



The Advantage

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December 2011

The Christmas Season is the perfect time of the year to let you know how much we appreciate your business!



All of us join in wishing you Peace, Joy, Hope and Happiness during this Holiday Season and throughout the New Year!

Front Row: Cheri Clark – President, Kendra Kress, Michelle Clark, Valerie Katzer Foltz. Second Row: Jeff Klassen, Cheryl Smith, Kim Colgin, Pat McCullough, Danny Mattheis, Jason Stokes. Third Row: Steve Prasko – Vice President, Eric Weide, Judy Weide, Lynette Prasko, Kelly Baker, Ruth Dolenz, Kevin Ray, Joseph DeVoe. Fourth Row: Michael Britt, Shane Womack, Tom Buckle, Mike Catron, Aaron Brookes, Mike Vaughn, Dee Manbeck.

Merry Christmas!

In this issue of *The Advantage*, we want to take the time to wish you all a great holiday season and let you know we are grateful you have selected us to help provide your technology solutions. We consider you all friends, not just customers, and hope you find some useful and fun information contained herein. It's been awhile since our last newsletter. It tends to get bumped to last on our list – **taking care of our customers is our FIRST priority** and developing or keeping up with new technology is also a major concern. Please let us know if you have any suggestions for improving our services or products or have questions or ideas to include in future newsletter issues. And remember, you can also read *The Advantage* (previously The BILletIn Board from Jayhawk Software and the Advantage Computer Enterprises, Inc. Newsletter) online at www.WebSupportHelp.com (with more links).

Helpful Hints



Windows 7® Preview - Part 2

The Windows 7® interface is similar to Vista, but it runs faster and has a “souped” up **Task Bar**. As Eric says, “it rocks” because you can do so much more with it than XP® or Vista®. Software applications may have to be updated to take advantage of some of these features, but he sees this being used quite a bit in the future. For example, the task bar shows small image previews of the apps you have open or running (in addition to the title that older versions showed). For example, if you have three Internet Explorer® tabs open and hold your mouse over the IE icon on the task bar, it will show you a small image of each window with somewhat live content.

Also, for **Windows Media Player®**, hold your pointer over its task bar icon, and you will see the small player. It gives you the option to play/pause, go to the next track, previous track, etc. It also may show the album art and song title.



Microsoft® Certified

Our technician, **Eric Weide**, passed the test for a **MCTS** (Microsoft® Certified Technology Specialist) for Windows® Server 2008 Network Infrastructure and Configuring. This means he is an expert in Windows® 2008 and Vista network technologies (including DNS, DHCP, TCP/IP, Network Access Protection, WIFI, etc.). Eric was already a **MCP** (Microsoft® Certified Professional) and **A+®** Certified Technician. We appreciate Eric's hard work! Technical training and certification is one of the many ways we keep up with current technology so we can provide you the best service. We have also submitted our **Jayhawk Utility Suite** for Microsoft's testing and it is certified as **Compatible with Windows® 7** which makes us a **Microsoft® Partner**.



Microsoft® Partner

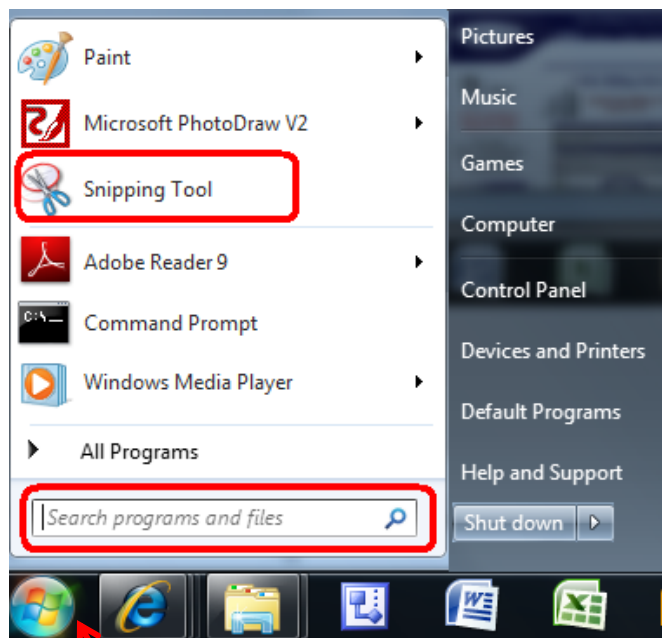
Silver Independent Software Vendor (ISV)

Windows Explorer® folder/file address text box at the top has also been improved. It now is a “live” link you can click to jump to any folder in the path, but will also revert back to the old style if you need to copy/paste it as text (in a document or email message, for example). It also now has a file preview in the left pane and will show Office documents, PDF files, MP3 album art, etc.



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The **Snipping Tool**® is great for capturing images of your computer screen. It simplifies the process of capturing and saving part of the screen. Instead of having to do a whole screenshot, then opening it in a program (like Paint®) to cut a part out, this will do it all at once. Very useful for errors or messages you may want to email to someone for help (or including screenshots in documents like I did here).



I also really like the **Search** tool off the **Start** button. It will search for the text you type in the box and quickly display every file that has the text in the filename or within the document anywhere. The results listed even include Outlook® e-mail messages that contain the text anywhere in the message. Windows® 7 **Write**® and **Paint**® have the ribbon bar like Office® 2007 or 2010 and the **Calculator** is also upgraded. It can now do mortgage, date and fuel economy calculations, statistics, unit conversions, etc. The **XP Virtual Mode** is similar to VMware or any other virtual platform. It's like running another XP PC inside of Windows® 7; however, it requires hardware virtualization so older PCs may not work with this). One common use for it is to allow the continued use of older software applications that will not run on Windows® 7. Eric also has found some useful gadgets, for example, one that allows the scripting of commands, which can save tons of time. He can type "CTRLSHIFT- rdp mail.name.com" which starts a remote desktop session to the server at mail.name.com. He also likes the gadget that shows all his important Outlook® information. Please [contact us](#) if you'd like more information about using or purchasing Windows® 7.

