



RESELLERS NEWS - OCTOBER 2002

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New Look Cables

Quest have released a snazzy new DB9 - RJ45 cross over cable in 1 metre lengths. The cable has a fixed DB9 connection on one end which eliminates the issues previously found with large RJ45 – DB9 connectors in fitting the connections into the back of the VersaTerm.

The cables are supplied in a charcoal colour to enhance the look of the complete install.

Quest will be including one of these cables per ICM ordered, but only in the 1m lengths. Should you require additional cables, or lengths of 2m or 5m, you will be required to order these as an additional item on your purchase order, and will be supplied as previously. We do need your purchase orders to be clearly marked if the cables ordered are "additional" to the one supplied with the ICM to help eliminate any confusion, or incorrect supply of goods with orders.

Where possible these same cables will be supplied with other cable types, but the relevant connector also included.

We trust that you will agree with us that these cables are certainly more VersaTerm friendly, and look much neater when installed.

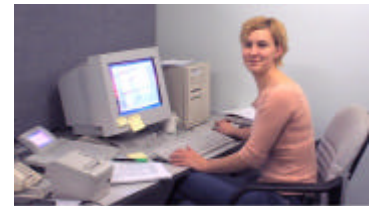
Welcome Sharyn

As the demand for Quest products is increasing at a steady rate, the need for further support staff has been on the agenda for Quest. It is due to this growth, that we would like to officially welcome Sharyn Evans to the Quest team.

Sharyn comes from an end user environment using VersaTerms at a local Adelaide Pub. Her qualifications include TAFE Certificate 3 & 4 in Hospitality – at Regency College. Sharyn also brings with her a vast knowledge of terminal use and end user functionality, plus customer service and troubleshooting skills. If you have not already had the pleasure of communicating with Sharyn, I'm sure you will in the near future.

Sharyn will be working with Kylie Mallett in the area of Customer Support. Please feel free to send her emails on support issues. Her email address is: sharyn.evans@quest.com.au

Welcome on board Sharyn, and we wish you a long and happy association with Quest.



Task Connect "Help"

The Task Connect "Help" function was added to the software earlier this year. It appears that many resellers have not discovered this module in the software at this point.

To access this function, select the "Help" function from the main menu and search on the keywords required.

This is a valuable source of information available at your fingertips, and will answer many questions that are currently directed to Quest staff.

RF Card Update

The introduction of the new RF Wristbands is proving to be a huge success with resellers and end users. Due to this, Quest will no longer be supplying the RF Cards.

Since Quest have been able to reduce the Reseller buy price of the RF Wristbands from the original bands supplied to the current bands, that the demand is no longer there for the cards.

We encourage all those orders to continue for the new RF Readers and RF Wristbands.

Please note the new part numbers are:

RF505 – RF Reader

RFB25 – RF Wristbands

Please update your purchase order records to reflect these part numbers.

Servicing & Warranty Claims

As a reseller you should aware of Quest's Servicing and Warranty conditions. From time to time Quest receives terminals from resellers for repair that have had the warranty seals broken and have had the internal parts tampered with.

We do understand that it can be an inconvenience for these terminals to be returned to us for servicing, but it is imperative that these Warranty conditions be adhered to. If resellers take it upon themselves to open the terminal, Quest will not take responsibility for any issues with the components. If the components were faulty on supply to Quest, we need to follow through further with our suppliers with full knowledge that the terminals have not been tampered with during their warranty period.

No terminals that have been opened and then returned to us in the warranty period will be covered under a warranty claim.

5.85K Firmware

Please find attached to this email a new version of firmware. The history.txt file is attached that will advise of all changes since the previous versions released.

It is our intention to release this version as our next ROM code to be included with all terminals as of the beginning of November.

As with all firmware and software upgrades, please ensure that this version is thoroughly tested in your office environment before installing onto any live sites.

We encourage your feedback on this version before November, to ensure we release a stable version of ROM code that all resellers are happy with. Please advise of any issues as soon as possible.

Modem Documentation

Quest has revised the various documents that have been produced on Modem installations and included this into one document with up to date information.

This document is attached to this email for your reference. It is worth your while to read this thoroughly when installing any remote sites before contacting Quest.

Reflections from the Resellers Conference



Congratulations Captain Barry on your evening spent swimming in your motel room!!