



CherryTree Star Trek Borg Cube ITX MK II PC User Manual

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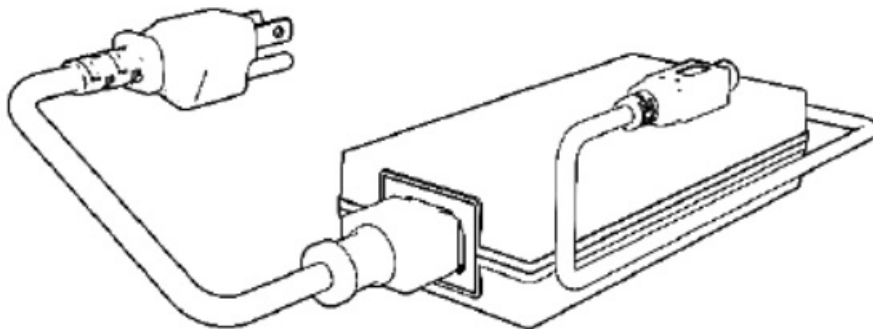
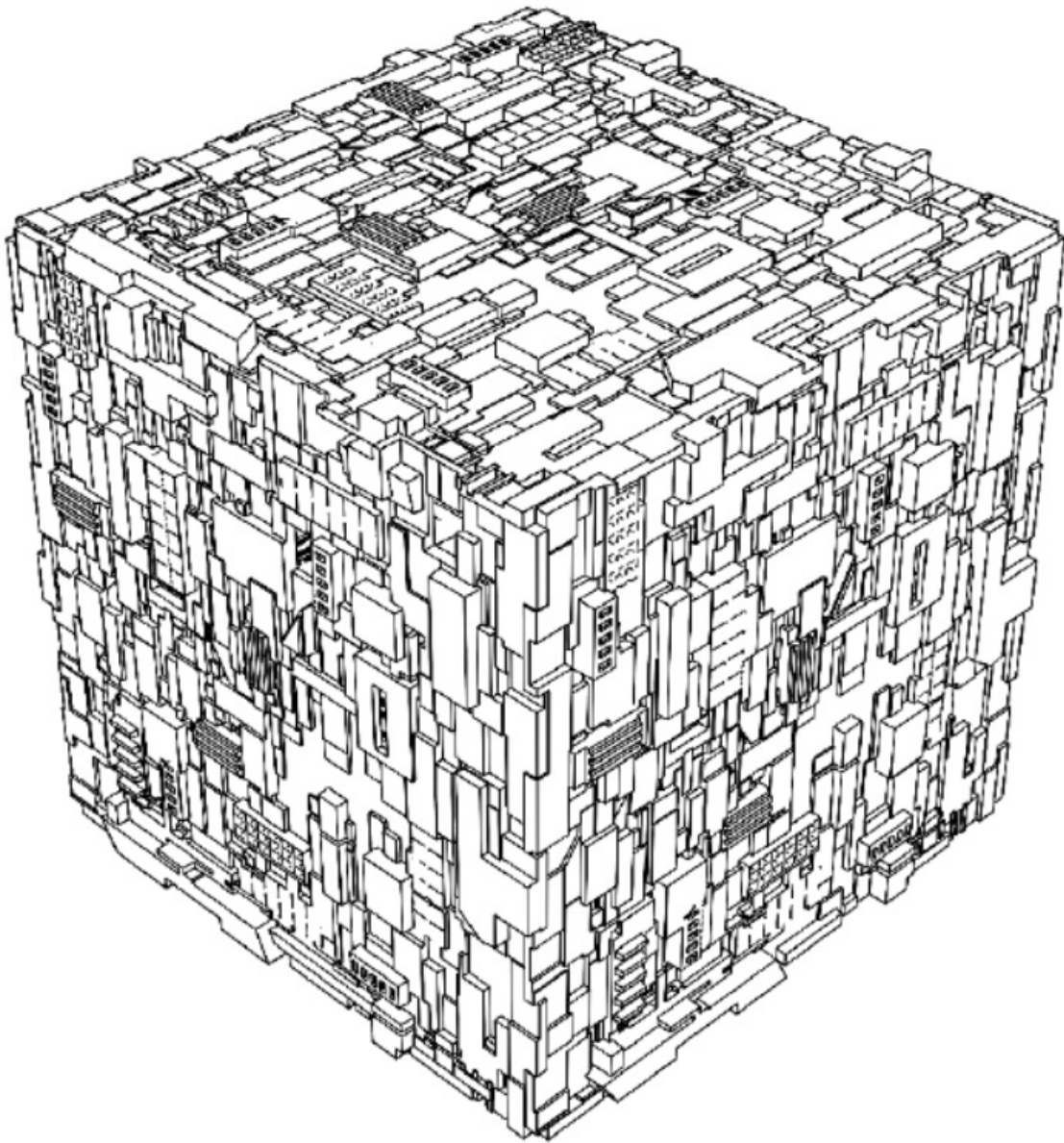


