Release 01 2009

mquadr at

# References

## Extract of mquadr.at references projects

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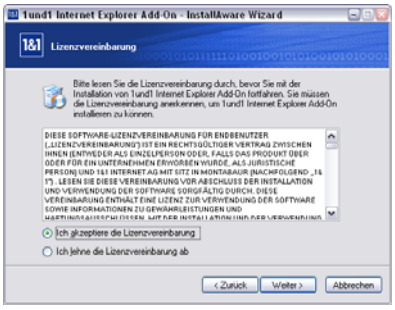
# 1&1 Internet AG

http://www.einsundeins.de



## 1&1 browser (based on IE7) (Launch: July 2007)

As one of the leading German Internet Services Provider, 1&1 Internet AG commissioned mquadr.at to design a customized 1&1 version of Internet Explorer 7.0. By means of a dedicated setup programme, 1&1 users can install this specific version of Internet Explorer on their PCs. Apart from adapting the browser to 1&1 design requirements, the following features were included:

- Customisation of the browser title bar
- 1&1 start page integration
- Specific search engine integration (e.g. 1&1 Search, etc.)
- Implementation of new bookmarks (with specific folders and links)
- Integration of all required links and icons within the link bar
- And many more

## 1&1 Internet Explorer upgrade (Launch: July 2007)

During the development of the abovementioned browser customisation, mquadr.at also designed a specific 1&1 browser add-on, which only takes a few mouse clicks to update any previously installed versions of Microsoft® Internet Explorer (6.x-7.0) with the features of the new 1&1 browser. As a result, users are not required to de-install older browser versions and install the customized 1&1 version of Internet Explorer anew. Instead, any existing Internet Explorer versions are automatically equipped with all the dedicated 1&1 features as mentioned above.
As far as the technical implementation is concerned, all of the 1&1 specific data is retrieved via an XML file, which enables 1&1 to carry out any future changes to the browser settings (like for example the integration of new links or bookmarks, etc.) themselves. In order to ensure that all additions and amendments are provided to existing users of this specific browser version as well, 1&1 Internet Explorer checks the currently available XML File on a daily basis. It goes without saying that also the full version of 1&1 browser is equipped with this so easily adjustable add-on, making sure that always the most recent version of the 1&1 browser is in use on the customer's side.

In addition to this, both, the 1&1 browser itself and the 1&1 browser add-on have been developed on an ActiceX basis, which enables the user to install both services directly instead of having to load the software down onto the PC in the first place.

These software applications designed specifically for 1&1 Internet AG have been customized according to the requirements of the Internet Services Provider and are as from now provided to users for download on the 1&1 portal.

cablecom GmbH

http://www.cablecom.ch

## cablecom installer 2008 - highspeed disk 5.3 (Launch: October 2008)

cablecom's Internet installation software created by mquadr.at and proving itself in the field since 2007 has been enhanced and improved meanwhile. The newest upgrade to version 5.3 includes the following features and adaptations driven by the technical advancements of mquadr.at products and extended requirements of cablecom. Thus, numerous improvements have been included simply for reasons of usability, providing cablecom customers increased comfort as well as a fast and secure Internet connection setup.

- Enhancement of the integrated HTML help in regard to the installation of hot-fixes and service packs
- Activating a network adapter automatically in case it has been deactivated
- Updating USB drivers
- Integration of new hardware (Siemens Gigaset USB stick 108) incl. new animated graphics
- Integration of newest WiFi™ 4.5 technology for wireless setup and configuration
- Integration of new e-mail components
- Support of Mozilla Firefox 3.0
- Support of service pack 1 for Windows Vista
- Integration of an improved monitoring functionality (based on the product m2reporting): via a web-interface cablecom has at any time and independently access to actual statistics and evaluations on software usage. From the number of installations to the allocation of operating systems, antivirus programs and firewalls up to comprehensive evaluations on configured browsers and e-mail clients everything is clearly laid out in tabular form as well as graphed.

Made possible by an existing agreement on software maintenance the majority of improvements could be integrated without generating additional cost for cablecom.

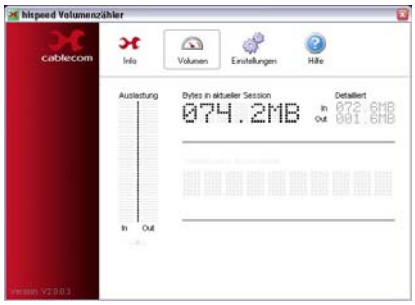
## cablecom installer 2007- hispeed disk 5.0 (Launch: October 2007)

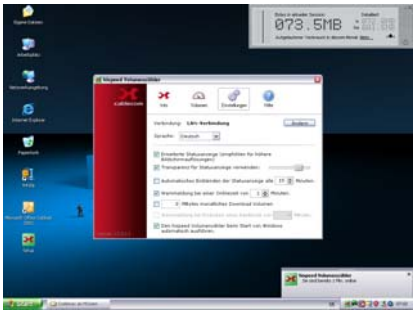
mquadr.at created a new vista compatible "cablecom installer" for the swiss provider cablecom GmbH, which installs their cable based internet access products with a variety of innovative features and functions.

