



RESELLERS NEWS - AUGUST 2001

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Reseller Details

As a part of Quest endeavouring to keep up with the ever growing world of "E Technology" we intend (in the not too distant future) to provide all "Supply Request Confirmations" electronically.

Whilst we would like to ensure we have the most appropriate email address for this task, it is also a great time for us to update our records on other details of your company. Please complete the attached form and return to kylie.mallett@quest.com.au, or fax (+61 8) 8234 1711 at your earliest convenience.

Printing Account Balances

To print the account balance on a receipt docket, add a ':' (colon) to the eighth character of the Till Prompt "Balance" ie change the till prompt under system setup to "**Balance:**"

New USA Reseller

Chris Radisich, brother of the racing driver of the same name is opening up a Quest dealership in California. Chris has gained a great deal of experience in NZ via Advance Equipment Supplies. We wish him every success.

Introducing the new "Quest End-Users"

Following great work by Advance in New Zealand, Quest was chosen as preferred supplier to Nando's in Australia, Versaterms & Task Manager software via Retech Global.

Muffin Break and Jamaica Blue - two Franchises operated by Foodco out of Sydney have chosen Quest hardware and Task Easy software for their highly successful franchise chains. Also selected for their NZ operations (30+ outlets) and mooted for their UK debut soon. Again being managed by Retech Global in Australia and Advance in NZ.

Nationwide Retail Systems UK PLC have recently rolled out Quest VM hardware and Task Manager through the National Cinema chain in Kuwait. The local Kuwait network people are extremely impressed with the Versaterm and have put their hand up to be a reseller.

Quest Chat Room

The Quest website chat room (found at www.quest.com.au) is a fantastic place for resellers to share their knowledge, experience, issues and answers amongst each other. Please take the time out to visit this part of our website and leave any helpful or relevant comments.

Copper Vs Fibre

Occasionally we get a question on whether VersaTerm and Task Connect can support fibre optic cabling. The short answer is yes and we do have sites running in this configuration. The slightly longer answer appears below.

This topic usually comes up where fibre optic cabling has been used in an existing building that has been wired for Ethernet (IEEE 802.3), which has a maximum length of 100metres between the device and a repeater or a hub using Cat5 copper, or in a new "Vanilla" installation where Ethernet has been allowed for POS and distances exceed 100 metres. Using QuestNet, that can run up to 1200 metres, there are very few installations that require fibre optic cabling and it is generally cheaper to run new Cat5 cabling than to install fibre to RS232 converters (dealer buy approximately A\$600 each and you need one at each end = A\$1200 per network).

The additional benefit of QuestNet with Cat5 cabling is that it runs at 115Kbaud, where fibre to RS232 converter runs at a maximum of 19.2Kbaud. Speed aside, other benefits are also fairly limited, e.g., using fibre optic cable you still only get up to about 2km without a repeater, although some of the later, more expensive devices use Laser Diodes instead of LED's and can run longer distances.

The major topology difference when using fibre is that because you are converting fibre to RS232, the ICM needs to be mounted at the other end of the fibre rather than in the control room and you then pick up the RJ45 outlets with Cat5 copper locally. This can be a further drawback, in that when Task Connect and the ICM are mounted in separate locations, there is no single point of checking in the event of a fault.

Latest ICM

Sharing tables & printers across QuestNet branches, Walkabout Handhelds or Task Touch requires the latest ICM (3 LEDs) and Task Connect version 1.1.155 or above.

If you are getting sending errors or remote printer errors check the ICM and online status, also ensure that you have TCP/IP setup for your network if you are using Task Touch or the Walkabout Handhelds.

Backups, Backups, Backups

I can't stress to the importance of "**backing up your system**" enough. We receive so many support calls from resellers who could have resolved many problems if their clients kept frequent backups.

A daily procedure that is implemented during your site training, which shows them how to back up, and guides them through a "daily checklist" is highly recommended to alleviate any unforeseeable future problems. Please reinforce the importance of this to all your clients, to try and save us all some headaches, and allow us to sleep easy.