CherryTree Star Trek Borg Cube ITX MK II PC



Package Contents

- BorgITX MK II PC case & frame
- BorgITX MK II power supplies & power cables – 2x
- Mainboard Standoffs & Screws – 9x standoffs, 9x screws
- Power plug adapter – 1x adapter

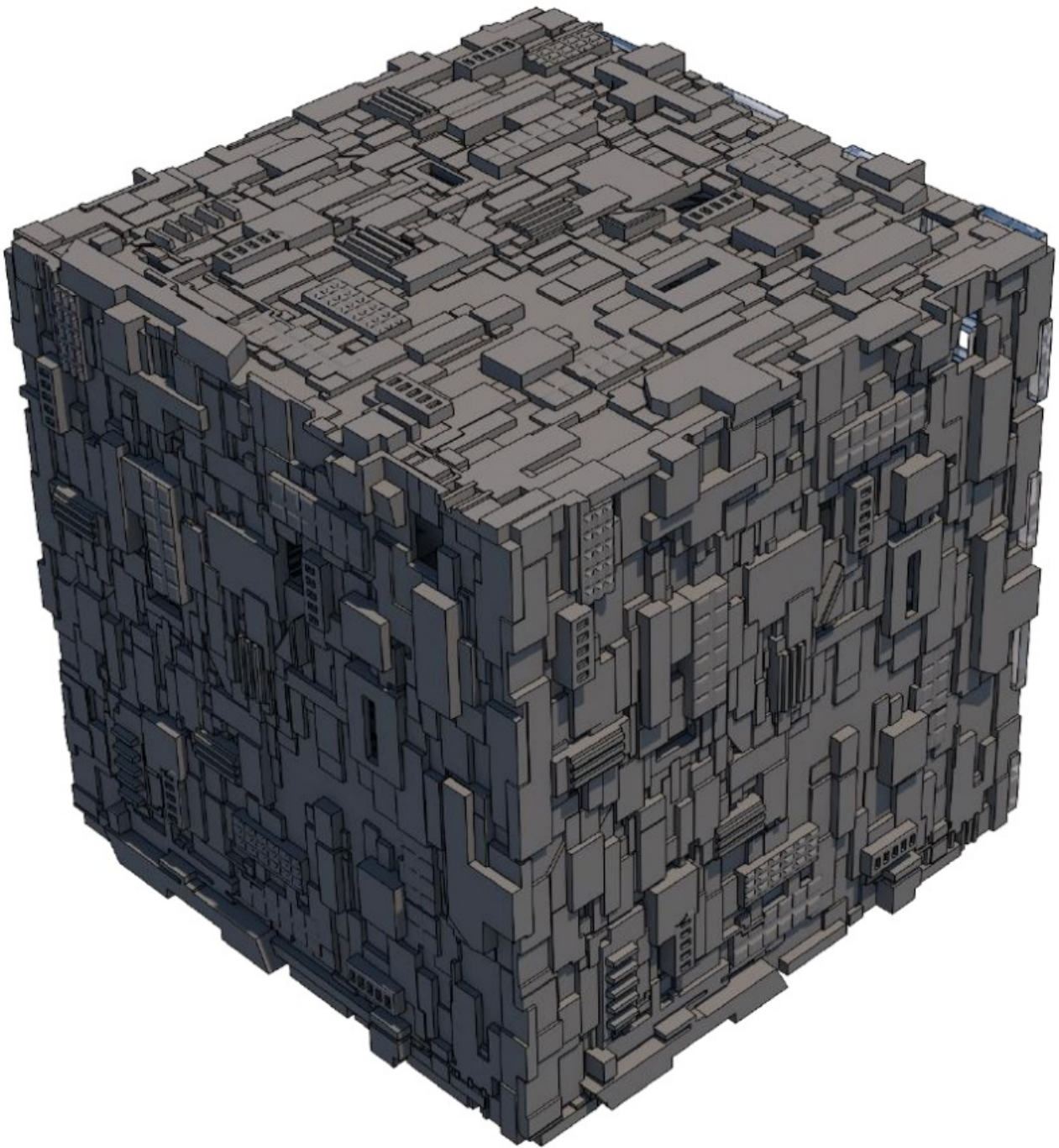


Items You May Need

Like many other computers, you may need other accessories to use or take full advantage of your system. Make sure you have the following

- Monitor or TV (with HDMI or Display Port Input)
- Keyboard and mouse
- HDMI Cable or Display Cable to connect to a Monitor/TV.

- Power Outlets (Sorry! No matter/anti-matter drives here)
- Network Ethernet cable or Wi-Fi for Internet



Quick Setup

- **Take out your new BorgITX MK II PC.**
- Remove the Borg cube from the packaging. If there was any damage in shipping, please contact us immediately.
