

ZT Systems Retail Desktops Common Questions and Troubleshooting

Are ZT desktops available for sale?

No. ZT Systems discontinued sale of retail desktop PCs in 2013.

My system won't turn on, what do I do?

Step 1 : Make sure the power cable is securely plugged into the wall and into the back of the PC

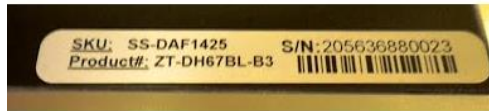
Step 2 : If a surge protector is being used, verify that the master power switch is in the ON position

Step 3 : Plug the PC into a different outlet

Step 4 : If you have tried the above steps and your system still will not power on, please contact ZT technical support at support@ztsystems.com.

Where do I get drivers for my ZT Systems PC?

Please email support@ztsystems.com with your system's serial number:



What does "limited warranty" mean?

Our standard limited warranty covers all hardware related repairs for your ZT Systems computer. The warranty only applies to the original factory-installed components, and does not cover any additional components you may have added.

Do ZT Systems computers come with recovery discs?

ZT Systems PCs shipped with recovery discs enabling you to reinstall the factory preloaded operating system. In the event that the operating system needs to be reinstalled or the hard drive requires reformatting, the discs provided with your computer will enable you to perform these tasks.

Does this ZT Systems desktop PC come with a wireless networking card or "wifi"/wireless networking capabilities out of box?

No. ZT Systems desktops do not come with wireless networking capabilities built-in, however they are compatible with wireless cards or external USB wireless adapters if you choose to install one after purchase.

Are all ZT Systems computers manufactured in the USA?

Yes, all of our ZT Systems computers are assembled and serviced at our world-class manufacturing facility and corporate headquarters in Secaucus, New Jersey.

Does this system support dual monitors?

Please consult the specifications for the individual model in question.

Does the DVD-RW Drive read and burn both CDs and DVDs?

Yes, you can read and burn CDs and DVDs using this type of drive.

Does the computer come with a data/fax modem?

No, ZT Systems desktops do not come with data/fax modems, however all current models do feature Ethernet LAN

ports that enable you to connect to a broadband device such as a DSL or cable modem (sold separately.) Internal or external data/fax modems that are compatible with most PCs can be purchased separately if required for dial-up networking.

Do you have an extended warranty?

ZT Systems does not offer extended warranties, however extended warranties can often be obtained through the ZT retailer of your choice.

Is the office software mentioned in the specifications trial or full version?

Most models do NOT include a full version of Microsoft Office; please refer to the specifications for each model to determine what if any office software is included. Note that "Office Ready" means your system includes a free limited-time trial version of Microsoft Office, with a mechanism to purchase the full program separately from Microsoft if you choose.

Will adding my own hardware components affect my warranty?

Adding components will not affect your warranty unless there is physical damage to the computer or any of its original components, in which case the warranty will be void.

Can alternate or additional components (for example, video card or memory) be factory preinstalled when I purchase them on the same order at my retailer?

No. ZT Systems PCs are shipped with the configuration advertised on the retailer's site. Any additional components you order will ship separately. You can then install them yourself.

Does ZT Systems sell individual components or peripherals (for example, video cards, monitors or memory) separately?

No. ZT Systems does not sell components or peripherals separately.

Is the memory expandable?

Maximum memory capacity varies by model. Please refer to the specifications for each model to determine.

Is the power supply sufficient for the system?

Yes, every ZT Systems PC is designed and verified to work with the power supply and components as specified and shipped. If you choose to perform major component upgrades, you may need to upgrade the power supply as well.

Can I upgrade from integrated graphics to a graphics card?

Yes, you can upgrade to a video/graphics card. Please keep in mind that adding a graphics card to the system will automatically disable the onboard/integrated graphics, thereby automatically enabling the graphics card installed.

Can I upgrade my hard drive or install additional hard drives into my system?

Yes, you can add extra hard drives to the system. Please check the type of hard drive you are intending to add (IDE or SATA) to verify that these internal connections are available for use in your system.

Can I add or replace a DVD drive in my desktop system?

