

Touch Systems

user's manual reference guide



THIS MANUAL CONTAINS IMPORTANT
INFORMATION. PLEASE KEEP IT IN
A SAFE PLACE NEAR YOUR COMPUTER.

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Touch Systems
SOLUTIONS FOR TODAY ... AND TOMORROW



NOTE: While every effort has been made to do so, the specifications and diagrams presented in this manual may not be an exact match for actual products received. This reflects changing technologies and our commitment to product improvement. References to “system”, “computer” or “PC” are used interchangeably. © 2003 Synergio Manufacturing Ltd.

Welcome!

Congratulations on your purchase of a Touch System. Touch Systems are built with high-quality components and have undergone strict consumer safety and internationally-recognized quality control procedures to ensure many reliable and productive years of use.

Before turning your computer on, please refer to the topcard titled “PLEASE READ THIS FIRST”) included with your Touch System.

By reading this manual, you'll enhance your computer's performance and protect critical data and software applications. This documentation is written for new users, and should help you solve many problems (please note **Appendix A - Troubleshooting**, as it anticipates many of your questions.)

Touch Systems Warranty

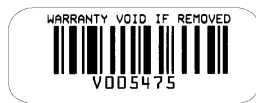
Your Touch System has been configured to your specific requirements. All Touch Systems are covered by a 3-Year Parts and Labour Warranty from the date of purchase. The system warranty covers the system unit with standard components such as power supply, CPU, RAM, optical drive(s), hard drive(s), network card, modem, sound card and video card. Special-ordered internal components such as SCSI controllers, tape drive and ALL external components such as keyboard, mouse and speakers, are covered under the original manufacturer's warranty, which may be longer or shorter in duration than the system warranty.

If, upon receiving your Touch System, you find that it does not work or is missing parts, please contact your dealer at once. Always keep all original packing materials and invoices.

Important! Your Computer's Serial Number

The back panel of your Touch System case contains a label with a serial number (see diagram below). This label is critical for warranty tracking (i.e. should your PC need to be sent back to the dealer for any repairs or servicing) purposes; to avoid invalidation of the Touch Systems warranty, please do not remove or tamper with it.

**Your PC's Serial
Identification
Label**



*The 'xxxxx' notation
represents your PC's
7-digit serial
identification label.*

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Safety Precautions To Observe

Today's PC contains sensitive electronic components that can be easily replaced and upgraded. Nevertheless, we ask that you do **not** perform these procedures; doing so may void consumer safety standards and the terms of your warranty. In the event of mechanical/power failure, consult your dealer about any servicing or repairs your computer may need. Please provide your dealer with the required documentation. They should observe the following precautions:

- All system power should be switched off and unplugged from the main power supply prior to removing the cover of your system.
- Before handling any delicate electronic components, any static electricity should be discharged. This is done by first touching a grounded surface like the system's metal chassis or power supply casing. If the work area is prone to static electrical buildup, the computer should be placed on an antistatic mat (which can be purchased from most dealers).
- Cards (sound, video, internal modems, etc.), drives and memory modules should not be removed from their antistatic containers until they are ready to be installed. Conversely, any components which might be removed from your PC should be placed immediately in antistatic bags or boxes. Cards must be handled by their edges; their internal circuitry must not be touched. Avoid sliding cards or chips over any surface.
- Plastic, vinyl and styrofoam are notorious generators of static electricity. Keep these away from your work area.