- **Place the BorgITX MK II PC in a well-ventilated area.**
- Ensure the rear has enough space to blow out any heat it generates.
- **Locate the power ports at the back of the computer.**
- The power ports are on the rear bottom right of the cube.
- **Connect the power supplies to the PC.**

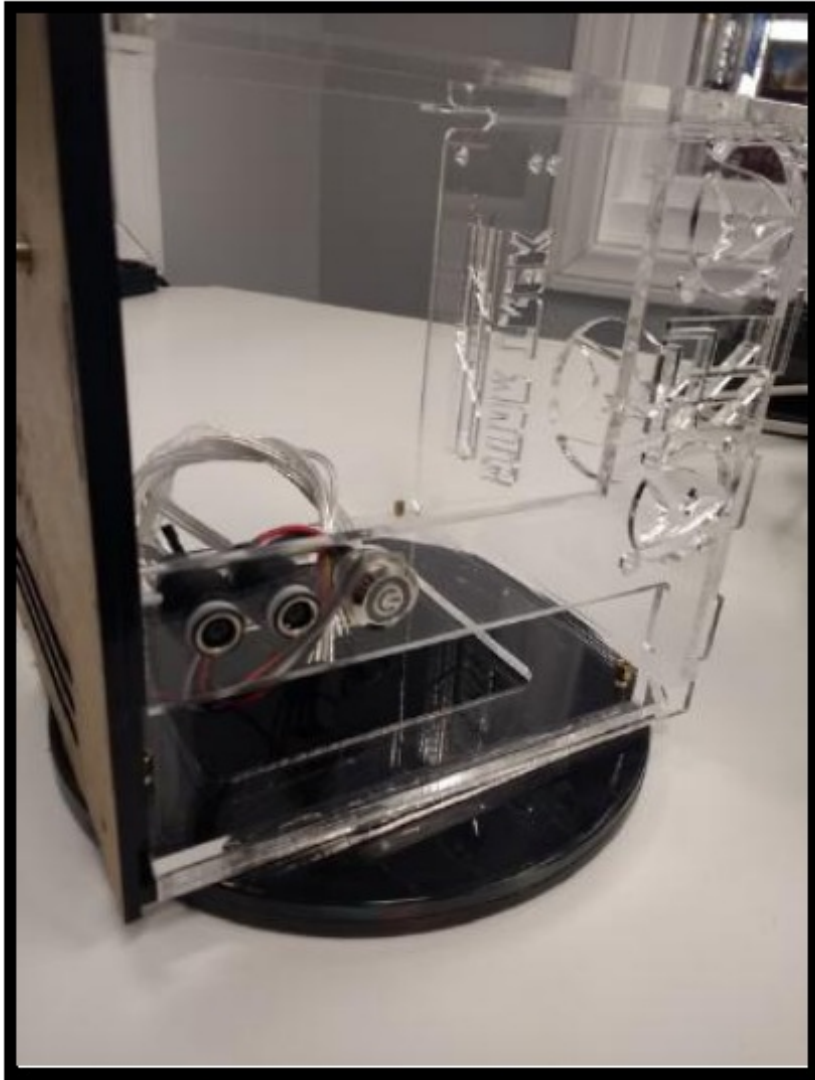
- Remove the power supplies from the boxes and attach the included power cables. One is for the mainboard, the other for the graphics card.
- Plug the power cables to the outlets.
- Plug the power supply into the Power Ports
- **Connect Accessories.**
- Attach monitor, keyboard, mouse, etc.
- **Press the power button to turn on the PC.**
- Press the Power Button in the back. Lights in the case will be lit, and fans will spin indicating the computer has turned on. The computer should boot into
- Windows. Follow the on-screen instructions to boot into Windows.

