



FAMILY First in Hospitality
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Computer Systems

To assess what is value in a computer system is quite difficult.

All I know about computers is that if cut corners in the set up especially when they are used like a workhorse in a motel you spend more time tinkering with them than operating them.

I have consulted with many computer companies and ended up with company that constructs hardware and installs the software to an excellent standard.

The hardware is of above average quality and excellent value.

There are four levels of computer systems, which are explained in the following four pages plus some handy tips on maintaining the computer.

1. Base System
2. Economy System
3. Medium System
4. Power System
5. Tips on maintaining the Computer on a day-to-day basis.

There is other software included in the packages, which consist of:

- i. Acrobat Reader 7
- ii. Adaware personal
- iii. Google Tool Bar
- iv. Media Player 10
- v. Start Page Guard
- vi. Winzip
- vii. Microsoft Anti-spyware
- viii. X-Cleaner
- ix. Flash Player 7
- x. PC Cillan 2005

Plus other software to suit the install.

This software is free and can be down loaded from the web.

You might as well have us do the downloading and tweaking so that the computer is stable and ready to use.

A lot of time can be wasted if the programs do not synchronise first up.

There you have it a computer system set up and designed for motel use.



Base System
1

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Motel Styled Computer Systems

Fact Sheet

Designed Use: Workstation or Internet Access

System Inclusions:

Main Board Sis 760 Socket 754 AMD 64 Bit USB2
Integrated VGA, 8x AGP
Integrated Sound 6Ch Audio
10/100 LAN (Network ADSL Ready)
Front USB Access
AMD Sempron 2600 CPU
256Mb Legend type 47 Quality DDR400 RAM
40 GB IBM-Hitachi Hard Drives
CD-Rom
Internal Speakers
Case Silver Black 450W USB Midi or Mini Tower case
KB2003 Excel Multimedia Keyboard Silver/Black
A4-SWOT PS2 Mouse with Scroll wheel
17" LCD Monitor
Upsonic Pro Office 650VA UPS/Surge Protection
Microsoft Windows XP Home
Trend PC-Cillin 2005 Internet Security Suit OEM



Software Included:

Price Range: **\$1376.00** including GST

Comments:

Designed to give you a computer that has the power to operate basic word and spread sheet programs, enter the internet and collect, download information, emails all duties typical in a back office situation.

Each system is designed for your site and is modified accordingly. E.g. you may already have a UPS (Uninterrupted Power Supply). This can be deleted and we can up grade the RAM to 512Mb or 1GB or many other configurations in the price range.

Other Inclusions:

A range of free software is available which has been collected and tested. (Refer to list on another page) It can be added to your system to enhance its operation and protection. A written systems protection guideline control is also included which must be regularly applied.

After Sales Service:

The usual manufacturer warranties apply and will be detailed with the official quotation. This package does not include comprehensive follow up. If service is required it can be supplied at very reasonable \$66.00 per hour including GST.



**Economy
System**

2

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Motel Styled Computer Systems

Fact Sheet

Designed Use: Front Office, Workstation & Internet Access

System Inclusions: Main Board Foxconn Sis 760 Socket 754 AMD 64 Bit (Raid Compatible) USB2
Integrated VGA, 8x AGP
Integrated Sound 6Ch Audio
10/100 LAN (Network ADSL Ready)
Front USB Access
AMD Sempron 2800 CPU
512Mb Legend type 37 Quality DDR400 RAM
80 GB IBM-Hitachi Hard Drives
CD-RW Optical Drive CD Rewriter with Software
Internal 5 ¼ Drive bay speakers
Motorola Internal 56K V92 PCI Modem
Case Silver Black 450W USB Midi or Mini Tower case
KB2003 Excel Multimedia Keyboard Silver/Black
A4-SWOT PS2 Mouse with Scroll wheel
17" LCD Monitor
Upsonic Pro Office 650VA UPS/Surge Protection
Microsoft Windows XP Professional
Microsoft Office 2003 Basic
Trend PC-Cillin 2005 Internet Security Suit OEM



Software Included:

Price Range: **\$2018.00** including GST

Comments: An all round performer that will give a balanced robust performance in the front and rear office systems in a typical motel environment.

Each system is designed for your site and is modified accordingly to meet your personal requirements.

Other Inclusions: A range of free software is available which has been collected and tested. (Refer to list on another page) It can be added to your system to enhance its operation and protection. A written systems protection guideline control is also included which must be regularly applied.

After Sales Service: The usual manufacturer warranties apply and will be detailed with the official quotation. This package does not include comprehensive follow up. If service is required it can be supplied at very reasonable \$66.00 per hour including GST.



