

You **MUST** read this
before installing
your software

Retail Point of Sale 2007/08

Important Information
for Installers

This booklet explains what you need to know to set up and run Retail Point of Sale 2007/08.

We strongly recommend that you follow these instructions so that you can be sure of a smooth installation.

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System Requirements

To install and use Retail Point of Sale 2007/08 you need at least:

- 500 MHz Intel Pentium III (or equivalent) processor, with 128 MB of RAM
- Microsoft Windows 2000 / XP Pro / XP Home / Vista™
- QuickBooks Plus, Pro, Premier or Enterprise 2007/08 pre installed
- 500 MB of disk space for the Retail Point of Sale installation
- Microsoft Internet Explorer 6.0 (requires an additional 70 MB)
- 256 colour SVGA video
- 800 x 600 resolution with small fonts
- 24 x CD-ROM
- 56 Kbps modem for all online features/services

Note: Windows XP Home is not designed to be networked to another PC.

Although Retail Point of Sale operates within a Windows XP Home single machine environment, it does not operate within a Windows XP Home networked environment.

Retail Point of Sale 2007/08 only functions with QuickBooks Plus, QuickBooks Pro, QuickBooks Premier or QuickBooks Enterprise 2007/08.

You must upgrade QuickBooks first before upgrading to Retail Point of Sale. The *QuickBooks 2007/08 Important Information for Installers* provides details on upgrading your QuickBooks file.

For help upgrading to Retail Point of Sale you can contact a Retail Point of Sale accredited consultant. Visit www.quicken.com.au and select *How to find a trainer*, to find a trainer in your area.

Note: Make sure that your hardware/peripherals are compatible with Vista™ before upgrading to a Vista™ environment.

Information for

Existing Retail Point of Sale users

Upgrading from a previous version

To upgrade from QuickPOS, QuickBooks Point of Sale or a previous version of Retail Point of Sale to Retail Point of Sale 2007/08, you need to remove your old version and then install the new version. However, if running QuickPOS 5.0, you will first need to upgrade it to QuickPOS 5.1 before removing it from your PC.

Planning your upgrade

It's important to get a big picture of the steps you need to follow before starting your upgrade. These steps will depend on what version you are upgrading from.

If upgrading from QuickPOS 5.0 or below

1. Prepare for the upgrade as described in *Before the upgrade* on page 7.
2. Upgrade to QuickPOS 5.1 as described in *Upgrading from QuickPOS 5.0 to 5.1* on page 8.
3. Remove QuickPOS as described in *Removing Point of Sale* on page 9.
4. Install Retail Point of Sale 2007/08 as described in *Installing Retail Point of Sale* on page 10.

If upgrading from another version of QuickPOS, QuickBooks Point of Sale or Retail Point of Sale

1. Prepare for the upgrade as described in *Before the upgrade* on page 7.
2. Remove QuickPOS as described in *Removing Point of Sale* on page 9.
3. Install Retail Point of Sale 2007/08 as described in *Installing Retail Point of Sale* on page 10.

You can verify the software version you are running from within Terminal by choosing *Help menu > About Point of Sale*.

Before the upgrade

QuickPOS, QuickBooks Point of Sale, Retail Point of Sale and QuickBooks have included changes over the years that affect how you should deal with data when upgrading. We recommend you run through the following steps, as applicable, to ensure data integrity.

If running QuickPOS 5.1

You may need to make changes to QuickBooks.

Note: Remember that it's important to upgrade QuickBooks and your company file before upgrading to Retail Point of Sale.

1. Open QuickBooks 2007/08.
2. Open your *Items List*.
3. Search for any payment items in this list that are linked to an Undeposited Funds account.
4. Edit each item to make sure that the *Group with other undeposited funds* radio button is selected.

