



Dex Computing

Laptop Sales Information

- 📄 Introduction - About us
- 📄 What does it all mean
 - 📄 Hardware
 - 📄 Software
 - 📄 Internet
 - 📄 Protection
- 📄 Dex Enhanced Laptop Setup
- 📄 Backup, Warranty, Payments

Dex Computing is a supplier of quality computer sales and service



Dex Computing
Shop 16/100 Griffith Street Coolangatta QLD 4225
Ph: (07) 5599 3305 Fax: (07) 5599 3309 www.dex.com.au dex.sales@dex.com.au

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.

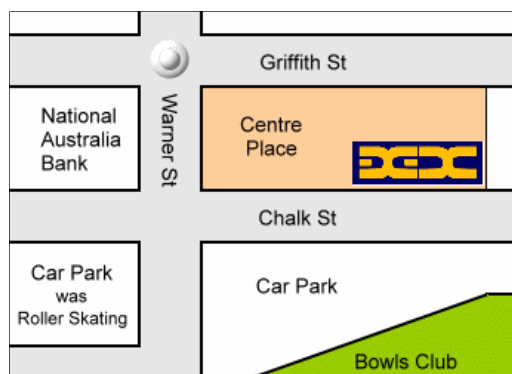
The proprietor Derek Barker has 25 years experience working in retail and on business computing solutions. For 15 years we have been providing quality service to home and small business users around the Tweed and Southern Gold Coast and our retail / service outlet has been established in Coolangatta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



Shop 16/100 Griffith Street Coolangatta QLD 4225
dex.com.au dex.sales@dex.com.au Phone 07 5599 3305



Dex Computing

What does it all mean ?

Hardware - The physical equipment

The CPU

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 often not the outright rating that gives the best value but rather a balance of capabilities.

Historically CPUs were rated on basic details like clock speed, but with changes in technology this has become inaccurate. They are now rated by position in the market with a range and model number

Intel range from lowest to highest > **Celeron** > **Pentium Dual Core** > **Core 2 Duo** > **i5 / i7**

Economy Celeron models offer limited performance at a bottom line price.

Dual Core models are the recommended starting point with Core 2 Duo models offering good value at the right price

Latest technology i5 / i7 models are the new standard and offer best value, performance and power efficiency for the future

The Hard Disk

The hard drive is the storage facility for your system

It holds the personalised configuration of your entire system and all your personal data, documents and photos etc.

Whilst we use quality reliable and good performing hard disks, the big concern with disks and storage is keeping your data safe. If a disaster strikes you need to know your personal data and system .configuration are backed up and easily recoverable.

Dont miss our section on Backup on page 7

Memory 1gb - 2gb - 4gb

While the hard disk is the storage for the system, memory or RAM (random access memory) is the computer's working space. Memory operates much faster than the hard disk, so everything the system does is loaded from the hard disk into memory for processing, then saved back to disk as necessary.

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

For Windows 7, 2gb is recommended, or more for heavier usage.

Mice - touchpad - trackpoint

Laptops come default with a touchpad for controlling the mouse, but you can always add a regular mouse.

We have specialty laptop mice which are smaller with short slim cables, or a standard wireless mouse has a usb base adapter

If the laptop has Bluetooth, then a Bluetooth mouse is wireless and talks directly to the laptop without a base adapter

Internet

Broadband ADSL, ADSL2+, or Wireless broadband

Broadband is now the standard for all internet use, dial up modems are an outdated fallback option.

Broadband billing / plans are based on a service speed and a usage or download allowance.

ADSL - the most common broadband service, requires a phone line but runs unobtrusively in the background.

ADSL 2+ - if speed is important this is by far the best option.

Wireless router / wireless networking - for a local wireless connection around your own home. (using your ADSL service)

Wireless broadband - uses mobile phone networks for wide area coverage. (performance will vary with mobile service coverage)

Dex Computing is a "Premium Agent " for award winning internet service provider Westnet



Dex Computing

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

Basic versions	Home student 3 user	Standard Academic	Basic OEM	Small Business OEM
Word	x	x	x	x
Excel	x	x	x	x
Outlook		x	x	x
Powerpoint	x	x		x
Publisher				x



Microsoft Works - A cut down version of office. Simple all rounder with older style interface.

Protection

Trend Micro Internet Security 2010

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

The TMIS 2010 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



Dex Computing

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 **\$69**

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 ons **\$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)

Document Transfer **\$50 (for 1 user, \$30 per extra user)**

Copy user files, documents and photos etc from old PC to new.

Email Transfer **\$50 (per user)**

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

Old System Archive Backup **\$30**

We can store a copy of all data from your old system in case anything gets forgotten. (requires System image backup as below)

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.



Dex Computing

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 system problem under warranty can involve a loss of personal data documents and photos etc. as well as and 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 snapshot copy of your system and personal information and stores it on an external hard drive.

On our new systems we create a pre delivery backup and automated routines for weekly backups

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.



Dex Computing

Quick Quote / Checklist

All prices subject to confirmation at time of ordering		Cost	Your Selection
Basic	TM Internet Security ^{*1} , standard mouse ^{*2} , regular bag ^{*3}	\$79	
Deluxe	TM Internet Security ^{*1} , wireless bluetooth laptop mouse ^{*4} , deluxe bag ^{*5}	\$149	
Security	Trend Micro Internet Security 2010 inc 12 month subscription ^{*1}	\$49	
Mice	Microsoft or Logitech standard mouse ^{*2}	\$19	
	Microsoft wireless bluetooth laptop mouse ^{*4}	\$59	
Bags	Regular bag ^{*3}	\$29	
	Deluxe bag (Targus or Belkin) ^{*5}	\$49	
Software	Office 2010 Home & Student - Word Excel Powerpoint OneNote - 1 user pre installed	\$169	
	Office 2010 Home & Student - Word Excel Powerpoint OneNote - 3 user retail	\$199	
	Office 2010 Home & Business - Word Excel Powerpoint Outlook OneNote - 1 user pre installed	\$279	
	Office 2010 Home & Business - Word Excel Powerpoint Outlook OneNote - 2 user retail	\$399	
	Office 2010 Professional - Word Excel Powerpoint Outlook Publisher Access OneNote & more	Quote	
Print-Scan	Canon iP100 portable laptop printer	\$449	
	Canon MP490 - inkjet print scan copy with card reader	\$99	
Power	12v / car power adaptor	\$59	
	Belkin universal AC/DC power adaptor - car, air & wall	\$149	
Enhanced Setup	Dex Enhanced Laptop Setup Enhanced setup included, other enhanced options as below.	\$69	
Data Transfer	Document transfer - Documents and photos only from old computer (single user)	\$50	
	Document transfer - per extra users / profiles	\$30	
	Email transfer - Email and addresses to new computer (per user)	\$50	
	Old system archive - Use system image backup to store a copy of all data from the old PC	\$30	
Backup	System image backup software - Acronis True Image 2010	\$59	
	External USB backup drive - 250gb \$99, 320gb \$119, 500gb \$159	\$99	
	Setup and run first backup	\$30	
Warranty	Extended genuine manufacturer warranty - (usually 3 years / extra \$199)	POA	
Install add ons	Printer	\$25	
	Setup with wireless broadband or wireless router	\$25	
	Software & other extras installs	\$25 per	
		Sub Total	
System			
		Total	