Medium
System

3

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Motel Styled Computer Systems

Fact Sheet

Designed Use: Front Office, Workstation & Internet Access

System Inclusions: Main Board 661FM3-V SKT775 INTEL SATA USB2

Integrated VGA, 8x AGP

Integrated Sound 6Ch Audio

10/100 LAN (Network ADSL Ready)

Front USB Access

Intel Pentium P4 3.0GB 2Mb Cache CPU

1GB Legend type 37 Quality DDR400 RAM

160 GB IBM-Hitachi Hard Drives

80GB DATA Hard Drive for RAID Backup

DVD-RW Optical Drive DVD Rewriter with Software

Internal 5 ¼ Drive bay speakers

Motorola Internal 56K V92 PCI Modem

Case Silver Black 450W USB Midi or Mini Tower case

KB2003 Excel Multimedia Keyboard Silver/Black

A4-SWOT PS2 Mouse with Scroll wheel

Upsonic Pro Office 650VA UPS/Surge Protection

17" LCD Monitor with DVI out

Software Included: Microsoft Windows XP Professional

Microsoft Office 2003 Professional

Trend PC-Cillin 2005 Internet Security Suit OEM



Price Range: **\$2881.00** including GST

Comments: A lot more power than the Economy 2 System with full professional software suite. Allows you to way up the extra cost. It will give a faster stable performance in the front and rear office areas in a busy motel environment.

Each system is designed for your site and is modified accordingly to meet your personal requirements.

Other Inclusions: A range of free software is available which has been collected and tested. (Refer to list on another page) It can be added to your system to enhance its operation and protection. A written systems protection guideline control is also included which must be regularly applied.

After Sales Service: The usual manufacturer warranties apply and will be detailed with the official quotation. This package does not include comprehensive follow up. If service is required, it can be supplied at very reasonable \$66.00 per hour including GST.



Power System

4

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Motel Styled Computer Systems

Fact Sheet

Designed Use: Specific professional use combined with Front Office, Workstation & Internet Access within a motel environment.

System Inclusions: Main Board MSI NVIDIA® nForce4-4X Chipset SKT775 SATA
USB2 RAID
Duel Channeling
AGP 128 MB 3D Graphics Accelerator Card AGP x 8
Integrated Sound 6Ch Audio
10/100 LAN (Network ADSL Ready)
Front USB Access
Intel Pentium P4 3.4GB CPU 64bit 2Mb Cache
2GB Legend C7 Intel Certified DDR400 RAM (4 x 512MB Matched)



160 GB IBM-Serial (SATA) Hitachi Hard Drives
DVD-RW Optical Drive CD & DVD Rewriter with Software
Internal 5 ¼ Drive bay speakers
Motorola Internal 56K V92 PCI Modem
Case Silver Black 450W USB Midi or Mini Tower case
Microsoft Multimedia Keyboard Black
Microsoft Mouse with Scroll wheel
Upsonic Pro Office 650VA UPS/Surge Protection
19" LCD Monitor with DVI out

Software Included: Microsoft Windows XP Professional
Microsoft Office 2003 Standard
Trend PC-Cillin 2005 Internet Security Suit OEM



Price Range: **\$3605.00** including GST

Comments: A powerful multipurpose system giving you the ultimate stable performance in any situation.

This system will require careful consideration to what task is required. It would suit a person multitasking in a motel environment requiring specialist software in addition to the motel front office system hardware and internet activity.

Other Inclusions: A range of free software is available which has been collected and tested. (Refer to list on another page) It can be added to your system to enhance its operation and protection. A written systems protection guideline control is also included which must be regularly applied.

After Sales Service: Usual manufacturer warranties apply and will be detailed with the official quotation. This package does not include comprehensive follow up. If service is required, it can be supplied at very reasonable \$66.00 per hour including GST.



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Basic Computer Assistance:

This is an extract from many notes and comments that have been condensed to assist you in trouble shooting before you call in the expert.

We cannot be held responsible for the outcome of your tinkering using these notes.

However, Good luck

General Advice:

Reboot: If something is not working, or crashed, first restart your computer. This solves most problems. We cannot always explain why it crashes or freezes, occasionally, just accept it as part of the computer world! ("It's a mystery.")

Virus check: Check to see if your virus scanning software is up-to-date. Minimally, each month you should update your Antivirus software with the latest virus definitions, in order for it to be effective against the latest viruses. You can typically download new virus definitions from the manufacturer site of your Antivirus software. After updating your virus definitions, run a complete scan of your hard drive.

Determine the scope of the problem: Try to determine if it is hardware, network, software related or a specific file problem. Is it with the whole office or studio, on only one platform (only Macs or PC's), or just your computer? Is it with one specific program, or one specific file?

See if you are "on" the network: Not being connected to the network is the culprit in most printing, web and e-mail problems. Here is how to test for network connections:

In Windows, start Internet Explorer (or any other browser), if you can browse the Internet you are connected to the network.

Hardware Related Troubleshooting:

"Computer doesn't start up at all."