*** Due to rapid changes in technology and parts availability the back of your system may differ slightly.**

Assembling the Case

1. Open up your BorgITX: Carefully unscrew and remove the screws along the bottom sides of the case, lifting the Borg shell from the inner frame.
2. Motherboard installation: With both power plugs and the power button installed, place the BorgITX on its side and install the motherboard standoffs (provided).





3. Install the motherboard I/O shield: Take your motherboard's input/output panel for your motherboard and insert it into the rear of the case. Ensure that it is properly seated. The I/O shield is usually a thin piece of sheet metal with various holes in the plug in input and output devices (monitors, mice, keyboards, etc.) *
4. Populate the motherboard: Populate the motherboard with all of its components. This would include the CPU, CPU cooler, any M.2 drives, PCI-E expansion cards, RAM, etc. Plug in the ATX 8-pin power plug for the CPU.



5. Installation:

Place the motherboard inside of the BorgITX case. There are two (2) holes at the rear of the case to allow for a screwdriver to reach screws that are more difficult to access. Power Button wiring:

Red: PWR LED+

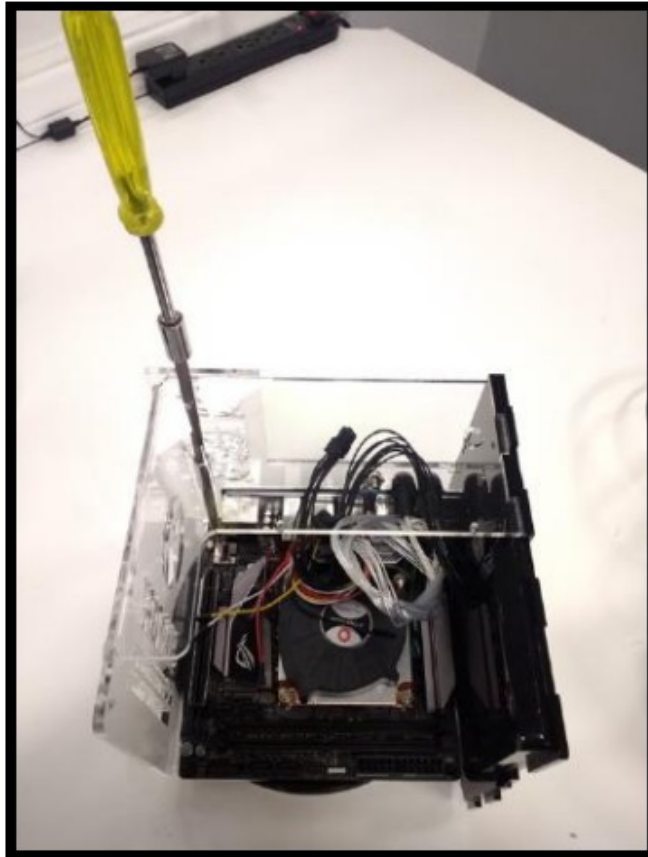
Black: PWR LED-

White: PWR SWITCH

Yellow: PWR SWITCH

6. **Install chassis fans**

Install chassis fans into the rear of the case.





7. Install PCIe extension:

Screw two (2) 6-32 x 1/2" screws into PCIe extension.

