

Re: laptops

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From: Bob (*nottooslow_at_forevermail.com*)

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In article <2rgmmkF19h7mqU1@uni-berlin.de>, lrooff@hotmail.com says...
<snip>

> I used to do tech support for E-Machine. In fact, I was one of the
> original technicians, starting when they first went on the market in
> December of 2000. Their laptops weren't on the market back then, so
> I can't speak directly on point. However, there were some problems
> with the desktop computers and with the company (which has twice
> changed hands since then as well). Biggest problems with the
> computers were power supply failures and cheap software modems. The
> bigger problems were at the administrative and support ends of the
> business. No 800 number, so being on hold for half an hour left he
> customer with the phone bill. Due to low pay among technicians,
> there was a high turnover rate, which, in turn, meant most of the
> techs lacked experience. The company also dragged its feet on
> warranty replacements, not only making the customer pay for
> shipping, and requiring them to return the entire computer to get a
> replacement for something as simple as a modem and then replacing
> the entire unit with a refub machine, but also taking forever to get
> the replacement shipped out. I would go with an established and
> reliable brand, including Dell, Sony, Toshiba or IBM. (IBM has a
> good reputation in the laptop market, unlike their desktop
> machines.)

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> Eliyahu

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Eliyahu,

I had the misfortune of having an E-machine desktop as my machine at a job in March of 1999, so they were out before December 2000.

I will second IBM laptops. They recently got top rating in one of the PC magazine tests.

Bob/Texas

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BTW, a belated happy New Year to you. May your name be inscribed in the Book of Life for the coming year.