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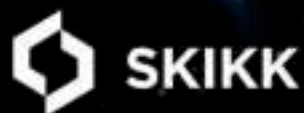
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SKIKK & Bitdefender

Protecting over 500 million systems
for more than 18 years.



Introductie

Beste Klant

Firstly let us thank you for purchasing your hardware from SKIKK. We hope you have had a good experience with our company and that your computer will satisfy your needs for years to come.

Included with your hardware will be your cables and accessories. All necessary drivers are supplied with your computer and will already be installed for you if you have ordered an operating system with your computer. If not you can easily download them from our driver zone on [s e e s](#).

Please keep your original packaging. The packaging can be easily flat-packed and stored in case it is needed in the future. If you ever need to return your hardware to us this will reduce the chance of your hardware getting damaged in transit and save the hassle of having to obtain packaging yourself.

If you think that your hardware has arrived damaged in transit, please let us know as soon as practically possible, and within 3 working days at the latest. All consignments are sent with insurance for peace of mind.

We have tried to make the whole process of buying new hardware as simple as possible from the moment you arrived at our website until the moment your hardware is set up, but if you do have any teething problems, questions, queries or recommendations, please do inform us.

We have included some basic guidelines to help set up your hardware, but if you need any further help please do not hesitate to contact us on [s e e s](#) or login to your account at [s e e s](#) where you can send us a support message.

You may have read our testimonials on our website and this may be the reason why you chose to buy from our Company. If you are happy with your hardware the best way to thank us would be to write a brief testimonial on our TrustPilot page [t t s n l t s t l t e a l a t e s e](#)

Should a problem develop with your computer inside or outside the warranty period, please do not hesitate to contact us as we'll be happy to provide service or advice. You can contact us by email, chat or phone our service centre. Sometimes the service centre can become very busy so please be patient if you call us. Your call will be held in a queue so please do not hang up and redial as you will start at the back of the queue again.

Have fun and don't forget to show your friends - you know they will be jealous!

Reuze bedankt

Het ea van KKK



Contact opnemen

You may have already logged into your customer account section on our website, but if not, we recommend you give it a try! Using your account you can:

- View your account details
- Create, view and pay for your orders
- View the progress of your order and expected shipping date
- View delivery and payment information
- Request and follow Repairs
- View returns and fault reports
- Request returns online
- Find advice on how to return an item to us

Should you have a query and you would like to give us a ring, please have your order number to hand. This will allow us to offer you specific guidance for your hardware.

ns telefoon nummer

ns el ent rum el s e

If you prefer to email us the usual way, we will also support you. Send an email to:

s t s e

Please include your order number in the subject line of the email for our reference.



Before you unpack your computer, take a minute to select the best location for your PC. Moving your system to another spot later is not fun and risks damaging your components. The ideal spot would be:

1. Within easy reach of an outlet or extension cord, as a power source for your system.
2. Where there is space for all the cables that connect the computer tower and peripherals.
3. Where there is adequate clearance around the computer tower to allow for good airflow to help prevent overheating.
4. Where you'll be comfortable and healthy in the spot. For example, choose a spot where you can place your monitor away from light sources that produce glare or one that has window blinds to control light levels. Also, choose a spot where you can position your monitor about an arm's length away from you when you are seated comfortably in front of it.

We strongly recommend you store your computer in a location where it has sufficient airflow, especially to the rear. As you use your computer, it generates heat, which is dissipated from the heatsink and then extracted from the computer.

If there is insufficient room for air to be extracted from the computer, your computer may heat up. If the computer gets very hot, this can cause the computer to crash or become unstable. It is especially important to allow for a good airflow in the summer months.

If you have purchased a laptop, we recommend using this on a hard, flat surface away from fibres. When using your laptop in a single location, you can remove the battery and only use the power cable to reduce battery wear.

After you take everything out of the box, go through your order invoice and double-check that you have all items ordered. That way, if something is missing, you can call us right away. It is always a good idea to

When you have unpacked the system, please check if there is a leaflet on the side of the case containing packaging information. Please make sure you follow the instructions on this leaflet before turning on your computer. Sometimes, your PC will be supplied with internal packing foam inside of the case. Please ensure to remove this prior to powering on the machine. This packaging material should also be kept in case the computer needs to be re-packaged for transit.

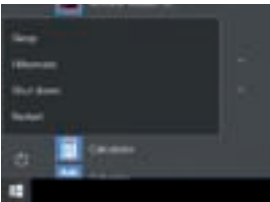
Next, unpack all the individual items (power adapter etc) There may be a bag or box with additional items supplied with your components that have not been used in the build. Don't worry if you have additional screws and mounting brackets, these have been supplied in case that you need these for future upgrades.

Arrange the components in the desk area you plan to use. Following each peripheral items individual instructions, connect the cables. Make sure to connect your peripherals and monitors into the correct slots. Please note that we may put plastic covers over the sockets that will not display. For further advice on connecting your monitor please read the rest of this booklet.

Now you're ready to plug in your system and connect it to the Internet. Make sure that you plug your computer into a power strip with a surge protector, which helps prevent damage from voltage spikes during electrical storms or after power interruptions. It is always the safest option to unplug household electrical/ electronic devices during severe storms or when you leave your home for long periods of time.



When you're confident that all cables have been connected correctly you can turn on your new computer. Push the power button on the front (sometimes on the top or side) of the PC to turn your system on.