Screw the PCIe extension into the two (2) riv-nuts at the bottom of the case – make sure that it's screwed in just enough, so that it's snug (but not so tight)

8. Install PCIe extension (continued)

Temporarily install the GPU into the PCIe extension cable, and adjust the fore-aft position of the PCIe extension until the 'teeth' of the GPU I/O shield are aligned with the notch (pre-cut into the bottom plate of the BorglTX case, located at the rear). Remove the GPU after this step, and tighten the PCIe extension screws that are securing it to the case.



9. **Install power supplies**

The BorgITX uses two (2) power supplies; one is for the motherboard, and the other for both the GPU & SATA power.

The aft-most power supply is for the motherboard; install the other end of the ATX 8-pin CPU power cable into a power supply.

Install the SATA power cable into the other power supply, and into the beige port. Screw both power supplies into the top of the BorgITX with the 3mm x 8mm countersunk screws.

10. **Install drive bay**

The drive bay is secured to the case with two (2) 3mm x 8mm countersunk screws. The PCIe extension cable should wrap around the drive bay, so that the cable is between the drive bay and the motherboard.

*Notice how the cables for the power plugs and the 8-pin CPU power cable are tucked aft of the PCIe extension slot & zip-tied to the drive bay. The cables are then routed upwards and zip-tied at the top of the

drive bay as well. The wires for the SATA power cables to the drive bay, GPU power, and the power cables to the PSUs can be tucked above the drive bay & behind the PCIE extension cable, and zip-tied to the drive bay.

*Notice: the PCIE extension cable, when fully built, will run between the GPU and the Drive Bay.





11. **Cable routing**

The ATX 24-pin power cables have 2 female and 1 male ends. The male end is plugged into the motherboard. The aft-most power supply gets the female end with 24 wires, and the foremost power supply gets the female end with 2 wires. Make sure the 24-pin 'Y' cable lays above the PCIe extension.

The SATA data cables, GPU & GPU power cable, and the LED 'Y' splitter can now be installed & zip-tied into place.

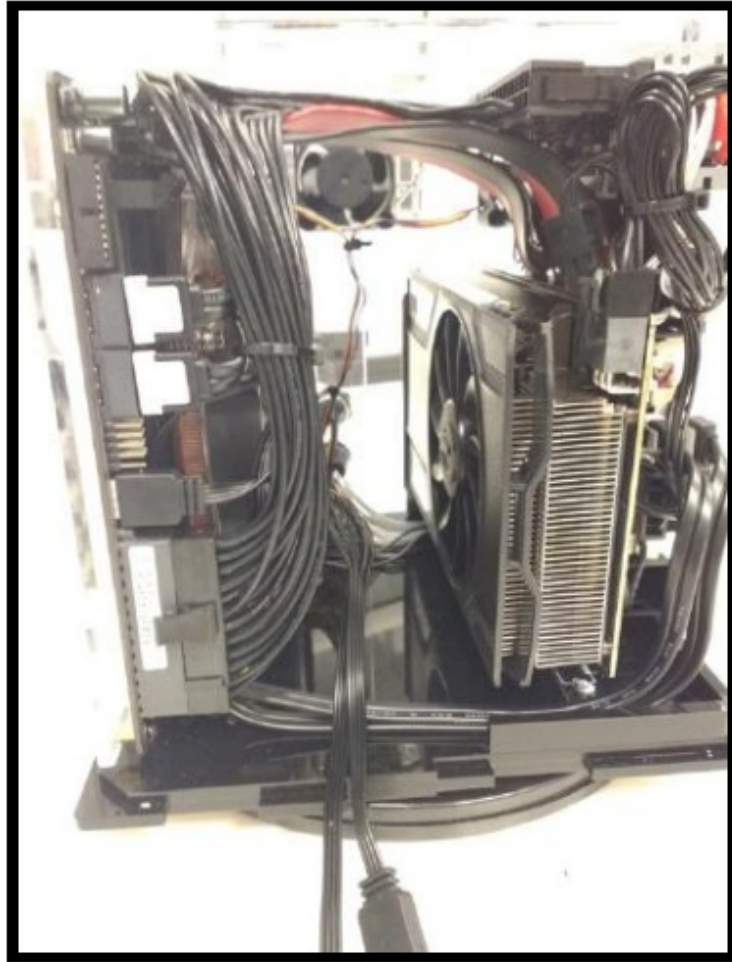
*Note: for the best internal temperatures, we recommend leaving the space between the motherboard and GPU as free of cables as possible.