Yes, please verify the type of DVD drive you are intending to use (IDE or SATA) and verify that these internal connections are available for use in your system.

What kinds of PCIe x16 video cards can I install on this type of system?

ZT Systems desktops are compatible with most PCIe x16 video cards. Before purchasing a video card please be sure to check the card's specifications, especially with respect to dimensions and power requirements, to ensure there are no conflicts with the specifications of your ZT Systems PC.

Setup & Troubleshooting: Setting Up Your Audio

Depending on what type of speakers you are using, there are several ways to receive sound on your new ZT computer. Shown below are the different types of audio connections available:

Analog 6-in-1 input:

This is the standard analog jack that is used for a traditional 2 speaker setup, or on some models, you can receive 5.1 to 7.1 audio (depending on your speaker system). They are color coded to show you which speakers go into which input.

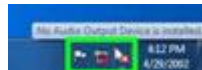
HDMI:

Some of our models include onboard HDMI, or HDMI from a discrete video card. If you are using an HDTV, you can use an HDMI cable to connect your TV to your computer. HDMI passes both audio and video, so there is no need for a separate audio cable.



In most cases, plugging your speaker cable into the audio output jack should be sufficient to receive sound on your system. In cases where you cannot receive audio, please follow these steps to troubleshoot:

1. First, check to see if your audio drivers are installed. Go to the Start Menu, type in "Device Manager," and then press Enter. Once in the Device Manager, look for the category 'Sound, Video, and Game Controllers'. If you see any exclamation points or question marks, then your audio driver is not installed. Please reinstall the audio driver from the restore disk included with your system, or you can download the drivers [here](#).
2. Another way to tell whether or not the drivers are installed is to unplug and replug in your speakers. You will see a message come up above your system time on your task bar.
3. If there is an x mark by the speaker icon in the taskbar:



this indicates that there is no audio device found. In this case, reinstall the audio driver per the instructions above.

4. If you see the speaker icon, and you still cannot receive audio, first check the volume settings. Place your mouse over the speaker icon and it will show you the volume:



Right click on the speaker icon, and then left click open volume mixer:



You can then adjust the volume to your preferred level.

5. If there are no conflicts and the audio drivers are installed, please try a different pair of speakers to ensure the issue is not with the speakers or headphones.

Setup & Troubleshooting: Setting Up Your Setting up your Broadband connection (Cable,FIOS,DSL) for Internet access

1. Please locate the Ethernet connection on the back of your system. The Ethernet connection is located right above the audio ports on the back of the unit below. This connection is specifically designed for an RJ-45 cable only. Please do not insert a standard phone line connection, as it may damage the system. This is the type of cable required to connect to a Broadband connection.



Top cable is an Ethernet cable, the bottom cable is a standard phone line cable.

Plug one end of your Ethernet cable into the back of the computer, and the opposite end should go into your modem/router.

1. Once connected, you should see a network icon on the bottom right hand side of your screen. This means that the computer is trying to connect to the internet. If successful, you should see internet access when highlighting the network icon.
2. With most Broadband services, there are no additional steps required to connect to the internet, but there are may be some exceptions depending on your provider. Please go through the troubleshooting steps below, and if you are having problems, please contact your Internet Service Provider for additional assistance.

Troubleshooting Connection Issues:

Physical Connectivity between computer and modem

1. First, establish whether or not you are physically connected to your router/modem. To do so, simply connect your Ethernet cable to your modem and then to your system.
2. The network icon on the bottom right side of your screen should indicate that a cable has been plugged into your Ethernet connection. If you do not see such a message, then either the network driver is not installed, or there might be a problem with the cable you are using.

Verifying Driver installation

1. Go to the Start Menu, type in Device Manager and press enter. Look for the category “Network Adapters”. Expand the category by clicking on the arrow sign next to it. You will then see the name of your network connection listed. (For example, Realtek NIC).
2. If there are no exclamation marks or questions marks in the Device Manager, then all drivers are correctly installed. From here, try to establish physical connectivity.
3. If the driver is not listed, then try to install the network/LAN driver for your system. You can use your system restore disk (which is included with your system).

