



Dex Computing

Dex Computer Systems Information

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Dex Computing is a supplier of quality computer sales and service



Dex Computing

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Dex Computing - Computer Service & Support



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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.

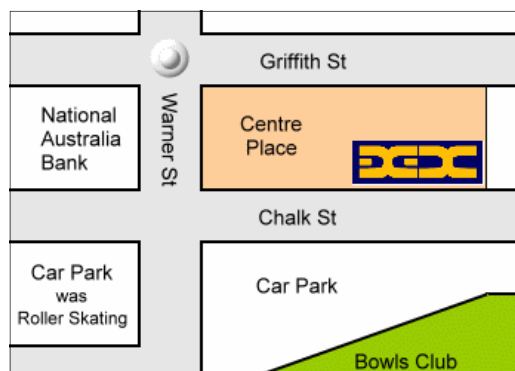
The proprietor Derek Barker has 25 years experience working in retail and on business computing solutions. For 15 years we have been providing quality service to home and small business users around the Tweed and Southern Gold Coast and our retail / service outlet has been established in Coolangatta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

Keyboards and Mice

The keyboard & mouse are the contact you have with the computer, so it is important they feel good and work well.

Wireless keyboards and mice reduce cable clutter and offer a little more freedom.

They require batteries to run which can be costly, optionally we have rechargeable batteries and a recharging stations.

We use quality Logitech or Microsoft keyboards and mice.

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





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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

| 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



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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 - \$69 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 acrobat reader and Java for secure online services
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.

Dex Enhanced systems are fitted with air filters where possible to minimise dust and other impurities entering the system either speed limited or thermostatically controlled to minimise noise, and optimise cooling.

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 service setup options

Installation of add ons

Data transfer

Backup

Extended warranty

Delivery and Installation

Training

Comprehensive ongoing support.

Installation of add ons **\$20 / 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

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 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 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

| All prices subject to confirmation at time of ordering | | Cost | Your Selection |
|--|--|------------------|----------------|
| Bundle | Quality mouse mat Microsoft cordless keyboard & mouse Logitech Hifi quality speakers, subwoofer + 2 satellites | \$79 | |
| Protection | Trend Micro Internet Security 2010 - 1 year update subscription & can be loaded on 3 pc's | \$49 | |
| | Surge Protection Board 6 x 240v power & 1 x phone | \$29 | |
| | Uninterruptible Power Supply - Surge protect & battery backup - 600va | \$149 | |
| Case | Deluxe mini or full tower case with high grade Thermaltake 430w power supply | \$69 | |
| Video | Asus Nvidia 210, 240 or 250 graphics card | poa | |
| DVD | Bluray Combo - DVD Burner / Bluray player (instead of DVD burner) | \$199 | |
| Speakers | Logitech Hifi quality speakers, subwoofer + 2 satellites | \$49 | |
| Keybd & Mouse | Microsoft cordless keyboard & mouse (instead of corded kb & mse) | \$39 | |
| Windows | Windows 7 Professional (instead of Home premium) | \$50 | |
| | Windows 7 Ultimate (instead of Home premium) | \$120 | |
| 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 MP490 - inkjet print scan copy with card reader | \$99 | |
| | Canon MP560 - inkjet print scan copy with separate inks, dual paper trays | \$179 | |
| Enhanced | Dex Enhanced System Quiet, air filtered, latest updates & fine tuned, ready for personalised setup 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 | Extend warranty to 3 years | \$199 | |
| Delivery | Delivery and installation to local area | \$99 | |
| Install of add ons | Printer | \$25 | |
| | Software & other | \$25 per | |
| | | Sub Total | |
| | | | |
| | | Total | |