



GEMLINK TECHNICAL TIP

PRODUCTS COVERED: GEMLINK

SUBJECT: COMPUTER SPECIFICATIONS FOR GEMLINK SOFTWARE

It is **HortiMaX USA Inc.** policy that we now only offer GEMLink software pre-installed on a HortiMaX supplied Dell desktop computer.

The GEMLink software places rigorous demands on the desktop computer which is the "heart" of the system by which your facility is monitored and controlled.

In the past, HortiMaX have spent many hours troubleshooting apparent system faults that have been proven to be due to technical issues with non HortiMaX supplied desktop computers

Our policy now ensures that we now provide a complete hardware and software control system package that is 100% compatible and enables HortiMaX to provide customer support and a complete warranty on the system. Dell includes a next business day, on-site parts and labor warranty for the desktop PC, fully supported by HortiMaX. The first year of onsite warranty is included in the purchase price of the PC and can be extended for the additional years at the discretion of the client

The HortiMaX supplied desktop computer has Microsoft Windows XP Professional operating system, Symantec pcAnywhere remote communication software, the latest version of GEMLink software, Backup-UPS with USB connection and the Datalink (QLink systems only) pre-installed and tested before shipment to the customer.

In order to provide efficient and effective customer support, it is required that the HORTIMAX Desktop PC has a dedicated telephone line or DSL/Cable high speed internet access for pcAnywhere.

The only exception to the above policy is when an institutional or corporate client has a strict PC purchasing policy which dictates that a specific PC brand must be used. In such instances, we require that the selected PC totally meets HortiMaX technical specifications (copy available on request) and that the PC is shipped to HortiMaX, at the customers' expense, for final evaluation and for the software and hardware to be installed and tested. HortiMaX will charge a fixed fee of US\$ 250.00 for the installation and testing work plus the return shipping costs to the customer. In such instances we are unable to offer any warranty or customer support for the PC part of the system or problems that relate to the PC.

In addition to the HortiMaX Desktop PC, we strongly recommend that we also supply the following approved, compatible system components:-

- HP DeskJet Color Printer with USB connection



GEMLINK COMPUTER SPECIFICATION

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- Dell OptiPlex 170L desktop computer
- Windows XP Professional operating system (existing systems may use Win 2000 Professional)
- Intel Pentium 4 processor 2.80 GHz or better
- Auto power-on capable BIOS (The computer needs to restart on its own after a power outage without pushing the power button – not all computer's BIOS's have this capability)
- SVGA graphics video card with 1024x768 resolution
- 512 MB SDRAM memory
- 80.0 GB Hard Disk (minimum)
- 48x CDRW drive
- 3 ½" - 1.44 MB floppy drive
- 56K / V.92, PCI Data/Fax modem (for pcAnywhere technical support)
- One Datalink
- One RS-232-C serial port
- One parallel printer port (not required if printer is USB capable)
- Standard PS2 keyboard
- Standard PS2 mouse
- 17" SVGA color monitor
- Backup-UPS with USB connection
- Network Card: Integrated Intel 10/100Mb LOM w/ remote wake-up
- PCAnywhere remote communication software (latest version)
- One dedicated telephone line required for PCAnywhere – may be shared with Alarm Unit; high speed internet access is desirable for PCAnywhere
- *HP DeskJet Color Printer with USB connection (optional at extra cost)*