In QuickPOS, QuickBooks Point of Sale or Retail Point of Sale

1. (If running on Windows 2000, XP Pro or Vista™) Make sure you are logged in with Administrator rights.
2. Process an End of Day and perform a Z-Read in all sessions of Terminal that you are running.
3. Perform a QuickBooks Transfer.
4. Post the End of Day file(s) to QuickBooks from Point of Sale Administrator.
5. Use the Backup tool in Point of Sale Administrator to back up your Point of Sale data.

Upgrading from QuickPOS 5.0 to 5.1

You must upgrade QuickPOS Version 5.0 to Version 5.1 before removing it from your PC as described on page 9. After removing the software, you can install Retail Point of Sale 2007/08 as shown on page 10.

The upgrade applies to QuickPOS Administrator and QuickPOS Terminal.

Upgrading QuickPOS Administrator

1. Close any programs you have running.
2. Insert the Retail Point of Sale CD.
The Installer will display the *Installer* window.
3. Click *Exit*.
4. Choose *Run* from the Windows *Start* menu.
5. Type `d:\POS51setup\QuickPOSAdmin\setup.exe`, where *d*: is your CD drive, and click *OK*.
The Installer displays a wizard.
6. Select *Modify* and then click *Next*.
7. Follow the prompts to install QuickPOS until you reach the last window on the wizard.
8. Click *Finish*.

Do not attempt to open QuickPOS Administrator. Instead, upgrade all instances of QuickPOS 5.0 Terminal using the following instructions.

Upgrading QuickPOS Terminal

1. (If QuickPOS Terminal is installed on another computer) Close any programs you have running.
2. Insert the Retail Point of Sale CD into the PC running the older version of QuickPOS Terminal.
The Installer displays a wizard.
3. Click *Exit*.
4. Choose *Run* from the Windows *Start* menu.

5. Type `d:\POS51setup\QuickPOS\setup.exe`, where d: is your CD drive, and click *OK*.
The Installer displays a wizard.
6. Select *Modify*.
7. Follow the prompts to install QuickPOS Terminal until you reach the last window on the wizard.
The last window on the wizard includes a *Finish* button.
8. Click *Finish*.

Do not attempt to open QuickPOS Terminal.

To continue the upgrade process, you need to remove Point of Sale from your PC using the following steps.

Removing QuickPOS, QuickBooks Point of Sale or a previous version of Retail Point of Sale

Remove all instances of Administrator and Terminal on each machine. (This will not affect your Retail Point of Sale database and options set up).

1. Open the Control Panel on your PC.
2. Double-click *Add or Remove Programs*.
3. Select the program you wish to remove and then click *Remove*.
Remember to remove Administrator and all instances of Terminal on your network.
Windows will display a wizard.
4. Select *Remove all installed feature*, and click *Next*.
5. Click *OK* to confirm the uninstall.

Installing Retail Point of Sale

Note: You need to have installed your level of QuickBooks 2007/08 before installing Retail Point of Sale 2007/08.

1. Close all programs running on your network of PCs.
2. Insert the Retail Point of Sale CD and choose whether to install Point of Sale Administrator, Point of Sale Terminal, or both applications at the same time.

Note: We recommend that you select Administrator only for multiple installations of Terminal where you do not have Terminal on the same PC.

Note: If installing Terminal on the same machine as Administrator, you must choose to install both applications at the same time.

3. Follow the onscreen prompts to install the software.
4. Open Administrator and follow the onscreen prompts to upgrade the Retail Point of Sale database.
5. Open Terminal and register your new version.

Registering Retail Point of Sale

You need to register each version of Terminal you are running on a separate PC. This is done by entering a unique licence key for each version of Terminal that you are running.

Call Quicken to register. The Quicken operator will ask you for a product key and version number for each Point of Sale Terminal you are running. These numbers display when ever you open an unregistered terminal. You can also see them by choosing *Help menu > About Retail Point of Sale 2007/08*. They will use this information to generate a licence key that you need to enter in Terminal to complete the installation.

You can run Terminal for ten days after installation before having to register the software.

2007/08 changes you should note

Improvements to working with promotions

We've expanded promotions to include volume discounts, which you can read about in the in-product Help. This has caused minor changes to the way promotions work compared to previous versions.

