

Re: DO NOT BUY FROM ZTGROUP!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2004-02/2758.html>

From: CrAzY (_MCE__at_MobStarz.Com)

Date: 02/29/04

Date: Sat, 28 Feb 2004 18:26:09 -0800

Welcome the Newsgroups Philip – glad you can join us for conversations that protect and promote your products.

However, I do see how a company that has poor tech support can be related to the only company to agree to use the ATI eHome Wonder cards – if the only company that will use them in an MCE has poor tech support – are you going to continue to promote that company? It's a shame that you have to come here in attempts to do damage control for a company that is loosing end-user support in the MCE realm ... Oh wait, not only in MCE, but in the Home Theater PC realm all together. The inability to support simple requested features in driver releases has gone unheard, for way to long ...

Again – the only company to use the eHome Wonder also has poor customer service ... you're obviously in some sort of public relations, and I'm certain you're familiar with marketing strategies – numbers can always be skewed to your advantage ... well –

ZTGroup = Poor Tech Support

ZTGroup = Only OEM to use ATI eHome Wonder

I'll let people come to their own deductions for the rest ...

I'm with Tom on this one and notice your only replies here thus far have been to combat any negative statements towards ATI ... what a shame ...

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:: CrAzY ::

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"Phil Taylor" <ptaylor@private-citizen.com> wrote in message
news:e714ozU\$DHA.3536@TK2MSFTNGP10.phx.gbl...

> again, hard disk failures dont relate to capture or graphics cards.

>

> sorry the qa torqued you, I cant change that.

>

> "Tom" <tintruder@hotmail.com> wrote in message

> news:OmHVrcO\$DHA.4060@TK2MSFTNGP10.phx.gbl...

> > Well, somebody a while back did proudly announce ZT Group was the only
OEM

> > customer ATI managed to land for the eHW card.....sounds like a good,

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> > competent group to associate the ATI name with.
> >
> > Nonetheless, I will continue to steer people away from ATI with respect
to
> > MCE as the opportunity arises until you folks change your practices,
> support
> > users who spent a bundle for your products, and be honest for a change
> about
> > the topic and supporting facts.
> >
> > I even get flattering emails from people claiming to be ATI employees
(and
> > the originating IP Addresses suggest they may really be) who agree
> > wholeheartedly that you folks made a bad decision and stuck with it for
> all
> > the wrong reasons. They hate seeing their company get a bad rap for
> > something so easily fixed, but realize that if internal common-sense
won't
> > solve the problem, perhaps external bad PR will.
> >
> > The Q&A your folks authored for TheGreenButton.com was so incredibly
> > condescending and disrespectful that it probably did more to sour people
> on
> > ATI than anything I could say.
> >
> > Any other big OEM sales with those eHWS?
> > Seriously, I'm glad you are selling some, but you'd take away the
> > "grey-market" smell if you'd support customers with drivers on the
website
> > and maybe even a little discussion of the card from a technical
> perspective
> > rather than just the marketing fluff.
> >
> > MCE etc. isn't going away, and if you guys would pull your heads out, it
> > would only take a few genuine, helpful, positive gestures to the MCE
> > enthusiast community to start mending your reputation and earn back some
> of
> > the trust (and revenue) that has been needlessly squandered.
> >
> > Phil, there's too much stuff changing in the market. Too many competing
> > technologies and emergent choices. You guys need to offer consumers a
> better
> > roadmap because too many of ATIs efforts seem to be reinventing the
wheel
> > and moving away from the mainstream.
> >
> > We know you have good hardware. No argument. But the rest of your
> > comeditors, even those with headquarters 8000 miles away in Asia,
instead
> of
> > right next door, are kicking your butt with new products, tantalizing
> > information, and damn good, highly responsive customer support.
> >
> > For instance, your new HDTV Wonder... you didn't do anything to
> > differentiate it from the other HDTV cards that have been on the market
> for
> > 2 years already. If it has an advantage, perhaps somebody ought to say
so.
> > What have we been waiting two more years for? OTA HDTV?
> >
> > And while you guys sure like to keep secrets, there must be some "good"
> > things about upcoming products you could tell us to create enough

