



RESELLERS NEWS - OCTOBER 2000

New Quest Website

After a great deal of planning, we have finally implemented our new website, and invite you to take a look. It remains on our existing address: www.quest.com.au. A clear and simple layout with updated information, downloads, new products and a bulletin board have all been included. We trust you will find the new website informative.

As per our previous site, downloads will be kept up to date and available via your user name and password. If you require a password, please request this via email – kylie.mallett@quest.com.au

We hope you will find the new look website informative and easy to use. We look forward to your comments.

Victorian Race Club & Turnbull Stakes

We were very fortunate for an opportunity to provide a complete POS system in the new \$48M Grandstand and Chairman's Club for the Turnbull Stakes Racing Carnival held at the Victorian Race Club – Flemington, in conjunction with Rowland Sodexho Catering Group.

In less than one week, with no cable network initially in place, the system was installed and traded very successfully throughout the event. Despite having 1 ½ inches of water running through the main Communications control room and 6 VM's sitting in an inch of water on Monday morning, when all had dried out, everything worked just fine.

New Distributors

We would like to welcome the following new distributors to the Quest network:

Australia

- Northorpe Pty Ltd – Hobart
- GSTPOS – Perth
- AXIS Information Systems – Perth
- Lira Holdings Pty Ltd – Melbourne
- Southern Ports Electronics – Millicent / South East South Australia

United States

- Cash Register Centre – Colorado
- Cash Register Systems – California

Canada

- Atlantic Data Group – New Brunswick

United Kingdom

- Eurotelecom – South Yorkshire

USA Stadium Upgrade

David Ialeggio, our Senior Engineer has recently returned from the United States where Task Connect, Pizza, and the back office software (in conjunction with ICON Software) were upgraded in two stadiums. The Pepsi Centre in Denver has 150 VersaTerms installed, and 132 VersaTerms installed in the Staples Centre, Los Angeles.

A few minor modem issues were resolved at WaterWorld in Denver, with the upgrade of new software, and using the old initialisation strings from previous software setup as follows:

Local modem: AT &F &D0 &K0 S95=0 %C0 \N0

Remote modem: AT &F &D0 &K0 S95=0 %C0 \N0 S0=2

New Quest Staff

We have recently employed two new Software Engineers who will be starting with us over the next couple of months. We would like to welcome Garth Terrell, and Tim Schnieder to the Quest team, and wish them all the best for an exciting career with Quest. Tim has graduated with a Bachelor of Information Technology from the University of South Australia, and Garth has graduated with a Bachelor of Computer Science from the University of Adelaide. For your reference, Tim J Schnieder will be known as "TJ" to help eliminate obvious confusion throughout Quest.

From the Engineering Manager - Bistro / Pay-as-you-go Table Charging

The VersaTerm now supports a method to pay for orders individually and then send the table to the kitchen after all orders are received. This new feature can be used in conjunction with the existing "running account" system.

The process is as follows:

1. Enter the sale item details.
2. To operate a "running account", charge the items to the table (using the normal table charge key)
3. To operate a "Bistro system", use the "table assign" key, then pay / finalise the transaction (a temporary floating table of zero price will be created). Repeat until all data for that table is entered
4. To send the table to the kitchen, recall the table (price will be zero for paid items) and select the "Print Journal" key. If the table sub-total is zero the temporary table will be deleted after printing
5. The table list is viewed in the same way as before, paid tables will appear in the list with a zero subtotal

Technical Detail

- A table assign key is created by adding the "*" (asterisk) symbol as the first character of the display string for a normal "Table Charge" key
- Ensure the Journal Print is set to off

Additionally, if the Journal Mode is set to Off, you can add items to open tables

Software Orders & Registrations

For our distributors who register WinPOS, Task Connect and/or Task Manager, we will now be invoicing you on receipt of your purchase order, or invoiced on supply of hardware if the order includes both software and hardware, not on receipt of your registration details.

There will be no new registrations issued without a written purchase order, so please ensure that when requesting a registration, your purchase order is attached, along with your purchase order number specified on your registration requests.

As stated in the July Resellers News, no Task Connect / WinPOS registrations (whether it be a new installation, upgrade, downgrade etc) will be issued without the appropriate documentation. I understand that at times your PC set-up takes place on site, and not in your own office, and is not always convenient to email a registration form to me. In these circumstances, I suggest keeping a hard copy of the registration form for faxing through to the Adelaide office whilst you are on site.

In order to generate your registrations efficiently and accurately, it is very important that all information is completed on the registration form and legible. Although I endeavour to complete registrations as efficiently as possible, it is not always possible to attend to these immediately, so please be patient, and you will receive your registrations.

Kylie's Support Tip

Just a quick tip for this resellers news – and please don't laugh when you read this:

Before sending a till back to Quest that has a reported fault of "display not working", or "till won't power up" etc, we would advise checking to ensure it has not fallen asleep.

To put till to sleep, hold down the "Q" key for 4 seconds. To wake till up again, hold down the "Q" key again.

We average at least two services a month for a till that has been sent to bed.

New Look ICM

Quest will be releasing a new ICM, available in small quantities at the end of November. Shipping will commence at the end of January.

The new features include:

- 3 LEDs (QuestNet Activity – green, Host Activity – yellow, and Power – red), put one on the Christmas Tree!
- Power & RJ45 sockets at the rear, LEDs on the front panel;
- If no VersaTerms are on line, the green LED will NOT flash;
- If no Host is on line, the yellow LED will NOT flash;
- A recessed reset switch has also been incorporated on the front panel (pen operated, hold down for 2 seconds);
- A new watchdog has also been incorporated, if the ICM “locks up” (say due to a power surge), the watchdog automatically resets the ICM and it continues on its merry way;
- **The new ICM firmware is required for Host Tables and Remote Printer support across multiple QuestNet branches / InTouch – more about this next issue.**

The new firmware is completely compatible with the old hardware. It is easy to determine the firmware version (no VersaTerms = no LED Flash).

A new rack mounted version will also be available for stadiums (available end of November).

Latest Firmware

In this email attachment, you will find the latest version of beta firmware 5.82G. A few added features include the new bistro tables as detailed above, plus a till report number on printed till reports. Please thoroughly read the history file attached with the firmware, and test in a controlled environment before installing onto live sites.

Reporting Software / Firmware Issues

Wherever possible, if issues arise concerning firmware or software, we ask that as much detail as possible can be included in writing and forwarded through to Kylie, preferably via email.

As I am sure you can appreciate, support phone calls can be very time consuming, and although we understand are unavoidable in certain circumstances, a detailed issue reported in writing certainly helps us to prioritise the urgency of the problem and address it in such a way that is fair to everyone.

Screen dumps are always very helpful if the issue is software related, and please remember that software and firmware versions will always be the first question asked by us when approached with a problem. Please email Kylie at kylie.mallett@quest.com.au

Exchange Rates

Unless you have not been reading the newspaper, listening to the radio or watching television, you will be well aware of the plight of the Australian Dollar against the US Dollar. It has fallen nearly 25% in the past 12 months.

All of our electronic components, displays etc have to be imported and are purchased in US Dollars and we have absorbed these increases up until now. However we cannot continue to do so indefinitely. Also during this period we increased our component cost by adding optical isolation to QuestNet and additional protection to the power circuitry.

As the Australian Dollar just keeps falling and shows no sign of recovery, this is an advanced warning that if it does not recover to at least 0.55 to the US Dollar by the end of this year (and this I have to say is doubtful), it will be necessary to increase our prices slightly. We will keep any increase to a minimum and hope you understand that this is beyond our control. As a guide, prices will increase by about 2%.