

1.3 NOTE:

a. Any changes or modifications not approved by the competent authority may make the user unable to operate this product.

b. In order to comply with radiation limits, shielded signal cables and AC power cables must be used.

c. The manufacturer is not responsible for any radio or television interference caused by any unauthorized modification, and the correction of such interference is the responsibility of the user.

d. The company will not be responsible for the data loss caused by hardware failure. Please back up thee important data in time when you use it.

Information in this Manual is subject to change without prior notice. If in doubt, please call the hotline for consultation. This Manual is not specific to a particular model of Ipson computers. Some of the parts, appearance, or functions mentioned here may differ from the model you purchased and may be protected by copyright. No part of this Manual may be reproduced or transmitted for any purpose, in any form or by any means (electronic or photocopied) without the written permission of the Company.

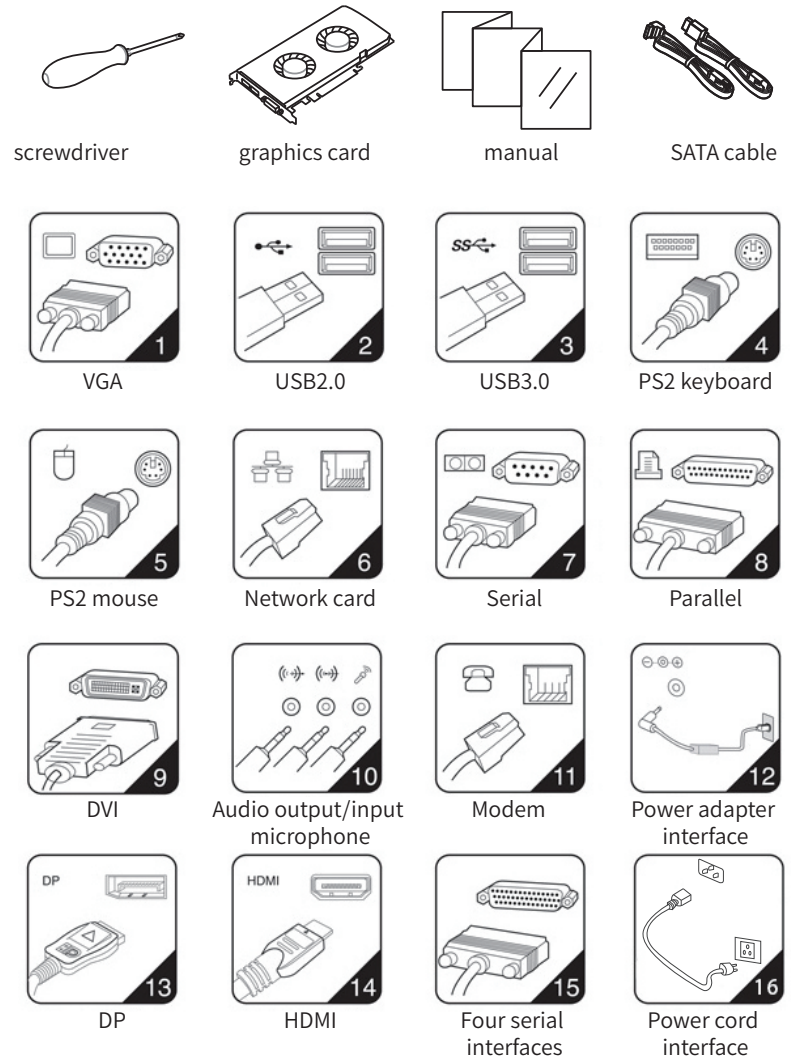
II. Instructions and Precautions Before Use

Before using this product, please be sure to read the following precautions to avoid product damage or personal injury due to human negligence. Please keep this Manual for future use and product packaging (including outer box and foam) for after-sales service.