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> excitement
> > for us to wait for ATI rather than go buy competing products.
> > Speaking of ATI secrets, you gotta do something to offset the
ExtremeTech
> > report that says the HDTVWonder app is not yet integrated into MMC and
> there
> > is no working dual-mode Guide yet....boy THAT was good press....get a
\$250
> > HDTV card and have drivers that suck...how'd you manage to let that
tidbit
> > out?
> >
> > I guess the bottom line is that one pissed off customer has more effect
> than
> > 100 satisfied customers, huh?
> >
> >
> >
> >
> >
> > "Philip Taylor [ATI]" <ptaylor@online.newsgroup-poster.ati.com> wrote in
> > message news:OqUKHnL\$DHA.2316@tk2msftngp13.phx.gbl...
> > > Its hard to see there is any direct linkage between failures on disk
and
> > the
> > > capture card.
> > >
> > > I think its a bit unfair to use this post to forward your agenda Tom.
> > Its
> > > unfortunate that your unhappiness over the AIW driver situation is
> > clouding
> > > your opinion of ATI, but be clear about thats whats driving your
> > repeated
> > > comments here and in other forums.
> > >
> > > "Tom" <tintruder@hotmail.com> wrote in message
> > > news:eyGchXI\$DHA.3500@tk2msftngp13.phx.gbl...
> > > > Interestingly, ZT Group is one of the OEMs who has chosen to use the
> > > ATI
> > > > eHomeWonder tuner.
> > > >
> > > > Everybody else uses Avermedia, Emuzed or Hauppague (except that one
> > > > Dell
> > > > using the customized AIW9000 and secret software).
> > > >
> > > >
> > > > "ztgroupsucks" <junkmail1513@mail.NOSPAM.com> wrote in message
> > > > news:%235ZHpGI\$DHA.1212@TK2MSFTNGP12.phx.gbl...
> > > > > I helped my brother configure and purchase a MCE computer through
ZT
> > > > > Group. I figured they use name brand parts and simply assemble the
> > > > > computer so I had little concerns. WELL what a mistake that was!!!
> > > > >
> > > > > Besides several little problems that they could not resolve the
> > > > > system
> > > > > > died one day. It was reporting a READ DISK ERROR on boot. OK
sounds
> > > > > > like a Hard Drive failure, should not be a problem because this
> > > > > > system was configured with a MIRROR RAID (2x80GB drive Mirrored).
> > > > > > Well I was wrong again.
> > > > >
> > > > > > To make a very long story short we sent the computer back to be

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> fixed.
> > > > They could not retrieve ANY data from either hard drive (remember
> > > > these were mirrored) and further more could not determine what
> caused
> > > > the problem. The technician kept telling me that "computers are
not
> > > > perfect" and a RAID MIRROR is not a guarantee of data redundancy.
> > > >
> > > > After waiting almost a full week after it arrived at ZT Group they
> > > > could not tell me what went wrong and kept stating "computers are
> not
> > > > perfect". They refused to refund my brothers money and would not
> > > > replace any hardware cause they could not find a problem.
> > > >
> > > > Furthermore at least 5+ hours of our time was wasted trying to
> > > > troubleshoot the system over the phone. The tech support person
> > > > simply had no clue.. He tried to tell me that the data on one hard
> > > > drive became corrupt and therefore "when mirrored" to the other
disk
> > > > other disk was too corrupt. I explained that MIRRORED drives do
not
> > > > copy from one disk to the other but the RAID controller simply
> > > > duplicates the data and sends it to each disk therefore each disk
is
> > > > independent of the others failure.
> > > >
> > > > I WOULD NEVER EVER DO BUSINESS AGAIN WITH ZT GROUP!!!
> > > >
> > > > MCE User..
> > > >
> > > > Posted via <http://www.xpMCE.com>
> > > > Everything about Windows XP Media Center Edition
> > > >
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