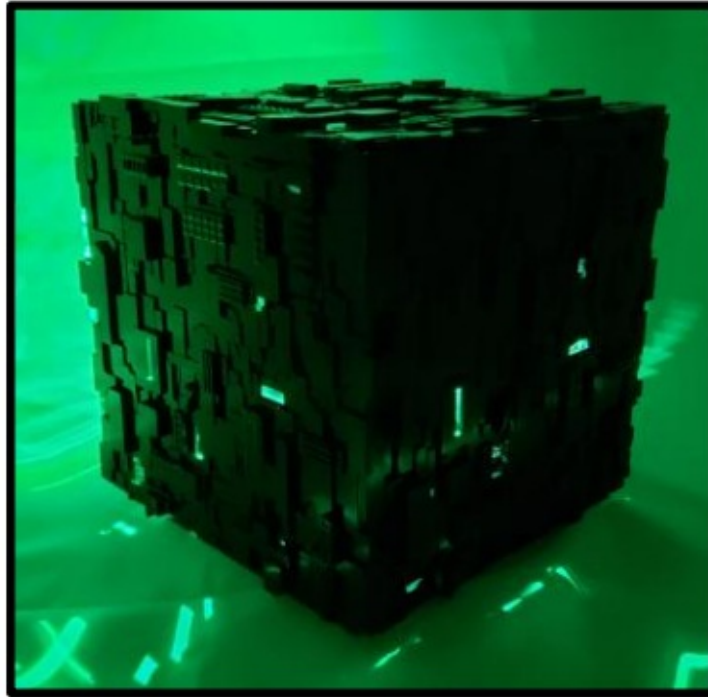
12. **Put it back together:**

Carefully place the Borg shell back onto the frame and reinstall the screws all along the bottom sides of the case.

13. **Turn on the power button to start the PC.**

The computer will light up and fans will spin. If it didn't start up there was a mistake made. Refer to your motherboard and the troubleshooting guide to assist you. If you're still having problems and the item is under warranty you can try contacting our support.





14. Enjoy your new BorgITX!

We hope your new PC is everything you want it to be and more. We'd love to see any pictures of the BorgITX in its new home that you might want to share!

Technical Details

Specifications

Dimensions	8 inches (20.32cm) x 8 inches (20.32cm) x 8 inches (20.32cm)
Motherboard Type	Mini ITX Motherboard: 6.7" (16cm] x 6.7" (17cm)
Materials	<ul style="list-style-type: none">· ABS (Acrylonitrile Butadiene Styrene) or Polycarbonate· Acrylic base plate & frame
GPU	1 small form factor GPU (optional)
2.5" Drive bays	2 easy-access 2.5" SATA drive bays (optional)
Cooling System	<ul style="list-style-type: none">· Dual high volume low-noise 40x40x20mm fans· Noctua NH-L9i Premium low-profile CPU Cooler
Power Supplies	<ul style="list-style-type: none">· x2 HDPLEX 200W DC-ATX (400w Total)
Expansion Slots	1 PCI slot (the GPU slot) & 3.5" drive bay

Tips

If you love your BorgITX MK II, it will love you. Follow these tips so your little companion cube can provide the maximum amount of love and hard work for you.

1. Give your cube enough space in the back to vent the heat. Fans in the rear to push out excess heat; blocking

the fans can overheat your system.

2. Provide the Cube with enough space to vent the heat. Tight, enclosed spaces can still trap the heat in.
3. Keep the Cube away from liquids. Liquids and electronics generally don't get along well.
4. Back up any important data: Even the best computers can fail. Make sure you have a way to back up your software.
5. Install anti-Virus software. Good anti-virus and malware software can prevent viruses and malware from attacking your machines.
6. Keep dust away from the computer. Dust getting into your machine can cause problems like overheating. Keep it in a safe, clean place and try to limit the dust getting into the machine by keeping it clean.
7. Use an uninterruptible power supply to protect against power failures and surges. Also known as an uninterruptible power source, UPS or battery backup, this an electrical apparatus that provides emergency power when the power fails.
8. They also provide surge protection.
9. The internet is your friend. Many problems with computers can be fixed by looking up problems with a quick internet search.
10. We're your friends too. Many problems require some specific knowledge you might not possess. Sometimes it's difficult to even know what to search for. Don't worry. Contact us and we'll do what we can (within reason) to ensure you are a happy customer. Making you happy makes us happy.