- In Administrator when setting up a new promotion, you can now specify how many items a customer needs to purchase before the promotion applies.

If creating a new time discount promotion, you need to leave the default entry as 1 in the *Price applies when [*] items are purchased* field.

If creating a new volume discount promotion, you need to change the entry to 2 or more in the *Price applies when [*] items are purchased in one transaction* field.

- In Terminal when processing an order, the discount will display at the base of the transaction screen instead of against each item as it did in the previous release. This also applies to customer discounts.

Backing up your database

It's important to back up your Retail Point of Sale database at least once a week.

You can do this by clicking the Backup icon from Administrator and choosing to save the file to a separate storage medium. We also recommend that you do not overwrite your previous backup file.

It's important to make updates regularly because the Retail Point of Sale database stores information that does not transfer across to QuickBooks. This includes:

- Layby customer details
- Layby sales
- Held transactions

- Customer loyalty points information
- Customers' date of birth
- Transaction Information for the Transaction History List
- Settings made on the Options tab in Administrator
- Settings made on the Options tab in Terminal (although you can save keyboard layouts separately)
- Additional barcodes for items
- Currency list information
- Promotion setup and prices
- All product, customer and promotion product label layouts (although you can save these separately)
- Kitchen Print setting for all products

Promos and default QuickBooks items

The expanded promotions functionality in Retail Point of Sale 2007/08 relies on a number of default QuickBooks items that POS Administrator sends to your QuickBooks file when creating/upgrading your POS database file.

If your QuickBooks company file does not include these default items, you may experience some issues when processing a transaction from Retail Point of Sale.

If you experience issues when processing an order with promotions from Terminal, refer to the *QuickBooks Default Items* article available from the Knowledge Base.

Information for

New Retail Point of Sale users

Installing Retail Point of Sale

The Installer will give you the choice of installing Administrator, Terminal, or Administrator *and* Terminal within the one installation process.

Your individual situation will determine which method you choose.

If installing on a network, refer to the *Retail Point of Sale* user guide for special instructions.

Note: Make sure you have QuickBooks 2007/08 installed on your PC with a working company file before starting the following process.

1. Close any applications you have running.
2. Insert the Retail Point of Sale CD in your PC.
The Installer will display the Install window.
If the Installer doesn't start automatically, choose *Run* from the Windows *Start* menu. Type *d:autorun* and click *OK*, where *d* is your CDRom drive letter.
3. Select the program/s you wish to install using the radio buttons:
 - Administrator
 - Terminal
 - Administrator and TerminalYou need to install Administrator on at least one PC that also has QuickBooks 2007/08 installed.
4. Click *Next*.
The Installer will now prepare to install the software.
5. Follow the prompts to install your application/s until you reach the last window.
6. Click *Finish*.

Running Retail Point of Sale for the first time

When you first open Administrator, you will need to perform some basic setup tasks, which includes transferring information between Administrator and QuickBooks. This will enable Administrator to create or update the Retail Point of Sale database so that it is ready for use by Terminal.

Once you've run Administrator for the first time and have a working database, you can open Terminal and perform basic setup procedures. This includes linking the Retail Point of Sale database and entering a licence key code.

Running Administrator for the first time

Choose from the Windows Start menu *All Programs > Retail Point of Sale > Retail POS Administrator 2007/08*. Administrator will start a wizard and ask you to do the following:

- Specify a location to save the Retail Point of Sale.PDB (Retail Point of Sale database).
- Specify the location of your QuickBooks company file (*.QBW).
- Make sure that the current QuickBooks user is the Admin user, then perform a QuickBooks transfer.

You are now ready to use Point of Sale Administrator.

Refer to the *Retail Point of Sale* user guide for more details.