Do not use the power button to turn off your PC or unplug the whole system to shut it down. Instead, to protect your system and data, always turn your PC off properly. If you are using Windows 10, to turn off your computer properly click the Start Button, which is usually in the lower left corner of your screen Look for the Shut down options. If you click on the Power icon, you will see a list of options, which usually include Sleep, Shut down, and Restart.

When you ordered a computer with an operating system and turn your PC on for the first time, everything is already setup for you.

You might also see a screen that prompts you for information required to connect to the Internet. You can connect to the Internet through either a wired or a wireless connection, if you have an integrated wireless module. At this point, we recommend following the instructions provided by your Internet Service Provider to establish your Internet connection.

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1. Find and open the classic Control Panel. One way to do this is to press Windows + R and then type Control then hit Enter.
2. Open the User Accounts control panel, then click Manage another account.
3. Click the account you want to edit.
4. Click Change the account name.
5. Enter the correct username for the account then click Change Name.

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- To adjust power and sleep settings in Windows 10, go to Start , and select Settings > System > Power & sleep.
- Under Screen, select how long you want your device to wait before turning the screen off when you're not using your device.
- Under Sleep, select how long you want your device to wait before going to sleep when you're not using it.

For more power saving options, select

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to change how your device uses power.



Disk Management in Windows helps you perform advanced storage tasks like initializing a new drive and extending or shrinking volumes. Here's some info on things you can do using Disk Management:



If you add a brand new disk to your PC and it doesn't show up in File Explorer, you might need to add a drive letter, or initialize it before using it. You can only initialize a drive that's not yet formatted. Initializing a disk erases everything on it and prepares it for use by Windows, after which you can format it and then store files on it.



If you add a brand new disk to your PC and it doesn't show up in File Explorer, you might need to add a drive letter, or initialize it before using

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To do so, in the search box on the taskbar, type Disk Management, select and hold (or right-click) Disk Management, then select Run as administrator > Yes. If you can't open it as an administrator, type Computer Management instead, and then go to Storage > Disk Management.

2. In Disk Management, right-click the disk you want to initialize, and then click Initialize Disk. If the disk is listed as Offline, first right-click it and select Online.
Note that some USB drives don't have the option to be initialized, they just get formatted and a drive letter.
 3. In the Initialize Disk dialog box, check to make sure that the correct disk is selected and then click OK to accept the default partition style. If you need to change the partition style (GPT or MBR) see About partition styles - GPT and MBR.
The disk status briefly changes to Initializing and then to the Online status. If initializing fails for some reason, see A disk's status is Not Initialized or the disk is missing entirely.
 4. Select and hold (or right-click) the unallocated space on the drive and then select New Simple Volume.
 5. Select Next, specify the size of the volume (you'll likely want to stick with the default, which uses the whole drive), and then select Next.
 6. Specify the drive letter you want to assign to the volume and then select Next.
 7. Specify the file system you want to use (usually NTFS), select Next, and then Finish.
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Windows should be automatically activated if a copy of Microsoft Windows was included in your order, as the product key is supplied digitally. This means that once you add your Microsoft account details, this will assign your Windows Product key to your Microsoft Account. If you need to reinstall Windows at any point, Windows will be automatically activated for you. If you have any issues in activating your Operating System, please let us know.

If you have included an Office Package in your order, you receive the product key and installation instructions by e-mail. Once you install and open a program within this package (eg. Word, Excel etc.), a pop-up will ask you to enter your Microsoft Account details. Once these details are added, this will assign the product to your Microsoft Account and install the correct version.

If you need to re-install your Office Suite, you will find your subscription for your Microsoft package after logging into your account through the link below. On viewing your account, click on the 'Services and Subscriptions' section and you will be provided with a download link for your package.

<https://www.microsoft.com/>

If you have chosen for a Windows Trial version, we install everything in the same way but without an activation code. Please remember that you have 30 days to activate your copy of Windows once you receive your PC. After 30 days, the trial of Windows 10 supplied with your PC will expire.

We understand that you may want a different Operating System on your computer. You are more than welcome to install a version that would better suit your needs. But please mind we can't give technical support on all operating systems, other than those we offer as an option.



Small and inexpensive changes to your system now or in the future can make using your computer faster and more enjoyable. At SKIKK, we are more than happy for you to upgrade your computer when you decide the time is right. To purchase upgrades for your computer contact our help center.

You can get detailed information on the hardware installed inside your PC through your invoice and My SKIKK account. This will itemise the components that have been used in building your computer.

Onderdelen

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De volgende pagina's geven een basis beeld van een aantal belangrijke onderdelen in jouw computer. Deze informatie is algemeen en niet specifiek voor jouw computer.



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CPU is an acronym that stands for central processing unit. The central processing unit is responsible for performing all of the mathematical calculations that are required for a computer to function properly. Because a computer cannot function without the CPU, it is often referred to the CPU as the “brains” of a computer.

TIP In order to check the model of processor in your computer simply click the 'Start' icon, type 'CPU' into the search box and press the 'enter' key.



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RAM, short for Random Access Memory is the short storage area for your PC. Often just called memory, RAM is just an electromagnetic storage that loses all its data once the power has been removed. Your operating system and other programs and games use RAM in order to store data that is required at speed. RAM will make your system perform faster simply because the CPU is not idle waiting for data to be retrieved from slower components such as the hard drive.

