

Touch Systems

user's manual reference guide



get it
out of your
system

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

All Trademarks Acknowledged.
© 2011 Synergio Manufacturing Ltd.

Touch Systems



NOTE: The specifications and diagrams presented in this manual may not be an exact match for actual products received, although every effort has been made to do so. This reflects changing technologies and our commitment to product improvement. References to "system", "computer" or "PC" are used interchangeably. © 2011 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

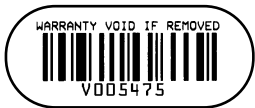
Your Touch System has been configured to your specific requirements. All Touch Systems are covered by a 3-Year Parts and Labour Warranty from the date of purchase. The system warranty covers the system unit with standard components such as power supply, CPU, RAM, optical drive(s), hard drive(s), network 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 'xxxxxx' notation represents your PC's 7-digit serial identification label.



TABLE OF CONTENTS

PAGE

Chapter 1 - Safety Precautions To Observe

Safety Precautions to Observe	1-1
A Computer Is The Sum Of Its Parts	
<i>Expansion Cards</i>	1-2
<i>Video Card</i>	1-3
<i>Memory Modules</i>	1-3
<i>CPU (Processor)</i>	1-3
<i>Motherboard</i>	1-3

Chapter 2 - Storage Devices

Hard Drive	2-1
Optical Disc Drive	2-1
Media Reader	2-2

Chapter 3 - Starting Your PC

The Operating System	3-1
----------------------------	-----

APPENDIX A - TROUBLESHOOTING

Common Problems/Action	A-1
Error Messages/Action	A-2

APPENDIX B - LOOKING AFTER YOUR COMPUTER

Computer Hardware DOs and DON'Ts	B-1
Computer Software DOs and DON'Ts	B-1
User Safety Procedures	B-2
Backing Up Your System, System Maintenance	B-2

IMPORTANT: PLEASE CONSULT THE 'READ ME FIRST' TOPCARD THAT ACCOMPANIES YOUR TOUCH SYSTEM BEFORE PROCEEDING ANY FURTHER. OBSERVE THE NECESSARY PRECAUTIONS PRIOR TO SETTING UP, TURNING ON OR UPGRADING YOUR TOUCH SYSTEM.

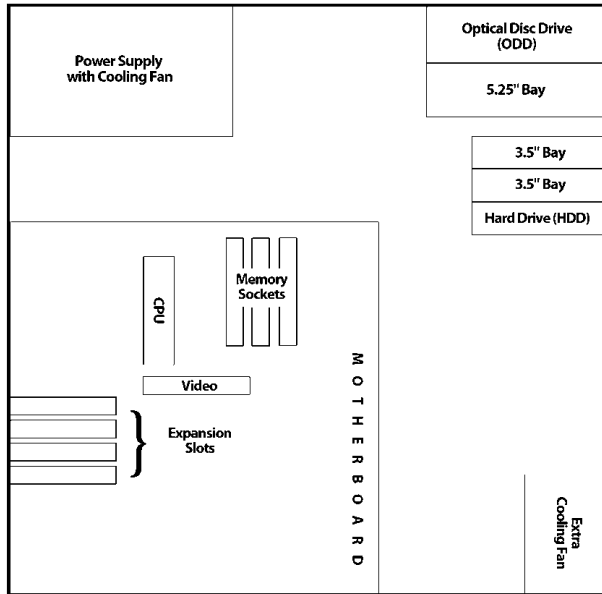
A Computer Is The Sum Of Its Parts

Thanks to today's technologies, your computer's components are compact and powerful modules linked together to provide the power to manipulate complex information quickly and easily. The following diagram represents an inside view of a typical Touch System with its cover removed. Here are some important components you will encounter:

- 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 **HDD (hard disc 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 to increase storage capacity.
- The **ODD (optical disc drive)** can hold programs, presentations, entertainment and educational titles. Software may be provided on an optical disc and installed via the ODD. The front of the ODD will determine the type and manufacturer of your Touch System's optical disc drive; please visit the Support section of the Touch Systems website (www.touch-systems.ca/support/driver.html).
- **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

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

Please consult the motherboard manual that accompanies your particular Touch System for details.



may have to be replaced, but usually only after many years of use.

- The **video card (or graphics card)** acts as the visual interface between your monitor and motherboard.
- **Expansion Bays** (5.25" or 3.5") offer you the flexibility to add more storage devices to your computer.
- **Extra Cooling Fan.** High-performance computers may require an extra cooling fan to dissipate the extra heat generated.

Expansion Cards



Because of the extremely sensitive nature of these upgrades, you should give them careful consideration and/or discuss with your dealer first. As always, memory/motherboard/video card upgrades should be handled by a qualified technician.

Expansion slots accept cards like network adapters, sound cards, video cards, etc. When a card is inserted in its correct slot type, the system will normally recognize the card. This is called **plug 'n' play installation**, which makes it possible for the card to configure itself without requiring a re-start of the system.

If you need to add an expansion card to your system, please consult the motherboard manual, 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 Touch System may be 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.

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.

CPU (Processor)

Your machine is equipped with the latest generation of desktop processor(s). However, future developments could mean that your system's performance may be enhanced by upgrading the CPU.

Motherboard

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

Your Touch System may be equipped with several types of storage devices.

