



Martech

SYSTEMS, INC.

This newsletter is full of important and helpful information. Please take the time to read it. If you do not work directly with the Fair Management software, please pass this newsletter on to the staff that works with the software.

Check out the following information in this newsletter...

- Important Update
- 2005 Blue Ribbon Fair Management Upgrade and Support
- On-line Training Courses
- New Staff on the Help Desk
- Knowledge Base and Support Website
- Supplies (new item)
- Summer Support Hours

Important – Update:

The **May 27, 2005** update to the Blue Ribbon Fair Management program is now available. **THIS UPDATE IS VERY IMPORTANT.** Please install as soon as possible. The update will not affect any data you already have entered into the software. To download, go to our web site at the following location:

<http://martechsys.com/support/update.shtml>

<http://martechsys.zftp.com/fair/Update Fair 2.60.0412 to 2.60.0527.exe>

Note: The full 2005 upgrade (April CD) must be installed on your computer before this incremental update can be added. Placing this May update over the 2004, version 2.5 program, will make your program unusable.

***Before installing the incremental update, make a back up of your data folder. You must always have a current backup of you data before any update is installed. If you do not know how to make an update, do not ignore this step, please call our Help Desk for assistance.

Before installing any update to the Blue Ribbon Fair Management program, close down all programs that are running on your computer. This also includes any programs, such as virus scans, that you may have running in the background. Programs that are open at the time an update is installed may interfere with the proper installation of an update. If you are running the software on a network, make sure the software is closed on ALL computers.

People receiving this message via email may click on the above link to get to the *Incremental Update* download site. If the link is not highlighted in your email program, then cut and paste the link into your web browser's *Location* field. After downloading the file, Please follow these instructions:

1. After downloading the file, double click on the file icon named **Update Fair 2.60.0412 to 2.60.0527.exe** to start the installer program. Download the file to your *Desktop* or your *My Documents* folder to make finding the file easier.
2. The *Winzip Self-Extractor* window will appear. In the **Unzip to folder:** field, clear the contents and type **C:** where C: is the drive letter that your Fair Management System is installed on. If your Fair Management system is on a drive other than C:\, then use that drive letter.
3. Click on the **Unzip** button and follow the onscreen instructions.

After you install the update, please restart your computer. The update contains updated system files that require the Operating Systems to be restarted before they can take effect. ***If you are running the software on a network, you MUST install the update on all the networked computers.***

The **May 27, 2005** update includes the following:

- A new tool was added to the report's printer setup screen that allows you to re-direct reports to specific printers from within the program. It also recognizes the selection of different paper trays. To use this option, you must go into the Print Preview of the report, open the Printer Setup, change the printer, close the setup screen, and print the report.
- In the new Check Designer, a correction was made in printing the modified check layout. Refer to your updated 2005 User's Manual for complete instructions on using the Check Designer for check alignment.
- Users found some inconsistencies on the new market and general entries screens on the initial 2.6 release. These have been corrected.

To check the version build date of the Fair Management System, go **Help|About**. It should say **May 17, 2005**. This verifies that the update has been properly installed. Also, if you are running the program on a network with multiple computers, the update **MUST** be installed on all computers. All machines must display the same system date.

A special note for all our new Illinois Users. The update containing all the new Illinois state reports is not contained in this update. The reports update will be sent directly to you on a CD in approximately two weeks.

2005 Blue Ribbon Fair Management Upgrade and Support

If you have not sent in your 2005 Support Agreement (Version 2.6), now is the time to do it. This update not only gives you the new features that have been added to the program for 2005, but also continued technical support from our Help Desk. This connection is your 'life line' when questions arise as you work your way through the fair process.

The update keeps your version of the program current. We do not keep older versions of the program active on our computers. Our help desk will request that you update your program if you should call with questions concerning older versions. It becomes too difficult for our staff to track and support outdated programs. Keep your program current and our support staff will be able to provide you with 'A+' support.

If you have not received an update notice or can not find your notice, email Michael at mikem@martechsys.com or call our office at 715-845-2794 and request another copy.

On-Line Training Courses - An Exciting New Option for 2005:

The first round of On-Line classes has been completed and the second round is just beginning. The sessions were well attended and we received rave review from the participants. You will receive a step by

step course outline that can be used as reference after the training for each session that you are registered for. Consider joining us for one of the upcoming sessions.

Some responses from participants:

“I was pleased with the amount of information that was covered in the session”

“The online screens were easy to follow”

“I like the one hour, specific focused training. I can more easily carve out one hour of my time and I can sign up for a certain area without being bogged down for a longer period of time covering things that I already know how to do. I hope you continue to offer these types of training throughout the year. Thanks!”