TIP Memory can be easily upgraded yourself. If you want to add more memory to your computer, please visit [e](#)

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The motherboard is the main circuit board inside your computer. Every component at some point communicates through the motherboard, either by directly plugging into it or by communicating through one of the motherboards ports. The motherboard is one big communication highway. Its purpose inside your PC is to provide a platform for all the other components and peripherals to talk to each other.

TIP All motherboards have BIOS (Basic Input/Output System). The BIOS allows the motherboard to start functioning before an operating system is installed. Many PC manufacturers release BIOS updates to solve problems with the original BIOS or to add new functionality. Flashing your BIOS incorrectly can result in permanent damage to your motherboard and may void your warranty if conducted incorrectly. If in doubt, call us for advice.



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Storage drives can come in many varieties of which there are three main types; Solid-State Drives (SSDs), Solid-State-Hybrid Drives (SSHDs) and Hard Disk Drives (HDDs). These storage drives store all of your information including your operating system, programs and files. If the drive is damaged for some reason, you may lose everything on your computer.

The different types of drive use different methods for storing and communicating their data. They also come in a variety of shapes and sizes and connect to the motherboard through different ports (eg. SATA, M.2). All of these operate in essentially the same way within your operating system.

TIP There are further technologies that allow storage devices to automatically create redundancies or speed up performance such as RAID and Intel® Optane Technology™.

The graphics components are the part of your computer that control and enhance how graphics (pictures, videos, programs, animation, and 3D) are displayed on your computer screen. Sometimes this is a separate card that plugs into a slot on the motherboard. Sometimes the graphics components are built directly into the motherboard.

TIP To ensure you get the best performance out of your graphics card it is a good idea to regularly check for the latest drivers. New graphics drivers can be easily found online by searching for your graphics card model.



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When connecting your monitor to your computer there are sometimes several possible ways to connect:

- DVI
- HDMI
- VGA
- DisplayPort
- Mini DisplayPort
- USB-C
- Thunderbolt

You should only connect one display cable from your computer to each of your monitors. If multiple cables are connected to one monitor, this can cause display issues. We recommend connecting by DisplayPort as your first choice, followed by HDMI. If your monitor uses the older VGA type of connection, convertor cables such as DVI to VGA are not recommended. The conversion from an analogue to a digital signal can cause issues.

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Speakers connect to a laptop through an external sound card or integrated audio output jack. Windows includes a speaker icon in the system tray for quick access to your audio settings.

If your speakers connect to your laptop's headphone jack, simply plugging them in diverts sound to them from the built-in speakers. However, many laptop speakers connect via USB, and you must set them as your default playback device in the Sound settings menu.

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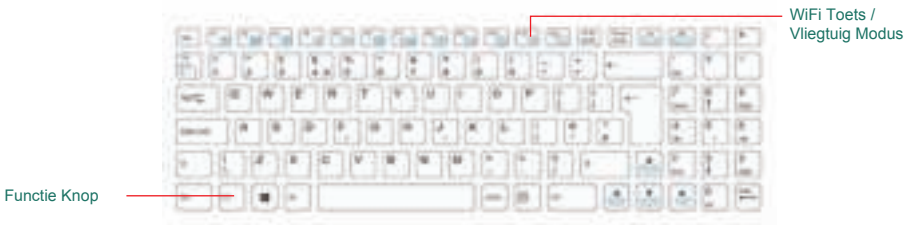
Most customers connect to the internet through a wired Ethernet connection. If you are unsure of what an Ethernet cable looks like, please refer to the picture on the right. Your Ethernet port can also be used to connect your computer to a Local Area Network (LAN). The simplest way to setup a network is by connecting your computer to a router, which is also linked to other computers. To connect to a router, please follow the instructions outlined by your Internet Service Provider.



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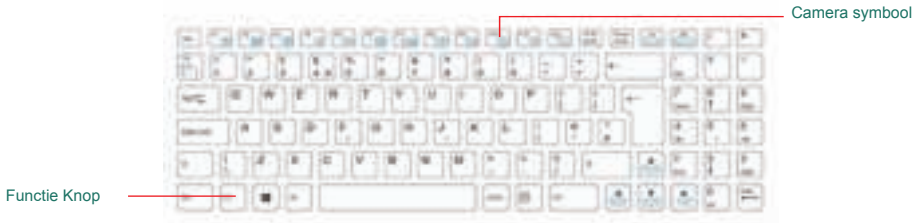
If you have ordered a laptop, please note that normally the wireless network card can be turned on/off either by pressing Fn + F11 or by pressing the wireless hotkey.



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Om je privacy nog beter te beschermen hebben wij bij de meeste laptops staat standaard de webcam uitgeschakeld, wel zo veilig! De webcam is met een simpele toetsencombinatie te activeren, bijvoorbeeld de FN toets en de F10 toets tegelijk intypen.

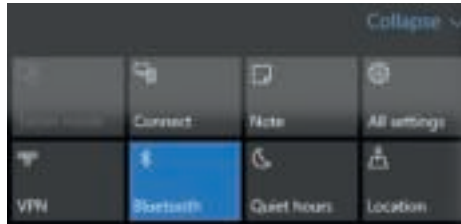
De juiste combinatie voor het model dat je besteld hebt vind je in de handleiding. Je kunt ook zoeken naar het Camera symbool op de F-toetsen (vaak in blauw aangebracht) en deze tegelijk met de FN toets indrukken.



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Some motherboards and wireless modules come with integrated Bluetooth modules, allowing your computer to connect to any compatible Bluetooth devices in order to transfer data. The option to turn on and off the Bluetooth module can be found in the 'Action Centre' in the toolbar in the bottom right of the screen.