This solution provides the simple and quick installation of the cable internet access products including the set up of e-mail addresses (client side) and their automatic registration (server side) as well as the easy set up and configuration of a "wireless network connection". Particular attention was paid to the secure, easy and quick Installation as well as to the helpful additional features such as the installation of additional software or the fully automatic WLAN configuration.

The most important features are as follows:

- Quadrilingual, dynamic alteration of languages
- System check in silent mode (incl installation of missing protocols)
- Automatic USB check & installation if required (modem driver active, modem connected, etc…)
- Security settings check (firewall, antivirus, file and printer sharing)
- Integration of hardware setup instructions (animated graphics)
- Automatic network interface card configuration (incl. check to which NIC the modem is connected), connection tests (Ping, IPconfig), E-Mail tests, etc.
- Support of Internet Explorer and Firefox (standard / user-specific setup) incl. browser configuration, bookmarks, start page, etc.
- Installation of additional software (m2volumecounter, etc.)
- Storage of Internet settings for subsequent backup functionality
- configuration of WLAN-connection incl. fully automated entry of WEP key (no user interaction necessary)
- Readout of all modem/router/voip hardware settings (access presumed) and automatic configuration if required
- Support of Outlook Express 4.x-7.x, Windows Mail and Microsoft® Office Outlook 2000-2007
- Direct registration of standard e-mail address per integrated web interface and automatically establishing this e-mail account on the client's PC (incl. automatic inscription of e-mail password)
- Monitoring functionality within the cablecom installer for standard reports on:
  - Total installations
  - Operating Systems distribution
  - Browser and e-mail client distribution for first time installation
  - Firewall and antivirus software, etc.




## hispeed volume counter (Launch: November 2005)

In the course of introducing a volume-based Internet access product, Swiss cable network operator cablecom presents their customers the download version of the new hispeed volumecounter application. This innovative application is based on mquadr.at's m2volumecounter and was on the one hand specifically adapted to cablecom's requirements as far as design and functionality are concerned, and has on the other hand undergone major changes as regards the underlying measurement technology.

hispeed volumecounter offers cablecom customers at all times an optimum overview over their current data volume, is designed in four languages which can be switched dynamically and includes a series of individual settings: within it's general settings, customers can select the connection that is to be measured, choose the preferred language as well as individually define a maximum monthly data volume capacity and optionally request a warning message when reaching the limit. A permanently visible status window displays the transfer volume of the current Internet session; an integrated link enables cablecom customers to quickly access the online customer center on the cablecom portal for further information on the actual monthly data transfer.

Undoubtedly, the most significant technological innovation is the new measuring technology that has for the first time been employed with the hispeed volumecounter: the application measures any data transferred via the user's network connection based on "packet-filtering". This brand-new measurement technology analyses any data transfer on packet level, filters packets that are not wanted or not relevant for invoicing, such as all ARP traffic, and consequently does not display this type of traffic within the measurement results. As a result, the information presented by the hispeed volumecounter corresponds almost accurately to the data cablecom uses for invoicing.

As from now, hispeed volumecounter is offered as download on the cablecom portal, giving cablecom customers optimum support in administering their transfer volume capacity.

Creatos GmbH

http://www.creatos.de

## Creatos Internet Configurator (Launch: October 2006)

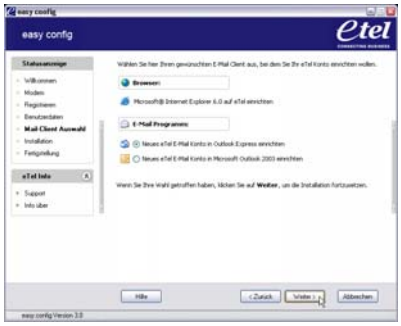
For the German Internet by call provider Creatos GmbH, mquadr.at designed a dedicated Internet configurator for automatic online configuration of all types of Creatos Dial-up Internet accounts.

