



Dex Computing

Laptop Sales Information

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Dex Computing is a supplier of quality computer sales and service



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Dex Computing - Computer Service & Support



Dex Computing

Introduction

Dex Computing is a supplier of quality computer sales and service

We provide a wide range of products - computers, laptops, printers, accessories, as well as service support and training.

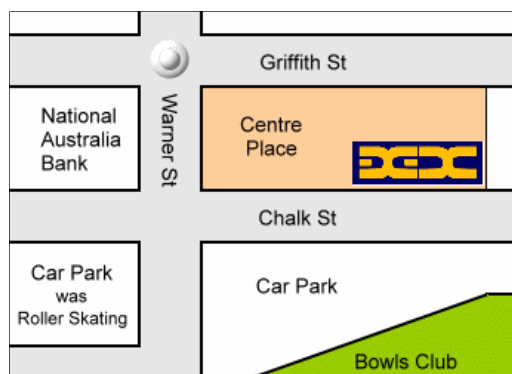
The proprietor Derek Barker has 25 years experience working in retail and on business computing solutions. For 15 years we have been providing quality service to home and small business users around the Tweed and Southern Gold Coast and our retail / service outlet has been established in Coolangatta for 8 years.

When you become a regular customer of Dex Computing you can be assured that we strive to understand your needs and your systems, then advise and help with the most effective solutions.

We custom build computers using quality name brand components. Our intimate understanding of our products and our objective of providing you with comprehensive local support for all your computing needs, means we follow through with optimal after sales service.

You can call us with your problems, or just to discuss possibilities for the future.

We provide in store or on site service and strive for quality at an affordable price.



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What does it all mean ?

Hardware - The physical equipment

The Processor - Intel i3 i5 i7

The brains of the unit. Determines the raw processing power of your system, but when working in conjunction with all the other components it is not the outright rating that gives the best value but rather a balance of capabilities.

Historically CPUs were rated on clock speed, but changes in technology means it is a combination of factors (Cores, Cache, Clock Speed and Bus Speed) Generally it is easiest just to recognise the position in the market by model number and price.

The **i3 i5 i7** models are all solid and capable and represent respective performance steps.

Memory - 2gb, 4gb, 8gb

Memory or RAM is the computer's working space.

Having enough memory for your workload is critical for consistent performance and having a bit extra never hurts.

4gb is recommended , 8gb makes for extra flexibility and future proofing.

Storage - Hard disk drive and / or Solid state drive

This is the storage facility for your system. It holds the operating system (Windows) and your personal configuration and files (the stuff you load and configure plus your documents photos movies). It is a critical component for performance and reliability.

Hard disk drives have been the standard for years they are now great value for big volumes of data, but as a mechanical storage system with moving parts they have limitations.

Solid State drives are a quantum leap, full electronic storage makes for dramatic improvements in performance and reliability.

The compromise is size, SSD's are affordable at 120gb which is generally plenty for an average user. But if you need big storage then you will still need a hard disk drive as well.

Nothing is fail proof, if a disaster strikes a backup can recover your personal configuration and files. See backup on page 7.

The interactive stuff... Keyboard Mouse Screen Sound

A good big screen & sound can make your simple snaps, videos or interactive internet into exciting multimedia entertainment.

Cordless keyboards and mice reduce clutter and offer a little more freedom. Fancier models have a better feel and other options.

Internet

Broadband ADSL

Connected to your phone line using a modem / router. This service can be shared to multiple computers

Performance and availability is dependent by distance from the phone exchange.

Your service provider plan may also determine speed restrictions and a download allowance.

Wireless networking (around the home)

Extending the above to allow local wireless connections to your base for laptops or any wireless enabled device.

Wireless mobile broadband

Internet via mobile phone networks

Usually a small USB based device that provides internet connection for a single machine.

Coverage anywhere there is mobile phone service.

BEWARE... *Mobile internet performance can vary greatly between networks / service providers*

If you are in a marginal service area test before you commit to a contract

The NBN We will believe it when we see it!! But it should be very fast and very reliable. And require a whole new range of stuff !!



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What does it all mean ?

Software - The applications you use and interact with

Windows 7 - Operating system

The operating system is the foundation interface and environment you use when operating the computer.

Windows 7 is the streamlined replacement for Vista, it maintains the familiar Windows layout then adds a range of usability improvements for a fresh modern feel.



