



*Excellence in Retail Technology*



## **RESELLERS NEWS - MARCH 2001**

### ***Resellers Conference***

Yes – the time has come again, for our next Resellers Conference.

A unique opportunity to get up to date information on all the latest features and product developments additionally meet with Quest Engineers and get those niggly issues sorted out.

The conference place has not been finalised but will be in Melbourne or Adelaide on the first weekend in May.

For Task Manager resellers, there will be additional Task Manager software training throughout this period, and would strongly recommend that you consider attending these sessions.

Further details regarding accommodation, cost, etc will be sent out as soon as they come to light. If you have any questions or issues you would like covered, please contact “Conference Kylie” (as she was known as last year), and she will be pleased to discuss these with you.

**After the success of the conference held last year don't miss it!**

### ***Reseller Details / Website***

We are endeavouring to keep our new website up to date with the latest information and developments, plus accurate distributor details. If your details are not correct, please advise Kylie [kylie.mallett@quest.com.au](mailto:kylie.mallett@quest.com.au) of the change and we will update the data.

In addition, if you sell into a region that you are not listed under as a distributor, please also submit this information for our records.

### ***Customer Display Bonanza***

As you may be aware via our website, we currently have a sale price on the CD202 customer pole display. These are currently available whilst stocks last (75 left) at \$175.00 (ex GST). Please send through your orders in the usual way, including your purchase order number, and we will despatch these goods immediately.

Please keep in mind, that once these stocks have been sold, we will no longer be selling this type of pole display.



### ***Bad Service***

We are still receiving equipment for servicing that is not accompanied by a completed “Service Report”. Please keep in mind that we do require a hard copy of your Service Report to arrive with the equipment.

If you need a copy of a Service Report, please email [kylie.mallett@quest.com.au](mailto:kylie.mallett@quest.com.au) and you will receive a copy either via email.

## ***InTouch is Alive!***

In the words of the developer "It's the best". Users of Task Connect can easily use the new InTouch (it's now installed and working on several sites).



Easily shares printers & tables with VersaTerms and other Touch Screens (needs the latest ICM50). New improved split table feature is also included. Contact Kylie for an evaluation copy.

## ***Lost In Space***

On the odd occasion we find ourselves receiving goods for service in a poorly packed condition. There is a distinct benefit for the dealer to check the unit, test it, and reproduce the problem in their testing environment before sending it back to us. This is also a good time to ensure that the packaging of the unit is thorough when despatched.

As for the despatch of goods in their original boxes, please ensure that the original despatch label from Quest is not visible, or completely removed. Too often we give the freight companies a reason for deliveries to be sent to incorrect addresses.

## ***Purchase Orders***

For Quest to provide you with the best possible service on manufacturing of products, and supply of software, please ensure that whenever a product is required a purchase order with correct part numbers is used.

We will send back an Order Confirmation for all hardware orders (it is advisable to check this thoroughly). If you have any queries regarding any outstanding Orders, please contact [renee.lowrey@quest.com.au](mailto:renee.lowrey@quest.com.au).

## ***Printers (#!%^\$@)***

The issue of serial printers spitting out garbage after a power down has been solved.

When a serial printer (Citizen or Star) is powered up, it holds the transmit line low for 1-2 seconds. This is very bad and had catastrophic effects when it is connected to port 1.

The VersaTerm thinks, "hey, a host PC is trying to communicate with me", and charges off trying different baud rates. The port gets left in some arbitrary rate and bingo, no more printing.

The problem is resolved by sending down the port details again (force update), removing the transmit pin from the printer to the VersaTerm or by using another port.

Alternatively download VersaTerm 5.83A from the website.

(Thanks to Mark from BEST in Darwin for pursuing the issue & supplying the printer)

## ***Queen of Regos***

For those distributors who use Task Connect, Task Manager, or WinPOS, Renee Lowrey will now be attending to all of the registrations.

Renee will be as firm as Kylie (if not firmer) when it comes to correct documentation, purchase orders, reasons for upgrades, indicating whether it is an OEM or Advanced rego etc, so no bending of the rules.

If the documentation is incomplete, this will result in the delay of the registration being issued.

If you require a registration form emailed through, please send your requests through to [renee.lowrey@quest.com.au](mailto:renee.lowrey@quest.com.au) and Renee will be pleased to send you a copy via email.

If you prefer a hard copy to be faxed, please advise this on your email.

## ***Smarter than your average bear...***

During a recent software training session held with a Perth distributor, Kylie was discussing the "Sleep Mode" operation.

When the question was raised if an update can be sent down to the tills whilst the till is in sleep mode, a very quick-witted trainee delegate responded with "The till is only asleep – not dead!!!"

The answer is of course correct. When the unit is placed in sleep mode, Host communication with the till can still occur.