Due to the modularity of our products, mquadr.at was once again able to account for our customer's needs and requirements in the development of this new configuration tool. Based on **m2webchecker**, the versatile tool for carrying out online configuration, setup and analysis of Internet accounts, mquadr.at designed a special Creatos Internet Configurator, which will be used for all of Creatos' different brands (such as www.dumpnet.de or www.surf666.de ) and simultaneously all kinds of access tariffs that are on offer. Depending on the context in which Creatos Internet Configurator is used, the relevant information (username and password, start page, connection settings) will dynamically be transferred to the user's system and used for the configuration of the Dial-up connection on the client's side. Via a special ActiveX component, the desired Creatos Dial-up connection is setup automatically, set as a default and Microsoft® Internet Explorer is configured accordingly (security settings, start page, etc.). With **m2webchecker**, Creatos offers an incentive for Internet users to switch their Internet accounts – simply going through the online configuration routine, which is located on the portal, suffices. As usual, the user is not required to have any technical Know how whatsoever, since the setup as required by Creatos is completed automatically. Thus, **m2webchecker** helps potential customers to switch to Creatos, the ISP on the other hand profits from reduced support costs for initial Internet setup.

As from now, **m2webchecker** will gradually be implemented on all of Creatos' Internet portals to ensure that new customers can go online with their Creatos Internet account without having to go through a complicated manual configuration!

eTel Austria AG

http://www.etel.at



## eTel easy config (Launch: August 2005)

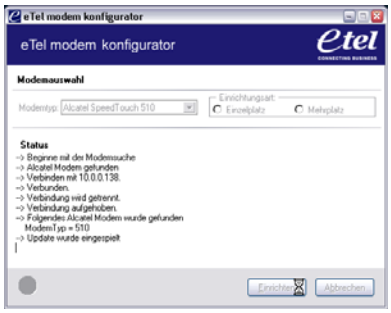
In order to enable their customers quick and easy access to the Internet, eTel Austria AG commissioned mquadr.at to develop a fully automatic Internet setup routine. Based on mquadr.at's comprehensive Internet setup software m2webalizer, easy config is made available in two different releases (Dial-in and ADSL), so that any Internet product offered by eTel can quickly be installed without requiring any technical know how. A detailed system check, testing if the PC is actually fit for the selected type of Internet access, functions as basis for the automatic installation of any missing protocols or files. Subsequently, easy config configures all settings relevant for connecting to the Internet, including user specific configuration of browser and E-Mail client. One of the most remarkable new features of easy config is the automatic registration of the user's password within the newly configured Microsoft© Outlook Express or Outlook Professional E-Mail account.
The following functionalities are included in the new easy config setup routine:

### easy config for Dial-In

On the one hand, easy config offers customers the possibility to restore any Dial-in account with already existing user data for repairing defective or deleted Internet connections. On the other hand, new customers can also register a completely new Dial-in Internet account during Internet setup by means of eTel's online registration. Therefore, the existing eTel online registration was completely incorporated within easy config; access data is thus automatically assigned to the user and immediately transferred to easy config, sparing the user to manually enter their ID during Internet setup. For better archiving of the newly generated data, separate functionalities for printing and saving the customers access codes assure additional usability and easy of use.

### easy config for ADSL

For easy config ADSL configuration, various different connection types (such as Ethernet, USB and Wirelss), as well as the selection between single- and multi user Internet options were taken into consideration. Next to setting up the respective VPN connection and configuring the installed network interface card during ADSL Ethernet or Wireless installation, also eTel modem configurator is employed within easy config, talking care of the entire configuration of the modem connected to the PC. Both versions of easy config are available to eTel customers as from now to enable quick setup of any eTel Internet account!