If you have a laptop, you may need to turn off the Airplane Key, as shown above or Enable this option in the Control Center or Command Center.

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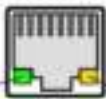



















A memory card reader is a device that allows you to connect flash memory and other such memory from devices such as your digital camera to a computer for fast access and modification. If you have a digital camera, you may wish to use a memory card reader to transfer your photos quickly and without having to use a program to do so.

Your memory card reader can read several memory formats. Memory card readers can also be integrated in your case or laptop.

In order to insert memory sticks into your memory card reader, you need to take into consideration that you may have to insert them upside down or to the left or right-hand side of the card reader. Most dedicated memory card readers have only 4 slots, which are adapted in such a way that they can read several different types of memory by using different orientations.

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Ethernet / RJ45 <small>(10Mbps, 100Mbps and 1Gbps)</small>  Link Light Activity Light Used to connect to Internet and intranet networks at high speed.	Modem / RJ14 <small>56Kbps</small>  Must be connect to Internet via phone line, very slow.	VGA Port For External Monitor 	S-Video For Video In/out 	HDMI For High End TVs 
Digital Video Interface				
DVI Mini-DVI Micro-DVI   				
Audio Mini-jacks Sockets				
     Microphone Stereo Line-In Stereo Line-Out Right-to-Left Center / Subwoofer				
S/PDIF Digital Audio 				
IEC Power Connectors				
Clover-leaf Figure of 8 Kettle Lead    C6 C8 C14    C5 C7 C13				



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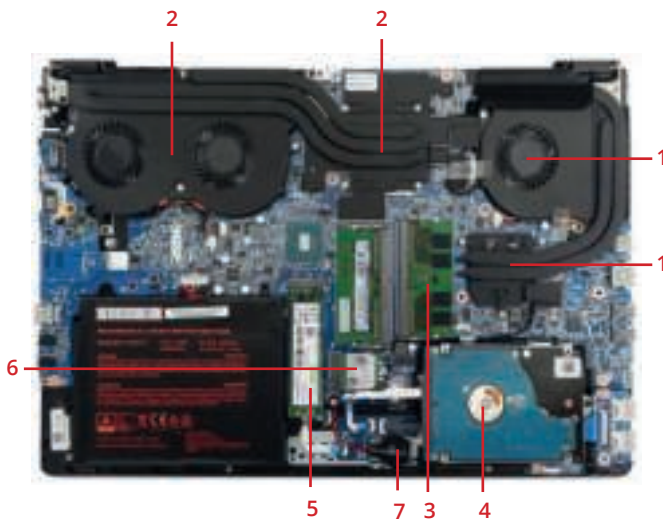
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Inside of a laptop, there are exactly the same components as required in a desktop computer. In order for these to accommodate inside of the smaller laptop shell, these are laid out in a completely different way. In some instances, the core components (eg. CPU, GPU, RAM etc.) are soldered onto the motherboard and therefore cannot be removed.

The other components that can be housed inside of each model is also very variable. Some have space for additional hard drives whilst others are more portable and lightweight. If you are looking to upgrade your laptop, please visit the product page to see if additional components can be added or contact our support team for assistance if you are unsure.

Below is an example of the layout inside of a laptop chassis, showing the main components, the internals can vary per model. You can find your internal options on the specifications tab on the product page. If you are unsure of a components location, please ask for advice:



1. Heatsink and fan for your CPU.
2. Heatsink and fan for your GPU.
3. RAM, there are two sticks of RAM in this system.
4. 2.5" Drive, can be either a Solid State or Hard Disk Drive.
5. A M.2 drive, a variant of an SSD.
6. Wireless LAN module.
7. CMOS Battery, for maintaining the Real-Time-Clock.

Please note that there may be additional components housed on the other side of the motherboard, underneath the keyboard. And that not every laptop model is the same. If you are unsure please contact our support team for assistance.

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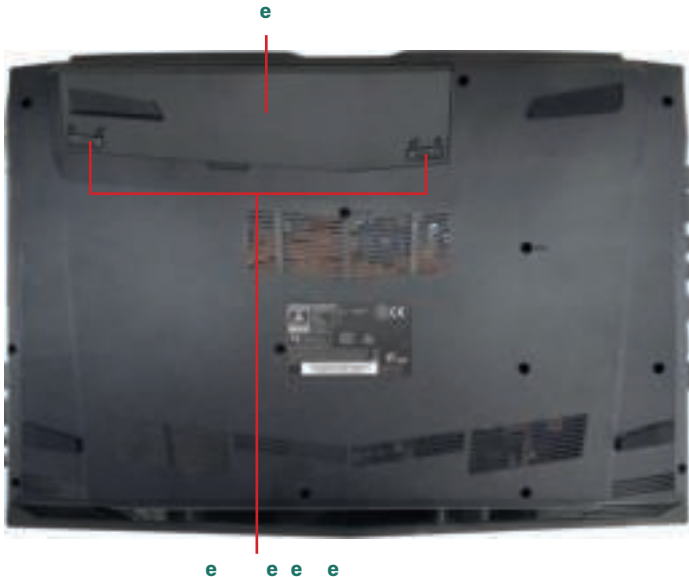
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It is important to note that the battery for your laptop is covered under a 6-month warranty period regardless of the warranty option ordered. When you first receive your laptop, we recommend a full charge overnight before first use.

