

Userguide

zoostorm

Contents

Introduction	2
Setting up your PC for the first time	2
Common Issues	4
Changing the power supply settings	5
Always backup your computer	5
Connect to the Internet (Optional, and will require services not included with this PC)	5
Troubleshooting	6
General Problems	6
Hardware and Device Troubleshooter	6
Connecting to the Internet or other computers	7
Wireless Connections	7
Wired Connections	8
Power and Cables	8
Recovery Options	9
Technical Support for Windows 7 and 8	9
Standard 12 month return to base Warranty and Chargeable Repair Service	11

Introduction

Whether your PC is new, or you are returning to this manual, it is our intention to make sure that you are up and running with your computer as soon as possible. Please retain this guide, as it can support you across the life of your Zoostorm PC and provides some important guidance for ensuring you suffer minimum disruption from possible support issues.

Setting up your PC for the first time

Visual Quick Set-up Guide

Figure 1: Guide to ports and sockets

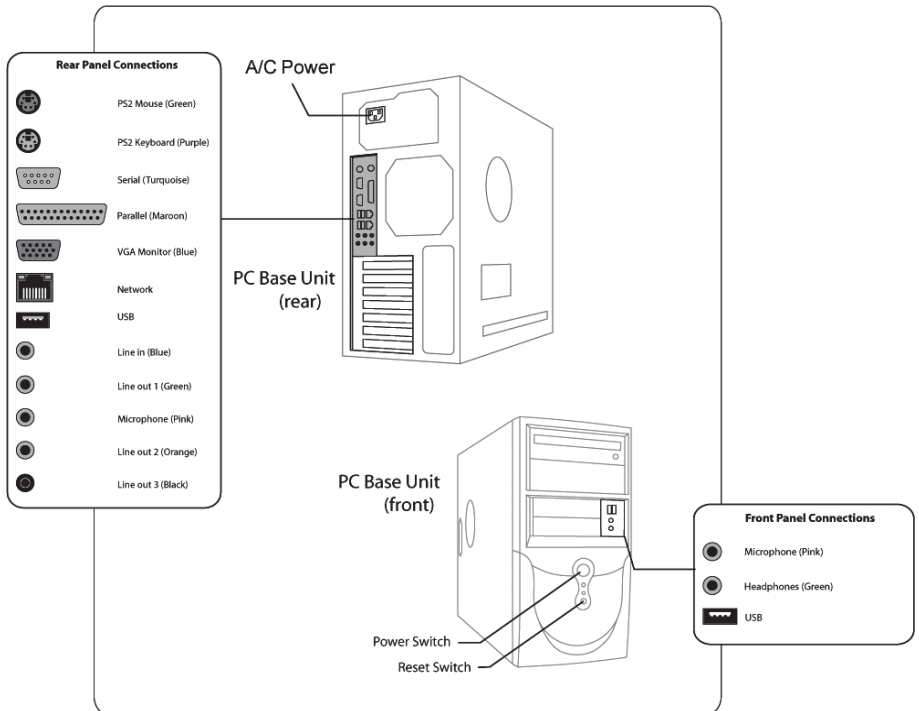


Figure 2: Plugging in the main components

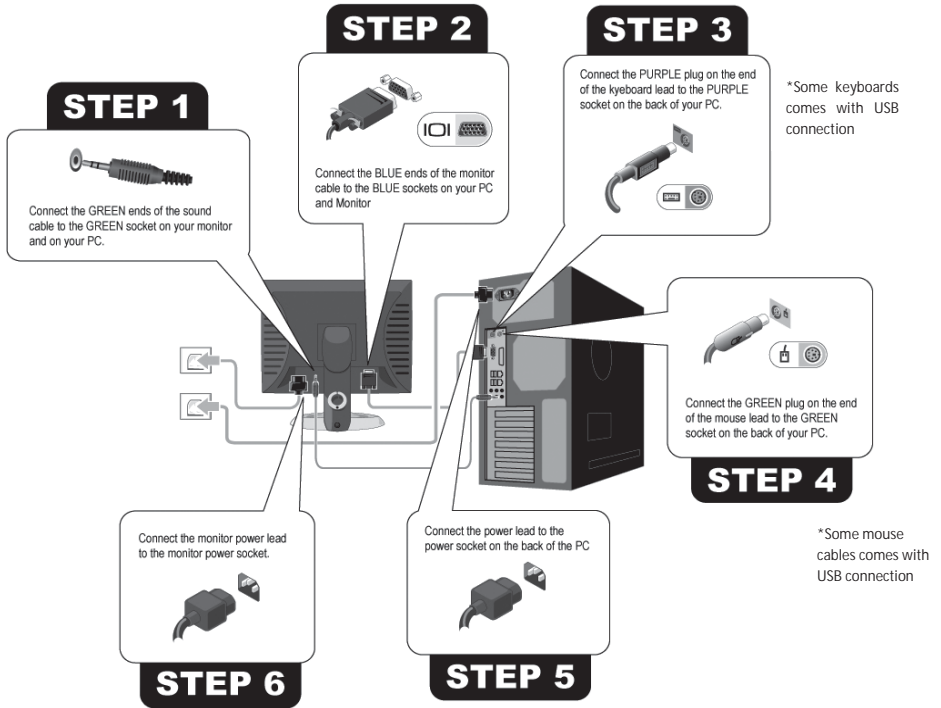


Figure 3: Start-Up



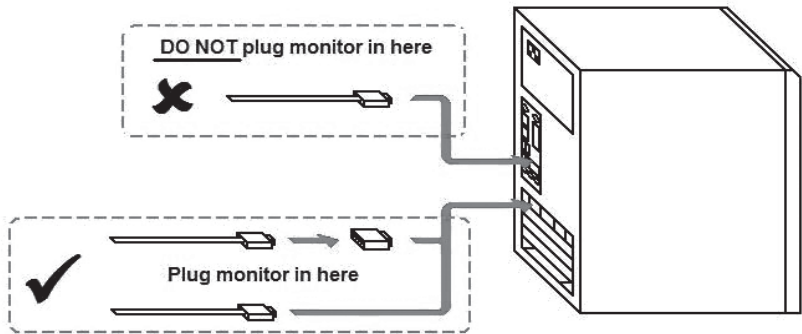
PLEASE NOTE: Do not insert your Windows CD into the CD tray when turning on your PC.

Common Issues

Choosing the wrong monitor port, when there is more than one choice:

Depending on the model purchased, your new Zoostorm PC may be equipped with a separate graphics card. If so, please ensure you connect your monitor as in Fig 4. Failure to do so may result in an inoperable PC.

Figure 4



NOTE: Monitors may have a VGA (Blue) to DVI adaptor included, which you will need to use to connect to your PC as shown above

- **Switching off the PC during installation, and rendering it inoperable**

When you power on your PC for the first time, please do not switch it off again until the initial set-up process has finished and Windows is fully set-up. The set-up process may take an hour or more, and switching off the PC during initial set-up will result in an inoperable PC.

If you do get an error during initial setup, please call technical support (Pg. 12) for recovery options.

Changing the power supply settings

Please note if your computer has a voltage switch on the rear of the power supply, this will have been correctly pre-set to 240v. To avoid damage to your computer, you must never change this setting.