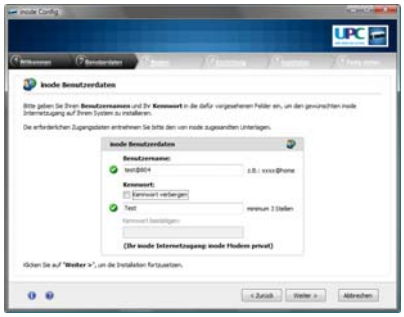


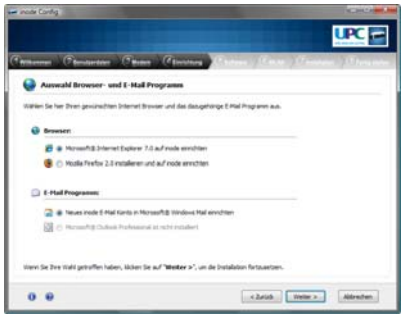

## eTel modem configurator (Launch: August 2005)

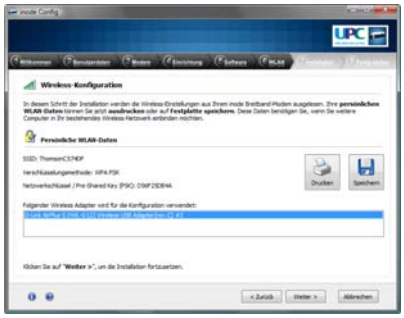
Rounding off the newly designed easy config ADSL package, mquadr.at's fully automatic m2modemconfig was incorporated in the Internet setup routine. Since modems employed for ADSL Internet access in Austria (SpeedTouch 510(i) for Ethernet und 570(i) for Wireless connections) are actually not fit for Internet access, m2modemconfig as from now carries out the configuration of these modems automatically within the Internet setup routine. In addition to this, eTel modem configurator can also be used for implementing a new configuration at some later point in time, for example when switching from single to multi user solutions. During configuration of eTel ADSL via easy config, eTel modem configurator is automatically installed on the user's PC enabling easy access to modem configuration at any time.

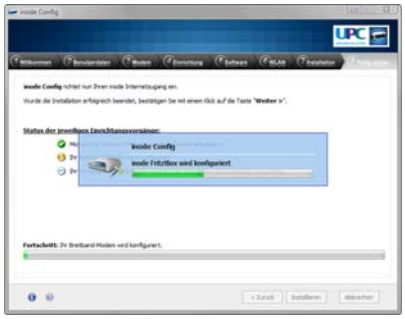
inode / UPC Austria GmbH

http://www.inode.at / http://www.upc.at









## inode Companion 2008 (Launch: August 2008)

In autumn 2008 mquadr.at took the relaunch of „inode Companion", a software successfully performing in the field for many years, as an opportunity to readapt the application to the technical state-of-the-art.

Due to the acquisition of the company by UPC, adaptations on all software levels relevant to the tool's layout and appearance (UI, GUI, banners, logos, labels and editorial content) had been necessary. In the course of those adjustments the powerful Internet-setup- and support-tool has been technologically updated and enhanced with new functionality.

The most important technical adaptations and new functionalities respectively are succinctly listed below. Naturally any feature of previous software releases, as described on the successive page, remains available for the customer.

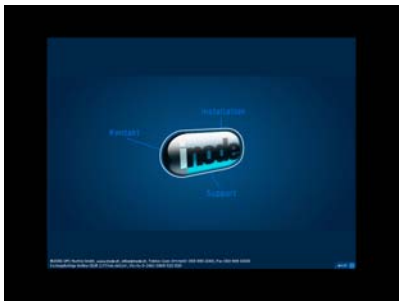
general adaptations:

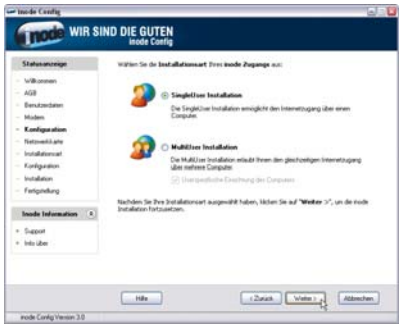
- Vista support
- Automatic WLAN configuration
- VoIP configuration
- Firefox 3.0 support
- Improved e-mail configuration
- New components for faster configuration and increased software stability

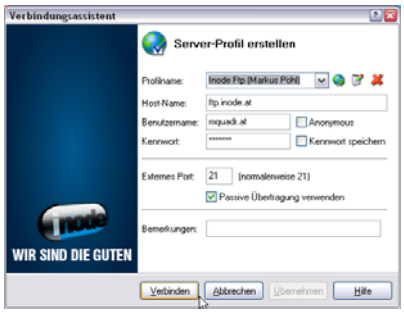
product-specific and functional enhancements:

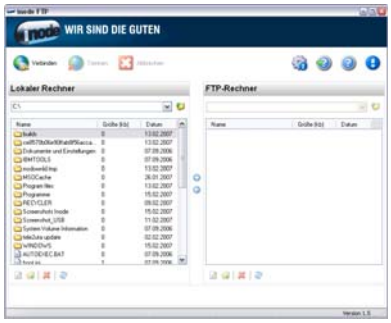
- **inode Config:** The Internet installation software based on m2webalizer (for Dial-In, ADSL and xDSL) has basically been enhanced by two main features. On the one hand automatic WLAN configuration has been integrated. The software now supports wireless network setup and configuration within a few mouse clicks. On the other hand a specific "expert-mode" has been included in regard to WLAN settings. Experienced users may thereby choose e.g. their favoured encryption method.

- **inode modemconfig (for Alcatel/Zyxel/Fritz!Box):** the modem configuration integrated in the setup process -*m2modemconfig*- has in addition to previously supported hardware (Alcatel, Thomson, ZyXEL), been enhanced with different new models of AVM's Fritz!Box. Therefore inode customers are now able to configure the Fritz!Box automatically (WLAN, VoIP).






