Precursor PDF News 13:05

Precursor Enhances Customer Service

Precursor Systems has announced some new customer services. Starting immediately, support contract customers will be able to view and search their service record and at our secure web site. Also now on-line is our extensive archive of PDFNews.

Annual Support Plan customers will shortly be receiving a fax with their new on-line User ID and Password so that they may gain access to these new features.

Service Record

Starting August 8/2000, all service work orders will be input to a special searchable database which customers can access over the web. Precursor Support Contract customers will be able to search their service record by *invoice number*, *date*, *computer name*, and *problem*. Results will be displayed in a table format and from their individual invoices can be read and printed with the full details of service.

This system has been under development for several months and some prior service work has already been catalogued. However, the service record is only guaranteed complete after August 8/2000.

Customers may have noticed Mr. Narvey entering information into a Palm computer. This is the first step in our new service record database system. Back at the Precursor office the Palm database is "hotsynced" to a Macintosh where a custom FileMaker Pro database is created and maintained and special FileMaker and AppleScripts are triggered to provide automatic email notification.

More details on accessing the database will be provided in the ID/Password fax going out this week.

http://www.precursor.mb.ca/precursor/custservice/

PDFNews Now On-line

In addition to the service record database we have now incorporated a customized Sherlock search capability to our extensive archive of over 100 back issues of *Precursor PDFNews*. Need to know more about the latest version of ATM Deluxe but can't find those back issues. Just type "ATM Deluxe" into our new web search engine and you will get a complete listing by significance. Hot links then take you to the actual PDF file which can be viewed and printed from the web.

http://www.precursor.mb.ca/precursor/custservice/

Adobe Intros 6 Open Type Fonts

Adobe has introduced six new OpenType font families. Three existing designs: Adobe Garamond Pro; Tekton Pro; and, Myriad Pro are joined by three new designs: Calcite Pro; Silentium Pro; and Warnock Pro. The OpenType format offers a single, cross-platform font file, an expanded character set based, advanced typographic capabilities with the inclusion of numerous alternate glyphs, such as oldstyle figures, small capitals and swashes, in one font file. OpenType requires ATM (Light or Deluxe) 4.6. Advanced glyph capabilities require a program such as InDesign.

http://www.adobe.com/type