Running Terminal for the first time

Choose from the Windows task bar *Start > All Programs > Retail Point of Sale > Retail POS Terminal 2007/08*. Point of Sale displays the *Welcome* window. Follow the onscreen instructions. You will be asked to:

- Enter your licence key code in the Licence Key field. You can run the software for ten days without registering the software.
- (Optional) Change the default name in the Terminal ID field, if you wish to.
- Specify the location of your Retail Point of Sale database.

After completing the wizard you will be ready to run Terminal.

Registering Retail Point of Sale

You need to register each version of Terminal you are running on a separate PC. This is done by entering a unique licence key for each Terminal version that you are running.

Call Quicken to register. The Quicken operator will ask you for a product key and version number for each terminal you are running. These numbers display on each terminal when you open an unregistered terminal. Alternatively, choose *Help menu About*. Quicken will use this information to generate a licence key that you need to enter in Terminal.

You can run Point of Sale Terminal for ten days after installation before having to register the software.

Refer to contact details at the back of this document for registering the software.

The Retail Starter Kit and your PC

Connecting the Retail Starter Kit to your PC

The first thing you need to do is connect the hardware to your computer. This includes your scanner, receipt printer and cash drawer.

Scanner

1. Shut down your PC using the Windows Start menu.
2. Plug the barcode scanner cable into a spare USB port on your PC.
3. Start your PC again.
4. Use your new scanner to scan the following bar code.



This programs your scanner to work with Retail Point of Sale.

Receipt printer

1. Plug your receipt printer into a spare USB port.
2. Turn on the receipt printer and follow the instructions for the operating system you are working with below.

If running Windows XP Home / Pro or Vista™

1. Wait for Windows to display the *Found new hardware* dialog.
2. Allow the wizard that displays to install a virtual COM Port.
3. Wait for Windows to assign the next available number to your virtual COM port.
4. Write down your COM port number for later use.

If running Windows 2000

1. Wait for Windows to display the *Found new hardware* dialog.
Windows will start a wizard but can not complete the process because it can not find hardware that was recently connected. You will need to install a special USB driver
2. Leave the wizard open.
3. Install USB driver *R9032148.zip*.
You can find this in the support folder on your Retail Point of Sale CD.
Use Windows Explorer to navigate to this file. Double click USB driver *R9032148.zip* and extract the content to a new folder that you can easily locate later
4. Return to the *Found new hardware* wizard and choose to find the hardware manually.
5. Browse to the location where you just extracted USB driver *R9032148.zip* and select the file.
6. Allow the wizard to finish installing the extracted files and setting up a virtual COM port on your PC.
7. Plug your Cash Drawer into the back of the receipt printer.
8. Restart your computer.

Setting up hardware items in Retail Point of Sale

You are now ready to set up in Retail Point of Sale the following hardware items:

- Datalogic Touch 65™ Barcode Scanner
- Obvious ORP-800 Thermal Receipt Printer
- Cash Bases Cash Drawer

Datalogic Touch 65™ Barcode Scanner

1. Open Terminal and choose *Tools menu > Options*.
2. Click the *Scanner* tab.
3. Select Datalogic Touch™ 65 from the *Type* drop-down list.
4. Select USB Port from the *Connected to* drop-down list.
5. Click *Apply* to save your changes.



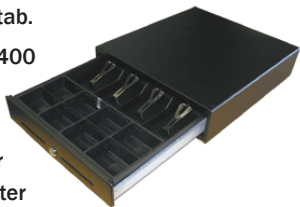
Obvious ORP-800 Thermal Receipt Printer

1. Open Terminal and choose *Tools menu > Options*.
2. Click the *Receipt Printer* tab.
3. Select Obvious ORP-800 from the *Type* drop-down list.
4. Select the virtual COM port that you created earlier from the *Connected to* drop-down list.
5. Click *Apply* to save your changes.



Cash Bases Cash Drawer

1. Open Terminal and choose *Tools menu > Options*.
2. Click the *Cash Drawer* tab.
3. Select Cash Basis CDJ-400 from the *Type* drop-down list.
4. Select the Cash Drawer port on the receipt printer from the *Connected to* drop-down list.
5. Click *Apply* to save your changes.



