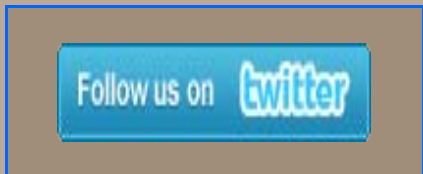




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Want more?

SYSTEMS DOWN! Nothing brings the efficiency of a work day down faster than when your company's network is down. If you are the individual that is responsible for your companies network, the series of articles that Mark has written will interest you.

A whole lot more than the exchange of goods and services happens when a client makes a purchase. This transaction is an opportunity for the business to capture information in a quick and efficient manner so that the customer can get on with their day. A POS (Point of Sale) system can automate this process and can be customized to suit individual business needs. Read on to learn more.

Healthy Networks are Happy Networks!

The last 20 years of business have been radically transformed by computers. They are everywhere and they are connected and they talk to each other! Fax systems are on the decline, having been replaced by email. Tills are gone, and replaced by advanced POS (Point of Sale) systems. Everything is available online, and nobody is working when the internet goes down. Many businesses have ominous black boxes, humming away in a forgotten corner, labeled as 'The server' and nobody seems to know what it does, until it fails, then everybody is aware of what is affected.



Click [here](#) to read more.

- Mark S, Network Support Technician

POS and the Customer Experience

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I've been installing Point of Sale Systems in businesses for almost 20 years now and have come to the conclusion that no matter how powerful the system is, it's how it's used that makes a world of difference to the customers of those businesses.



Some companies simply use a POS software package like a cash register - setting up minimal items to sell, processing sales to "cash" customers, and printing out the reconciliation ("Z total") report at end of day. Others focus on the inventory side of things - making sure they keep track of what they have, but neglect to capture client information at the point of sale.

To truly unleash the value of your point of sale software, no matter what it is, you need to think from the customer's point of view.

Click [here](#) to read more.

- Jim C, Point of Sale Specialist



CISPro Point of Sale Systems

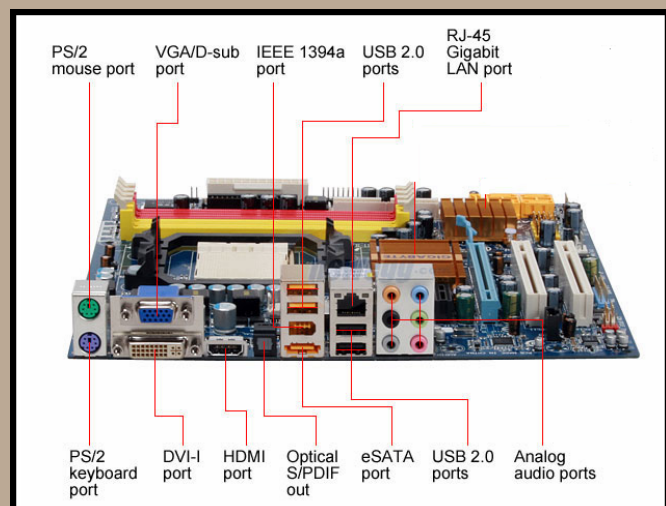
Tips & Techs

What are the Those Ports on My Computer for?

What is all that stuff?

This is roughly what the back of your computer looks like. If you have a laptop you may have some of these items placed about the machine. A daunting task for anyone purchasing a new computer is seeing this and connecting the right cabling to the right port. Here is the good news; if it fits, you are probably OK. That doesn't mean forcing anything to fit either (almost all technicians can attest to seeing this at some point in time).

Knowing that if it fits is also aided by the



fact that most cables and connectors are coloured the same as the corresponding port on the computer.

What do they do?

Starting left to right:

PS/2: These are your keyboard and mouse ports of old. Generally speaking, keyboards and mice use the USB interface.

VGA, DVI and HDMI: These are the video ports, whereby video is transmitted from the computer to your monitor, TV or projector.

Optical drive: This is the lesser used audio port, mostly used for high quality output of audio to home theatre or production level mixing boards.

USB: Where almost all accessories go into. Printers, flash drives, external hard drives, digital cameras etc.

IEEE 1394 (Firewire)/ eSATA: These are faster versions of USB that are lesser used. eSATA devices are gaining in popularity, expect to see more devices using this port in the future.

Of course if this all becomes too much and you have cables going places they likely don't belong, there are convertors available and you can also give us a call.