Batteries are integrated into the chassis in different ways, depending on the model that you have selected but they fall into two main types, internal and external. To remove your battery, turn the laptop upside down on a flat, smooth surface and either:

1. Push the clip next to the battery over to the unlocked position (you should be able to see a picture of an open padlock next to the clip to demonstrate this). Some laptops have two clips, and both clips will need to be set to the unlocked position in order for the battery to be removed from the chassis.

To replace the battery, slide the battery back into place. You may hear the battery click back in, but you may also need to slide one of the clips back over to the locked position (if your chassis has two battery clips).



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2. To access an internally fitted battery, the back panel on the laptop will need to be removed. The method for doing this varies from model-to-model. If you are unsure on how to remove the back panel, please contact our support team.

Beneath the panel, you will find the battery connected directly to the motherboard. Removing this cable will disconnect the battery.



Your laptop uses a display based on LCD (Liquid Crystal Display) technology. There are variations in the type of panel based on a variety of factors. The screen in your laptop uses a high quality panel, which can support several resolutions. For best performance, we recommend you set your laptop to the highest supported resolution.

For information in regards to our dead pixel policy, please visit our website or contact our support team:

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Your laptop is very delicate and based on experience; please take the following precautions:

1. Always check inside your laptop before closing the screen - leaving a pen there could result in damage should you close the screen without noticing.
2. Never place heavy items on top of your laptop; even if it is in the closed position, as the pressure could damage your screen and/or your keyboard.
3. If you spill any liquid on your laptop, disconnect the battery immediately and turn the laptop upside down to allow the liquid to drain away. Do not attempt to turn on the laptop for at least 24 hours or until you are confident that the laptop is completely dry. DO NOT use a hair dryer on a heated setting as the heat could cause further damage to the laptop.
4. When closing your screen, use two hands and gently lower the screen down from each corner; using one hand in one corner could warp the screen causing damage.
5. If you allow young children to use the laptop, we recommend parental supervision at all times.
6. When placing the laptop on the floor, for example next to your bed, we recommend you stand the laptop on its side against a wall, as this will reduce the risk of the laptop being stepped on.

Please remember that normal wear and tear and damage caused by misuse is not covered under the terms of your warranty.



Some of our [laptop models](#) have keyboard hotkeys available. Some commonly used shortcuts are listed below. If these keyboard shortcuts are not working, you may need to install the Control Center or Gaming Center (read the software and drivers chapter for more information).

FN + 1	Fan Control Toggle (Auto/Full Speed)	FN + ESC	Launch Control Centre
FN + ~	Play/Pause Video	FN + F7	Display Toggle
FN + F1 / F2	Touchpad Toggle (On/Off)	FN + F8/F9	Brightness (Decrease/Increase)
FN + F3	Mute Toggle (On/Off)	FN + F10	Webcam Toggle (On/Off)
FN + F4	Keyboard Backlight Toggle (Off/Low/High)	FN + 11	Airplane Mode Toggle (On/Off)
FN + F5/F6	Volume (Decrease/Increase)	FN + 12	Sleep Toggle (Sleep/Wake)

The operating system is designed to run other programs on a computer. A computer's operating system is its most important program. It is considered the backbone of a computer, managing both software and hardware resources. Operating systems are responsible for everything from the control and allocation of memory to recognising input from external devices and transmitting output to computer displays. They also manage files on computer hard drives and control peripherals, like printers and scanners.



Your operating system is a very complex software program, and there are many reasons why it may become unstable or fail. You may also be struggling to find your way around and do the things you want to do. The best place to start to find these answers is Microsoft Help and support available at

Contrary to popular belief, when you order your Microsoft Windows operating system this does not include Office applications such as Microsoft Word or Excel. This Software known as Microsoft Office has to be purchased separately. If you did not select an Office package with your order, then you will be able to use the full version of Microsoft Office® 365 for 30 days as a free trial.



Microsoft Office® 365 is a subscription based office software package that comes with several benefits, such as:

- The ability to install Microsoft Office® on up to 5 PCs and on select mobile devices.
- You can have a personalised experience - all your applications, settings and documents are accessible when you need them.
- 60 minutes of Skype calls each month.
- File storage and sharing with 1 TB of OneDrive storage per user, for up to 5 users
- Easy annual subscription - includes ongoing access to upgrades, multiple device installs, and access to multiple languages.

For information on the different versions of Office® 2016 and Office® 365 please see page 27. Remember if you need to reinstall your office suite at any time, you can find your Office Package online through your Microsoft account. For in-depth support, tutorial, templates and downloads visit

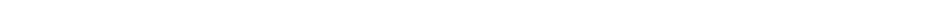


If you have ordered Microsoft Office® 365, you will be required to renew your subscription annually. We will send you an email when your subscription is close to expiring with a link to where you can easily renew this online.

There are many ways to configure your operating system however; we have included a few tips to ensure stable and fast performance:

- Use only one antivirus/antimalware suite. It is not advised to have multiple security suites running simultaneously. This will not only slow your system down but these programs can conflict against each other.
- Some driver updaters can install the incorrect drivers to a system, stopping the device from working correctly. The latest drivers should always be downloaded and sourced directly from the manufacturer to ensure compatibility. Drivers for our laptops are available on our website. Please use the link below to download these.
- Manufacturers sometimes include bundled software, which attempts to communicate directly with the hardware (eg. Software BIOS Updaters, Software Overclocking). These features are not recommended as they can cause hardware damage when used incorrectly.
- If you have ordered a laptop, there is sometimes a piece of software called the Control Center or Command Center. This software can have multiple functionalities including using hotkeys and performing fan control. Without this software you may experience more noise, keyboard lights not working and other performance issues.