Hardware specifications

Datalogic Touch65™ Barcode Scanner

The Datalogic Touch65 CCD barcode scanner is of European design, is lightweight, durable and easy to hold. Designed for busy retailers, the Touch65 has a scan rate of 256 scans/sec, which guarantees outstanding performance in terms of reading promptness.

Specifications

- Weight: 160g
- Cable length: 2m
- Scan rate: 256 scans/sec
- Reading indicators: LED and adjustable tone beeper
- Colour: charcoal

Dimensions

- Width: 164mm
- Depth: 77.5mm
- Height: 63mm

Cash Bases Cash Drawer

The CDJ-400 powered cash drawer is one of the narrowest on the market. However, at 10kg in weight it is an extremely solid and robust unit. With the exception of the insert, it is fabricated from heavy gauge epoxy coated mild steel, capable of withstanding the rigours of the most demanding retail environment.

Specifications

- Steel case
- 4 note and 8 coin tray
- Front key opening and lock
- Media slot
- Drawer open sensor
- RJ11 connection
- Epson black finish

Dimensions

- Width: 400mm
- Depth: 415mm
- Height: 100mm

Obvious ORP-800 Thermal Receipt Printer

The ORP-800 is designed with the retailer in mind. Combining intuitive, user friendly operation and class leading specifications; the ORP-800 is the Obvious choice for all transaction environments.

Specifications

- Printing speed: up to 150mm/sec
- Printing width: 80mm
- Printing Colour: black
- Cable Provided: USB

Dimensions:

- Width: 152mm
- Depth: 194mm
- Height: 148mm

Licence Agreement

LICENCE AGREEMENT

RETAIL Point of Sale 2007-2008

THIS IS AN IMPORTANT DOCUMENT. PLEASE READ THIS CAREFULLY.

This is a contract between Reckon Limited (ACN 003 348 730) (Reckon) and you. By using the Retail Point of Sale software supplied with this document, and the related user guides and materials (together the Software), you agree to be bound by the terms of this Licence. This Licence covers copies of the Software provided for evaluation or trial purposes, subscription versions and non-subscription or full versions of the Software. Some Licence provisions may not be applicable to you, depending on the particular version of the Software you have purchased or if you are using the Software for evaluation purposes. The defined terms and the rules of interpretation in this Licence are set out in clause 11.

Important: There are a number of technical features within the Software that may affect your ability to continue to use the Software. These are outlined in more detail in the terms of the Licence, but in summary:

- you are purchasing the right to use the Software, not to own it;
- if you have been provided with a Trial Version, you may only use the Software on a temporary basis to evaluate the Software's functionality and suitability for your requirements;
- the Software contains registration and activation processes to guard against illegal copying;
- to continue using the Software, those processes require you to verify your compliance with the terms under which you are licensed to use the software (for example: the number of computers on which the software is installed) and to permit continued reactivation of the Software from time to time. This involves, in all versions, periodically verifying your licence details, and in the subscription version, renewing your subscription when it falls due. Reckon may also verify subscription customers during a subscription period and not only at renewal. You will also need to reactivate your Software if you want to reinstall it (for example, if you upgrade your computer or if you have a hard drive failure, and you may incur a technical support cost for this);
- when you purchase the Software or during the course of your subscription you will be provided with an installation key code. Please keep the installation key code in a safe place. You may need it when you first install or re-install (if permitted) the Software and to reactivate the Software. Please note if you lose your installation key code that it will not be replaced by Reckon and you will not be able to install or reactivate the Software;
- you also need a licence key to reactivate your Software. In addition, with some older versions of the Software, you will not be able to re-install or reactivate the Software if you do not have your installation key code - see details below on Reckon's sunset policy;
- there will be no charge to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, Reckon may charge you a fee for technical support if it needs to reissue a licence key provided also that the version of the Software you are using has not been 'sunsetted' as explained below.