Troubleshooting

- My PC won't power on.
- Make sure the power supplies are plugged in and the system is getting power.
- If you assembled the PC yourself, then make sure the connections are good and there's enough wattage for what's plugged into the PC.
- If the lights turn on, the PC is powered on.
- My PC won't boot
- There can be a variety of reasons for this. Make sure your PC powers up and displays something on the screen.
- Detect the drives, and make sure you have an operating system installed.
- We can try to help you further, if you contact us.
- My screen is blank.
- Make sure the computer is powered on. You can tell the PC is powered on by the fans and lights.
- Make sure you are connected to the right source input of your monitor.
- My computer is making noises like something is rolling around inside it.
- While we try to do everything we can to make sure your BorgITX is unharmed, we know delivery services can be rough. Contact Support and we'll do what we can to make you and your BorgITX happy.
- My PC is getting a blue screen.
- This tends to be an issue with Windows. Allowing Windows to reboot itself a couple of times usually fixes it.
- Microsoft has provided a troubleshooter to help you through any blue screen issues:
<https://support.microsoft.com/en-us/help/14238/windows-10-troubleshoot-blue-screen-errors>
- If you feel this is a hardware issue, contact support.
- How can I fit a 12" GPU into this PC?
- The BorgITX is 7.5"x 7.5"x 7.5". It's not bigger on the inside o We sell a full-size ATX system known as the

BorgATX on our website. Visit <http://mycherrytree.com> to see our catalog.

- Where can I download the latest drivers?
- Windows Update can automatically update your drivers.
- Help, Help! I'm being assimilated.
- We're sorry, but resistance is futile. In cases of Borg assimilation, please contact your nearest Starfleet medical representative or Emergency
- **Medical Hologram.**
- Help! I'm still having problems!
- Not to worry! We have several ways we can help you:
- E-mail: lauren@mycherrytree.com
- Phone: 1-(866) CHERRY-3
- Our hours are Monday – Friday 9:00am – 5:00pm PST
- Our website's support page: <https://mycherrytree.com/support/>
- Click the Start button at the bottom left of your screen.

Warranty Information

LIMITED WARRANTY DETAILS

- CherryTree Inc. warrants to the original buyer that any part of the hardware system, excluding software, documentation and similar items, will be free of defects in workmanship and materials for the period the warranty included with the purchase from the date of delivery to the Customer. Unless stated otherwise, licensed PCs, Custom Gaming PCs and Workstations come with a one year warranty period. Extended Warranty Periods of 24 months and 36 months can be purchased during configuration. During the warranty period, CherryTree Inc. will repair or replace, at its sole discretion, the defective hardware system, for defects specified by you, free of charge for labor and/or parts depending on your warranty period. Parts may not be the same but will be equivalent parts. CherryTree Inc. will cover shipping costs back and forth and replace the part(s) within the first 30 days of receiving your computer system. After 30 days you will be held liable for shipping costs to CherryTree and CherryTree will cover return shipping back to you. The remedy for this breach of warranty is limited to replacement or repair with parts warranted for the remainder of the warranty period. Any additional purchases or upgrades will not extend this warranty. Excluded from this warranty is any damage caused during shipment (except the shipment to the original buyer) and any damage caused by: impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster; unauthorized modifications, attachments or peripherals, improper use, environment, installation or electrical supply; improper maintenance; any other misuse, abuse, or mishandling. CherryTree's sole liability, under this warranty, for failure to repair or replace the hardware system after a reasonable number of attempts is limited to replacement or, at CherryTree's sole discretion, refund of the original purchase price. The above constitutes buyer's exclusive remedies for breach of warranty. CherryTree shall, under no circumstances, be liable for any other damages, including but not limited to special, incidental, consequential and other similar claims whether based upon breach of contract, breach of warranty, negligence, or strict liability, or any other similar theories. Damages excluded include but are not limited to: loss of profit, loss of revenue, loss of data or software, loss of use of the hardware system, loss of use of related equipment, cost of substitute or replacement equipment, "down-time", purchaser's time, injury to property, and all claims of third parties.
- EXCEPT AS EXPRESSLY STATED HEREIN, CHERRYTREE MAKES NO REPRESENTATIONS OR