We recommend that this software is installed on your laptop if you reinstall your operating system. The drivers and other software are available on our website:



If you have purchased your new computer without an operating system, you need to install an operating system. If you have a trial version installed and you are looking to activate a copy of Windows 10 that you have purchased elsewhere, just add in your Windows 10 product key into this trial version and Windows 10 will be fully activated. The instructions below can also be used if you ever have to re-install Windows 10 onto your computer.

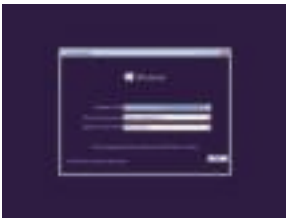
We recommend that you use a Windows 10 bootable USB stick to perform a Windows reinstall. Through a USB, this can be performed in UEFI mode and is much quicker than a disc installation. To create a bootable USB, you will need a blank stick of at least 8 GB in size and you can download a copy through the following link:

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1. With the Windows 10 USB inserted, power on the system and start tapping the F7 key if you are using a laptop, or the F8 key on a desktop. This will bring up the boot menu. Select the UEFI version of the USB stick.



2. After the Windows 10 Install files are loaded into memory, you'll see the Windows 10 splash screen, indicating that the setup process is about to begin. You don't need to do anything at this point.

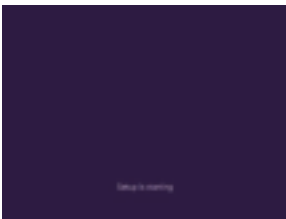


3. Choose the preferences for Language, Time, Currency & Keyboard or Input method that you'd like to use in your new Windows 10 installation.
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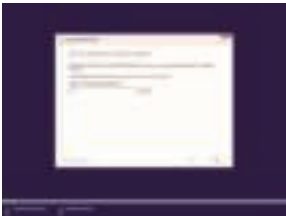


4. Click on the Install now button in the centre of the screen, under the Windows 10 logo. This will officially begin the Windows 10 clean install process.

Important: If you're performing a clean install of Windows 10 as a solution to a major problem but have not yet tried a Start-up Repair, do that first. It could save you the trouble of completing this clean install process.

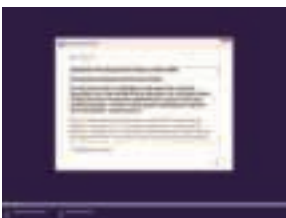


5. The Windows 10 setup process is now beginning. No need to press any keys.

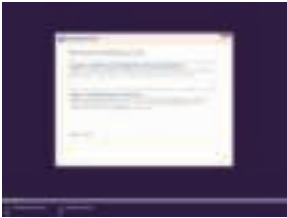


6. Enter the Windows 10 Product Key here if you have not ordered Windows through ourselves.

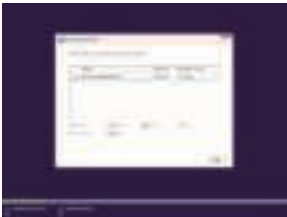
Please note this will not show if your PC has been injected with a digital product key.



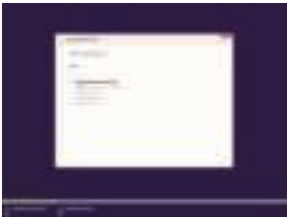
7. The next screen that appears is a textbox containing the Windows 10 Software License. Read through the agreement, check the 'I accept the license terms' checkbox under the agreement text and then click 'Next' to confirm that you agree with the terms.
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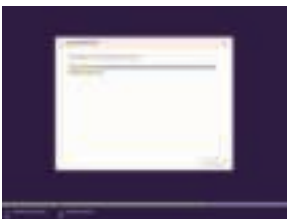
8. In the 'Which type of installation do you want?' window that appears next, you're offered the choice of Upgrade and Custom (advanced) Click on the Custom (advanced) button.



9. In this screen, you'll see each HDD & partition that Windows 10 recognizes. You can now delete any operating system related partitions from your existing hard drive(s). Highlight the partition you want to delete and then click the Delete link. If you are unsure of which partitions to delete, please get in touch Once you have deleted all the old partitions you will most likely be left with a single unallocated drive (unless you have more than one HDD). Select the unallocated space to install Windows 10 on and click 'Next.



10. Windows 10 Setup will now install a clean copy of Windows 10 to the location you chose in the previous step. You don't need to do anything here but wait. This is the most time consuming of any of the steps. Depending on the speed of your computer, this process could take anywhere from 5 to 30 minutes. The installation may restart during this process. This is quite normal.



11. At the end of the Windows 10 installation, it will automatically restart your PC/laptop. There is no need to press any buttons at this stage. The Windows 10 setup process is now beginning. No need to press any keys.
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12. At this screen, we strongly advise you 'Customise Settings' and change the standard Windows privacy settings to your liking. Otherwise, you can choose the 'Express Settings', which will automatically configure Windows 10 update and security settings for you.

13. A few further screens will require you to setup a User Account. If you do not wish to create a Microsoft account, simply click 'Sign in without a Microsoft account'. Windows 10 is now installed.



