

The Pulse – Issue 21

April '10

Hello CC'ers!!

So, did any of you get caught out by an April Fool joke this year? It's my mum's birthday on the 1st so she dreads it coming around...and not because she's a year older either! And here we are in school holidays again...where has the term gone??!?! Hope you all had a fantastic Easter as well!

Important note!!!!!!

We have moved !!
Our new address is:
Suite 6, L1/134 Canterbury Rd, Blackburn South, Vic 3130

Postal address is:
PO Box 575, Brentford Square Vic 3131

But more importantly, we have **NEW** phone numbers.

Phone: (03) 9878 7813
Fax: (03) 9878 1527
1300: 1300 802 377

Australian Fitness & Health Expo (FILEX)

As usual, we will have a stand at FILEX this year in Sydney. If you are coming along to the Expo, please pop your head in for a quick 'Hi' as it is always great to be able to put a face to a name. Most of you we only know by voice! We will be at **Stand J26** as **PulseTec Solutions** and will have all of our products on show.

It would be great to see you!

Reminders

Please continue to send any correspondence to support@pulsetecsolutions.com not to our personal emails because if we are away, you may not be answered and we don't want that to happen. You can also phone us directly on +61 (0)3 9878 7813.

Training

For those of you who have Customer Care/Support and those on monthly licensing, extra training is available at the discounted rate of \$75/hr inc GST. You might want to train up new staff or take advantage of some of the features in ClientConnect that you are not using. Training would be via phone and internet (Glance – ability to see/control the clients screen).

Handy Hint Number 20

Backing up your database....why?!?!?!?

Once upon a time in a busy training studio..... it is 7 am and clients are coming in for a group class, the phone keeps ringing, your trainer is late, ClientConnect is saying Daily Processes need to be run, you haven't had your caffeine hit yet and you just banged your shin on the front desk. "Oh bugger it" you say, "just get the clients sorted, I'll do the class and ClientConnect.....I'll run the Daily Processes tomorrow, no time now!!"

A week goes by and with one thing or another, you still have not found the time to run your Daily Processes and **backup** your database as part of that process. You have added new clients, changed bookings, taken payments, sold stock and a myriad of other things. But isn't it great to have it all done so easily!!

This morning you come in and turn on your computer. Not a lot happens. You try again and get a blue screen saying that Microsoft is having issues. "Microsoft is having issues" you think!! "I'm having MAJOR issues now!! What is wrong with this stupid computer?!?!? How do I know who is training today and at what time?!?!? Aaarrggghhhh!!!"

Your IT person comes in and says, "sorry, but your hard drive is mush". He then asks, "When did you last back up your data?" You think back....hmmmm....."I think it was about a week ago, but I backed up onto the computer". He then asks, "Did you back up to an external device?" "Ah ha!" you say. "Yes I did.....but.....that was at least 2 weeks ago. Two weeks ago! Two weeks of updates to ClientConnect that I now don't have. What do I do now?!?!?.....great!"

You now have a new hard drive and ClientConnect is back up and running, albeit 2 weeks out of date. A few classes are missed because they had been changed and so you give away some free sessions to disgruntled clients, you remind some clients to pay their account when they already have, you have a few problems but you get through it all in the end. But nowadays, from having learned the very hardest way, each day you TAKE THE TIME to back up your database, onto your computer and to an external device. You think "This will NEVER happen to me again!!"

The End.

*Soooo.....what is your data **worth** to you?!?!? All of your client, financial and business data which **cost** you money to create?! Backing up is one of the most important areas of computing and is right up there with Virus Protection yet it is the most neglected area of all. If you think hardware failures, power spikes or someone simply running off with your computer will NEVER happen to you, then you need to think again. A computer which has not already broken down is a computer which WILL break down!*

All it takes is time.....

