



RESELLERS NEWS - APRIL 2004

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V-touch Update

Since its inception in April 2003, we have shipped 460 V-touch units to resellers all over the world. The feedback and response has been very positive, and we have overcome the few teething problems that have been made aware to us as time has progressed.

As the V-touch till is ROM based, it makes for easy upgrades and the addition of new features, with RAM code updates. Our engineering team has been working very hard to bring the V-touch code in line with the VersaTerm, and now includes the majority of features that are available in VersaTerm firmware. The history.txt file that accompanies any firmware updates provides the best source of information on changes to code.

The current recommended ROM version for use on all V-touch units is 1.02.09. You will now find the latest version of V-touch RAM code (version 1.02.12) at www.quest.com.au.

As advised and recommended with all updates of firmware, testing in a controlled office environment is very important, and as a reseller it is your responsibility to ensure the version meets your satisfaction before installing on to your clients sites.

We continue to welcome your feedback, comments, and suggestions regarding the V-touch unit.

The “Big Move”

February 2004 saw the South Australian Quest staff move into their new premises at Thebarton. Whilst they still need to unpack the odd box here and there, things generally went quite smoothly and the staff hardly know themselves with all of the extra room they now have! For those of you who don't know as yet, the new address for the Quest South Australian office is;

37-39 Walsh St, Thebarton, SA.

The size of the new building is over 1000sqm, with approximately 600 tonnes of concrete, and 3.5km of Cat 5 cable. Reception, manufacturing and the warehouse are located downstairs, while engineering and support are located upstairs.



Above: The new Office!

ECM Update

The ECM is the latest and greatest upgrade to the ICM. Just like an ICM it interfaces to QuestNet and interfaces to the controller PC. Unlike the ICM which can only talk to a PC via RS232 serial, the ECM features a USB port and an Ethernet port as well (hence the name ECM – Ethernet Control Module).

The serial connection is familiar to ICM users as the cable connecting the PC to the ICM. However newer computers are being shipped without an

RS232 serial port and USB is replacing it. The ECM will have a USB port to restore this simple local communication and control connection.

The major advantage of the ECM is the Ethernet port which gives the ECM an ability to talk over the internet to the controller PC. An ECM at a remote site with an internet connection can be monitored and controlled at a PC miles or a continent away. The advanced software contained means that the ECM can be connected into a computer network with a server PC and the ECM will start searching and connecting to the controller PC. An ECM can also connect to networks without a server by configuring the ECM settings manually.

Finally, the ECM will look fantastic in a shiny moulded plastic case with plenty of flashing lights!

Whilst the initial release of the ECM will communicate only via Ethernet, support for the USB and RS232 ports will be added to the device at a later date.

It is envisaged that the ECM will be available within the next two months.

Welcome to New Quest Staff

The beginning of 2004 saw us employ two new staff members to work as part of the Quest team in Adelaide and we would like to take this opportunity to officially welcome them.

Nyree Allen began her employment during a time of reasonable confusion- two weeks prior to the move to Quest (SA's) new premises in Thebarton. Regardless of this, Nyree has taken very quickly to her new role in Reseller Support, working alongside Sharyn and handling Software Registrations and reseller queries. Whilst some of you may have already had the opportunity to speak with Nyree, please take some time to make yourself known, either by phone or email. Nyree can be contacted on nyree.allen@quest.com.au.

Chris Averay was also employed early this year to begin work as part of the Software Engineering team in our Adelaide office. Chris began his employment at Quest shortly after completing his university degree and has already brought some new and exciting ideas to the team.

We are sure that our resellers will welcome both Nyree and Chris to Quest, and we certainly look

forward to working with you both and utilising the experience that you bring.

BanQuet – Evaluation Available

The new BanQuet software has been designed for ease of use, and provides full integration seamlessly with the V-touch. BanQuet will only work on V-touch units with 768k memory. If you are interested in testing the evaluation software, please complete and send through a Beta Request form and the appropriate files will be sent to you.

The purpose of BanQuet is to extend the flexible and powerful table charging features of the V-touch unit, and create a table reservation system to streamline the running of a restaurant. Viewing and creating reservation information is made simple, and allows the restaurant management to make special preparations for their customers. As a customer is seated in the restaurant, their progress through the meal can be viewed through their order, accessible at the touch of a button.

Some of the major features included in BanQuet are:

- Reservations can be made for any future day up to 100 years
- Reservations can be made, edited and viewed at both the back-office and V-touch terminal
- Integration with V-touch application with a single button selection between the two applications
- Easy table information view to help avoid double bookings
- V-touch can run without the back-office for one day

Kitchen Monitor Update

The new Kitchen Monitor system has all the features required for fast food outlets.

It is designed for use in quick service restaurants to improve the speed of service time and efficiency in the kitchen. The system allows multiple V-touch displays to be set up in a kitchen, with each display set up via a KM setup dialogue in Task Connect. By storing the sales in a database, multiple versions of Task Connect may connect to

the same database and subsequently display the same sales on their associated V-touch displays.

The KM setup dialogue allows the user to filter jobs to the V-touch units based on tills, groups or items. An example of this is in a kitchen in which two separate preparation stations exist, a V-touch may be setup to only display sales that have been entered from tills closest to that preparation station. In addition, a V-touch may be located next to a drinks station, and subsequently setup so that it only displays the items from sales that must be prepared at that drinks station. Another setup feature involves the ability for a sale to have multiple bump states, so that once one stage of a sale is completed, it may be bumped from that particular display whilst appearing on another display. The user can also configure the look of the display, including setting colours and the number of jobs displayed on a screen, while still maintaining the statistics window from the previous version.

An alternative setup for the system is setting up the V-touch displays in a stand-alone mode. This allows the displays to function without the server being online, and can be used as a backup system for the server, or as a small scale monitor system when Task Connect is not local.

We are now able to issue evaluation copies of the V-Touch based KMS system to resellers for testing / demonstration. If this is something you are interested in, please complete and fax through a Beta Version Request form and the required files will be sent to you.

Curly Wrap

Many of you who have received terminal orders recently will have noticed a 300mm length of Curly Wrap accompanying each terminal.

Curly Wrap, when used correctly, can prove to be an effective tool in tidying cables for demonstrations and installations. It is manufactured in such a way that it wraps easily around a collection of cables however it also allows you to release single cables at any point.

Whilst we are issuing 300mm lengths with each terminal, additional lengths of this wrap will be available from Quest- there will however be a 5 metre minimum length limit. Pricing information is available at support@quest.com.au.

WinPOS Retires

The beginning of March saw the end of support for the WinPOS software application. Many of you would agree that WinPOS was a product that served us well over the years; however we did reach a time in which support for this product became increasingly more difficult given that it only ran on Windows 95 and 98- applications which also are no longer supported.

We would ask that all resellers upgrade any existing WinPOS sites to Task Connect as soon as possible as we are no longer issuing re-install codes.