14. Once Windows has been installed, the next step is to install the drivers for your hardware.

Before installing your programs, it is recommended that you run the Windows Update program several times, restarting when requested. These should automatically install through Windows Update (StartButton > Settings > Update and Security > Check for Updates). If some are missing, these should be sourced directly from the hardware manufacture's website.

Once your system is ready, the following message will appear when your click 'Check for updates



All of your drivers are now installed and the copy of Windows is fully up-to-date.

Occasionally you might find that Windows fails to start correctly. This can be for any number of reasons, but is generally caused because some of the Windows files have been corrupted. Before you resign yourself to having to conduct a full re-install of the operating system, you can conduct a repair that may solve the issues affecting your Windows 10 installation.

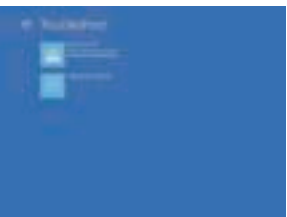
1. Follow steps 1-4 in 'Installing Windows 10'



2. Click on the Repair your computer link on the bottom left of the Install Windows window.



3. Click the 'Troubleshoot' button.



4. After clicking troubleshoot there is a reset this PC option. By doing this you will not need the installation media. There are 2 options, one to keep your personal files, and one to completely remove everything.

Alternatively, to attempt a repair, click the 'Advanced options' button and continue to step 5.



5. Click the 'Automatic Repair' button.



6. Here you can choose which Windows 10 installation you wish to repair. In most cases, there will only be one installation and if that's the case, click the 'Windows 10' button.

If you have installed more than one copy of Windows 10, simply select the operating system requiring repairs.



7. Windows 10 will now attempt to diagnose and repair itself. After this Automatic Repair process has completed, your PC/laptop will automatically restart. If the repair was successful, it will load into Windows 10 as normal.

If it becomes apparent that Start-up Repair is not going to solve your Windows 10 problem, you may have to conduct a clean install of Windows 10.

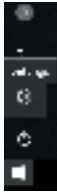
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If you are experiencing problems within Windows, you can try to perform a reset of the operating system.



1. Go to the Start Button in the bottom-left of the screen and click on the Cog icon to take you to the Settings screen.



2. Select the 'Update and Security' button.



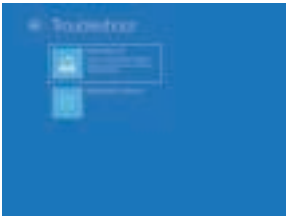
3. Go to the Recovery menu on the left hand side and select the option to 'Get Started' with a Reset.



4. You will be given two options, to 'Keep my files' or 'Remove everything'. Even if you are selecting the option to keep your files, we heavily recommend backing up your files to an external device prior to performing this step.
5. Allow Windows to attempt to perform this Reset. Please note that this process can take a while. Do not power off your system during a reset as this can cause further damage to your operating system.

If you think that one program or driver causes a boot issue, you can boot into Safe Mode to stop this loading with Windows.

1. Follow steps 1-3 in 'Start-up Repair/Automatic Repair'



2. In the troubleshoot menu, select the option for Advanced Options.



3. You will have six options. Select 'Startup Settings'.

4. This screen will list the various options for your next boot. To choose an option, click the 'Restart' button at the bottom.



5. Press the number key or the function key associated with the boot option you are looking for. For Safe Mode, select number 4.
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Bij all onze laptops, kun je op dezelfde eenvoudige manier de opstartinstellingen raadplegen. Je kunt de instellingen benaderen door;

1. De computer volledig af te sluiten.
2. Druk op de aan/uit-knop om de computer op te starten.
3. Direct terwijl de computer opstart op toets F7 drukken (niet ingedrukt houden maar herhaaldelijk drukken).
4. Wanneer een blauwscherm verschijnt bevind jij je in de opstart instellingen..

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Bij alle SKIKK laptops, kun je op dezelfde eenvoudige manier BIOS- of UEFI-instellingen raadplegen. Je kunt de instellingen benaderen door;

1. De computer volledig af te sluiten.
2. Druk op de aan/uit-knop om de computer op te starten.
3. Direct terwijl de computer opstart op toets F2 drukken (niet ingedrukt houden maar herhaaldelijk drukken).
4. Wanneer een blauwscherm verschijnt bevind jij je in de BIOS- of UEFI-instellingen.

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Ja, het openmaken, vervangen of monteren van eigen componenten is toegestaan bij SKIKK , echter zit hier wel een risico aan. Waarom? schade die aangebracht is door de gebruiker zoals bijvoorbeeld door het openmaken en/of doen van aanpassingen, valt niet onder de garantie voorwaarden wat natuurlijk heel vervelend is. Bijvoorbeeld als je een schroef vast draait en uitschiet over het moederbord.

Daarom geven wij u al een aantal tips mee waarop moet letten alvorens u de notebook open schroeft.

- Draag een antistatische pols band.
 - Demonteer de notebook met beleid, kappen zitten niet alleen vast met schroeven, maar ook geklikt en soms zelfs gehaakt achter aansluitingen (zoals usb of video poorten)
 - Vervang altijd de koelpasta zodra u de heatsink van de CPU/GPU verwijdert.
 - Draai schroeven hand vast aan, te strak & te los kan zorgen voor schade.
 - Bij twijfel niet verder gaan of überhaupt aan beginnen.
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In a perfect world, computers would never develop problems. In reality, we have all been to PC Hell at one time or another. It's that place you visit when your computer is driving you insane with problems, glitches, and so on. In the event that you have a suspected hardware fault with your computer, you can call one of our experienced IT support staff who will try their best to help.