Handy Hint number 21

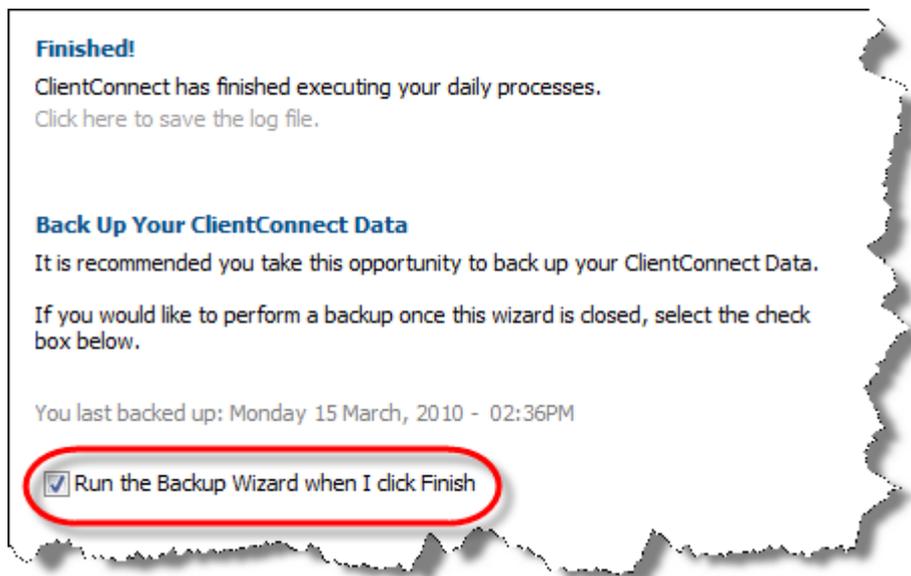
Ways to back up your database.

Daily Processes.

When you open ClientConnect the first time every day, you are asked if you would like to run your Daily Processes. Usually you would say yes.

As part of your '**Daily Processes**', the last screen has a tick box option and you should always have that ticked. When you click '**Finish**' you will be taken to a backup Wizard. Simply follow the prompts to backup your database....onto your **computer** and to an **external device** (preferably a hard drive).

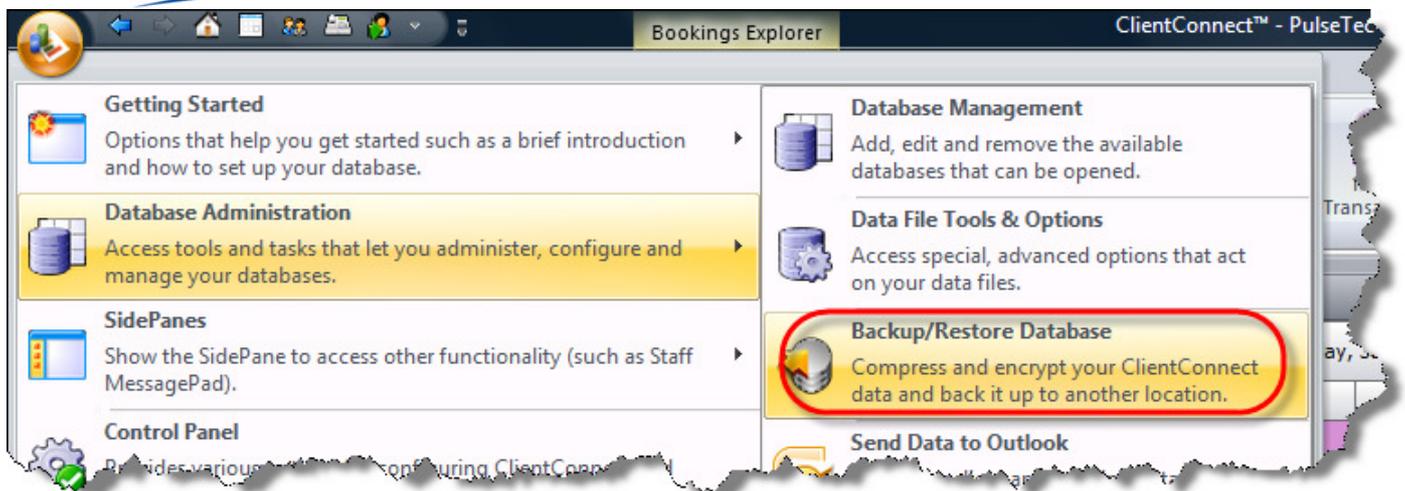
Apr fig 1



Ad Hoc backup

Go to the '**Application Menu**' > '**Database Administration**' > '**Backup/Restore**' and follow the prompts to backup.

Apr fig 2



FAQ number 9

- Q. Why do I need to back up my database?
- A. So we don't have to tell sad stories like the one above.

RELEASE NEWS

Version 3 Users

Please contact us ASAP so we can move you across to Version 4 as we are no longer doing any enhancements to V3.5.

Version 4 users

Please contact us for the information regarding the download of our new release, V4.1.0.30.