Home Premium - Standard version

Professional - Business use, advanced networking support plus other add ons

Ultimate - Professional plus a range of bonus features.

Microsoft Office - Supplied in packages with various combinations of the following

Word - Industry standard word processor, for writing anything from letters to books.

Excel - Industry standard spreadsheets, for any imaginable calculation task.

Outlook - Advanced email, personal information manager, contacts, address book, planner, calendar, task manager

PowerPoint - Professional presentations, create slide shows of images and information.

Publisher - Desktop publishing, versatile capabilities to create flyers or any mixed layout document

	Home Student	Home Business	Professional
Word	x	x	x
Excel	x	x	x
OneNote	x	x	x
Powerpoint	x	x	x
Outlook		x	x
Publisher			x
Access			x



Protection

Trend Micro Internet Security

Trend Micro is an industry leading provider of Anti virus / internet security solutions to both home and business.

The TMIS product is a powerful yet simple and reliable solution to internet security, providing Anti Virus, Firewall, Spyware protection, privacy protection, spam management, parental controls and more



Power & Surge Protection

Inconsistent mains power, lightning and storm damage are common sources of computer problems. Surges are the commonly known issue, but power instability or unnoticed long term fluctuations result in system stress, data loss and premature failure.

Surge protectors are the basic form of protection from obvious problems. **decent surge protectors start from \$29**

UPS (Uninterruptible Power Supply) continuously monitor the mains power for inconsistencies and seamlessly switch over to battery backup power whenever the mains power is unstable. **Starting from \$149**

NOTE - even the best protection is not fool proof, Backup is still essential - See our backup section on page 7



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Dex Enhanced Laptop Setup

Regular Laptop Purchase - Dex or others

As standard, laptop pricing is for off the shelf pickup and self installation.

Out of the box laptops are pre configured and roll straight into a completion of the setup, requiring time and user input. Then the system is still only as new as the build date and will require numerous updates to get security and functionality current.

They also come with add ons and trial versions, which you may or may want or need. All of these load up the system and overwhelm the simplicity of most users needs.

Once you have your system de-cluttered and updated you will be ready to personalise.

Most people have documents files or email that they would like to use again. These will need to be transferred into place.

Then all your personal options, anti virus software is essential. Other personal software, office, word or outlook for example.

Also your printer / scanner and internet configuration etc.

Whilst this is good value for an experienced and knowledgeable user, most prefer some Dex Service options to assist !!!

Dex Enhanced Laptop Setup **\$79**

Our enhanced systems are what make the Dex Computing System solution unique.

We complete out of the box pre load, answer all the setup questions, run all security and functionality updates.

We declutter and simplify the preinstalled extras to match your personal requirements.

Then we offer a range of pre delivery and changeover options to make the changeover or first time as painless as possible.

Dex Enhanced Laptop Options

Installation of add-on's **\$25 / 15mins**

We can prepare and configure your system as much as you would like. We just charge for the time.

Additional software, printer / scanner, broadband wireless, generally take about 15mins / \$20 each.

Data Transfer - relocating your personal files to your new computer

NOTE - Software does not transfer to a new system, it requires reinstallation using original disks and serial numbers.

NOTE - Specialty applications, music and photo managers such as itunes are not included below. (please ask and we will quote)

User files transfer **\$50 (for 1 user, up to 20gb)**

Copy user files, documents, photos, music and video

Email transfer **\$50 (for 1 user /account)**

Transfer messages and addresses, configure email on new system. (Outlook to Outlook, Outlook Express to Windows live mail - ONLY)

Excess transfer **\$25 per / quote**

If you have multiple user profiles, extra mail accounts, excessive files (usually movies) we will need to discuss and quote.

Backup **IMPORTANT - Please read the Backup and warranty information on the following page**

System image backup **Insurance for your personal data and configuration**

Makes a complete snapshot copy of your system and personal information and stores it on an external hard drive.

With this option we create a pre delivery backup and automated routines for weekly backups

Comprehensive support

If you have a system image backup we will always be able to provide you with the most effective long term service and support with minimal excess costs

Without a system image backup we can still do our best but we will charge for all incidental costs relating to personal data and system personalisation's, which are beyond the scope of the warranty.