Verified connectivity but still cannot connect to Internet

1. If you are physically connected, but still cannot connect, try resetting your router by performing a power cycle. A power cycle would involve disconnecting and powering off your router for about 30 seconds, and then re-plugging it back in.
2. After performing a power cycle and if you are still unable to connect to the Internet, contact your ISP Tech support for additional assistance. Please inform them that you can establish physical connectivity but cannot receive a valid IP address. Your ISP might have custom settings or might need to re-establish the correct settings on their end to enable your computer to connect to the Internet.

Questions on Networking Computers:

Our technical support department does not support networking issues between other systems, but you can click [here](#) view a user guide from Microsoft that may help with basic problems.

Setup & Troubleshooting: Memory Removal and Installation

1. First, turn the machine off and unplug all cables.
2. Place the back of the system facing towards you, and look at the left and right side panels. There will be 2 screws on each side, and they will be located on the black section.



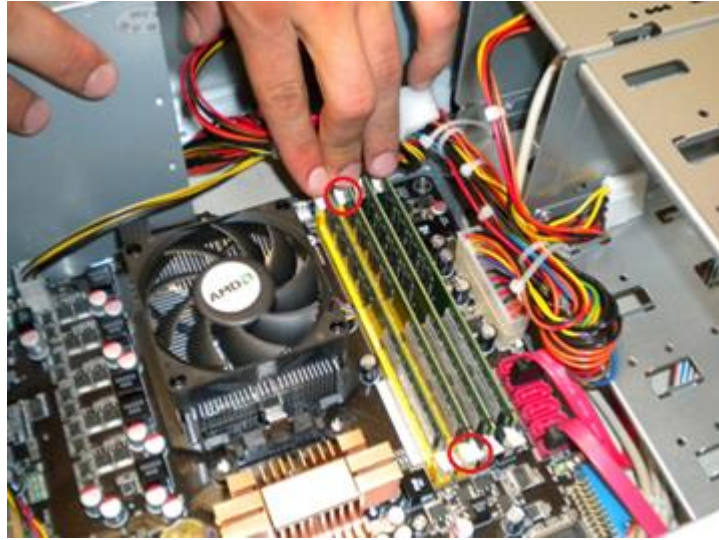
3. Once the screws are removed, you can then slide the panel towards yourself and it will come out.



4. Locate the memory slots on the motherboard. Depending on the model, you will see from 2-4 slots.



5. To remove the memory, press down on the two white tabs holding each memory module.



6. The memory module will then be loose enough to be removed. Once the tabs are released, pull the memory sticks straight up to remove.

7. To install memory, leave the 2 white tabs open, and just plug the memory module into the slot. The module should snap back into place evenly. The memory will fit into the slot in only one direction.

8. Once installation or removal is finished, please slide the case back on, and re-secure the panels. Turn your system on and check to see if it boots. If the system makes a beeping sound or does not come on, please recheck the memory slots, and remove and install again.

Setup & Troubleshooting: DVD Drive Removal and Installation

1. First, turn the machine off and unplug all cables.

2. Place the back of the system facing towards you, and look at the left and right side panels. There will be 2 screws on each side, and they will be located on the black section.



3. Remove all four screws. Once removed, you can then slide the left and right panels towards yourself, and they should come right off.

4. With the side panels off, you should now be able to see inside the machine. The DVD drive will be located near the front-top of the case. Depending on the model, if there is a front cover, please continue to Step 5. If there is no front cover, go to step 6.

5. Next, remove the front cover. Inside the front left and right side panels, you will find clips that secure the front cover. Press down on both clips, and then gently remove the front cover. (3 clips total on both sides).