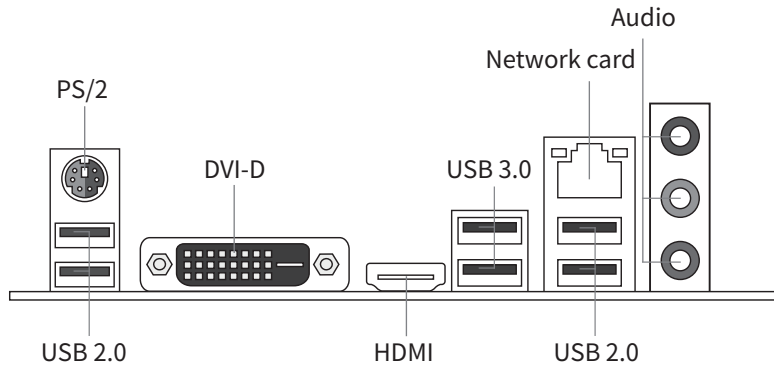
- Before use, please check whether parts of the product are complete and whether there is any damage. In case of any deficiency or breakage, please contact the after-sales service personnel as soon as possible.
- Avoid dust, over-temperature, direct sunlight or humidity, otherwise it may damage the product line and shorten product life.
- The computer uses AC 220V power supply. Please use a three-core grounded power plug and socket to ensure that the computer could be grounded correctly and effectively. This can prevent induced voltage from appearing on the metal plate of the chassis. Although this voltage will not cause harm to the human body, it may cause numbness, pain and other sense of electric shocks when touched. When the system is powered on, turn on the power of external devices such as the monitor and printer first, and then turn on the power switch of the host. In the power-on state, please do not plug or unplug the keyboard, mouse, printer, monitor and other peripherals. The gaps on the host are used to ensure the ventilation inside the machine, so as to avoid the system failure due to computer overheating.
- Please do not block these gaps.
- Many parts inside the computer are precision instruments, such as hard disk, optical drive, and floppy drive, please handle it gently, and pay attention to keeping the machine or its parts in a normal posture when moving to avoid damage. In addition, please do not move the computer while the computer is turned on, as it may damage the hard disk, optical drive and other equipment. Do not overload the socket, otherwise it may cause fire or electric shock.
- Keep small objects such as paper fragments, screws and thread ends away from the connectors, slots, and holes of the computer to avoid short circuit or poor contact. At the same time, avoid spilling liquid on the machine. Once such a situation occurs, cut off the power immediately.
- Please do not change the accessories in the case without permission. If there is a malfunction, please contact the after-sales service personnel directly.
- Please do not repair the host by yourself, please contact the after-sales service personnel directly in case of defacement.
- If the product is not used for a long time, please turn off the power switch, and unplug the power supply to prevent the product from lightning stroke.
- The product is only suitable for use in areas below 5000 meters above sea level. Before installing and disassembling the tempered glass case, please lie down the case to prevent the glass from accidentally falling and breaking.

III. Host Hardware and Interface Description




Schematic diagram of computer related accessories and tools (the actual machine shall prevail)

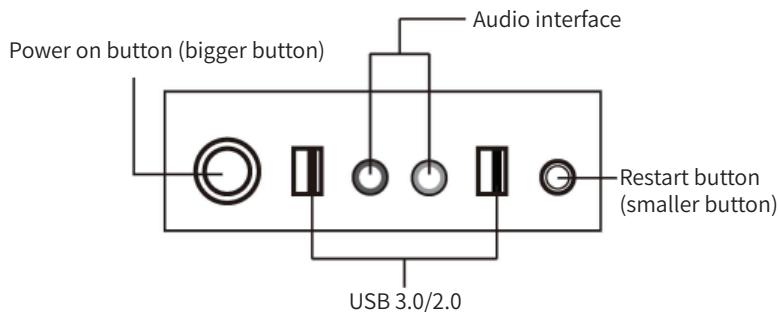


• Computer rear interface







• Computer upper front interface

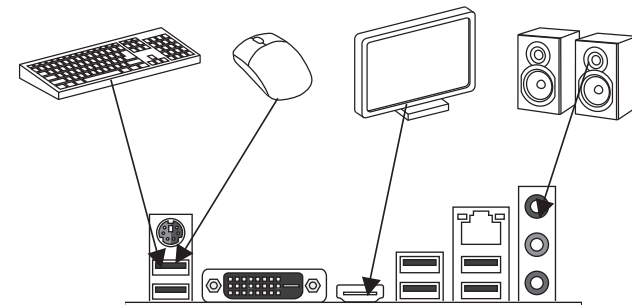
Button	Icon and symbol description
Power on button (bigger button)	 After each interface of the host is connected correctly, press this button to start the operation.
Restart button (smaller button)	 If the computer is stuck or crashed, press this button to restart (not the shutdown button)
USB2.0/3.0	Connect devices that use USB interface, such as: USB keyboard, USB mouse or U disk.
Audio interface	 Connect peripheral audio devices, such as earphones, sounder and microphones.