Always backup your computer

Zoostorm highly recommends that you setup a regular backup of your key files. In the unfortunate event of an accident or fault causing your files to be lost, an external backup will allow you to fully regain your saved data.

Connect to the Internet (Optional, and will require services not included with this PC)

To connect to the Internet, you need an external modem or network connection and an Internet service provider (ISP). Contact your ISP for details.

Troubleshooting

General Problems

- If you added or removed a component before the problem started, review the installation procedures and ensure that the part is correctly installed.
- If a peripheral device does not work, ensure that the device is properly connected.
- If an error message appears on the screen, write down the exact message. This message may help technical support personnel diagnose and fix the problem(s).
- If an error message occurs in a program, see the program's documentation, or check online with the program developers.
- If you need help with a feature within windows, try the **help and support centre** located in the start menu for Windows 7, or search **help and support** centre from the charms bar (windows key + C) in Windows 8.

Hardware and Device Troubleshooter

If a part of your computer is not detected during the operating system setup, you can use the **Hardware Troubleshooter** to resolve the problem.

To start the Hardware Troubleshooter in Windows 7:

- Click **Start** ▢ **Help and Support** (this is located on the right of the start menu).
- Type "hardware troubleshooter" in the search field and press <Enter> to start the search.
- In the search results, select the option that best describes the problem and follow the remaining troubleshooting steps.

To start the Hardware Troubleshooter in Windows 8:

Either press Windows Key + C, or go to the top right or bottom right corner and the Charm Bar will appear. Click search (magnifying glass), and type "Troubleshooting". The Troubleshooting wizard will appear in the main screen.

Connecting to the Internet or other computers

The **network and sharing centre** is a great place to start with issues connecting to the internet and other computers. This features a fully inclusive diagnostic tool to check for issues.