Reckon may also charge a fee if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software if you upgrade your computer or due to a hard drive failure);

- if you do not verify your licence details or renew your subscription (as applicable) within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records); and
- Reckon has a 'sunset policy' which means that technical support is not available for some older versions of the Software. This includes the ability to install or re-install that Software for any reason if you have lost your installation key code for those old versions. If you wish to continue using the Software in those circumstances, you will need to purchase a new copy of the current version of that Software.

1. LICENCE

- a) **Evaluation licence:** If Reckon has provided a Trial Version of the Software to you, your rights to use the Trial Version are solely as set out in clause 10.
- b) **Licence to use:** Reckon grants you a personal, non-exclusive, non-transferable, limited licence to use the Software on the terms of this Licence for the period determined in accordance with clause 8.
- c) **No transfer of copyright:** The Software is licensed not sold, despite any reference to "purchase" or "sale" in this Licence or in any invoice or purchase order for the supply of the Software. Reckon reserves all rights not expressly granted to you. Reckon Limited is the owner of copyright in the Software and retains ownership of the copyright and all other intellectual property rights in the Software and is protected by copyright law and international copyright treaty.

2. YOUR PERMITTED USE OF THE SOFTWARE

- a) **Single use licence:** If you have purchased a single user licence, you:
 - (i) may install the Software once, on one computer only. However, if you wish to reinstall the Software (for example, if you need to install the Software on a replacement computer), then clause 3 will apply; and
 - (ii) must ensure that the Software is used by one person only at any one time.
- b) **Additional licences:** Subject to any multi-user licence that you have obtained, if:
 - (i) more than one person is to use the Software at the same time; or
 - (ii) the Software is to be installed on more than one computer then you must obtain an additional licence for each additional person or computer.
- c) **General restrictions:** You must not:
 - (i) use or rely upon the Software for any purpose or in any manner for which the Software is not warranted;
 - (ii) copy, reproduce, translate, adapt, vary, merge or modify or create any derivative work based on the Software;
 - (iii) reverse engineer, decompile, disassemble, reconfigure or otherwise attempt to discover the source code of the Software; or
 - (iv) sell, market, network, transfer, lease, license, sub-license, rent, lend or otherwise dispose of or distribute the Software or use the Software to provide a bureau service.

- d) Licence verification: Upon written request from Reckon, including by e-mail, you agree to provide Reckon with a signed certificate:
- (i) verifying that the Software is being used fully in accordance with this Licence, including user and machine limitations, and
 - (ii) listing locations, types and serial numbers of equipment on which the Software is run.

You agree to allow Reckon to use and disclose any personal details provided to Reckon in connection with this Licence in accordance with Reckon's then current privacy policy displayed on Reckon's website.

- e) Audit rights: Reckon may also audit the number of copies of the Software in use or possession by you, the equipment on which the Software is installed or used and the number of users using the Software. Audits will be conducted in your normal business hours, or upon reasonable prior written notice, at Reckon's expense. If the audit reveals underpaid or unpaid fees due to Reckon, you will be invoiced for them based on Reckon's then current price list, and if these exceed 5% of the licence fees you have already paid, you will also be invoiced for the cost of the audit.

3. PRODUCT ACTIVATION AND VERIFICATION

- a) Initial registration and verifying licence details: This Software may contain technology that protects Reckon against illegal copying. As a consequence, you may be required to:
- (i) register your details during the initial installation (including your name, contact details and details of the hardware on which the Software will be installed (if this is not done automatically by the Software);
 - (ii) if you have a full version, have the Software reactivated periodically thereafter by verifying your licence details to confirm you are using the Software in accordance with these Licence terms;
 - (iii) if you have a subscription version, have the Software reactivated (on payment of Reckon's renewal fee and verification of your licence details) if you wish to renew the subscription;
 - (iv) have the Software reactivated by Reckon if you wish to re-install the Software (for example, if you would like to install the Software on a new computer or if you have a hard drive failure and need to reload your Software); and
 - (v) provide to Reckon the details of your installation key code and product key code for the Software as part of the reactivation process.