WARRANTIES, EITHER EXPRESS OR IMPLIED, OF ANY KIND WITH RESPECT TO PRODUCTS SOLD BY CHERRYTREE. EXCEPT AS EXPRESSLY STATED HEREIN, CHERRYTREE. EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND WITH RESPECT TO PRODUCTS SOLD ON THIS SITE, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

- Depending on the term of the limited warranty, the coverage of labor and parts will vary.
- The “1 Year Limited Warranty” covers labor costs for 1 year and direct defective part replacement service directly from CherryTree’s inventory for 1 year. The “2 Year Limited Warranty” covers labor costs for 2 years and direct defective part replacement service directly from CherryTree’s inventory for 1 year. After the first year, CherryTree will help replace any defective parts for the customer as long as those parts are still under warranty with the manufacturer. Certain components are covered usually from 3-5 years from the manufacturer. The “3 Year Limited Warranty” covers labor costs for 3 years and direct defective part replacement service directly from CherryTree’s inventory for 1 year. After the first year, CherryTree will help replace any defective parts for the customer as long as those parts are still under warranty with the manufacturer. Certain components are covered usually from 3-5 years from the manufacturer.

HOW TO OBTAIN SERVICE UNDER THIS WARRANTY

Call the Technical Support Department at (866) 243-7793. Have your order number and serial number available. The technical support staff will assist you in diagnosing the problem over the phone. If the problem cannot be resolved over the phone, we will decide on the best course of action for complete customer satisfaction. If return is authorized, please return the product. Do not return any products without prior authorization. Products returned without prior authorization will be rejected. CherryTree will not be responsible for consequential damage to the boards or the system or any of its components caused by either internal or external equipment, shorted connections or components not installed by or purchased from CherryTree. CherryTree will also not be responsible for damages to any components or loss of any data for goods purchased from CherryTree. The limited warranty also does not cover damages or defects that may have been caused by: Shipping damage (other than the original shipment), improper installation or maintenance, misuse, neglect or improper environment, repair, modification, adjustment, or installation of options or parts not by a CherryTree employee, inadequate or excessive electrical power surges, or other power irregularities. CherryTree will also not replace, repair, or refund on any purchase if the item serial numbers do not match, or if the product is not sold directly by CherryTree or if a “VOID WARRANTY” decal has been damaged, removed or tampered with. CherryTree will replace defective parts the same or equivalent to new parts at no cost. Any other part replacement that is different from the original configuration must be purchased at cost. Note: Do not include any accessories with your computer system for warranty repairs. If you do provide such materials, CherryTree will not be held responsible for any missing accessories such as software, adapters, etc. In the event no defect is found that is covered by the warranty, CherryTree will charge a test fee, advise the Customer and return the non-defective product when the Customer pays the test fees and pays for return shipping. If such fees are not paid within 15 days after notification, the product shall be salvaged or disposed without any duty to account to Customer.

COSMETIC DAMAGES



CherryTree takes as much precaution to ensure that all of our systems leave our facility without any scratches or dents. To ensure we maintain this goal, a thorough external inspection is done prior to the computer being placed into the packaging box. Any cosmetic damages that are larger than the size of a U.S. dime will be taken care of by CherryTree if reported within the first 7 days of original delivery.

RETURN OF REPLACEMENT HARDWARE



If CherryTree does not receive replacement hardware back within 30 Days, CherryTree reserves the right to charge the customer for the value of the hardware, and/or, VOID the customer’s warranty and technical support

services.

Documents / Resources

  Borg™ MK II PC User Manual	CherryTree Star Trek Borg Cube ITX MK II PC [pdf] User Manual Star Trek Borg Cube ITX MK II PC
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References

-  [CherryTree Inc. | Custom Tech for Home and Studio](#)
-  [Troubleshoot blue screen errors](#)