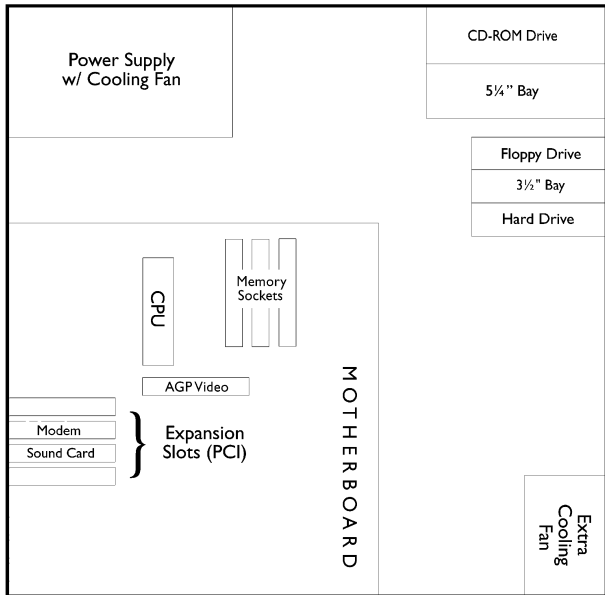
Your PC has either a CD-ROM or DVD-ROM drive installed. Because it uses lasers, do NOT open or take it apart. There are no serviceable parts inside; and, more importantly, exposure to laser radiation is harmful to your health (particularly the eyes).

A Computer Is The Sum Of Its Parts

Thanks to today's technology, your computer's components are compact and powerful modules linked together to provide you with the power to manipulate complex information quickly and easily. The following diagram represents an inside view of a mid-tower unit with its cover removed. Here are some of the important components you're likely to come across:

NOTE: The actual number of expansion slots and memory sockets may differ, depending on the motherboard used in your particular system.

Should you have an “All-in-One” motherboard instead, features like your modem, sound card, video card may be soldered directly on the motherboard, freeing up expansion slots for other add-on cards.



- The **motherboard** occupies a large area and is the basic building block of your system. Most of the system’s other components are either directly or indirectly attached to the motherboard, which in turn controls their functions.
- The **CPU**, or **Central Processing Unit**, is the “brain” of the system. This is also referred to as the **processor**.
- The **power supply** converts AC power from the main power outlet into the much lower DC voltages required by your computer’s components.
- The **hard drive** stores data and programs for retrieval by the computer. As your needs grow, you may wish to install a bigger or an extra hard drive for increased storage capacity.
- A **3½" floppy drive** enables you to exchange data between your system and other PCs.
- The **CD-ROM drive** holds large data requirements of programs, presentations, entertainment and educational titles. Software may be provided and installed via the CD-ROM drive. Alternatively, you may have a **DVD-ROM drive** installed.

- **RAM (Random Access Memory)** or **system memory** holds system instructions and data dynamically in real time to speed calculations and process information. When the system is turned off, any data held in RAM is lost.
- The **motherboard** has a **battery** that maintains setup information, even when your system is turned off, in an area called **CMOS RAM**. It also powers your system's **real-time clock**. Eventually, the battery may have to be replaced, but usually only after many years of use.
- The **video card** acts as the visual interface between your monitor and motherboard.
- Most **sound cards** currently used in today's computers are either upgradeable and removable cards or an integrated (i.e. fixed) feature of the motherboard.
- The **modem** enables electronic communications between you, other people and the Internet. By establishing an online link to the Internet, users can research libraries, transfer files, send e-mail and shop (and even talk to other users on a voice-enabled, real-time basis, just as they would over an ordinary phone line!)
- **Expansion Bays** (5¼" or 3½") offer you the flexibility to add more devices (e.g. CD-RW Drive, Zip Drive) to your computer.
- **Extra Cooling Fan**. High-performance (e.g. multiple-processor) computers may require an extra cooling fan to dissipate the extra heat generated.

Expansion Cards

Expansion slots accept cards like network adapters, sound cards, video cards, modems, etc. Expansion slots fall under three categories: **PCI** (Peripheral Component Interconnect), **ISA** (Industry Standard Architecture) or **AGP** (Accelerated Graphics Port). When a card is inserted in its correct slot type, the system will normally recognize the card. For ISA cards, the system may have to restart itself for this recognition process to take effect. For PCI cards, **plug 'n' play installation** makes it possible for the card to configure itself without rebooting the system.

