

# 2009

January 2009

AUSTRALIAN PERSONAL COMPUTER

Essential info!

## CONNECTED HOME

Network your home: room by room!



# GPS: ROAD TESTED

**TOMTOM vs GARMIN vs NAVMAN!**

Don't drive off on your holidays before reading our comparison of the best new GPS devices on the market!



## apc DVD FREE SOFTWARE DVD ROM

Vol 29 No 01 / JANUARY 2009 SOFTWARE / SECURITY / PLAYABLE DEMOS / LINUX

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### Hot Deals!

## TECH BARGAINS MAVERICK

How a 25-year-old genius is undercutting tech retailers

### Hot Tech!

## TOUCHSMART

Finally — the PC alternative to the iMac!

### Hot Money Maker!

## iPHONE APPS

How to create programs for the iPhone!

### New Masterclass!

## UNDERSTANDING SERVER HARDWARE

De-mystify your digital life!



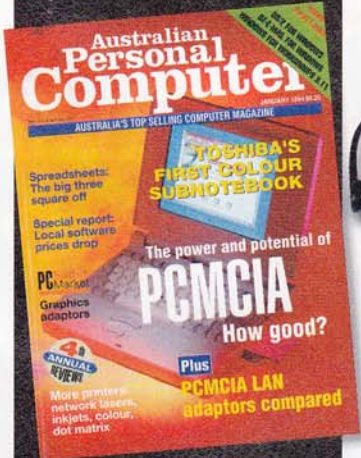
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## THE (A)PC REVOLUTION JAN / 1994



### CHICAGO ENTERS BETA TESTING

Early reports indicate that the next version of Windows is an evolutionary step up from Windows for Workgroups 3.11. Microsoft has begun beta testing on the product known as Chicago, which is touted as the PC's best opportunity to catch the Mac. Chicago, which is tipped to be called Windows 4.0, will be positioned as a universal client that will offer pre-emptive multitasking, plug-and-play identification and configuration of system board devices, the Win32/S subsystem, OLE 2.0, a new interface, the full MAPI (Messaging API) 1.0 subsystem, file names longer than 8.3 and better integration with Netware.

### SPEEDY CD UPS PERFORMANCE

When it comes to moving data from disk to screen, CD-ROM drives have never been fleet-footed performers. However, CD-ROM may be finally finding its legs. Faster double-speed CD-ROM drives are now the norm, and Pioneer, NEC Technologies and Plextor (former Texel) are upping the ante again with triple and even quadruple-speed CD-ROMs.



### HOT PRODUCT

## D-Link VoiceCentre

The Holy Grail of VoIP phones.

Despite all the hype about VoIP, when small businesses look at the options for replacing their traditional phone system, they balk at the complexity and costs of introducing business VoIP.

It was inevitable that Microsoft would target this area in partnership with hardware vendors.

Microsoft has joined up with D-Link in Australia to release a self-contained IP-PBX designed to be affordable for small businesses and easy to operate. The new VoiceCenter IP-PBX is an IP-based phone system that comes in bundles for five or ten users but can be expanded to cover up to 50 employees.

It consists of telephony hardware by D-Link and Response Point software by Microsoft. D-Link is the partner in Australia, although in the US Microsoft also ships Response Point with a couple of other hardware partners.

A base system for five users is expected to have an RRP of \$3,500 when VoiceCenter goes on sale in February. The sharp pricing for the functionality delivered will be one of the key selling points of the system. "Why would you look at this?" says D-Link Australia's marketing director, Maurice Famularo. "It's very cost-effective for a small business. An IP-PBX is a big expense for a business trying to save money."

D-Link's VoiceCenter comes in two bundles, the DVX-2000MS-5 (for five users) and DVX-2000MS-10 (for ten). Each contains a PBX/Base Unit, PSTN Gateway, Microsoft Response Point phone system software and five or ten DPH-125MS IP Phones. Additional phones are expected to cost around \$120-\$130 each, with no extra licensing costs.

## Mustknow

Essential Knowledge

### WHY CUSTOMERS CALL TECH SUPPORT

Jack Molisani teaches how to reduce support costs through better documentation and training materials at Cal State University. He lists the top seven reasons customers call:

- 1 There is no user documentation for the product.
- 2 There is documentation but the procedure the customer wants is not in it.
- 3 The procedure is in the documentation but the customer never bothered to look for it.
- 4 The procedure is in the documentation and the customer actually looked in the manual, but couldn't find the desired information.
- 5 The procedure is in the documentation but the procedure is wrong (missing steps, screens have changed, etc).
- 6 The procedure is in the documentation but the procedure is so badly written that it couldn't be understood (this is different from #5).
- 7 There is no applicable procedure because the product can't do what the customer wants it to.

## Topsite

URL of the month

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