Review by Lynette Prasko and Eric Weide

New Products/Services



Advantage Computer is now a **Panasonic**® **Phone Systems Reseller** and we have a **Panasonic**® **Certified Technician** on staff. We install and service digital, VoIP (internet), and analog telephone systems with popular features including voicemail, call conferencing, auto-attendant, and call forwarding. Our phone techs can service many other types of systems including Altigen®, Vertical/Comdial®, and more.

Jayhawk Software Quick Tips



Are you in need of additional training? Are you looking for an opportunity to come see our building, meet our team and learn more about what we can do for you? Then sign up for **Jayhawk Users' Software Training!** It is **JUST** what you need! The free lunch is also a

great opportunity to meet others in same profession and discuss various topics with them. Jayhawk Software offers training (at our location or online webinars) to current customers, as well as any potential customers who would like to attend. In the past we have covered the following topics: **Accounting Basics**, **JUS New Features and Helpful Tips**, **Creating Excel Worksheets** and **Court Software Features** and we could cover any additional topics including **Cougar Accounting** or **Using Windows, Word, or Outlook**. A recent attendee said this about **JUST**, "...all was **informative to me. Now that I look back at my notes, it all was good information.**" If you are interested in future **JUST** sessions, please [contact us](#) or watch jayhawksoftware.com for details.



Attendees from Court JUST...

Front: Kathy Bounds, Edwardsville; Ralene Davis, Sedan; Barb Norton, Yates Center; Jan O'Neil, Peabody. Back: Val Katzer Foltz, Jayhawk Trainer; Diane Clay, Fort Scott; Ellen Harper, Bronson; Barb Schattak, Lyndon; Leslie Stephan, Mount Hope; Kelly Baker, Jayhawk Staff

JUS Jayhawk Utility Suite

One of the most useful features in the **JUS** program is the **Backup button** on the top right of the toolbar. This button makes performing a backup quick and easy from within **JUS**. In addition to the daily scheduled backup, we recommend creating a backup before doing major **JUS** activities such as Applying Readings, Calculating Bills or Late Charges and before Posting or Month End Close.



JCS Jayhawk Court Software

Is your list of documents in **JCS** really long? Do you need a quick easy way to find the document you need without scrolling? When you click on the **PRINT** button from in a defendant's case, you can simply **type the first letter of the name of the document on your keyboard** and it will take you to the documents that start with that letter. If the first one it finds is not the one you were looking for, continue to strike the same letter and **JCS** will move to the next document beginning with that letter in alphabetical order. Once it has highlighted the document you are needing, just hit **Enter** to merge the document. (Example: If you are looking for the Warrant, press the letter "W" on the keyboard after you click on the PRINT button. This will take you to the first document in the list that starts with "W". If the Warrant is not highlighted, press "W" again on the keyboard until it takes you to the Warrant document, then hit Enter.)

Contacting Us for Help

Please remember when calling in to let our associate that takes your call know a little bit about why you are calling. This will help us determine who should call back (in case person you're asking for isn't available) and if your call needs to be bumped up in priority or if it isn't a big rush. Also, make sure when you are emailing for assistance, send to service@aceks.com (for ACE technician) or support@jayhawksoftware.com (for Jayhawk Software Support) **not** a specific person's email address. Messages to **service** and **support** will be received by multiple people including the persons coordinating scheduling (Ruth or Kendra). Last, if you don't get the response you expect, please let management know. Following these simple recommendations will help us give you the best service and make sure your issue doesn't get missed if someone is out of the office or an internal staff position change has occurred.



We would like to welcome these customers to our "family" and **THANK YOU for choosing us** for your software solution. Since it has been two years, we hope we didn't miss anyone; please let us know if we did so we can include you next time.

Jayhawk Court Software

City of Haven, KS City of Kensett, OK
City of McLouth, KS City of Mound City, KS
City of Parker, Kansas City of Peabody, KS
City of Watonga, OK
North Plains Municipal Court, OR

Jayhawk Budget Tracking

Cloud County District Court
Stanton County District Court

Cougar Mountain Pro or Denali Accounting

City of Clyde, KS City of Craig, MO
City of Elkhart, KS City of Fowler, Kansas
City of Lyndon, KS City of Miltonvale, KS
City of Mount Hope, KS City of South Hutchinson, KS
City of Valley Falls, KS Village of Woodlawn, IL
Adair County PWS #1, Kirksville, MO
Franklin County Water District, Mount Vernon, TX
Rogersville Water Commission, TN

Jayhawk Utility Suite

City of Clyde, KS City of Craig, MO
City of Elkhart, KS City of Greenfield, IL
City of Haven, KS City of Meriden, KS
City of Miltonvale, KS City of Minneola, KS
City of Valley Falls, KS
Adair County PWS #1, Kirksville MO
Franklin County Water District, Mount Vernon, TX
Rogersville Water Commission, TN

Jayhawk Utility Billing System

Montgomery County RWD#2, Independence, KS
Cape San Juan Water District, Friday Harbor, WA
Newport Township Sewer Authority, Nanticoke, PA
Winchester Hills Utilities, Cheyenne, WY

We also would like to **thank our many existing customers** that purchase upgrades and refer us to your friends and colleagues – **we really appreciate your continued business!**