



Dex Computing

Dex Computer Systems 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.

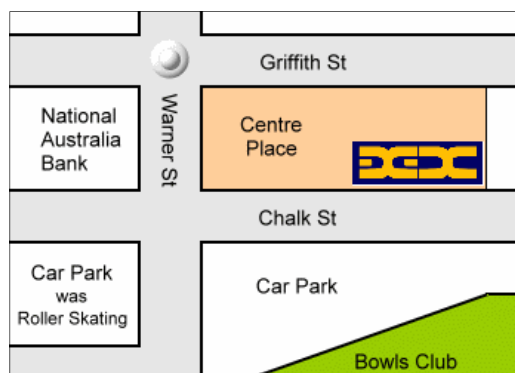
The proprietor Derek Barker has 25 years experience working in retail and on computing solutions. For 16 years we have been providing quality service to home and small business users around the Tweed and Southern Gold Coast. Our retail / service outlet has been established in Coolangatta for 12 years.

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 \$49**

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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Standard Systems or Dex Enhanced Systems

Standard Systems - Dex or Others

Standard systems are a simple out of the box / off the shelf purchase.

A standard system is only the foundation of what most people require for day to day use.
Our off the shelf systems are clean loaded with Windows 7 ready for your personalisation.

Even a standard load of Windows has some default clutter and options that are not needed.
Mainstream systems will require user input to finish off the installation when the system is first turned on, then will have add ons and trial versions, which all load up the system and overwhelm the simplicity of most users needs.

Systems are only as new as the build date and always require numerous online updates to get security and functionality current
So this is a few hours (or days!!) work.

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

Dex Enhanced Systems - \$49 upgrade to a Dex standard system

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

Included are advanced features for a clean, quiet up to date system, delivered in simple ready to use condition.
Then we offer a range of pre delivery and changeover options to make the changeover or first time as painless as possible.

Dex Enhanced Systems - advanced features

Optimised, secure and ready to use

As standard any computer will look functional after just loading windows.
We preload extras such as Adobe Flash & Acrobat, Java for secure online services and Windows Live photo and movie software.
We load all the latest security and functionality updates for windows and Internet security immediately prior to delivery.

Clean Quiet Reliable

Computers are air cooled with multiple fans drawing air through the case to keep everything running at the right temperature.

Fans are often noisy and they also draw dust into the system. Even worse our local coastal environment often leads to salt residue getting into systems and causing corrosion. We have seen systems with salt damage up to 2km from the coast.

Dust clogs fans, and collects on delicate electronic components. It inhibits cooling and leads to overheating. Salt residue can corrode cases and componentry in less than a year. All of this leads to premature system maintenance or failure.

Using air filters and regulated cooling fans Dex Enhanced systems minimise dust and other impurities entering the system. Resulting in improved long term reliability and minimised system noise.

Refined

All of this results in a refined quality computer system. For an enhanced user experience, with better reliability and a longer life.



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Enhanced Systems - Options

Dex Enhanced Systems - full setup options

Installation of add ons

Data transfer

Backup

Extended warranty

Delivery and Installation

Training

Comprehensive ongoing support.

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

Extended Warranty **\$199**

Dex Enhanced Systems can have the warranty extended to 3 years at a cost of \$199

Delivery and installation **\$99**

Delivery & onsite setup to local area, you will have our tech for 1 hour to put it together and make sure it does what you want.

This will mean you can just sit down and start using the computer. No cabling, no configuration.. Phew!!

Extra time is \$20 / 15 minutes or if you prefer a 1 hour follow up visit a few days later for \$80 (once you have a list of questions!!)

Training

We offer one on one training for beginners or specialty training for advanced users. Talk to us for pricing.

TAFE and Adult Education Groups provide good value introductory and specialty courses.

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 system configuration is a user responsibility

Your system will store important personal information (data) and your personalised system configuration.

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

Even a minor system problem under warranty can involve a loss of personal 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 seems 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 personal data and personalised system configuration.

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

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.

Warranty

All Dex computer systems are covered by a 12 months parts and labour warranty

Enhanced systems can have this warranty extended to 3 years

Warranty is serviced at our Coolangatta store

On site service is available for a nominal charge.

Payments

System 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

		Cost	Your Selection
System			
System			
KB & Mouse	Microsoft or Logitech keyboard & mouse	\$35	
	Microsoft or Logitech cordless keyboard & mouse	\$49	
Monitor	Asus 20" widescreen LCD monitor, 20.0" 1600 x 900 resolution	\$149	
	Asus 22" widescreen LCD monitor, 21.5" True HD - 1920 x 1080 resolution	\$189	
	Asus 24" widescreen LCD monitor, 23.6" True HD - 1920 x 1080 resolution	\$239	
	Asus 28" widescreen LCD monitor, 27.6" True HD - 1920 x 1080 resolution	\$499	
OS	Windows 7 Professional (instead of Home premium) (or Ultimate instead of HP +\$120)	\$50	
		System Total	
Add on's & Accessories			
Protection	Trend Micro Titanium Internet Security 2011 - 1 year subscription & can be loaded on 3 pc's	\$49	
	Surge Protection Board 6 x 240v power & 1 x phone	\$25	
	Uninterruptible Power Supply - Surge protect & battery backup - 600va	\$149	
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	\$159	
	Pro Academic - Word Excel Powerpoint Outlook Publisher Access OneNote- student use only	\$229	
	Home & Business - Word Excel Powerpoint Outlook OneNote - single use original pc only	\$229	
	Home & Business Retail - Word Excel Powerpoint Outlook OneNote - 1 PC & 1 Laptop	\$329	
Print-Scan	Canon MP495 - inkjet print scan copy with card reader	\$99	
	Canon MP885 - inkjet auto double sided print scan copy, separate inks, dual paper trays	\$249	
Backup	External USB backup drive - 500gb sata3	\$110	
	External USB backup drive - 1tb sata3	\$170	
Speakers	Logitech Hifi quality speakers, subwoofer + 2 satellites	\$45	
Warranty	Extend warranty to 3 years	\$149	
		Add on's & Accessories Total	
Setup			
Enhanced System	Dex Enhanced System Quiet air filtered system. Latest security and functionality updates. Windows live photo & movie software, fine tuned ready for personalised setup as below.	\$49	
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 per	
Installs	Install and configuration of printer, software, backup and other equipment	\$25 per	
Delivery	Delivery and installation to local area	\$99	
		Setup Total	
Prices subject to confirmation upon ordering		Total	