You will have most or all of these expansion slots on your PC, and the card manufacturer's instructions will help determine which expansion slot is required. When you have a choice of card type, PCI is

recommended, as this standard promotes ease of installation and offers better overall performance.

AGP, or Accelerated Graphics Port, is designed **exclusively** for video cards. It currently represents the fastest way to process graphics data, which makes AGP ideal for graphics-intensive applications and gaming environments.

If you need to add an expansion card to your system, please consult the motherboard documentation, and, through your dealer, contact a technician who is qualified to do this. You may also consult the appropriate manufacturer's Internet websites for current products on the market.

Video Card

Your PC is equipped with a video card. At some future date, technologies or changing requirements may make a card upgrade necessary. Please consult your dealer before buying a new video card. The Internet is also a good way of "shopping" for a video card.

Memory Modules

As computer technology continues to evolve, greater demands are made on RAM (Random Access Memory). As a result, memory upgrades are becoming indispensable. Before purchasing or installing any RAM upgrades, please consult your dealer first. Memory, CPU and motherboard upgrades (see below) are three of the most critical modifications you can make to your computer.



Because of the extremely sensitive nature of this upgrade, you should discuss memory upgrades with your dealer first. As always, memory upgrades should be handled by a qualified technician.

CPU (Processor)

Your machine is fitted with the latest generation of Intel or AMD processors. However, future developments could mean that your system's performance may be enhanced by upgrading the CPU.



Because of the extremely sensitive nature of this upgrade, you should discuss this new acquisition with your dealer first. As always, processor upgrades should be handled by a qualified technician.

Motherboard

Future developments may dictate that system performance may be significantly enhanced not only by upgrading the CPU, but the motherboard as well.



This is perhaps the most important upgrade you may make to your PC. Because of the extremely sensitive nature of this upgrade, you should give this subject careful thought and discuss it with your dealer first. As always, motherboard upgrades should be handled by a qualified technician.

Chapter 2 - Storage Devices

Your PC is equipped with three types of disk drives. Each operates differently and has specific uses related to its respective size, capacity and disk type.

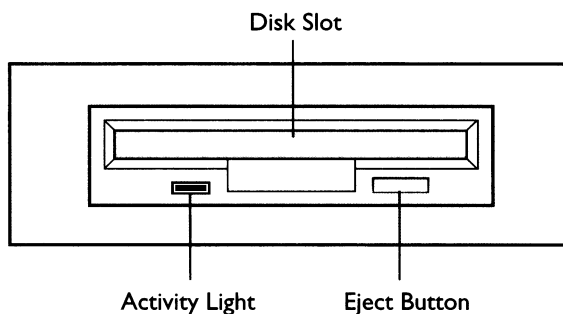
- **Floppy Drive**, usually designated as **Drive A:**
- **Hard Drive**, usually designated as **Drive C:**
- **CD-ROM or DVD-ROM Drive**, usually designated as **Drive D:**

Floppy Drive

Your PC has a floppy drive (see diagram below) known as **Drive A:**, which is used mainly to share files with other computers. Some programs are still distributed for on **floppy disks**, but most are available on CD.

Floppy Disks

There are two types of floppy drives: (i) those that read up to 1.44MB; and (ii) those that read more than 1.44MB. MB stands for **megabyte** (approximately 1 million bytes of data).



You may have other storage devices installed in your computer (e.g. a 100MB Zip drive). If these devices come with your system but have not been installed, please consult the accompanying manuals for setup procedures.

1.44MB Media

Your PC's 3½" floppy drive handles high-capacity (1.44MB) and double-density (720K) floppy disks.