You agree to activate or reactivate the Software within a reasonable time or within such time as the Software prompts you to do so.

- b) Key codes: Each copy of the Software is provided with a unique installation key code (which may appear on the packaging or the cover of the media on which the Software is contained). You should keep the installation key code safe. As per clause 3(a)(v), you will be required to provide your installation key code to Reckon when you reactivate your Software.
- c) Manner of verification: You must verify your licence details in the manner required by Reckon from time to time (which may include email or on-line registration via the Internet). The Software may prompt you as to the required manner of verification.
- d) Charges for reactivation: Reckon will not charge you to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, unless you have lost your installation or licence key code. You need both your installation code and your licence key to be able to reactivate the Software. Reckon may charge you a fee

for technical support to reissue a licence key code. Reckon may also charge a fee for technical support if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software because you have a new computer or need to reload the Software due to a hard drive failure). For the current fees go to <http://www.quicken.com.au>. If you have lost your installation key code, Reckon will not replace that code, and you may be required to purchase new software.

- e) **Consequences of non-renewal and failure to verify details:** This Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the Software if a subscription is not renewed or in the case of a full licence version, you have not verified your licence details when periodically prompted to do so by Reckon or by the Software. If the Software is not reactivated within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).
- f) **Statutory declaration:** In certain circumstances, before permitting a re-activation, Reckon may require you to provide it with a Statutory Declaration stating the reasons for re-activation in a form required by Reckon.
- g) **Older versions:** Reckon has a sunset policy (covered in more detail in clause 4(a)) which means that technical support is not available for certain older versions of the Software. If technical support is not available for your version, you will not be able to reactivate or reinstall your Software if you do not have your registration key code. Reckon will not be obliged to provide you with a replacement key code and in those circumstances you will need to purchase a new version or Upgrade in order to continue using the Software. Please go to <http://www.quicken.com.au> to see the sunset policy.

4. TECHNICAL SUPPORT

- a) **Period when technical support is available:** Reckon will provide technical support for the Software only (and for the avoidance of doubt this does not include support for third party hardware or software, which remains the responsibility of the relevant third party), during the following periods:
 - (i) in the case of a subscription version of the Software, during the period for which you have paid the relevant subscription fees (unless further releases of the Software in question are discontinued); and
 - (ii) in the case of a full version of the Software, there is a 'sunset period' during which technical support may not be available for that version. The sunset period for a version will commence on the earlier of:
 - (A) 2 years after the date on which you first installed the version on your computer; or
 - (B) the date Reckon releases the second successive Upgrade to that version.For further explanation of Reckon's sunset policy please go to <http://www.quicken.com.au>.
- b) **What is included as part of technical support:** Reckon will provide technical support in accordance with its then current technical support policy, which may include:
 - (i) as contemplated by clause 3, the technical support required to reactivate the Software or to issue a replacement registration key code (for example, when you verify your licence details, renew a subscription or if you need to reinstall the Software);

- (ii) provision of telephone help desk support services;
 - (iii) access to technical information about the Software contained on Reckon's website; and
 - (iv) the ability for you to download Updates, but it does not include provision of Upgrades of the Software.
- For further explanation of Reckon's technical support policy please go to <http://www.quicken.com.au>.

- (c) Fees: Clause 3(d) sets out the circumstances when you will (and when you will not) be required to pay charges for the technical support to reactivate your Software (including when you wish to reinstall the Software) or for Reckon to issue a replacement registration key code.

For all other technical support, Reckon may charge you a fee in accordance with its then current technical support policy.

5. ONLINE SERVICES

- a) Interaction with Online Services: The Software may contain access to, or features that interface with, online services ("Online Services"). Examples of Online Services that may be applicable to the Software are EFTPOS, an online share price download facility; and a statement download facility, which are provided at an additional charge on a subscription basis measured for one year from the date of registration.
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