To find the Network and Sharing Centre in Windows 7:

On the Start Screen menu, type 'network' in the search box and the search results will appear on the right.

To find the Network and Sharing Centre in Windows 8:

Either press Windows Key + C, or go to the top right or bottom right corner and the Charm Bar will appear. Click search (magnifying glass icon) and type "network" to quickly locate the **network and sharing centre**.

If you wish to require any further service then please feel free to call Technical Support (pg. 12), the contact number should be displayed in the Help and Support Centre or on your computer on a silver sticker with your computers serial number located on the side of your PC.

Wireless Connections

If the network connection is lost:

- Check your network equipment to ensure it is powered, and all cables are secured.
- Try rebooting your network equipment to refresh the settings. Check another device (if applicable).
- Re-establish your connection to the wireless router:
 - Save and close any open files, and exit any open programs.
 - In the Start menu type "Connect To" in the search field and press <Enter> to start the search. (Windows 7)

- At the Start Screen, type “Connect To”, then look at the results on the right hand-side, click settings and then click “Connect to a Network” to re-establish your connection settings.
- Follow the instructions on the screen to complete the setup.

Wired Connections

If the network connection is lost:

- Check the cable to ensure it is plugged in and not damaged.
- Network connection indicator light on network card.
 - Green light — a good connection exists between the network and the computer.
 - Off (no light) — the computer is not detecting a physical connection to the network.
- Network activity light
 - Yellow blinking light — Indicates activity on the network.
 - Off (no light) — indicates no activity on the network.

Power and Cables

If the power light is off — *The computer is either turned off or is not receiving power.*

- Pull out and re-insert the power cable into both the power connector on the computer and the Plug socket.
- If the computer is plugged into a multi plug adaptor, ensure that the power strip is plugged into an plug socket and that the multi plug adaptor is turned on. Also try plugging the computer directly into a wall socket.
- Ensure that the plug socket is working by testing it with another device, such as a lamp.
- Test or replace the fuse.

If your machine has a rear power switch by the power lead, make sure the I is pressed in to the computer:

If you encounter interference that hinders reception on your computer — *An unwanted signal is creating interference by interrupting or blocking other signals.* Some possible causes of interference are:

- Power, keyboard, and mouse extension cables.
- Microwaves
- Powerful speakers
- Mobile and cordless phones
- Too many devices connected to a power strip.
- Multiple multi plug adaptors connected to the same electrical socket.

Recovery Options

Please contact Zoostorm Technical on how to recover your PC on technical@zoostorm.co.uk or telephone: +44 (0)844 800 6183. The Windows 7 and 8 Operating Systems provide a Recovery option which allows you to either refresh your PC or to remove everything and reinstall Windows. You can also make changes to the hardware, software, or other system settings have left the computer in an undesirable operating state. Any changes that System Restore makes to your computer are completely reversible.

CAUTION: Make regular backups of your data files. When removing everything and reinstalling windows, the system does not monitor your data files or recover them.

When you begin to either refresh your PC or to remove everything and reinstall Windows, the system will guide you through on how to complete the task successfully. Read each step carefully and make sure you back up your files.

To find the Recovery Options in Windows 7 and 8, you need to search for the Recovery Options by typing it in the search box located in the Start Menu/Start Screen.

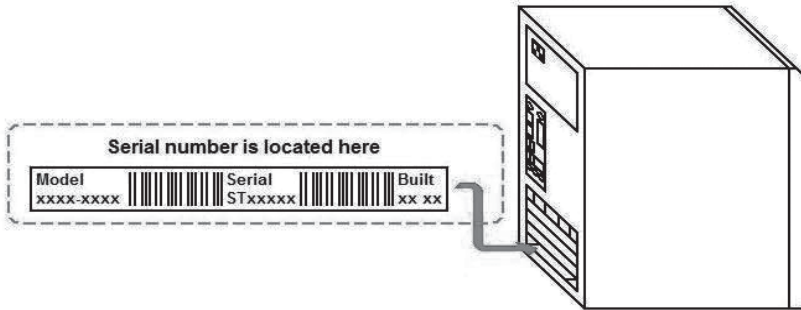
Technical Support for Windows 7 and 8

Before you call:

- Check with the retailer where you purchased your Zoostorm system about the support cover you are entitled to from them.
- Check the support guide on our website at tinyurl.com/zoostormtechnical
- Please review the troubleshooting section of this user guide
- Please have your serial number ready, as without this technical support will not be available to you.

