

The KCS Enquirer

Information about the Computer Revolution

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*Same Day Shipment on PCs
Your Grounded – We Hope*

*FYI on TCO
Eye in the Sky*

KCS News

Ready to Ship Computers

We are now offering an extensive line of Ready-to-Ship (RTS) computers – both desktops and notebooks. We can offer same day shipment on computers ordered before 4:00PM. As with all the computers we sell, these are commercial grade machines configured the way most PCs are ordered. Optional items can be installed by us in the field if necessary. They are available now and are on our Web site. Look for “RTS” after model number. As a bonus these are cheaper than an identical custom configured computer due to reduced manufacturing costs.

Media Center Computers

By now you have probably heard of media center computers. These computers take the industry one step closer to integrating your home PC with your entertainment center. Using Microsoft's Windows XP media center operating system you can watch TV, record shows, watch movies, play CDs, MPEG files and listen to FM radio. The units come with a remote control and a wireless keyboard and mouse and are available in tower and a “receiver style” chassis

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that will easily fit in with your other entertainment equipment. Video and audio output is excellent. The media center computer can be connected to your current television. TV input can come from your cable or satellite receiver box.

How Much Does Your Computer Really Cost?

When shopping for computers and related components make sure you look at the Total Cost of Ownership (TCO). The initial cost could very well be a much smaller percentage of the overall money spent on a system over its lifespan than you may realize.

Reliability, warranty policies, speed and useful life are significant cost factors. Some questions to ask yourself. How much does the lost productivity of running on inefficient equipment cost me? What is the cost of downtime in case of a breakdown? What is the cost of waiting for hours on a helpdesk line trying to diagnose a problem? What is the cost of a misdiagnosed problem causing a second repair of the same computer? If you are buying from a mass merchandiser either they use repair companies that are paid a flat fee to replace parts and restore the operating system or you have to return it to the place of

purchase for repair. Under either scenario restoring your applications and re-configuring your computer is not part of the warranty service. Anything more than restoring the operating system is normally billed to you.

When you buy a computer from us you will get a reliable, efficient machine tailored to your needs. If you have a breakdown one call to us gets it fixed. If the computer is under labor warranty we not only fix it but restore all applications and re-configure it at no cost to you. We will do whatever is necessary to minimize your

downtime. We can even supply loaner equipment at no cost if repairs cannot be made promptly on a critical machine. In addition, since you are a long term client, we are dedicated to making sure your operation runs smoothly and efficiently with a minimum of interruptions. We have a vested interest in your firm.

Hot Spot Problems

Some of our clients have experienced problems connecting to their home office with a wireless connection through a "Hot Spot". This occurs most often at hotels or other private facilities. Virtually all the time it is the peculiarities of the network at the location not the laptop. Subscription services such as T-Mobile are much more reliable as are municipal sites and airports.

Power Protection

All your computer equipment and peripherals should be protected by a high quality surge suppressor or UPS (Uninterruptible Power Supply). However, the best protection will not work properly if it is not plugged into a proper outlet. It is absolutely necessary that power protection equipment be plugged into a three prong grounded outlet. The ground circuit is required to permit the device to function properly. If not properly grounded a power surge is much more likely to damage your equipment. Extension cords are also not recommended.

If you are hit with an especially severe power surge it is a good idea to replace the surge protectors affected. Every power surge will reduce their efficiency. Always replace them with a quality device.

Training

If your company is interested in training on applications and/or Windows operating systems KCS has a solution. We can supply you with training brochures (cheat sheets), computer based interactive training/help programs and live

classroom type training. If you need samples or a demonstration give us a call. Prices for the brochures and computer based training are very reasonable. The computer based training is networked and available for anyone connected to the server. Stand-alone programs are also available.

Neat Web Site

If you are looking for information on a topic in a more organized format try <http://www.answers.com/>. Results of your search are very organized with dictionary definitions, encyclopedia references and links to other related information, not just a listing of Web pages with cryptic descriptions. The results also include a link to Google to expand your search.

REV Your Backup

If you are running a small network and are looking for a reasonably priced backup solution an Iomega REV drive could be a solution. With a capacity of up to 90GB with compression it can handle a small network. Backup software is included plus it will work with other backup software packages including Microsoft's internal backup program. Data is recorded on a removable hard drive which can be stored off-site.

Surveillance Systems

Keep an Eye on Your Business

If you want a little more security we want to remind you that we sell, install and maintain surveillance systems. These are leading edge systems, searchable, digital based systems that store data on a hard drive and recordable CDs or DVDs. Cameras can be viewed over the Internet anywhere you have access. We can integrate them with your Point of Sale (POS) systems and furnish cabling and cameras. As always we handle all warranty work and repairs ourselves. Surveillance systems can also be used as a marketing tool and can boost

productivity. Call us for more information or a demonstration.

Let Your Finger Do the Typing

We are experimenting with fingerprint readers to replace user names and passwords to access computers, Web sites and applications. This type of technology is called biometrics. We have found it works very well as a computer login and on Web sites that require a password but it still has some quirks working with applications. Prices are very reasonable and setup is simple. Fingerprint readers come as a separate device or integrated with the keyboard – wired or wireless. If you haven't tried a wireless keyboard and mouse they are really nifty. Ask us if you need more information.

Phone Systems

VOIP is Here

Voice Over Internet Protocol (VOIP) is starting to come into its own. While it still has some shortcomings it is worth a look. If you are looking to try VOIP we can set it up for you. Give us a call if you need additional information.

MS News

Make Sure You are Licensed

Microsoft has announced that starting some time this year it will verify the licensing of operating software before allowing software downloads, upgrades or fixes. The program is called "Genuine Advantage" and up to now has been voluntary. When fully implemented an operating system that does not pass muster will be blocked from using Microsoft's Web site for operating system enhancements. Microsoft will probably extend this requirement to applications in the future.