Connection of peripherals

1. Connect keyboard cable, mouse cable, earphone cable and sounder cable;
 2. Connect the video output cable between monitor and host:
 Note that if no discrete graphics card is available for the host, directly connect to the rear interface of the host as shown in the figure below; if a discrete graphics card is provided, connect the video output cable to the interface that matches the discrete graphics card.

Interface	Schematic diagram	Description
VGA		Used to connect the VGA monitor or other equipment using a VGA display interface. Ⓞ Note: If two display output ports are provided, be sure to use the video output port on the discrete graphics card.
DVI		Used to connect the DVI monitor or other equipment that uses a DVI display interface. Ⓞ Note: If there is a DVI monitor, your host must be installed with an adapter supporting DVI monitor. Ⓞ Note: If only VGA interface monitor is provided, and your computer only has a discrete graphics card that supports DVI interface, please use a DVI-VGA converter to connect the monitor cable to the DVI interface.
HDMI		Used to connect video and audio equipment using HDMI interface.
DP		Used to connect high-performance displays, direct drive displays and other equipment using the DP interface.

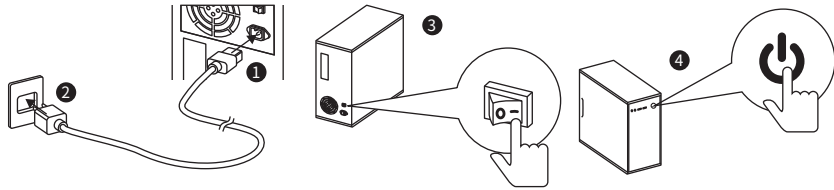


Startup and shutdown of host

Press the switch on the front of the host to turn on the product. The power indicator is always on, and the hard disk indicator is flashing.

Press the restart button to restart.

Steps to shut down the system using Windows: Click Start, and then click Shut Down.



IV. Common Faults and Solutions

1. I have just received the computer, but the monitor does not respond after starting up?

For a host with a discrete graphics card, you need to connect the monitor's signal line to the graphics card interface to restart. The internal hardware is loose during express transportation. It is recommended to re-plug the memory/graphics card.

2. How to connect to the network?

There is no need to dial up to use the router, and connect the LAN port of the router directly to access the Internet. If modem is used, after connecting, click the broadband connection icon on the desktop and enter the user name and password.

3. Why can't the keyboard and mouse be used normally after booting?

For S/2 keyboard and mouse, connect the keyboard and mouse cables to the corresponding jacks in accordance with the colors first, and then turn on the power to use it. For USB keyboard and mouse set, wait for about 10s after connecting, the computer can automatically recognize the driver and it can be used normally.

4. How to play a sound?

If the host does not have a speaker, connect a stereo or earphone to the green audio interface on the front or rear of the chassis.

5. How to solve the problem that there is no sound when the computer front panel interface is connected to speakers, headphones, etc.?

Please follow the steps: Computer→Control Panel→Hardware and Sound→Realtek HD Audio Manager→click→check "disable front panel jack detection"→OK. The problem can be solved.

6. Driver installation

View computer drivers

Right-click [My Computer]→[Manage]→[Device Manager], if there is a yellow triangle icon or yellow question mark, it indicates a lack of driver or problem with driver, and a driver needs to be installed.

Driver download and installation

Download the driver from official website or use the driver wizard (network card version) to install the driver of the hardware.

V. Safety Guidelines

Note! Please read the following important safety information first!

The following information helps you use this product safely, please follow and keep all the information attached to the product.