The Best Ever Introductory Software

Task Easy has been released and installed into the "real world", after the successful launch at the Quest reseller conference. This piece of software is available to Task Manager resellers only, and has been designed specifically for those sites requiring limited reported features, but full communication to VersaTerms. We envisage the majority of sales for Task Easy will be smaller sites, with the optional extra of an FTP module available for franchise stores.

This software has filled the gap left between the end user wishing just to use the VersaTerm as a form of making sales only, or using the fully advanced features that Task Manager offers.

Let's see our Task Manager resellers use their imagination to come up with some interesting and different end users who we can add to our clientele.

Kitchen Monitor 2: The Sequel

The Kitchen Monitor System is currently being reviewed and a new version is under development.

Visual features of the new PC application include a new user-definable screen layout, coloured "Jobs" with informational headers and snap-in statistical windows. Additionally, the way sales are sorted and displayed are now no longer limited to the tills they were sent from and can now be grouped by any information that is predefined by the operator.

Please email tim.stollznow@quest.com.au with any comments and suggestions for the new release... all will be considered and evaluated.

Questlink 2

Due for release soon, Questlink 2 is a complete re-design of the existing Questlink that sends files between multiple sites via e-mail. Questlink 2 utilises any FTP site (normally that of the head office) to transfer files between sites so you already have the setup required to start using it (original Quest-link required setting up a dedicated email address). The advantage of Questlink 2 is its simple interface, and profiles that enables a very simple setup of the application.

The head-office administrator can create a profile to completely configure the application so the user at the client site is not required to configure the application in any way. A profile editor is included to make creation and modification of profiles easy.

The head-office version also includes an administration tool where you can register your client sites and copy files to the FTP server for client sites to automatically download on their next connection.

Resellers Conference Huge Success

We would like to take this opportunity to thank all Quest Resellers who attended our annual Resellers Conference for taking the time out their busy schedule to attend this very successful event.

The conference covered new products, including our new Touch Screen software – Task Touch, handheld solution – Task Walkabout, plus many other new products, and software features. Our Task Manager resellers were also provided with one day of training on “new features” that have been introduced into this software over the past 12 months.

The official dinner on the Friday night allowed us to make some presentations, some serious, and some not so serious. We certainly would like to congratulate “H&L Australia” on their outstanding achievement of the “Quest Reseller of the Year” award. This award was presented for outstanding sales and value added engineering.

For all future conferences, we would like to see all resellers attend and obtain valuable information about Quest and our new products.

We welcome any feedback, ideas, or general comments from those who attended our conference – improvements that could be made

for future conferences, venue location & style, content of topics etc.

We are seriously considering our future conferences to be a “pre-requisite” for our resellers to attend, in order to keep their “Quest Authorised Reseller Status”. This might make those few resellers who did not attend our conference this year, consider attending our future conferences. With delegates from The Netherlands, and New Zealand attending this year, we certainly wish to encourage all resellers in the future.



Mario (APOSS), Steve (Samford Software)



Quest delegates throughout the conference



Cocktail hour & presentation provided by sponsor “Javelin Systems”



David Ialeggio – Quest Senior Engineer, putting Talk Walkabout through its paces



David Brown (Managing Director) and Tim Stollznow (Engineering Manager)



Adrian and Malcolm (Metro Business Systems), and Sharon (HIS)



The Quest Clan – Tim Schneider, Tim Stollznow, David Brown, Garth Terrell, David Ialeggio



Sid (Thyme Software), Peter (Baldwin International)



Conference Kylie – feeling relatively relaxed



Our overseas contingent – Marc Overeem (v.o.f Jan Kassa – The Netherlands), Warren Manson and Simon Kingi (Advance Equipment Supplies – New Zealand)



The work is now over – the Sunday Winery tour around McLaren Vale