"M" Models



"X" Models

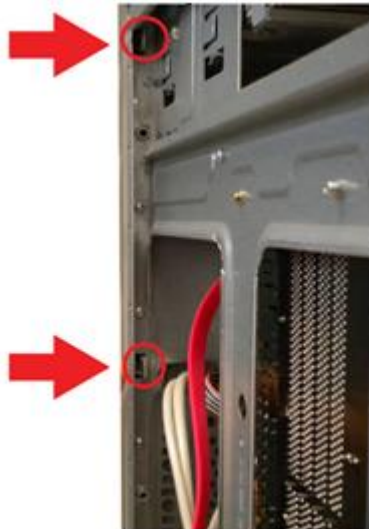


"N" Models



"L" Models

6. There will be some cables attached to the front cover, so please be careful not to remove or damage the cables. Once the front cover is detached, locate the screws on both sides of the DVD drive. Remove all 4 screws on each side. If there is no front cover, you can just remove the side covers.



(Pictured above with front panel removed)



(Removal of screws holding in DVD drive)

There will be a total of 4 screws; 2 on each side. Please remove the screws. Once the screws are removed, you can then unplug the connections on the DVD drive. Typically, newer model DVD drives will use a SATA cable and SATA power cable. Older drives like IDE drives, use a ribbon cable and regular power connector.



(Back of typical SATA DVD drive)

You should now be able to slide the DVD drive out of the case. Slide the DVD drive towards yourself and it should come right out.



To install a DVD drive, perform the steps above in reverse. If you are installing a 2nd DVD drive, you will need to remove the removable metal front plate covering the bay. It can be removed with your hands, but please be careful as the edges are sharp. Once the plate is removed, you can then slide the drive in, and install normally.



(Picture showing front metal plate for 2nd bay)

Setup & Troubleshooting: Hard Drive Removal and Installation

1. First, turn the machine off and unplug all cables.
2. Place the back of the system facing towards you, and look at the left and right side panels. There will be 2 screws on each side, and they will be located on the black section.



3. Once the screws are removed, you can then slide the panel towards yourself and it will come out.

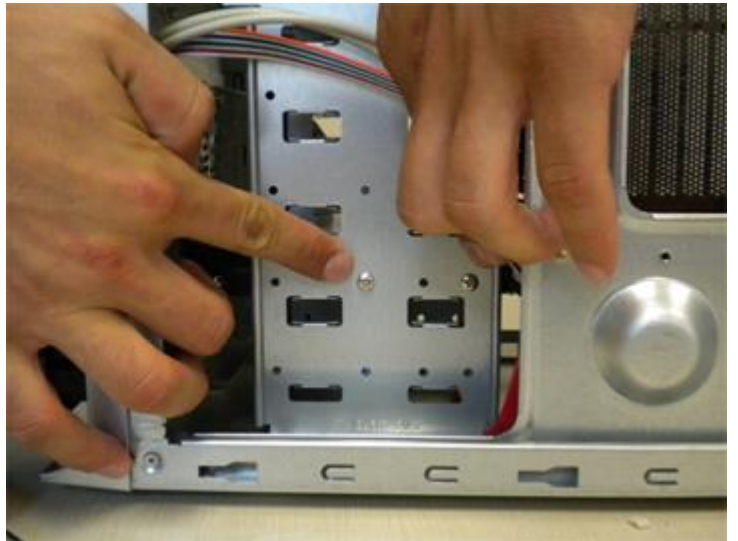


Left Side Panel Removed



Right Side Panel Removed

4. With the side panels off, you should now be able to see inside the machine. The hard drive will be located near the front-bottom of the case. It will be similar to a small metallic box.



5. There will be 2 screws attached to the hard drive on each side. Remove all four.



6. Once the hard drive is located, remove the 2 cables attached to it. There will be one flat, red cable (SATA) and a multi-colored power cable. Gently pull back the cables to remove each one.



7. You can now slide the hard drive out of the case.



Picture of hard drive removed from case

8. To install a hard-drive, perform the steps above in reverse. Depending on the model of your system, you can install a certain number of drives. Please read the documentation for your system to find out how many open ports your system contains.

Setup & Troubleshooting: Setting Up Dual Displays

Certain ZT models feature “dual-display capability,” which means you can connect two compatible monitors to your PC and use them simultaneously. This enables you to create an extended working area for ease of multi-tasking and enhanced productivity, or to view the same thing on both displays.

