Setting Up Your Computer

Before Setting Up Your Computer

Before you start to set up your computer, read through this document. It will give you advice and pointers on how to get everything set up correctly, so you can start using the computer quickly. A couple points to remember:

- Remember that learning how to use a computer is a lot of work.
- Ask a couple of people, who are knowledgeable about computers, to help you set up the computer and to help if you need someone to read your screen.
- You will need at least 2 outlets for your computer if you are receiving a desktop. This included the Monitor and Tower. Laptops will need at least 1. You may need more depending if you plan to use more parts (printers, speakers, internet boxes, etc)
- We recommend getting a surge protector for your system. This will only take 1 wall outlet, and has 6-10 outlets for your parts. A surge protector will protect your computer from many electrical problems, short of a lightning strike. You should always shut down your computer and unplug the cord from the wall during a thunderstorm to protect from electrical surges that could damage your computer.

When your computer leaves our Center, it will be in good, working condition. Occasionally, during transit some damage will occur. If you have a problem setting up your computer, try these steps:

- Ask a knowledgeable person to verify that your computer is connected properly.
- If there are any problems, note any error messages and call us at 214-340-6328.

Setting up the System

Please use the following steps to set up your computer. Many problems arise from forgetting to plug something in, or skipping steps.

Desktop Computer

If you received a Desktop computer, you should receive the following parts:
Tower, Monitor, Speakers, Keyboard, Mouse, Power Cables, Video Cable, Paperwork
You should also receive any additional requested parts such as a WIFI adapter or webcam. If you are missing any parts, it may still be in the mail. The box should say how many total boxes were shipped (ex: 1 of 1 or 1 of 2 and 2 of 2). Your second box may be delivered a different day. If you have all of the boxes that we shipped and still are missing parts, contact us.
Follow the following steps to set up your system:

1. Put the computer tower in its place. It can sit on the top of the desk, or under it. The only important thing is that all the cords reach where they are supposed to go. Do not plug in the power cord yet.
2. Set the monitor up. This should go on the desk where the operator can see it. Plug the power cord from the monitor to the surge protector (or wall if you didn't get one). Plug the video cable into the monitor and the tower. It will be color coded (white or blue) to the ports available.
3. Plug in the keyboard and mouse. They will have USB connections (rectangles) or PS2 connections (circles). If they are PS2, they should be color coded to the ports on the tower. USB plugs can be put in any available USB port.

4. Plug in the speakers. They should have a green plug that plugs into the green port on the back of the tower. For power, they might have a USB plug, or a standard power plug. Plug the USB into any available port, or the power cable into the surge protector (or wall).
5. If you purchased an internet plan through a provider, they gave you a modem and Ethernet cable. Plug the Ethernet cable into the back of the tower and the router as instructed. We do not provide Ethernet cables. If needed, they can be bought at any computer part store.
6. After you have made all the connections as described, you can plug the tower into the surge protector (or wall). On the front of the tower is a power button that turns on the computer. You may also need to turn on the monitor and speakers separately. Proceed to the section on setting up Windows.

Laptop Computer

If you received a Laptop computer, you should receive the following parts:
Laptop, Power Adapter, Paperwork
You should also receive any additional requested parts. Your laptop may note that an internal part does not work and has an external solution, such as an external DVD drive, keyboard, mouse or speakers. If you are missing any parts, contact us.

To set up your laptop, plug the power adapter into a surge protector or wall outlet, then into the laptop. Press the power button on the laptop to turn it on. As a reminder, your laptop battery might not hold a full charge. If this is the case, the laptop will function normally with the power adapter plugged into the laptop to provide power.

Setting up Windows

Your computer comes with Windows 10 Pro installed. This is the latest version of Windows, and provides up to date security measures for your computer. Here are a couple tips and instructions for using the Operating System:

- You will use the "Owner" account to log into the computer. This account is an administrator and will let you install programs and make other changes. This account **does not** have a password. Leave the password field blank to log in the first time.
- If you want to change the password, you can. But, please remember the password as you cannot recover it yourself if it is forgotten. If you forget your password, contact Tech Support by calling 214-340-6328 and choose option 4.
- There is a second account, named "Admin". This account is **for our use** in troubleshooting your computer. If you change the password of this account, you may void your warranty.
- You can install new programs on your computer. It should not ask for a password, but if it does, leave it blank (unless you have created a new password for "Owner").
- Please read the "Read Me First" and "Setup Freedom Scientific Portal" documents located on the Desktop of your computer. They will give additional information about the programs and features of your computer, as well as the instructions on how to manage your JAWS or ZoomText license.
- Our warranty document is located on the Desktop as well. Please read it, as operating your computer means you agree to its terms.
- If you have any problems or anything doesn't work, please contact us at 214-340-6328.

Please be aware that we do not train clients in the use of the provided software. That is the responsibility of the client. There are tutorials loaded to help learn how to operate the computer and use the software.