## inode Companion 2006 (Launch: January 2007)

Due to necessary technical enhancements of inode Companion, as well as new requirements by inode/UPC, the software was completely redesigned in January. Next to the complete adaptation to the new inode design and the integration of all new inode products, the whole setup procedure and its usability was improved considerably: major technical innovation flew into Internet installation and configuration, enabling an even quicker setup of the inode Internet connection and its corresponding modem configuration. The underlying mquadr.at products are still the same, however they were adjusted accordingly and upgraded with some new functionalities. To name bit a few, her are some examples:

- **inode Config:** Is the Internet access routine based on *m2webalizer* (for Dial-In, ADSL, xDSL). For ADSL, customers can select between single and multi user setup (incl. the corresponding modem configuration). In addition to other well-established functionalities, this new release also includes the setup of inode Telenode (VoIP) access via Fritz!Box as well as support for establishing the corresponding Internet connection. Also, inode customers can choose if they wish to setup their E-Mail address in addition to Internet access configuration. Next to offering the choice between standard and user-defined installation, inode Config also checks the client system for an activated firewall. Are the required firewall settings not activated, customers will be informed accordingly. Last but not least, Firefox was included as an alternative browser.

- **inode Modemconfig (for Alcatel/Zyxel/Fritz!Box):** *m2modemconfig* has been specifically adapted for UPC Austria to support the new Alcatel ADSL modems 546 and 585. For all supported xDSL ZyXEL modems a new type of communication (SNMP) was introduced, to avoid unwanted password detection. A very remarkable innovation of this release is the fact that inode Modemconfig from now on takes care of automatic configuration of AVM Fritz!Box Modems Fon 5010 and Fon WLAN 7140!

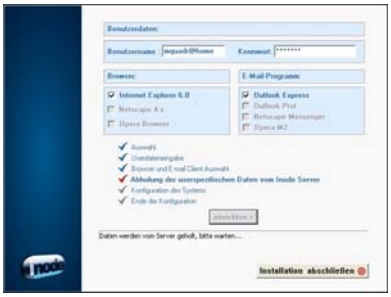
- **inode FTP:** During Internet configuration m2ftp is preconfigured with the user data retrieved from inode servers and installed automatically on the user's system. As a result, users are immediately able to use this inode designed FTP client without having to enter hostname, username or password.

# inode Companion 2005

## inode Config (Launch: Version 2, August 2004)

For its' new 2005 edition, the Internet installation routine inode Config has undergone major revision and improvement. Next to well established Dial-in, ADSL and xDSL single user Internet products, inode Config as from now also supports inode xDSL multi-user and wireless installation. These two new options were included in inode Config together with VPN and DHCP as alternative configurations for Inode multi-user products. In addition to this, inode Config was adapted in such a way that any inode xDSL Internet access is established as a PPPoE connection on Microsoft® Windows XP systems. Well-tested VPN connections are from now on exclusively used for xDSL accounts on operating systems other than Microsoft® Windows XP.

The browser Opera represents another major add-on to the revised setup routine. Within the fully automatic installation process, Opera can be installed on the user's system and configured according to Inode requirements. If Internet users select Opera as their preferred browser, the respective E-Mail client Opera M2 is configured and all relevant E-Mail accounts are created accordingly.




Major simplification of the underlying ADSL installation could be achieved by merging m2modemconfig – the configuration software for ADSL modems – with inode Config. As a result, Inode ADSL installation finally presents itself as an all-embracing, well thought-out process, sparing customers the trouble of configuring their modem manually.

Apart from the changes mentioned above, adjustments to Inode's new corporate design and major improvement of the application's usability, all basic features of inode Config remain unchanged. Thus, Internet Installation is still concluded with fetching customer specific data from Inode in order to configure browser and E-Mail client accordingly.

---

## inode modemconfig (Launch: June 2004)

As mentioned above, one of the major modifications of inode Config 2005 involves the integration of m2modemconfig, the configuration software for ADSL modems. Since SpeedTouch 510 ADSL modems delivered to Austrian customers are not provided with the correct configuration protocol and correct VC/VP values, mquadr.at has developed a software application that can be combined with the Internet installation routine and that implements all relevant settings automatically. During installation, Inode Modemconfig is saved in the inode programme section, enabling modem configuration at any other time in the future.