Beyond The 1.44MB Floppy

Several manufacturers have developed successors to the 1.44MB floppy drive and media (including its creator, Sony, who is

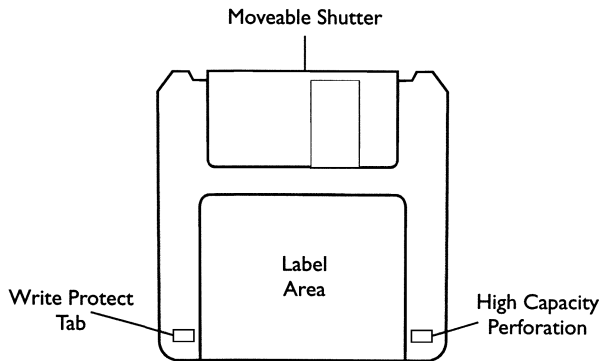
promoting a **High Capacity Floppy Disk System (HiFD)**, a 200MB version). However, there are still no industry-standardized formats.

Handle With Care

Please observe these precautions to safeguard the contents of **any** floppy.

- Store disks in a disk box when they are not in use.
- Avoid placing or storing disks near magnetic sources (e.g. speakers, headphones, microphones, etc.) and areas giving off excessive heat or excessive cold.
- When not in use, remove floppy disks from the floppy drive to prevent overheating.
- Use the write-protect tab on floppies storing vital data.

Floppy Disks
1.44MB, 200MB
Floppy Disks
Look Identical



Hard Drive

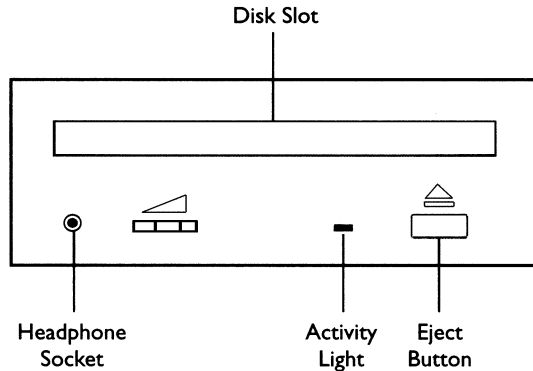
As the PC evolved, greater demands were made on storage. The solution was the **hard drive**, which delivered the capacity of millions of floppies while maintaining the compact 3½" form factor of a floppy drive. Formatted storage capacity is measured in **gigabytes** (approximately one billion bytes of data), and data is processed much faster than with a floppy drive. Advancements in storage technologies will continue to deliver even more storage capacity per hard drive.

When you power your computer on, it's set to automatically 'boot' from the **hard drive** (usually **Drive C:**). As your needs change, you may find that you are running out of space on your hard drive. You can, of course, replace it or install another hard drive. But careful work procedures, regular maintenance and removal of unnecessary files can free up considerable amounts of disk space.

The CD-ROM Drive

The **CD-ROM drive** is a standard feature of your computer. Each **CD** holds over **640MB** of information and, although they are extremely durable, must be handled carefully. Avoid touching the playing surface. Your **CD-ROM drive** runs multimedia, educational and entertainment titles and can also be used to play **audio CDs** (which requires a sound card and speakers). A CD-ROM drive is also required to run the CD-ROM software designed for the operating system that's installed on your PC.

CD-ROM Drive or DVD-ROM Drive Diagram



The location of these features on your system may differ slightly from the above illustration, but they are present on all models.

The CD-ROM drive is normally designated as **Drive D:**, but this only applies if you have a single hard drive. For example, if you were to add a second hard drive, this would become **Drive D:**, and the CD-ROM drive would be **Drive E:**. Adding a third hard drive would make it **Drive E:**, and the CD-ROM drive **Drive F:**, etc. This is referred to as **logical designation**.



WARNING! Your PC has a CD-ROM drive (or DVD-ROM drive) installed. Because this product uses lasers, do NOT open or take it apart. There are no serviceable parts inside; moreover, exposure to laser radiation is harmful to your health (particularly your eyes).

DVD-ROM Drive

DVD, or **Digital Versatile Disc**, looks like today's CD, but offers advantages including the ability to hold up to 17GB of audio and visual information while preserving the superior quality and detail of that data!

If you encounter problems starting up your computer, please consult **Appendix A - Troubleshooting**.