We are always available to answer a quick question, but if you require assistance beyond the scope of any installation option or data transfer, we are happy to provide ongoing assistance and service at our regular labour rates of \$25 - 15 mins.



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Backup - Warranty - Payments

Backup

IMPORTANT - Backup of user data and personalised system configuration is a user responsibility

Your system will store important personal information and your personal setup and configuration.

If disaster strikes it is easy to replace the system, but what about your personal information and configuration?

Even a minor problem under warranty can involve a loss of personal data documents and photos etc. as well as incurring time and costs to recover your personalised system configuration.

Do you think none of the following will happen to you ?

Theft, fire, household damage

Storm damage / lightning

Power surge or disruption

Power instability (often long term unnoticed)

Component failure - Hard disk failure is not uncommon and means complete loss of data

Component failure - instability or failure of any system component commonly leads to data corruption / loss

Operating system corruption - after loading problematic software or device (even an auto update)

Operating system corruption - accidental damage, oops what did I just do !!!

Operating system corruption - Internet virus spyware, popup, add on invasion !!!

Kids - they seem to think they know what they are doing, but.....

System image backup Insurance for your personal data and configuration

Makes a complete copy of your system including personal data and configuration and stores it on an external hard drive.

On our enhanced systems with a storage drive we will create a backup routine and run a backup prior to delivery

Would you live without insurance?

System image backup is the only insurance for your data and personalised configuration.

System image backup will save you time frustration and money While protecting your irreplaceable photos etc.

Laptop Warranty

Laptop warranty's are serviced via the laptop manufacturer and their service facilities.

At Dex we stand by all the products we sell.

For laptops we provide advice, basic support and assistance in analysing system issues. Issues identified or suspected as warranty related are referred back to the customer to be taken up directly with the manufacturer.

We are available to assist or pursue any system issue, warranty related or otherwise, but service charges will apply.

Extended warranty's (genuine from manufacturer) are available. Please request exact pricing.

Warranty and Backup

Warranty and assessment of a warranty claim regularly involve reloading the system to as new condition

Without a system image backup this will result in loss of personalised system configuration and data

Backup is the only insurance / warranty for your personal data and personalised system configuration.

Payments

Laptop orders

We ask for full payment at the time of ordering.

If this is not suitable we may at our discretion, accept 50% deposit with the balance due COD

Payment by Cash, Eftpos, Direct deposit, Credit Card (Amex & Diners incur a surcharge)

Cheques are accepted by prior arrangement or only.



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Quick Quote / Checklist

		Cost	Your Selection
System			
Add on's and accessories			
Protection	Trend Micro Titanium Internet Security 2011 - 1 year subscription & can be loaded on 3 pc's	\$49	
Mouse	Microsoft or Logitech standard mouse	\$20	
	Microsoft wireless laptop mouse	\$35	
Bag	Basic bag	\$29	
	Deluxe bag (Targus or Belkin)	\$49	
Office 2010	Home & Student - Word Excel Powerpoint OneNote - single use original pc only	\$129	
	Home & Student Retail - Word Excel Powerpoint OneNote - up to 3 PC's, home use only	\$155	
	Pro Academic - Word Excel Powerpoint Outlook Publisher Access OneNote- up to 3 PC's, home use only	\$225	
	Home & Business - Word Excel Powerpoint Outlook OneNote - single use original pc only	\$225	
	Home & Business Retail - Word Excel Powerpoint Outlook OneNote - 1 PC & 1 Laptop	\$325	
Print-Scan	Canon MP495 - inkjet print scan copy with card reader	\$99	
	Canon iP100 portable laptop printer	\$440	
Backup	External USB backup drive - 500gb	\$120	
	External USB backup drive - 1tb	\$170	
Warranty	Extended genuine manufacturer warranty - (usually to 3 years for \$149)	POA	
Add on's and accesories total			
Setup			
Laptop Setup	Dex Laptop Setup Ready to use - complete initial setup, update tune & customise, ready for enhanced setup options	\$79	
Data Transfer	User files - Transfer documents, photos, music, video (single user up to 20gb)	\$50	
	Email - Transfer email and addresses and configure account (single user / account)	\$50	
	Excess Transfer - more than 20gb / extra user profiles, or mail accounts \$25 per - quote	\$25	
Install of add ons	Printer, software & other	\$25 per	
Setup total			
All prices subject to confirmation at time of ordering		Total	