Check to ensure that the power cords and power strip are firmly connected. Check all cable and power connections. Restart the power strip if you have one.

Is there electricity? Is the power strip on? Is the monitor on? Is the hard drive on?

Does either the monitor or the computer green light come on? Does the monitor light come on green at all, even briefly, or is it orange?

Do you hear the hard drive start up? If yes, try substituting monitors with someone else in the tray or office, to see if that works. Are you using the correct connection from monitor to your video card?

If the monitor seems to work, but nothing comes up, try booting the PC with a "Boot" or start-up disk. Follow steps in next section below.

Do you get error messages? If you do get error, messages *write them down-thoroughly*.

When did it last work?

What was the last thing you did before shutting it down?

Did you install new software, or hardware? Did you delete any files?

"Computer gets stuck starting up the operating system."

Do you get error messages or nothing? If you do get error, messages *write them down*.

When did it last work?

What was the last thing you did before shutting it down?

Did you install new software, or hardware? Did you delete any files?

For Mac, try starting system with extensions off (you do this by restarting while holding down "shift" key). Then turn extensions on with extension manager slowly to find problem. In Windows press "F8" at start up, and try launching in "Safe Mode".

"I can't move the mouse", or "the keyboard doesn't respond."

Check the cable connections between mouse, keyboard and the computer. Are they in the right ports?

Swap the mouse or keyboard temporarily with one that you know works on another machine.

Does it work now?

Try restarting with the cables connected correctly.

"I can't read a floppy/zip disk or CD"

Does your computer recognize the drive? (Usually A: for floppies)

Can you read ANY other floppy disks, or none?

Can it be read in another computer?

What type of disk is it? Is it high density, low density, Mac or PC formatted?

Run a complete Antivirus scan of the floppy disk.

Can you read anything off the disk, or is it just a problem with one file?

Copy the file(s) to the local hard drive, and then try to open it.

Network Related Troubleshooting:

How to tell if your computer is 'on' the network

Does your computer connect to the GSD local area network (LAN), enable you to print; and allow you access to the Internet?

For Windows:

At start up, does it prompt to log into the DESIGN domain? Did you log in, at start-up, without errors, to the DESIGN domain?

When you click on Network Neighbourhood or My Network Places on your desktop, do you see any other computer names listed in the Design Domain?

Do you get any error messages when starting your Internet browser?

"I can't log onto the network."

Can anyone in the office log in on any other computer

Can you log on, with your own password, to someone else's computer, just not your own?

Can someone else log onto your computer as themselves?

Are you sure, you remember your password? Is the *cap's lock* key on?

Check network cables, remove and put back in.

Did you get any error messages on start-up?

"I can't use e-mail."

Are you on the network otherwise? (See above section.)

Can anyone in the office get into their mail on any other computer

Do you remember your password?

Can you get to the GSD's home page: <http://www.gsd.harvard.edu> in the browser window?

"I can't print."

Are you on the network otherwise? (See above section.)

Can anyone in the office print from any other computer to that printer

Can you print to any other printer?

Try turning printer on and off. Check printer network cables, remove and put back in.

Is there a paper jam at the printer?

If it did not print, have you kept trying to send it? If so, you may have a large queue of files, which you will need to clean up. Delete them all including the first print, which has stalled.

On a PC, go to Start-Settings-Printers. Is the printer you want listed? Is it shaded out? Go to properties, and check network path. Check the printer queue. Has it stalled, or is some file stuck in it? Try deleting the file.

"I can't get onto the Web."

Are you on the network otherwise? (See above section.)

Can anyone in the office get onto the web, from any other computer

On a PC, click start menu, choose run, type "winipcfg", and were you assigned an IP Address?

Software Related Troubleshooting

"My software application doesn't work."

When did it last work? Has this software been working recently, or is this the first time you have tried it?

Did you delete, or move any files?

If this is the first time, you have tried it? Did you try to install it yourself? From disk, or over the network?

If installed over the network, did you read the GSD instructions first (the GSD Read file)?

Are you on the network?

Is "Key Access" loaded and running? To check Key access, go to the Key access program folder and launch the 'keyaccess.exe' file, this should give you a logon screen with the GSD's TCP/IP address, press the 'logon' button, you should get a message informing that Key Access is running.

On a Mac, try rebuilding the desktop (do this by restarting while holding down the option and apple clover key).

Reload the software.

"My computer keeps crashing in...(Word, Excel, etc.)."

Try opening different files in the program, not the same one each time. It may be a data problem, not the software.

Do computer maintenance procedures. Empty out temp folders and Netscape cache. Run diskcheck and defrag in Windows. Use Norton Utilities on a Mac.

Reload the software.

Data or File Related Troubleshooting (Word, Excel, etc.)

Try opening file from hard disk first, not from a floppy disk.

Open file and save it with a different name. The original may be corrupted.

Use your backup!