Customer safety is of vital importance. Our DIY products aim to be easy and safe to use. However, since this product is an electronic device, the power cord, power adapter, and other functional accessories may cause potential safety hazards, causing personal injury or property damage, especially when used improperly. To reduce these hazards, please follow the instructions in this appendix, observe all warnings in the product and operating instructions, and carefully read the information contained in this appendix. Strictly operating in accordance with the information contained in this appendix and provided by the product will help avoid danger and establish a safer computer working environment.

Situations that require immediate action

The product may be damaged due to improper use or negligence. Seriously damaged products must be inspected by authorized maintenance personnel (and repaired if necessary) before reuse.

As with any other electronic device, be especially careful when turning on the product. In rare cases, you may find strange smells or smoke or sparks from the machine. Or you may hear sounds like popping, cracking, or hissing. These conditions may only mean that the internal electronic components are unsafe or out of control. It may also indicate a safety hazard. However, please do not take rash measures or try to diagnose these conditions by yourself. Please contact the after-sales service personnel for further guidance.

Please check the product and its components frequently for signs of damage or danger. If you have any problems about the state of the components, do not use the product. Please contact the after-sales service personnel to learn how to check the product and send the product for repair if necessary.

If you find any of the following conditions (although these conditions are unlikely), or have concerns about the safety of the product, before explaining the situation to the Customer Support Center for further guidance, please stop using the product and disconnect it from the power supply and remote communication lines.

- The power cord, extension cord, plug, power adapter, or power supply is cracked, broken, or damaged.
- There are signs of overheating, smoke, sparks, or fire.
- The product makes a cracking, hissing or popping sound or has a strong strange smell.
- There are signs of liquid splashing or foreign objects falling into the product body, power cord or power adapter.
- Water has entered the product, power cord or power adapter.
- The product has been dropped or damaged in any way.
- The product run abnormally when following the instructions.

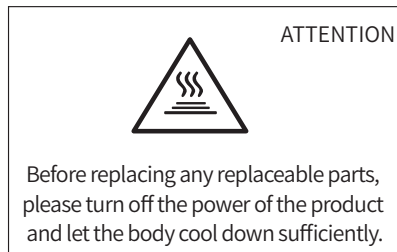
Safety rules!

Always observe the following precautions to reduce the risk of personal injury and property loss.

Repair and upgrade

Do not attempt to repair the product by yourself without instruction of after-sales service personnel.

Although there are no moving parts in your product after disconnecting the power cord, the following warnings are necessary to comply with for safety.



Prevent static electricity

Although static electricity is harmless to the human body, it may cause serious damage to the components and options of this product. Improper handling of static sensitive parts may damage them. When removing options or replaceable parts, do not open the static discharge bag containing the parts before installing the parts according to the instructions.

- Limit body movement. Movement can cause static electricity.
- Note that when disposing of functional boards, memory modules or other circuit components in the system, try to only touch the insulated edges.
- When installing static-sensitive options, keep the package containing the components to the metal expansion slot cover or other unpainted metal surface of the product for at least 2 seconds, so as to reduce static electricity on the packaging and in the human body.
- Do not place parts on the product cover or other metal surfaces.

Power cord and power adapter

- Use only the power supply cord and power adapter provided by the product manufacturer.
- The power cord should pass the safety review, and meet national requirements.
- Do not wrap the power cord around the power adapter or other things, as it will cause the power cord to fray, crack or curl, posing safety hazards.
- Please arrange the power cord properly so that it will not be stepped on or pinched by other objects, or nobody will be tripped.
- Keep the power cord and power adapter away from liquid, as it may cause a short circuit.
- Do not use power cords that are damaged, corroded, or overheated.

Plug and socket

- If the socket (power socket) of the product shows signs of damage or corrosion, please do not use it before being replaced by qualified electrical maintenance personnel.
- Make sure that the power socket you are using is properly wired, easy to operate, and located close to the equipment. Do not straighten the power cord completely to avoid straining.
- Make sure that the power socket can provide the correct voltage and current for the product you are installing.
- Exercise caution when connecting or disconnecting the device from the power socket.

External device

When the product is powered on, do not connect or disconnect external devices such as USB with the product; otherwise, the product may be damaged.