Once your system has reached room temperature, it's ready to be switched on for the first time.

1. Turn your computer on by pressing the main power button. The system's **Power-On Indicator LED** will light up, and you will hear a "whirring" noise. This is normal, as the power supply activates the cooling fan, and the hard drive builds up to speed.
2. Next, your system goes through a series of startup procedures and system checks. This is known as "booting." Unless otherwise specified, your PC has been configured to boot automatically to the operating software preinstalled on your computer. For more information on this operating system, please refer to its manual.
3. Turn your monitor on by pressing its **Power-On Button** (usually located in the lower right hand corner of the monitor). The monitor's **Power Indicator LED** will light up.
4. Using the monitor control panel, adjust brightness and contrast to settings that will enable you to work for many hours in front of the monitor without eyestrain.

The Operating System

Your computer uses operating software to control its internal functions. Please refer to the accompanying documentation for details on the operating system that's been configured for your system.

APPENDIX A - TROUBLESHOOTING

What seems like an insurmountable problem could be something that's easily rectified. In some cases, nothing is wrong, but new users may be baffled by routine system behaviour. So, to save you time and worry, when something seems wrong, refer to this appendix first.

COMMON PROBLEMS

ACTION

The Computer Is Completely Dead.

Check that all power leads are plugged into the main power supply, and the main power supply socket is working.

Check the fuses in your main power supply plugs.

Check that all power switches are switched on.

Check that all cables and connectors are properly and firmly plugged in.

Check that the voltage selection switch on the rear of the main unit is correctly switched to the North American standard of 110 volts. If not, there is a risk of serious damage. Our testing process ensures that your PC is delivered with the voltage correctly set.

Try switching on the main unit and monitor only, with all peripherals unplugged (including printer, external modem, joystick, etc.)

The Computer Works; It Seems To Boot Up, But The Monitor Is Blank, And Its Power Indicator Light Is Not On.

Check that the monitor is receiving power from the main power supply by switching off the computer and swapping power cables in case the monitor's power cable is the problem.

Check the monitor's power switch. If the monitor's power source is the computer's power output socket instead of the main power supply, try plugging the monitor directly into the main power supply instead.

The Computer Works; It Seems To Boot Up, But The Monitor Is Blank, And

Check the monitor's brightness and other controls. Try varying the settings of these features.

Its Power Indicator Light Is On.

Ensure that the monitor’s data cable is correctly plugged into the computer’s video socket.

It’s possible that an expansion card has become partially dislodged from its slot. Remove the cover, discharge any static electricity from yourself and press down firmly on all cards. Replace the cover and try again.

If you have an *integrated* video card, there will be a cable running to a socket in a blanking plate on the back of your computer. Check inside the case and ensure that this is properly connected at both ends.

Inside your computer, verify that the CPU is firmly in place in its correct socket/slot on the motherboard.

When Switched On, All The Computer Does Is Beep Continuously.

Check that both mouse and keyboard are correctly plugged into their correct system sockets.

Check that none of the keyboard’s keys are stuck or are being held down by any object.

Turn off the computer, unplug and then replug the keyboard. Press down firmly on each key in case one or more are sticking.

Try switching on the main unit and monitor only, without any printer, external modem, or other peripheral devices plugged.

The Computer Beeps Just A Few Times Then Stops.

Check all data connections and cables. It’s possible that an expansion card inside the computer has become partially (or completely) dislodged from its slot. Open the case, discharge any static electricity from yourself and press down firmly on all cards. Replace the cover and try again.

ERROR MESSAGES ACTION TO TAKE

Non-System Disk, Disk Error, Disk Boot Failure or Invalid Boot Disk

Remove any disk which may be in the floppy drive, and restart the computer.

**CMOS Checksum Failure,
CMOS Memory Size
Mismatch, Invalid Config-
uration, or CMOS Failure**

Consult your dealer about the BIOS setup.

Messages

*“General Error
Reading Drive A:”*

The disk in the floppy drive is either not formatted or is normally used by a different type of computer.