Occasionally, and dependent on the fault diagnosis the support staff may ask you to check the inside of your PC. This would only ever be carried out with your agreement, and only if you feel comfortable doing so. Please also be assured that any damage that resulted from actions that our staff asked you to carry out would be covered under your PC warranty. This can often result in a quick and easy solution to the problem, and may prevent the computer having to be returned to us.

If your computer develops an issue, (such as the wireless card not working), we will be happy to ship you a replacement component, providing you are happy to install it yourself. We have listed a few common problems below:

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- No lights, no beeps, no fan noise. What is the first thing you do? Be sure the PC is correctly plugged in! Even if you're certain that it is connected, please double check.
- You can also change the power lead or check the fuse in the power lead you are using.
- Try holding the powerbutton for 30 seconds and try again to power up the computer.
- If this does not work, give us a ring and we will offer you further assistance.

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- Ensure that you have connected the monitor to the correct graphics port at the back of your PC. Some motherboards have integrated graphics, and if you have also ordered a graphics card then there will be 2 or more ports at the back of the PC.
- Try using another monitor if you have one available. If you get a picture then the first monitor may be faulty.
- Check to see if you get a single 'POST' beep from the computer within a few seconds of starting the computer. This single short beep is telling you that the PC self-test is OK. If you don't get a beep or get more than one then it is likely that there is a hardware problem. You may wish to call us at this stage for advice.

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- Ensure that you have the SKIKK Control Center or Command Center installed from our website. You can find this on

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- Note the message on the Bluescreen, especially the numbers. Check it in Microsoft's Help and Support Knowledge Base. Also, put the text of the error message in a search engine and check the Internet.
- To eliminate a software issue, boot the system into Safe Boot. If you can assess the Operating System, switch on the system and get to the Windows logon screen, where you input your password. Hold down the shift key and click on the Power button option in the bottom right. Keeping the Shift key held down, select the 'Restart' option. Keep the Shift key depressed until the system reboots.
- If the Bluescreens continue in Safe Mode, this issue could be caused by hardware problems. These can be more difficult to diagnose. You may feel confident trying to diagnose this further, but if not then please call us for advice.

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- This can be caused by problems with the boot drive, on which Windows is installed. You may be presented with a flashing cursor or a message 'disk boot failure, Insert System Disk and press Enter'.
- If this happens when you first receive the PC, then it is likely that a cable connecting the hard drive has become loose in transit. This problem is easily fixed and the loose cable can usually be seen just by taking off the right-hand case side. If you require any guidance, please give us a ring.
- If the problem happens after the PC has been working correctly then it may be that the hard disc has failed or the operating system has an issue, and you can call us for further diagnosis and replacement.

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- There is a good chance this problem is being caused by overheating which is one of the most common computer problems. In most cases overheating first produces symptoms like random shutdowns and lock ups when running under load. You may be in the middle of playing a game or running a program when your computer mysteriously shuts down for no apparent reason. More serious overheating can cause the system to power down shortly after booting. We always recommend a yearly checkup on laptops.
 - If the symptoms become more severe over time, this may be due to a build-up of dust. In this case, you should power down your computer and disconnect it from the power source, and open the case. With a can of compressed air (available in most good PC shops), blow the dust from your CPU fan and case fans. After the computers cooling fans are cleared of dust and debris then from the inside of the PC case blow the dust from the computer's power supply by blowing air through the inside vents through the power supply and out the fanned vent on the back of the case. It is also important to blow the dust out of the case that may have been dislodged during the cleaning.
 - You should also ensure your PC is situated in a dust free environment, and in a cool. In a warm room, the computer may not be able to cool itself. In summary, good housekeeping, including regular internal cleaning and checks to see if your fans are running, will ensure better performance and a longer life for your PC.
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4. “Start PXE over IPv4/IPv6” – This indicates that the system is attempting to boot over the Network, rather than the hard drive. It is often the case that occurs either when:

1. The boot priority list is not correct. The boot priority list is a list of boot devices that the system will attempt to boot from. If the boot priority list is not correct, the system will attempt to boot from the wrong device. To fix this, you can change the boot priority list in the BIOS. To do this, you need to enter the BIOS setup utility and navigate to the “Boot” menu. From there, you can change the boot priority list to match your system configuration.

2. The hard drive is not connected. If the hard drive is not connected, the system will attempt to boot from the network. To fix this, you need to check the hard drive connection. To do this, you need to power off the system, check the hard drive connection, and then power on the system.

3. The boot sector is corrupt. If the boot sector is corrupt, the system will attempt to boot from the network. To fix this, you need to repair the boot sector. To do this, you can use a bootable CD-ROM or USB drive to boot the system and then use a tool like EasyBCD to repair the boot sector.

4. “Start PXE over IPv4/IPv6” – This indicates that the system is attempting to boot over the Network, rather than the hard drive. It is often the case that occurs either when:

- The boot priority list is not correct.
- The hard drive is not connected.
- The boot sector is corrupt.

4. “Start PXE over IPv4/IPv6” – This indicates that the system is attempting to boot over the Network, rather than the hard drive. It is often the case that occurs either when:

- The normal boot option has slipped down the boot priority list
- The hard drive is not connected
- The boot sector is corrupt

First, boot into the BIOS and navigate to the “Advanced” > “Onboard Devices Configuration” or “BIOS” sub-menu and disable “Network Stack”. Then, save the changes and exit the BIOS.

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