Heating and ventilation

The product will heat when it is started up or working. The vents, fans and radiators are provided to create a safe, comfortable and reliable operating environment. Placing the product on a bed, sofa, carpet or other soft surface will inadvertently block these functional parts. Do not block, cover or disable these functional parts.

Check your product for dust accumulation at least once every three months. Before inspecting the product, please turn off the power and unplug the power cord from the power socket; then remove the dust from the vents and seams in the baffle. Dust on the radiator inlet fins, power supply vents, and fans should also be removed.

VI. Working Environment

- The best working environment for this product is voltage 200-240V, 50-60Hz, temperature 0°C-35°C, humidity 35%-80%, atmospheric pressure 86kPa-106kPa.
- It is advised to place the product in a well-ventilated and dry place out of direct sunlight.
- Keep electrical appliances such as fans, radios, high-power speakers, air conditioners, and microwave ovens away from the product, as the strong magnetic fields generated by these appliances can damage the data on the display and hard disk drive.
- Do not put any beverages on top or next to the product. If the liquid splashes on the surface or inside of the device, short circuit or other damage may occur.
- To prevent potential electric shock hazard, do not use this product during lightning.
- If your product has the logo shown in the picture below, it indicates that the product you purchased is only suitable for use in areas with an altitude of 2000 meters and below. The specifics are different due to the different functions and configurations of the products, and the actual products shall prevail.

Indicative description of “the regulations on the administration of recycling and processing of waste electrical and electronic products”

In order to protect the earth, when the product is no longer needed or the product life is expired, please hand it over to the local manufacturers with the national qualification of recycling and treatment in accordance with the national laws and regulations on waste electrical and electronic products recycling and treatment.

Declaration of toxic and hazardous substances or elements

In order to meet the laws, regulations and other requirements related to the restriction of hazardous substances in electronic and electrical products in China, the hazardous substances or elements in this product are classified by component and declared as follows.

Name and content of toxic and harmful substances in the product

Part name	Hazardous substances					
	Plumbum (Pb)	Hydrargyrum (Hg)	Cadmium (Hg)	(Cr(VI))	(PBB)	(PBDE)
PCBA	X	O	O	O	O	O
Hardisk	X	O	O	O	O	O
CD drive	X	O	O	O	O	O
RAM	X	O	O	O	O	O
Computer I / O accessories	X	O	O	O	O	O
Power Supply	X	O	O	O	O	O
Keyboard	X	O	O	O	O	O
Mouse	X	O	O	O	O	O
Chassis / accessories	X	O	O	O	O	O

This table is compiled in accordance with the provisions of SJ/T11364

O: It means that the content of the hazardous substance in all homogeneous materials of the part meet the limit requirement of SJ/T11363-2006.

X: It indicates that the content of the hazardous substance in a homogeneous material of the part exceeds the limit specified in SJ/T11363-2006.

Note: The parts marked with "X" in the table cannot realize the replacement of harmful substances due to the limitation of global technological development.

Printed circuit board assembly*: Including printed circuit boards and their parts, capacitors and connectors.

Depending on the model, it may not contain all the above components. Please refer to the actual model purchased.



Electronic information products sold in the People's Republic of China must be marked with this mark, and the number in the mark represents the environment-friendly use period of the product under normal use.

VII. After-sales Service Warranty Solutions

1. Warranty solutions

In case of failure, the product shall be repaired first. When feasible, we may attempt to diagnose and resolve your product failures via the Internet, telephone, or other remote assistance methods.

If some problems can be resolved by installing the specified software updated or product replacements by yourself, we will guide you to obtain and install such software updates or product replacements.

If the above method does not apply or the problem cannot be solved, we will arrange service according to the warranty type.

If the service provider confirms that the failure of the product cannot be eliminated by repairing, you can request replacement with the evidence of the service provider's maintenance record.

If the product cannot be repaired or replaced, you may ask for a return.

In order to shorten the service cycle, we may directly replace some faulty items, and such replacement which not exceeds two times shall be considered as repair.

