

Battery Grade Chart

Battery Grade	Description
New	Brand new, 3rd party battery
A	Original Dell batteries with 70% or more remaining charge after 10 minutes of concurrent DVD play* and Stress Test**
B	Original Dell batteries with remaining charge after 10 minutes of concurrent DVD play* and Stress Test**
C	Original Dell batteries that holds charge

Notes:

1. We accommodate all special requests such as component swap, warranty, and packaging up/downgrade. Please ask your account manager for quotes.
2. "*" If the Laptop is not equipped with DVD Drive, DVD play will not be performed during battery test
3. "***" Battery Stress Test performs with CPU, RAM, HDD, and 2D/3D Video loads set at 80%
4. The run time of your battery will vary depending on the product's configuration, power management setting and the applications that you run including the ones in the background
5. Warranty does not cover battery. We test all battery to hold charge.

Q3: How old are these laptops and where do they come from?

A3: We can not tell exactly how old they are because we do not know who the original owners were or when they were sold. However, most of our laptops are about 2-4 years old. We bought these laptop computers from leasing companies who receive back the equipment from corporate America when the lease is due. Generally, the laptops are properly maintained regularly by the IT department of an enterprise before they are returned.

Q4: How long should a battery charge last?

A4: We tested all battery to see if it holds charge. Battery life will vary depending on the configuration, model and power management setting of the laptop and software applications and features used by the customer. As with all batteries, the maximum capacity of this battery will decrease with time and usage. Warranty does not cover battery.

Q5: How do I know if a laptop computer is Internet ready?

A5: All of our laptops are ready to brows on the Internet. Just turn the Wi-Fi on and you are ready to go! All of our laptops come with built in Wi-Fi that allow you to connect to wireless internet.

Q6: How to Connect a Laptop to a Wireless Router?

A6: Double-click on the "Wi-Fi Connection" icon. It can be found in the system tray at the bottom of the laptop screen.

- Click on "Properties."
- Select "Wireless Networks" tab.
- Use "Add" button at the bottom of the dialog if your Wi-Fi network isn't in the "Available Networks" section.
- Click on "Configure" when you see your network's SSID in the "Available Networks."
- Lastly, enter your network's SSID and WEP key.

Q7: My laptop's screen is dark. How do I adjust display brightness?

A7: You can press <Fn> (bottom left) and the up-arrow key (bottom right) to increase brightness on the integrated display.

Q8: Can you provide the service tag for the computer?

A8: If we did not indicate the service tag in the listing means we would not be able to provide it to you because we have many similar items in stock and we don't know which particular one you will get. Or (Some listing may not have Service Tags listed on our listing means we have many similar systems in our stock. A Service Tag will be given when we found a system fits the option you picked.)

Q9: How do I find my Dell service tag?

A9: The Service Tag Label is located on the Bottom of the laptop computer.

Q10: What is included with each system?

A10: Each of the system is individually packed and comes with an AC adapter, a power cord, and a recovery CD or DVD.

Q11: What is a CD-ROM, CDRW, DVD-Rom, CDRW/DVD combo and/or DVDRW? Can I upgrade it? Can I also upgrade the hard drive, memory...etc?

A11: CD-Rom – Can read CD discs only. This drive cannot save data to any disc.

CDRW – Can read and also write (save) data to CD discs only.

DVD-Rom – Can read data from both CD and DVD discs. This drive cannot write (save) data to any disc.

CDRW/DVD – Can read data from both CD and DVD discs. And also can write (save) data to CD discs only.

DVDRW – Can read and write (save) data to both CD and DVD discs.

Please contact us immediately after you won the auction and we will see if we have the components for the laptop that you wished to upgrade.

Q12: How do I change the screen resolution?

A12: Select 'Display' in the Control Panel.

2. On the Settings tab, under Screen resolution, drag the slider, and then click Apply.

3. When prompted to apply the settings, click OK. Your screen will turn black for a moment.

4. Once your screen resolution changes, you have 15 seconds to confirm the change. Click 'Yes' to confirm the change; click 'No' or do nothing to revert to your previous setting.

Q13: Dose the system comes with Microsoft office?

A13: We sell genuine Microsoft Office software separately. We are working with MSFT for permission to pre-install the 90 day trail version of Office. Please contact us for a price quote.

Q14: Is there any free anti virus software that I can download?

A14: We pre-install either Microsoft Security Essentials or AVG trial version in your laptop.

Q15: What kind of software does it come with the system?

A15: It comes with Windows XP with service pack 3

- Microsoft security essentials

- OpenOffice
- Roxio Creator
- Power DVD

Q16: Do manuals come with the computer?

A16: No. But you can download it from dell.com.

Q17: Do these systems have a warranty?

A17: Yes, all systems come with a sixty (60) day warranty/return policy, which is effective on the day the system is received by the customer.

Q18: How do I access or use my warranty?

A18: All refurbished systems that were purchased on our eBay store come with a 60 day warranty. If you have a problem with your unit within 60 days from the date your unit was delivered, please contact us for technical and customer support. Hours are Monday through Friday, 9:00-5:30 pm PST (excluding holidays).

Q19: Does the laptop come with Dell Manufacture warranty?

Q19: No. Even though you see the dell remaining warranty on the dell website, you still can't transfer the ownership because we don't have previous owner's info. You are buying an off-lease refurbished laptop so there is no dell manufacture warranty.

Q20: Is there a restocking fee?

Q20: Yes. Unless the product is defective (as reasonably determined by MTC) or the return is a direct result of a MTC error, MTC will charge a restocking fee 15% of the purchase price paid. And shipping fee will not be refunded.

Q21: I have received my computer but have technical issues or item not as descried. Who should I contact?

A21: Please call 626-839-6800 and ask to speak with a technical support or our customer service specialist. Hours are Monday through Friday, 9am – 5:30pm PST (excluding holidays).

Q22: What is MTC's return policy?

A22: We offer a 60-day return for exchange, repair, or refund from the date you receive the laptop. If you are not satisfied with the laptop you purchased, please return it for a refund and we will charge 15% restocking fee. MTC does its best to satisfy every customer and their specific needs.

Q23: I saw the warranty stickers on the laptop. Can I remove it?

A23: No. Once you remove any warranty stickers on the laptop, your 60-day warranty will be voided.

Q24: What should I do if my laptop is not running correctly?

A24: Troubleshooting problems on your laptop computer is quite simple, it's only a matter of narrowing down the problem. In general, some of the most common causes are:

- the new software you installed or
- the unknown applications you installed

If you have added something new and then all of a sudden your notebook starts to misbehave, just un-install whatever you just installed. Most likely, your laptop will function normally again.

Q25: My system won't boot. What should I do?

A25: Check the possible causes. If you are running on AC power (when it is plugged into the wall socket), make sure the AC connection is good. Otherwise, check if the electric socket is working properly. To do so, plug in another known working electric appliance such as table lamp. If you are running the system on DC (battery power), try using AC. Connect the AC adapter and plug in the laptop computer. If it still refuses to boot, the internal AC-DC converter may have a short. Please contact us at 626-839-6800 for technical support.