How to tell if you have dual-monitor capability:

You may have dual-monitor display capability if your system has a discrete video card installed, or if your motherboard supports onboard dual-display. Look for multiple video port connections on the back of the PC. Note that some systems include display ports that are inactive due to an installed discrete video card, and that not all systems with multiple display ports support dual monitor operation.

How to configure your system for dual-displays:

1. First, connect both monitors to your system. Connect monitor one to the appropriate port (VGA, DVI, HDMI, DisplayPort) and then connect monitor 2 to any remaining port.
2. Turn the system on, and start Windows.
3. Once in Windows, right click on your desktop and click on Screen Resolution.
4. You should see two monitors beneath “Change the Appearance of your display.” Click on Identify, and it should show you which monitor is labeled number 1 and number 2.
5. You can also indicate whether you want the 2 displays to be one large desktop or duplicate the screens for both.

For further assistance please click [here](#)

Disabling Auto-Login

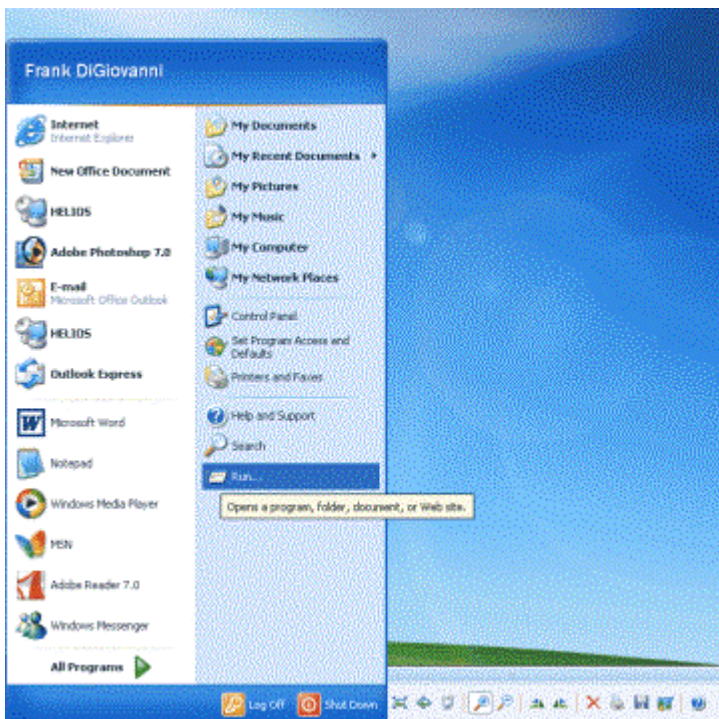
The AutoAdminLogon is a feature in Windows XP that will allow the system to automatically log the on regardless of how many user accounts and how the logon screen is setup. This can be turned off by following the few simple steps below.

Note: After you turn this feature off, all your settings including, wallpaper, favorite places, and “My Documents” folder, etc will not be used anymore. This is because you will not be logging on as the Administrator account anymore. The first time you logon after this change will be with a NEW user account and the system will build an entirely new Profile for that user. If you want to move any of that data to the new user account, simply browse: **My Computer - > C:\Documents and Settings\Administrator** folder for the **My Documents** and **Favorites**. Simply copy those two folders to the new user account’s folder you are logging in with replacing the folders in there.

