

# *Top Questions to Ask your Audio Visual Integrator*



You are considering making an investment in a audio visual installation.  
What questions should you ask your proposed vendors?

Does the company specialize in providing state-of-the art products in the audio visual realm? Does the company operate other businesses?

Videotex's full time business is delivering the best solutions in the audio visual realm. We specialize in building, integrating, servicing, and delivering the products you want. We do not have any other businesses.

How many systems of this type have they installed?

Videotex has installed hundreds of audio visual systems including projectors, digital signage, control systems, screens, TV studios, video productions suites, and many more.

Do they have on-staff installers?

Videotex has installers on staff as full time employees. Videotex carries workmen's compensation on all employees.

# Do they have on-staff programmers?

Videotex has programmers on staff as full time employees. Videotex programmers are factory trained for programming AMX, Crestron, Extron, Kramer, FSR, Biamp, BSS, Media Matrix, Symetrix, and others.

Do they have on-staff board level technicians?

Videotex has technicians that can repair board levels components on a variety of video and audio visual equipment. When your power supply goes out and you need a capacitor replaced, Videotex can do that now.



Do they have on-staff technical support  
for the product?

Videotex has full-time technical people on  
staff that can build, install, and train  
customers on sophisticated audio visual  
systems including projectors, digital signage,  
production studios, etc.

Do they have facilities adequate for staging and testing of large audio video systems?

Videotex owns its own state of the art 18,000 square foot building composed of offices, tech area, warehouse, and staging area.



Do they have adequate insurance? Are they bondable?

Videotex has complete liability and property damage insurance in excess of \$2,000,000 plus an additional umbrella policy. All employees are covered under workman's compensation.

Videotex is bondable for public and construction projects up to several million dollars.

Both Windows and Mac systems are both very popular. Is the company knowledgeable with Windows and MAC?

Videotex is a expert on Windows and MAC video systems. We have been selling, configuring, and installing Windows and MAC audio visual systems since the late 1980s. We have several trained Windows and MAC technicians available for service and configuration.

***We are an authorized Apple service center.***

Does the company offer onsite warranty? Performed by their on-staff technicians?

In addition to the standard workmanship warranty, Videotex offers on-site warranties on all systems as an option when the original warranty period expires.

Is your deposit safe - when ordering  
a system installation?

Your deposit is safe with Videotex. Videotex  
is profitable, has no debt, and has the best  
credit rating for a company its size from Dun  
& Bradstreet (Duns #11-743-9836).

Are the components in your  
proposed system on the  
manufacturer's approved list?

Audio visual systems are difficult to configure properly. Many manufacturers only provide authorized dealers with lists of compatible peripherals. Unless you follow these guidelines closely, the system will not perform properly. Some manufacturers will not support their own product unless all components are on their approved compatibility list. Videotex uses only approved components for our audio visual systems.

How long has the company been  
working with Audio Visual?

Videotex has been working with Audio Visual  
since the early 80's. Videotex was the first  
reseller for AT&T's Truevision digital video  
products in 1985.

Does the company have recognized  
Audio Visual experience?

Videotex's president, Bob Gillman, is a nationally known author on Digital Video. For 10 years, he was a Contributing Editor to AV Video Magazine, writing a monthly column. He has also written for other magazines on Digital Video including PC Magazine, PC Graphics & Video, Resolution, True Image, and others.

Does the company offer onsite  
installation and delivery?

Videotex offers onsite delivery, installation,  
setup, and training.

Is the company authorized to sell the product in the area? Will your sizable investment in a audio visual be covered under the manufacturer's warranty?

Certain companies, like Extron and others restrict sales of their products by the dealers to certain areas. If you purchase a territorially restricted system, for example, from a dealer not authorized in your area – the manufacturer will NOT honor your warranty or support; your sizable investment will be in jeopardy.

Does the company guarantee  
compatibility of all components they  
are selling you?

Videotex guarantees that they are experts in  
configuring audio visual systems and that all  
components they recommend for your system  
will work together properly. If it doesn't, we will  
troubleshoot it and replace it with a compatible  
component.

Are the company's prices  
competitive?

Videotex offers very competitive  
pricing, and it guarantees it. In  
reviewing your audio visual system in a  
year, will you remember the price, or  
the quality of the product and  
installation?

Is the company financially stable? Ever filed bankruptcy? Operated under a different name? Has it ever not paid vendors? How long has the current management been operating the company?

Videotex has grown under the same management for thirty two years from its founding in 1984. Each year has been profitable. The company has no debt, and has the best Dun & Bradstreet credit rating for a company its size. If you're familiar with some of the names of the AV dealers in Dallas who have gone out of business (MZB, CMS, MCSI, CTG, Accent, Mina Systems, ECI, ...on and on), you'll appreciate dealing with Videotex.