*“Not Ready Error
Reading Drive A:”*

Check your A: drive and look for a non-bootable floppy disk.

*“General Error
Reading Drive D:”*

The CD-ROM in the CD-ROM drive is either not formatted or is normally used by a different type of computer.

*“Not Ready Error
Reading Drive D:”*

Check your D: drive and look for a CD-ROM.

CMOS Battery State Low

The motherboard holds a battery that stores setup information when your system is powered off, in an area called **CMOS RAM**. It also powers your system’s real-time clock. This message indicates that the battery needs to be replaced (consult your dealer).

No Operating System

The CMOS hard drive has been improperly set. Consult your dealer for proper settings using the autodetect routine.

Hard Drive Failure

Remove the system cover, discharge any static electricity from yourself, and check that the hard drive is correctly connected.

APPENDIX B - LOOKING AFTER YOUR COMPUTER

It may be a highly-sophisticated example of modern technology, but a computer works better when the following procedures are observed.

Computer Hardware DOs and DON'Ts



Should you decide to upgrade your system's memory in the future, please do NOT mix and match memory modules. For example:—

- ECC memory must not be used with non-ECC memory.
 - Registered memory must not be used with unbuffered memory.
 - 8-chip memory must not be used with 16-chip memory.
 - SDRAM must not be mixed with DDR SDRAM or RDRAM.
- Even if you have a motherboard that supports both DDR SDRAM and SDRAM, you must only use one type of memory module.

Always consult your dealer before making any changes to your system.

- Don't spill liquids on the computer. Don't allow anyone with drinks or liquids near the system. If the system does get wet, turn the power off immediately and let your PC dry completely before turning the power back on.
- Avoid connecting devices to the system while it's powered on.
- Do not plug the computer into a circuit used by large motors or appliances. These devices may cause power fluctuations that can damage the system. Avoid connecting your PC to a power bar that is already used by many devices.
- Dust is the enemy of all electronic devices. Use a mousepad to keep the rollerball of your mouse moving smoothly and dust-free.
- If your work area is prone to static electrical buildup, place your computer on an antistatic mat.
- Keep all magnetic devices (including unshielded speakers, microphones and headphones) away from disks and drives.
- Power off the system before cleaning it.
- Clean your monitor screen with antistatic wipes (available from your dealer).

- The inside of your mouse should be cleaned regularly. After removing the cover on the underside of the mouse, wipe the ball with a damp cloth. Blow inside the ball cavity to remove fluff. You may have to gently scrape grime off the ball's contacts.

Computer Software DOs and DON'Ts

- Do not change the system's BIOS setup.
- Do not modify system configuration or registry files.
- Installing software may change system setup. Make sure you have made a backup of your hard drive before installing new software.

User Safety Procedures

- In the event of mechanical/power failure or damage, do not attempt to service the computer yourself. Contact your dealer for assistance.

Backing Up Your System / System Maintenance

Your data and applications represent a significant investment in time and money. Today's computers are robust, dependable devices, but things can still go wrong. Lightning can strike (literally!), computers can get stolen, and their owners can make disastrous mistakes.

Therefore, you must regularly backup your system. Various backup devices are available, including tape drives, magneto-optical drives, etc.

Your computer was scanned and monitored for hardware conflicts, software integrity and viruses before it reached your dealer. Nevertheless, every responsible computer owner should get a virus-scanning program to safeguard their data against corruption. This advice is pertinent especially if you surf the Internet regularly, download software, exchange files, etc.



CAUTION: The Format command will overwrite (i.e. destroy!) any data, programs, or files on the floppy disk, so be sure it is blank (or contains unwanted data) before formatting it. **UNDER NO CIRCUMSTANCES** should you type the drive letter C:\ for formatting, as this will erase your hard drive.

Each time you boot up, your system should display many of your current BIOS settings. Make a note of these before proceeding.

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SOLUTIONS FOR TODAY ... AND TOMORROW



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