2. Replacement and return

Unless otherwise specified, the seller of the product is responsible for replacement or return of the product. Only unaltered products can be replaced or returned. Replacement or return is available within fifteen (15) days of purchase. The product should be returned together with the attached articles and packaging. The replaced product or part becomes property of Ipson and the new product or part becomes your property. The product or part used for replacement may not be new, but will perform well and will be at least functionally equivalent to the original product or part. Before replacement or return, you should: 1. Unload all materials not covered by the warranty; 2. Ensure that products or parts are not subject to any legal obligations or restrictions that prevent their replacement or return; and 3. If the product is not owned by you, you shall obtain authorization from the owner to allow us to provide services for the product.

3. Scope of non-warranties

Warranties under this document do not apply to conditions below:

- Fault or damage due to misuse, accident, modification, inappropriate physical or operating environment, natural disasters, power surges and improper maintenance or storage;
- Failure or damage caused by third party products, services or actions;

- Fault or damage caused by the use of non-specified software;
- Decolorization, wear and consumption during the use of the product;
- The product can run uninterrupted or error-free;
- Data loss or damage;
- Any consultation, advice, tips and assistance in product setup and installation. If the original identification label of the product or part is changed or removed, the warranties under this document will be void.
- The completeness and appearance of the product are not within the scope of the warranty. You should inspect the product at the time of acceptance and raise valid objections to any non-conformity.

4. Use of personal information

We may save, use, and process warranty issues and contact information provided by you, including name, telephone number, address, and email address, for the purpose of providing specified services only. We may contact you to conduct a satisfaction survey or inform you of a product recall or safety issue. To this end, we may send your information to our relevant agencies, including entities that perform certain business on our behalf. We may also disclose relevant information to the relevant legal authorities upon their request.

5. Limitation of liability

If Ipson breaches the contract or bears other responsibilities, you can claim Ipson to compensate for the loss. However, Ipson's compensate liability is limited to your actual direct loss and is not liable for any of the following:

- The amount in excess of what you actually paid for the product;
- Any costs and expenses related to the acquisition of alternative goods, technology, services or rights.
- Corrupted or lost data;
- Loss due to interruption or delay in use.

This limitation of liability can also be applied to product sellers and service providers. This is the maximum amount of compensation that can be paid by Ipson, product sellers and service providers. The above limitations of liability shall apply only to the extent permitted by law and do not apply to liabilities that cannot be excluded or limited by contract or otherwise by law.

Warranty statement

Note: Products sold in the jurisdiction of mainland China are protected by the Ipson Product Standard Warranty Statement ("Warranty Statement"). The terms and conditions of Ipson Warranty Statement apply to all users, unless otherwise stated in the seller's purchase agreement with you. Consumers can request the product warranty in accordance with the relevant national provisions of the 3Rs-Warranty (repair, replacement and return).

Ipason product standard warranty statement

Nothing in this document excludes or limits the rights of consumers, nor does it lessen or absolve us from our responsibility to consumers. If the relevant laws have other requirements for the matters specified in this document, the laws shall be executed to the extent prescribed by the laws. The term "we" used in this document means Ipason, product sellers and service providers.

1. Scope of guarantee

We guarantee that under normal use conditions, the products you purchase will not suffer from performance failure caused by non-compliance with the quality requirements during the warranty period. The warranties under this document are our entire warranty with respect to the products, and supersede all other warranties or conditions, express or implied, including but not limited to implied warranties or conditions of merchantability and fitness for a particular purpose. The above warranty applies only to the factory-equipped Ipason products purchased by users for their own use.

2. Warranty period

The warranty period starts from the first date of purchasing the product and is subject to the invoice date. Without a valid invoice, the warranty period starts from the date when the product leaves the factory. If the date of draft is later than the actual delivery date of the product, the warranty period commences from the actual delivery date. In any case, the beginning date of the warranty period shall not be later than the expiry date of the grace period specified (see Product Warranty Information). After the product or part is repaired or replaced, it shall continue to enjoy the remaining warranty period. If the remaining warranty period is less than three months, it shall be regarded as three months. If the remaining warranty period of the product or part is less than 30 days, it shall be regarded as 30 days for products with a warranty less than one year.