- The serial number formatted as follows. See Figure 6
- Axxxxx, Bxxxxx, Cxxxxx, STxxxxx, SLxxxxx, SZSExxxxxxxxxxxxxx, SExxxxxxxxxxxxxx, SHCxxxxxx, 83xxxxxxxxxxxxxx, 22Wxxxxxxxxxxxxxx, 11Wxxxxxxxxxxxxxx, 12Mxxx.

Figure 6



(The serial is also located on the right hand on the side by the DVD drive, on the same sticker as our Technical Support Number)

- Please ensure you are near the PC, and if the fault allows, it is switched on.
- **Checklist**
 - Have you checked with the retailer where you purchased your Zoostorm PC to see if they provide any support services specific to your purchase?
 - Is the PC plugged in, with all the peripherals plugged into the right ports? Please see the quick setup guide.
 - Have any new devices been plugged into the PC recently before the fault? Have they been removed, and device rebooted without them attached?
 - Has any new software been installed recently before the fault developed? Uninstall the software, and reboot the PC.

Standard 12 month return to base Warranty and Chargeable Repair Service

A warranty can be called upon during the warranty lifetime for system components that develop a fault. We will need to inspect the original part, still inside the PC that has the serial number covered by the warranty.

If you accidentally damage your Zoostorm PC, our repairs department may be able to perform a chargeable repair. You will be liable for the cost of returning the unit to us, and for the cost of the repair. However, we will not undertake repairs without advising you of the final cost. If you do not wish to undertake the repair, we will return the unit to you.

In the unfortunate incident that you need to call on your warranty, you will be issued with a log number from technical support to lodge your claim. You must start all warranty claims by logging the fault with technical support.

Please note warranties are none transferable through private sales.

Warranty claims can be registered by calling technical support (pg. 12), who will run diagnostics with you. Once a course of action has been determined, they will provide you with the details to complete your case.

Care of Equipment.

The purchaser must ensure the environmental and power supply conditions are suitable for the equipment and that the equipment is cared for and maintained in accordance with the manufacturers recommendations and instructions.

General Conditions.

The purchaser will ensure that no adjustments, alterations, interference or repairs are carried out to the equipment other than by an authorised representative of the company; failure to comply with these conditions will invalidate the warranty. It is the purchaser's responsibility to ensure that adequate backups of all applications, operating systems and data are maintained. In the event of fault emanating from a manufacture or design fault, it may be necessary for the machine to be returned to the manufacturer for fault diagnosis, repair and test.

Exclusions - Software and Operating Systems.

Breakdowns or failures arising from any external influences such as misuse, neglect, excessive wear to the equipment and other external influences such as, but not limited to, poor environmental conditions, electrical power surges, power failure, the use of incompatible or uncertified accessories or media and the effect of computer viruses.

Force Majure.

The company will not be liable for failures or delays attributable to causes beyond its control. Governing Law - The warranty agreement shall be governed by English Law.

What This Warranty Does Not Cover

This warranty does not cover the following:

- Uninterrupted or error-free operation of a product;
- Loss of, or damage to, your data;
- Any software programs, that were not provided with the product by Zoostorm or installed subsequently;
- Failure or damage resulting from misuse, accident, modification, unsuitable physical or operating environment, natural disasters, power surges, or improper maintenance by you;
- Damage caused by a non-authorized warranty service provider;
- Shipping costs for non-eligible warranty repairs;
- Failure of, or damage caused by, any third party products, software, peripherals or components.

This warranty is voided by removal or alteration of identification labels on the product or its parts.

Limitation of Liability

Zoostorm is only responsible for loss or damage to your product while it is: 1) in our possession; or 2) in transit in those cases where we are responsible for the transportation.

Zoostorm is not responsible for any data including confidential, proprietary, or personal data contained in/on the product. You should remove and/or backup all such information from the product prior to its service or return.

UNDER NO CIRCUMSTANCES SHALL ZOOSTORM, ITS SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS OR DAMAGE TO YOUR DATA; OR 3) SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS.

Contact Technical Support:

Have you located your Serial Number first?

Telephone: 0844 800 6183

Email: technical@zoostorm.co.uk

Downloads: <http://www.downloads.zoostorm.com>

For Windows 8 Driver Downloads: <http://tinyurl.com/d66rf54>

Web: <http://tinyurl.com/zoostormtechnical>

Zoostorm Service and Support are open from Monday - Friday; 9.00am till 5.30pm.

zoostorm

