



Q-SYS Matters



Summer 2010

Features

■ VALUE FOR MONEY

Are you thinking creatively about how Q-SYS can reduce costs and add value to your operation?

■ FTP SITE

Now you can easily and securely send or download files, whenever you want

■ DOCUMENT SCANNING

Learn how Q-SYS can automate the scanning and archiving of your documents

■ CALIBRATION WARNINGS

Find out how Q-SYS can email you

■ WINDOWS 7™

Find the latest compatibility information

■ PREVENTING PRINTING

See how we've improved the security settings to stop certain users printing reports.

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VALUE FOR MONEY?

Are you getting value for money? Don't forget that we're using part of your software maintenance subscription to improve Q-SYS and add new features that you want. If you don't keep your system upgraded and up to date you're not taking advantage of this. Can you afford not to in today's economic climate?

Despite financial pressures, Q-SYS customers are continuing to upgrade their systems in order to take advantage of the latest technology we are offering.



This includes the latest Equinox 5 release of the database, which some customers had the foresight to purchase last year when it was offered at a specially low price.

Customers are also finding that modest expenditure on additional validation or automated routines can actually save money overall by cutting down on errors and improving efficiency.

DOCUMENT SCANNING

The ability of Q-SYS to scan documents and then recognise and store them based on a small barcoded label attached to each document has attracted a lot of interest, and we expect this to be adopted more universally in future.

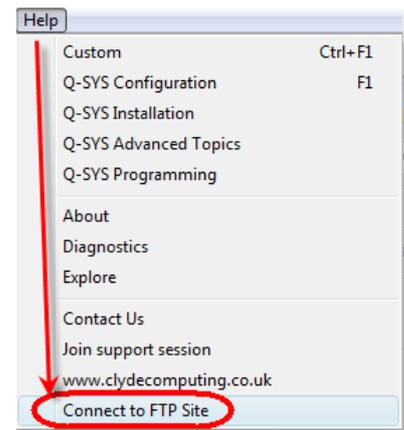
As well as automating the scanning process, Q-SYS technology also converts and compresses the tiff and jpg files (typically created by document scanners) to PDFs, resulting in much reduced storage requirement. Call us if you would like to know more.

FTP SITE

We recently launched an FTP site for all customers, and those with up to date systems will find it very easy to use.

FTP standards for *File Transfer Protocol* and is a well established method of transferring files across the internet. It's particular useful for files that would be too large to transfer by email.

A new menu option, in Global Setup and Workstation Setup (to prevent casual use), allows you to upload files to Clyde Computing, or download them to your own system, for support or similar purposes.



Every customer has their own unique login name and password, so files that you upload or download are only accessible to you and to us.

To use the new service, if you have an older system just request your user name and password and open a link in Windows Explorer. Your own personal folder will then appear containing any files we have left for you to download, or for you to drag and drop files into.



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Did you know?

What's the difference between the Internet and the Web? Often the two terms are used interchangeably, but there is a clear difference.

The web (www) is a way of accessing and sharing information using the Internet. The Web uses the HTTP protocol, only one of the several languages spoken over the Internet, to transmit data.

The Internet is a global network of networked computers. As well as the web, the Internet is used for e-mail, which relies on SMTP (the same as Q-SYS email), Usenet news groups, instant messaging and FTP (see front page article).

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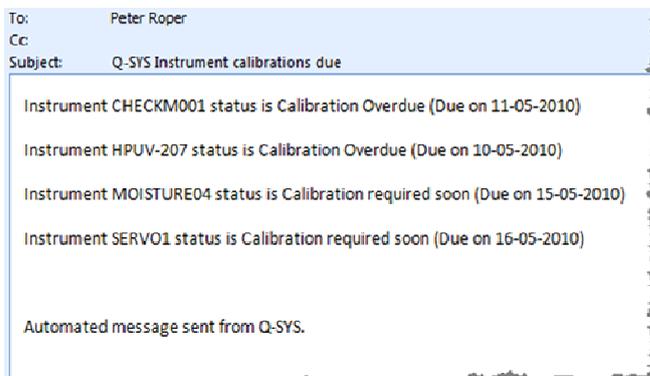
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INSTRUMENT CALIBRATION WARNINGS

Now, you and your staff can receive emailed warnings when instruments need calibration.

Q-SYS even warns you when calibration is required soon, and you can select the appropriate warning period for each instrument.



DISABLING PRINTING

On latest Q-SYS versions we are able to prevent users from first previewing a report and then printing from the preview screen, if their Q-SYS User Group does not allow them permission to print.

BULLETIN BOARD TIP

The Bulletin Board feature has been successful because it guarantees that users will see messages that you leave, and keeps a record of when they acknowledged them.

On odd occasions you might want to prevent a bulletin message being shown to any further users. The simplest way to stop them being shown to any further users is to make the bulletin inactive!

In recent Q-SYS versions we've stopped you being able to delete bulletins that have already been shown.

WINDOWS 7

Several customers have recently installed Q-SYS on new Windows 7 PCs. The only issue has been a bug in this version of Windows which causes an inconsistency in the way that Regional Settings are stored. This means that date dialogues do not work correctly. However it's easily fixed by changing the Region to another (e.g. US) and then changing back to UK!



Note that only 32 bit version of Windows 7 are supported by Equinox, as this is a 32 bit application too.

BACKUP FREE OFFER!

A regular reminder about the need to validate backups but so often ignored! Ask you IT department to send us a restored copy of their backup and we will verify it, free of charge, to make sure that it's a valid and working backup.