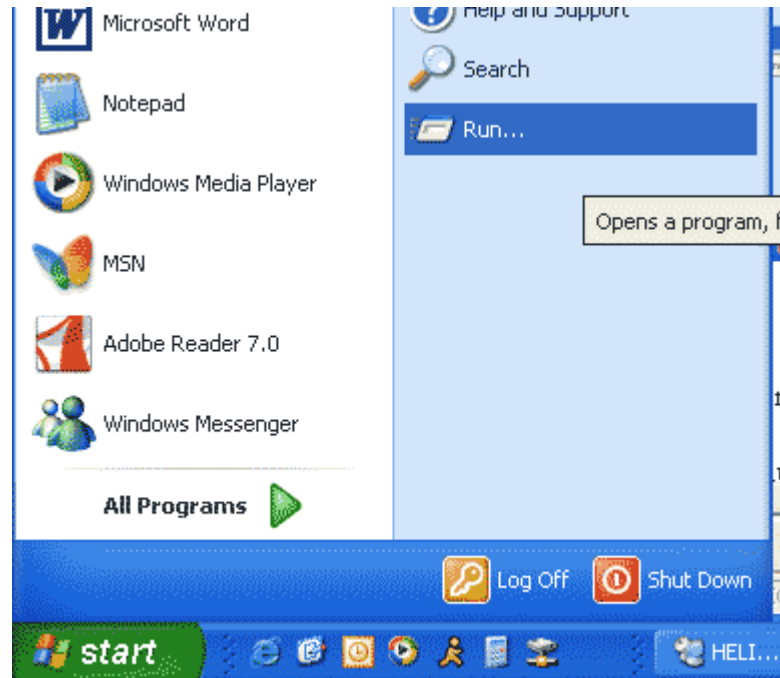
Example: Copy C:\Documents and Settings\Administrator\My Documents and paste it into C:\Documents and Settings\New User

Steps For Disabling Auto Administrator Logon:

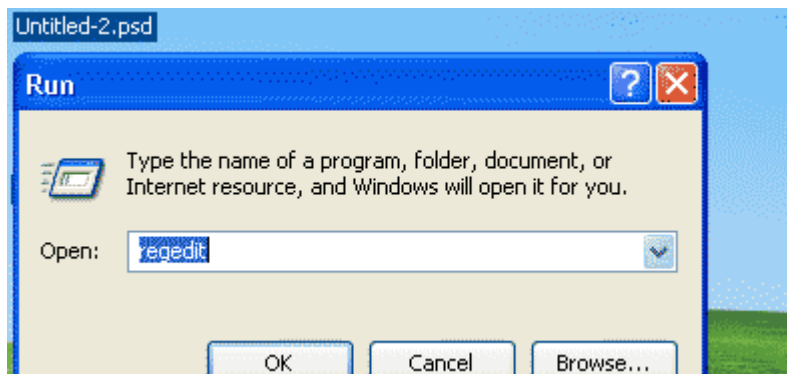
Step 1: Click [Start] button on the bottom left of screen



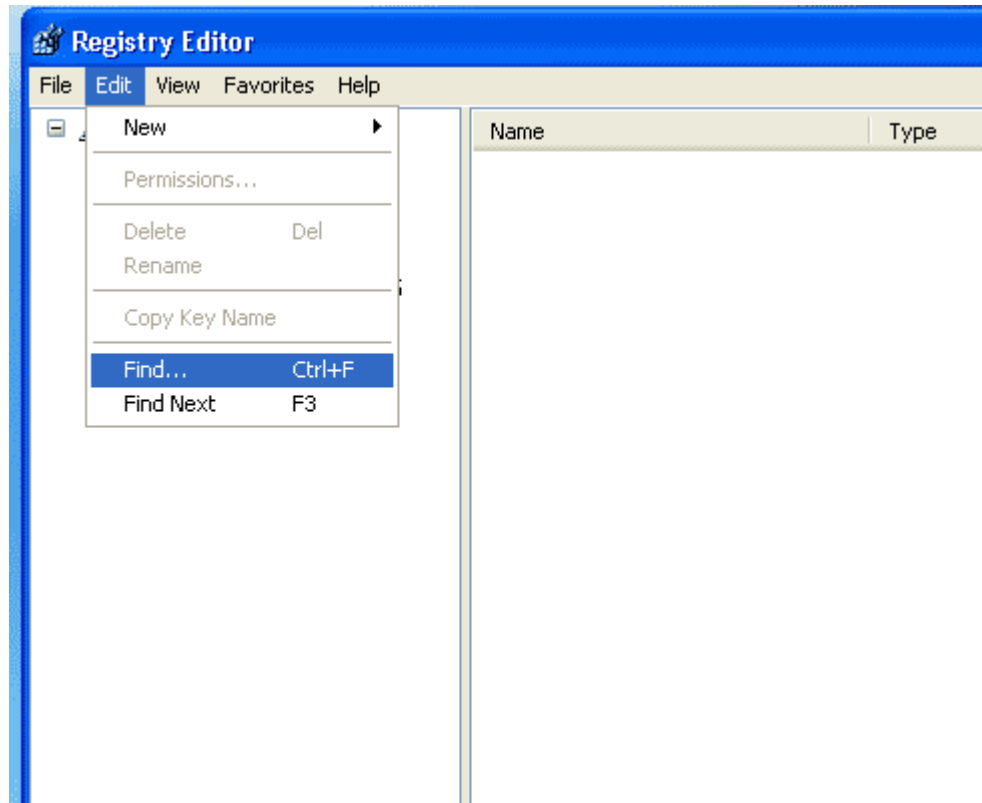
Step 2: Click [Run]