- **Hard Disc Drive (HDD)**, usually designated as **Drive C:**
- **Optical Disc Drive (ODD)**, usually designated as **Drive D:**
- **Media Reader**, usually designated as **Drive F:, G: or H:**

Hard Disc Drive (HDD)

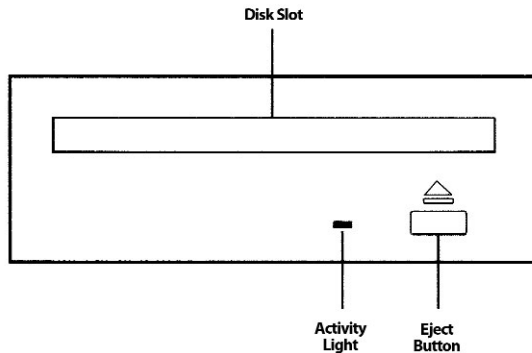
As the PC evolved, greater demands were made on storage. The solution was the **hard disc drive**, which delivered the capacity to store, save and quickly retrieve millions of files in a compact form factor.

When you power your computer on, it is 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 the hard drive. You can 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 Optical Disc Drive (ODD)

The **ODD** reads optical discs, which should be handled with care. Avoid touching the playing surface. Your **ODD** runs multimedia, educational and entertainment titles; and may also be required to install software that has not already been preinstalled onto your Touch System (e.g. games, productivity software suite, utilities, etc.)

Optical Disc Drive (ODD) Diagram



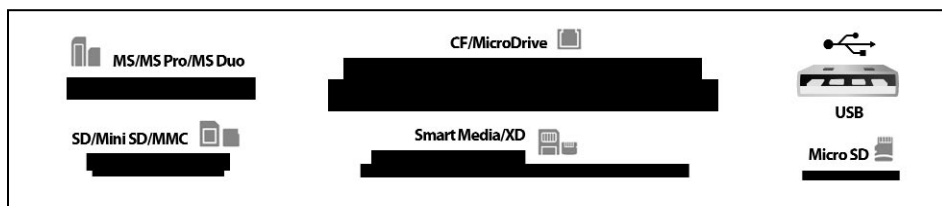
The location of these features on your system may differ slightly from the above illustration, but they are present on all models. For information relating to the specific type or manufacturer of your Touch System's ODD, please look at the front bezel of your ODD and visit the Touch Systems support page (www.touch-systems.ca/support/driver.html).



WARNING! Because your ODD 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).

Media Reader

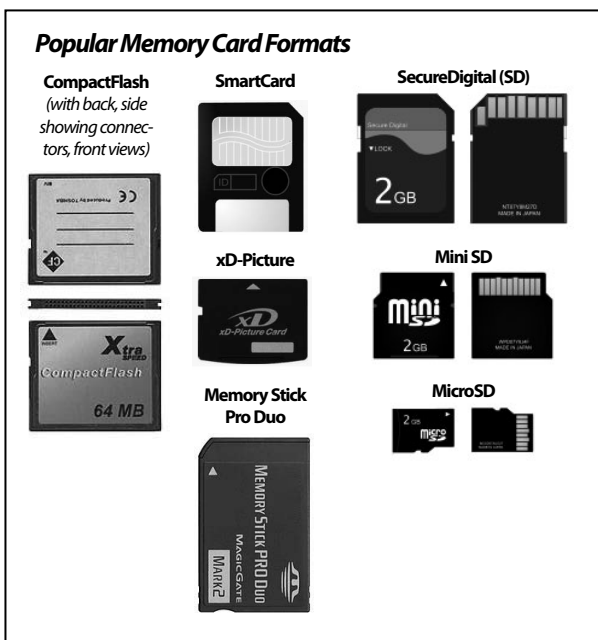
Your system may have a media reader (also known as a multimedia card reader—see diagram below), which is a device that can read/retrieve/save data, from memory cards (usually a variety—CompactFlash (CF), Secure Digital (SD) or MultiMediaCard (MMC) are popular media formats) and share this information between computers.



Actual media reader slots may differ from diagram above. Please consult accompanying documentation.

Handle With Care

Put storage media in a safe (i.e. dark, cool) place when not in use; avoid placing them near magnetic sources (e.g. unshielded speakers, headphones, microphones) and areas that give off excessive heat or cold.



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

Once your system has reached room temperature, it is 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. To save you time and worry, please 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., if present).

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 Its Power Indicator Light Is On.

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

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

It is 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 memory card(s) and restart the computer.

CMOS Checksum Failure,

Consult your dealer about BIOS setup.

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

*"General Error
Reading Drive D:"*

The optical disc in the optical disc 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 an optical disc.

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 on the 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.
 - Different speeds/generations/types of memory should not be used on the same motherboard (even if that motherboard supports them). *Always consult your dealer before making any changes to your system.*
-
- Don't spill liquids on the computer. Keep drinks or liquids away from 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 is 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.
 - 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 storage media and drives.
 - Power off the system before cleaning it.
 - Clean your monitor screen with antistatic wipes (available from your dealer).

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--consult your Touch dealer for suggestions.

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 hard drive, 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.

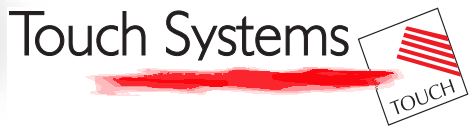
Each time you boot up, your system should display many of your current BIOS settings. Make a note of these before proceeding.

**user's
manual
reference
guide**



**get it
out of your
system**

Touch Systems



v. 04-11
All Trademarks Acknowledged.
© 2011 Synergio Manufacturing Ltd.