

PC/POLL SYSTEMS

RS-232 Registers Made IP-Ready

PC/POLL SYSTEMS develops point of sale software in order to offer business owners a complete solution: from cash register programming changes to back office inventory management. PC/POLL currently supports over 30 different register models from five different manufacturers. Their current software is run on various operating systems from Win98 to XP. They even still have a few customers running their DOS software. With all of these variations, PC/POLL SYSTEMS wanted to find a solution that would fulfill their needs across the board in order to add simplicity to their support. They found the answer with Multi-Tech's MultiConnect™ SE IP adapter.

"We originally choose Multi-Tech for our modems because they were the only ones we could find that worked with all the various cash register protocols we support," said Amber Earles, Project Manager at PC/POLL SYSTEMS. "We also knew of the quality and the enhanced functionality. In particular we have made extensive use of the remote programming capability."

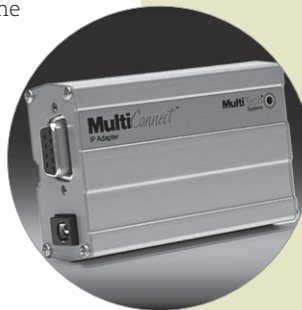
"Multi-Tech modems are the only modems we recommend and support," said Gary Bishop, Support Manager at PC/POLL SYSTEMS. "Dealers may use other modems, but if they want guaranteed success, we recommend Multi-Tech."

As the technology has evolved, PC/POLL SYSTEMS knew that Multi-Tech would evolve with it – that is why they again turned to Multi-Tech to look at the MultiConnect SE device server. The company's challenge was to try to take RS-232 registers and make them IP-ready to allow their customers LAN and WAN polling options. To find a solution they traveled to Multi-Tech.

"When we arrived, the Multi-Tech support specialist verified that he understood our needs and had already prepared a list of different scenarios we were going to try," explained Earles. "Together we tested our various registers, reworked cables, and adjusted device settings until the MultiConnect SE device server worked reliably with our software. We even spoke directly with the product engineer about the underlying functionality of the device. At the end of the day, we had a reliable working solution, and had formed a real partnership with Multi-Tech."

The MultiConnect SE device server provides the powerful ability to IP-enable serial devices allowing more options for data acquisition, device management, and industrial control. It includes a processor, operating system, TCP/IP stack, Web server and a network connection to provide a complete serial-to-Ethernet bridge. Using the embedded Internet protocols and a connection to an IP network, it encapsulates the serial data into packets and sends and receives it over an Internet or Intranet connection.

"Due to our past success, we wanted to work with Multi-Tech to see what solutions we could offer our customers," said Earles. "Once again they have exceeded our expectations with an IP adapter that fit our needs perfectly."



MultiConnect™ SE

- IP-enable virtually any serial device
- Flexible IP protocol stack
- Compact, rugged industrial chassis design

PC/POLL was founded in 1984 to write a software package for one CASIO cash register. Today they support over 30 different register models from: CASIO, CRS, Sam4s, Sharp and Toshiba TEC America. Their flagship product is their polling software, which allows users to save, send and maintain register programs as well as collect reports. The company also authors inventory modules, a QuickBooks interface, archiving software, and a remote register collection tool.



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