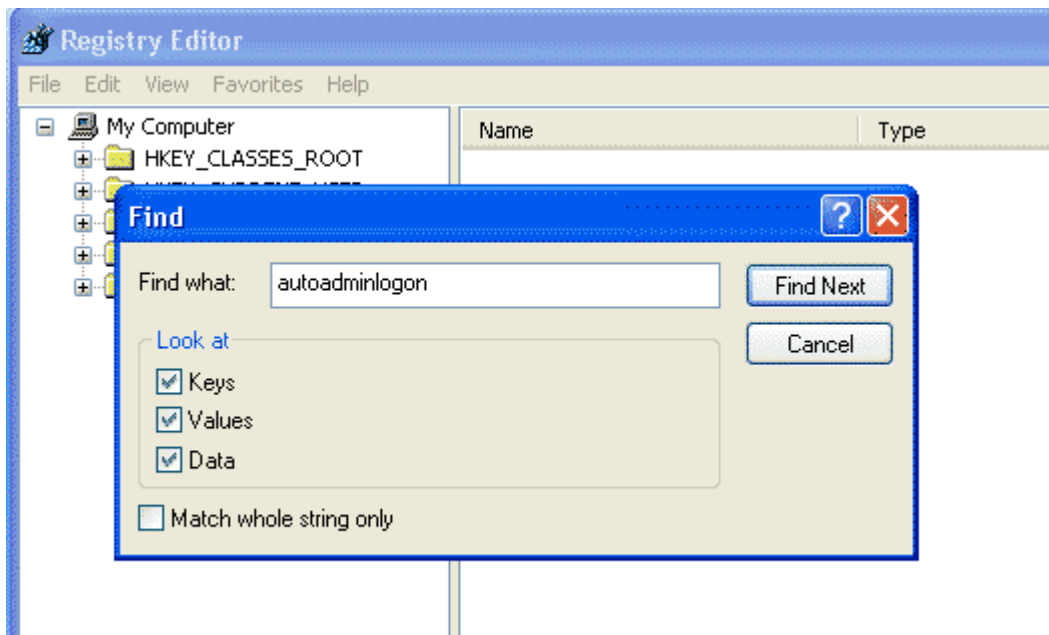
Step 3: Type [regedit] and press [Enter] or click [OK]