## zyxel modem configuration (Launch: September 2005)

In order to achieve major cost reduction and simplification in the user-specific setup of Zyxel 660x modems for inode xDSL Internet accounts, inode Config was once again equipped with a new, innovative feature. Before the actual Internet access setup including configuration of browser and E-Mail client is carried out, Zyxel modem configuration automatically checks the type of modem connected to the user's PC, as well as its integrated files. After new firmware has been implemented in the modem, a connection to the inode portal is established. Once users have entered their personal username and password, the Zyxel modem is configured automatically based on the respective product specifications. This is once again followed by inode Config carrying out the final, user-specific setup of the xDSL Internet account including system checks, setup of all relevant connection settings, browser and E-Mail configuration etc. Since the configuration of Zyxel 660 Modems has until now been carried out manually by Inode, this automated process leads to major cost reduction. On the other hand, Inode customers benefit from a uniform and easy to handle configuration, which can be completed without requiring any technical know-how.

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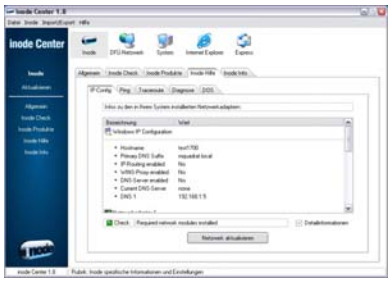
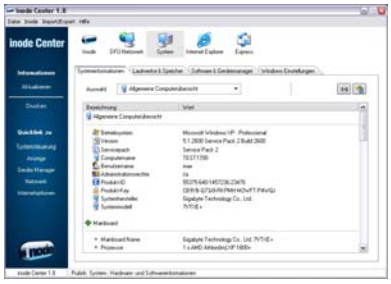
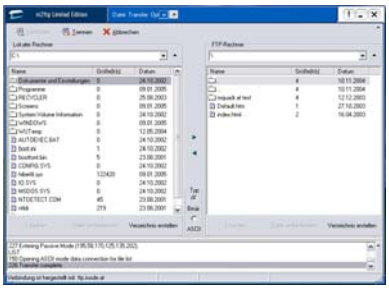



## inode Center (Launch: Version2, January 2005)

The cutting edge Internet administration software inode Center (m2webcenter) represents another essential component of the Internet software specifically developed for Inode. In addition to an improved design of user interfaces (such as dynamic presentation of user data) and integration of the new Inode design, a great number of brand new features were included in inode Center 2005. The new release of inode Center includes comprehensive diagnose tools, such as IP Config or traceroute, by means of which Inode specific Internet settings can easily be checked and faults quickly be detected. A status report includes a complete overview of all relevant data and facilitates efficient communication between users and support agents in case of connectivity problems. Customized wizards enable automatic setup or repair of any Inode Internet access.

Last but not least, inode Center 2005 is equipped with an assistance for Opera browser. All relevant browser settings, as well as E-Mail specifications for Opera M2 can easily be administered within this newly designed category.



## m2FTP (Launch: July 2003)

It goes without saying that the 2005 version of inode Companion is once again equipped with the well-tried mquadr.at FTP client.
During the configuration process, m2ftp is configured with the client's data that is transferred from Inode and subsequently installed onto the client's PC. As a result, users can easily establish a connection to the respective Inode server to upload their files or download them from their web space. m2ftp covers all features inherent in a conventional FTP-client and is displayed in the "look & feel" of Inode.

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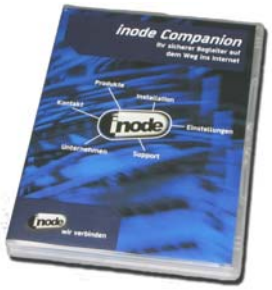
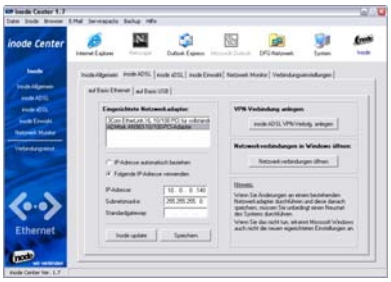



## inode Companion 2004 (Launch: January 2004)

Within Inode's first Internet companion, mquadr.at was accountable for the design of the fully automatic installation software inode Config, which includes setup and configuration of all Inode Internet access products, such as Dial-in, ADSL and xDSL. At first, the main configuration of the users PC (DUN-network connection, VPN, configuration of network interface card, browser, etc.) is carried out automatically within just a few seconds. Subsequently, a special software add-on, so called inode Config live update carries out personalized configuration of browser and E-Mail client.
To round off the inode Companion offer, m2webcenter was adapted to Inode's requirements. inode Center includes ADSL and xDSL specific features (such as network settings, VPN and ADSL configuration) which facilitate concise administration and management of all settings relevant for your Internet access.
With the help of m2ftp, which is automatically set up and pre-configured with user-specific data retrieved from the server, Inode customers can easily administer their webspace and carry out up- and downloads