NOTE: You do not need the Fair Management software loaded on the computer that you will be doing the training on. All you need is an internet connection (preferably high speed) and a phone line for the voice portion of the training.

Classes that are currently available:

Course 1: Exhibitor/General Entries/Fairbook - Thursday, June 2, 2005 at 11:00 am Central Time

Course 2: Judging Results - Monday, June 6, 2005 at 11:00 am Central Time

Course 3: Premiums - Monday, June 13, 2005 at 3:00 pm Central Time

Course 4: Livestock/Market Entries - Tuesday, June 14, 2005 at 3:00 pm Central Time

Course 5: Market Auction - Thursday, June 16, 2005 at 3:00 pm Central Time

For more information on training, contact Jennifer at 715-845-2794 or email jenm@martechsys.com.

New Staff on the Help Desk:

If you haven't called our office since last summer, you may notice some new voices on our Help Desk. Brian and Cody are the main support technicians available to answer your questions.

In addition to our support desk, Kim is the new, friendly voice at our receptionist desk. To assist her in directing your call most efficiently, please introduce yourself with the following information:

- Your name
- The name of your fair and the state where you are located (we have fairs with the same name in several states)
- The nature of your call -
 - Technical support for your Fair Management software
 - Order supplies
 - Check on an invoice
 - Training

Knowledge Base and Support Website:

NEW FOR 2005 – Our support website at www.martechsys.com/faq-pro has been update to now include a NEW Knowledge Base. This feature will be continually updated as new questions and support issues arise. Please take the time to visit the Knowledge Base before giving our office a call. Your questions may already be answered there and you will save time and money by checking first.

Also note that our support website contains many Tip Sheets that will walk you through some common procedures within the software. Take the time to visit the Tip Sheets section and print off those that pertain to you. This will also save you some hassle when it comes to fair time.

Inventory Your Supplies:

Take the time now to inventory your supplies needed for the Fair Management program. Many times we receive last minute requests for entry tags that need to be shipped overnight. This can be very expensive and add dramatically to your supply cost. We are currently knee-deep in shipping entry tag orders out, so to prevent a delay in your order, please get them in to us as soon as possible.

NEW FOR 2005 - Green Entry Tags are now available from our supply department. If these prove to be a popular item, we will add more colors next year. We welcome your comments and suggestions for colors.

Remember that checks and wristbands will take 10 to 14 business days to be printed and shipped. Checks are not printed in our office, and must be custom printed by a third company printer. We turn all check orders over immediately to our printer once the payment and order are received in our office (all custom check orders must be pre-paid prior to printing). Plan ahead now and have all your supplies ordered before you need them.

All check and wristband orders require pre-payment by check or credit card (Visa or MasterCard). If you need a price quote for your order or have any questions, contact Michael at 715-845-2794 or mikem@martechsys.com.

Summer Support Hours:

Expanded summer support hours will begin the weekend of June 4 and are scheduled through the end of September. Call (715) 845-2794 for support. The hours will be the following (all central time):

Weekdays:	8:00 am – 5:00 pm
Saturdays:	9:00 am – 4:00 pm
Sunday:	12:00 pm – 3:00 pm

After hours, we have an on-call pager available for urgent and emergency support calls. The pager will NOT be monitored during established weekday and Saturday office hours. During the month of June and September, the pager will be monitored on Sundays during the established office hours if no one is available in the office. To access the pager, please call our normal office phone number (715-845-2794).

When prompted, Press 1 for Emergency Support. If you want a return call, DO NOT enter the 3-digit extension of a specific employee. This will only place a message in their mailbox and NOT activate the beeper. Please speak clearly and slowly when leaving a detailed message that should include the problem that you are having. This will aid our support staff in answering your call.

The pager is only for urgent or emergency calls that can not wait to be answered during normal office hours. Since only one staff person will be monitoring the pager, we need to keep that person available for fairs that are currently in session.

Please note that the on-call service is not a 24-hour service. Any pages received after 10:00 pm CDT will be returned the following morning. If you will be doing a mission critical operation that may require assistance after hours, please make arrangements with us during normal office hours. We will be glad to assist you so that support is available when you need it. Pre-notification also prepares our on-call support staff so that they have the necessary materials available to assist you.

If you have any questions or comments about how support policies, support hours, how calls are returned, etc., drop an email to jenm@martechsys.com or call Jennifer directly at (715) 845-2794.

Share the News!

Make copies and pass this newsletter around to your complete staff. This information is a vital part of the support system for your Blue Ribbon Fair Management program.

Blue Ribbon Support Bulletin Archive: www.martechsys.com/support/news