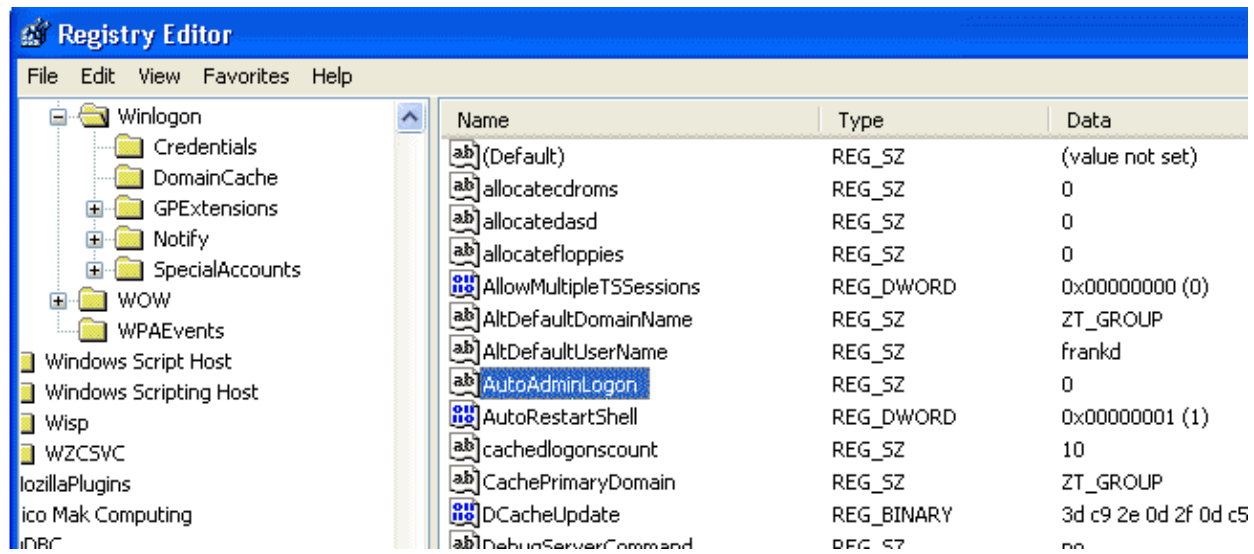
Step 4: Click the [Edit] menu from the top of the Registry Editor Window and chose the [Find] option



Step 5: Type [autoadminlogon] in the search field and Click [Find Next] button

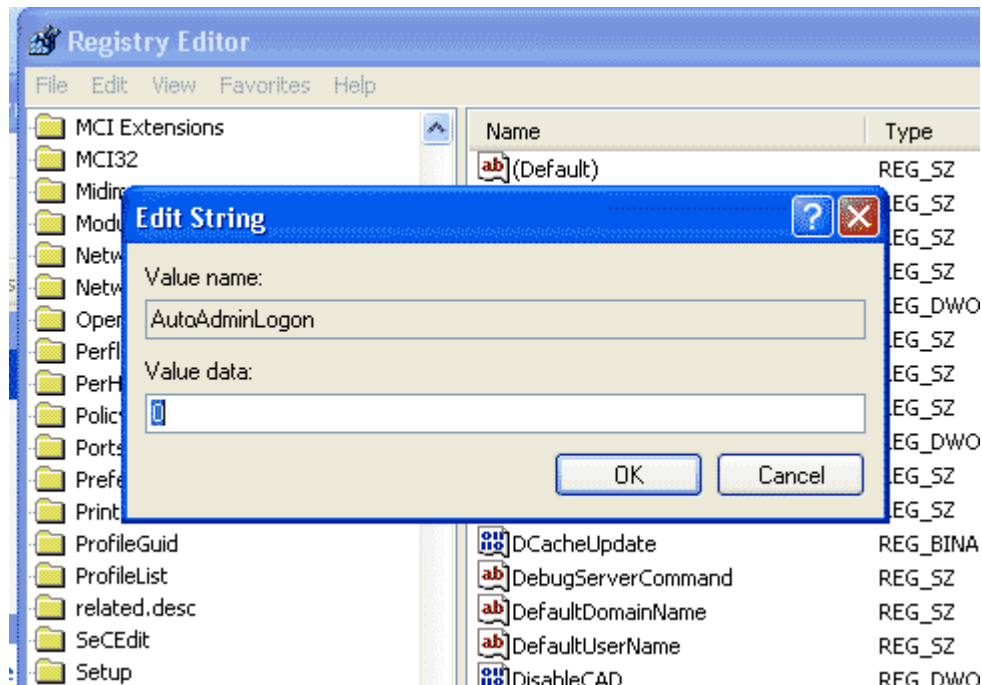


Step 6: After the Wizard searches, it will find a key in the right window pane and will be highlighted. Locate the Autoadminlogon key and double click on it.



Picture of hard drive removed from case

Step 7: Change the Value from a 1 to a 0 and click [OK].



Step 8: Close the Registry Editor and reboot the computer.

You are now finished with the AutoAdminLogon procedures.