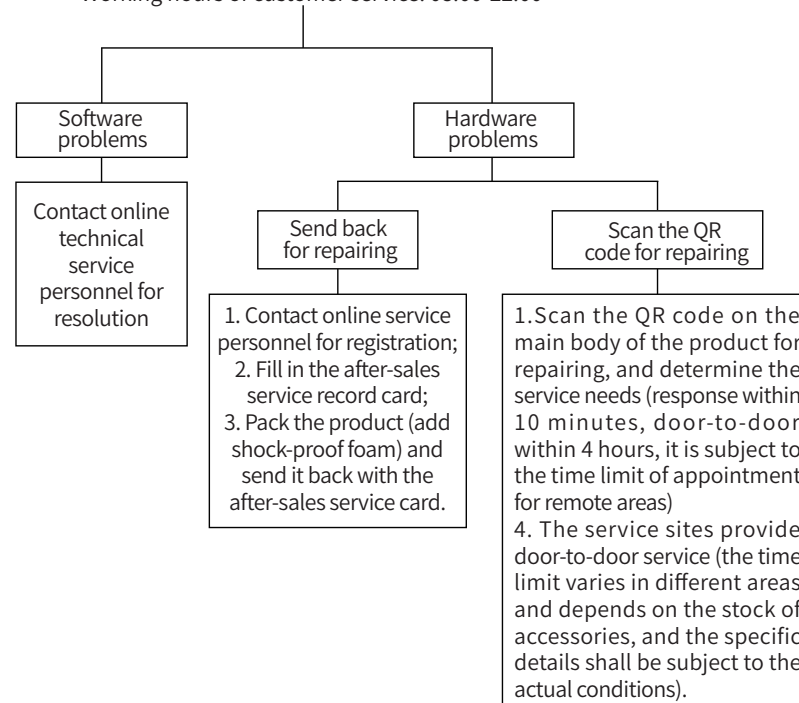
3. How to obtain warranty service

During the warranty period, if the product has performance failures not specified in the guaranteed performance, the warranty service shall be provided according to this document. You can directly contact the authorized service provider (service provider) to obtain warranty service, or dial the product service phone number, and we will arrange warranty service for you. You should apply to the service provider designated by us or nearest to you for the services provided for the products or specified by us. We will not charge you for our warranty services unless we specify in advance the costs to be borne by you.

When applying for a warranty, you should provide clear, complete and accurate document as follows: ① sales invoice and ② warranty card, which are the evidence that you are entitled to the warranty. Where applicable, before receiving warranty services, you should: (1) comply with the specified Service Application Procedures; (2) backup all programs and data contained in the product or ensure their security; (3) Provide necessary support and cooperation so that we can provide services, including providing system keys or passwords and necessary venues; (4) Remove confidential and personal information protected by law from the product; If you cannot delete such information from the product, you need to inform the service provider when you apply for the warranty. If required by the product documentation, you should register the product in a timely manner according to the prescribed procedures.

After-sales service procedures

Contact the dealer through online service personnel
Working hours of customer service: 08:00-22:00



Note:

1. The service period starts from the date of receipt by customers. The warranty period of some parts is subject to the warranty period provided by the manufacturer.
2. Our company has the right to adjust the above service content according to the latest after-sales service policy.

Precautions for sending back

- To ensure data security, please make sure to back up the important data. Our company does not provide data backup and recovery services, and does not assume corresponding legal responsibilities.
- In case of return or replacement, you must return the product together with original packaging.
- Do not stick any labels on the original packaging (if there is a problem with the original packaging, the manufacturer will not replace it and only repair it).
- Our products are all electronic products. Please use shockproof packaging when you are sending back the products. (in case of split-type water-cooled host, please fill the case with a bubble wrap to prevent shock and fall; in case of high-end graphic cards, please pack separately, and the product's slot interface should also be protected).

After-sales service record card

ID name (required)		Order number (required)	
Your name (required)		Phone (required)	
After-sale reason (In order to solve your problem more quickly, please fill in the failure phenomenon in block letters)			
Your delivery address: If there is any modification in the information of your contact person, contact method, contact address and other information, please make sure to contact online customer service for remarks. All orders without remarks will be processed according to default information. District _____/County _____/Street _____ / City _____/Province _____			
Complaints or suggestions: If you have any dissatisfaction with our services, you can contact us by email: service@ipason.com			

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The device has been evaluated to meet general RF exposure requirement. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.