## Kabel Deutschland GmbH

http://www.kabeldeutschland.de

## Kabel Deutschland Installer - Version 3.1 (Launch: October 2008)

Kabel Deutschland's Internet installation software, created by mquadr.at and successfully proven in the field for more than a year has been repeatedly enhanced and tailored to new requirements. Further information to the base-product can be found on the consecutive page. Latest additions to this comprehensive setup-software shall be roughly presented at this point:

- Integration of new WLAN hardware / Kabel Homebox

Integration of AVM's Fritz!Box Fon 7270 (animations, configuration of required and (cable-)ISP specific settings as well as support of WLAN setup with AVM Fritz!Box)

- Enhanced supplement services offer

Beside including a separate selection (welcome screen) for the installation of supplement services offered by Kabel Deutschland, new services could be integrated:

  - Automatic registration on customer web portal (My Kabel Deutschland)
  - Subscription of Kabel homepage
  - Subscription and configuration of Kabel e-mail
  - Subscription and configuration of cable security package

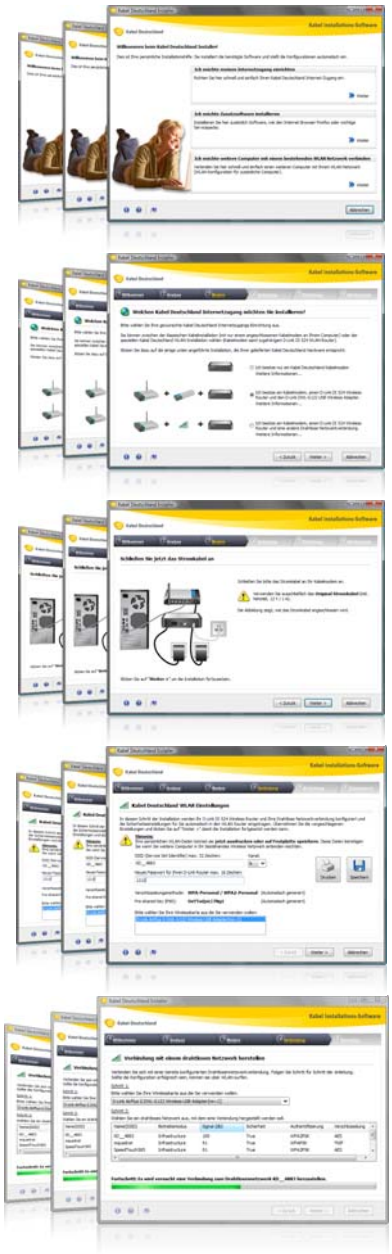
- Installation of additional software (Internet Explorer, Mozilla Firefox, servicepacks, etc…)

- Integration of a new KDG interface

Due to changed resp. new interfaces which are utilized by the software to offer all services, the client had to be adapted for seamless interwork with the new interfaces. Therefore KDG services are as usual presented professionally and offered in the course of internet installation henceforth.

- Adaption and improvement of reporting functionality

Incl. all new features and offers to collect complete statistics in regard to usage of Kabel Deutschland's internet installation software. Thus desired improvements have been implemented. Beside the number of successful internet installations it is now also possible to monitor if and at which point a user has aborted the installation. Conclusions regarding the common acceptance of the offered services can be drawn. Possibilities of further software improvement are thereby also made apparent.



## Kabel Deutschland Installer (Launch: October 2007)

For Kabel Deutschland, mquadr.at designed a dedicated Internet setup routine, which was completely adapted to the needs and design requirements of German´s largest cable network provider. This ´Kabel Deutschland Installer´ is based on mquadr.at´s software application **m2webalizer**. Basically, it is an easy to use installation tool which can be used for all Kabel Deutschland cable Internet access products – incl. wireless LAN and supports all modems/routers (and wireless hardware): these are automatically configured within the installation process.

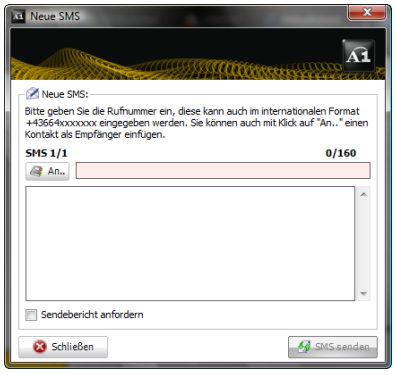
The most important features of this user-friendly application are as follows:

- Integration of animated graphics for supported hardware
- Automatic configuration of D-Link WLAN router
- Integration of a dedicated WLAN configuration
- Automatic WLAN protection (encryption, WEP, WAP, pre-shared key, etc.) and simultaneously configuration of WLAN router and wireless network connection
- Print and save functions for WLAN data
- Support of all versions of Internet Explorer and Mozilla Firefox
- Automatic setup of the complete client system
  - Incl. WLAN configuration
  - Security settings (according to the Internet access)
  - Browser configuration (according to KD requirements)
  - E-mail client configuration
  - Installation of KD customer´s center, as well as
  - Creation of dedicated program folders and desktop links/icons

- Integration of a dedicated status report, which can be executed from each position within the software (in case of trouble this information, will help the customer care agent to detect the problem faster)
- m2webalizer for KD contains m2reporting functionality: for statistics and reports on usage
- Integration of online registration and ordering of special security packages offered by Kabel Deutschland
- Automatic configuration of all NICs and all wireless network interface cards
- Full Microsoft® Windows Vista support
- GUI adaptations according to KD requirements

mobilkom austria AG

http://www.mobilkom.at




## A1 Dashboard (Launch: June 2008)

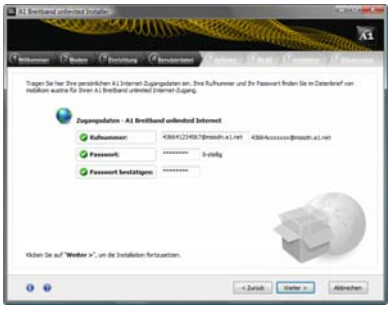
mquadr.at establishes itself as software-partner of mobilkom austria AG and creates an all new "A1 dashboard" featuring an integrated internet-set-up – fully customised to mobilkom austria's requirements.

Primarily, this new "A1 dashboard" with integrated broadband internet installer sets up an internet-connection on the customer's system. There the costumer has the opportunity to choose between mobile broadband Internet and ADSL broadband Internet. It goes without saying that installing both is possible as well. All relevant areas of a broadband internet installation are taken into account during the set up and configured in fully automated fashion. From the integrated animations to the proper wiring of hardware up to the configuration of required security settings anything is provided for the customer. Enhancing a mobile broadband connection a customer is at any time – even ex post – able to install his conventional Telekom Austria ADSL Internet access using the software. He can subsequently use it alternatively or on demand.

The actual „A1 dashboard"- software is installed in the course of the respective Internet set-up. From that point on the customer is supported in administrating the mobile broadband Internet access using the whole range of mobilkom-specific services and functions: From entering the PIN to the automated network-selection up to creating and administrating of contacts as well as sending and receiving SMS. Anything is brought to the customer in clearly laid out fashion.

Special dashboard-functions which are integrated in a well arranged user-interface can be accessed at any time via an icon in the windows-task bar respectively via a desktop-icon which can be created for these purposes. By using the "preferences-window" the customer is able to customize the "A1 dashboard" according to his very needs. Everything from net-selection while roaming to PIN-settings up to the graphical presentation of the status-window can be set here. The customer's online status is shown via the mentioned status-window. If the customer is offline he can connect to his mobile broadband modem. Aside from that the customer can also access the interface for writing SMS and the administration of contacts here.

Starting now the "A1 dashboard" is brought to mobilkom customers alongside all offered 3G modems. The integrated HTML-help, which can be accessed at any point in time, answers all of the customer's questions concerning the software and its settings. Hence it is possible to offer the easy way to enter the world of mobile broadband and the provided dashboard-options to the customer!



## A1 Breitband unlimited Installer (Launch: Juni 2008)

Additionally to the above described A1 Dashboard, mquadr.at developed a comprehensive software solution for mobilkom austria AG that configures the respective broadband Internet access **(ADSL/Wi-Fi and/or mobile broadband Internet (3G))** and simultaneously installs the A1 Dashboard software on the client's system.

mquadr.at's Internet set-up software combines both access technologies in a single installer and automatically installs and configures these access technologies on the customer's system. This solution gives A1 customers convenient, round-the-clock Internet access based on the respective broadband access technology that is available (landline/Wi-Fi/mobile): Users are either connected via a network cable or Wi-Fi (fixed connection) or they can utilise mobile broadband Internet access.

The **´A1 broadband unlimited Installer´** serves as both, the broadband Internet installer via landline and the mobile broadband Internet installer. As usual, all the settings and configurations required to successfully set up Internet access are covered by the software: these range from the hardware installation including set-up animations, automatic modem searching and modem or Wi-Fi configuration to the client-side configuration of the customer's complete system according to mobilkom austria's requirements. Equal attention is paid to the configuration of the supported hardware (e.g. mobile broadband modem HUAWEI E180) and software.

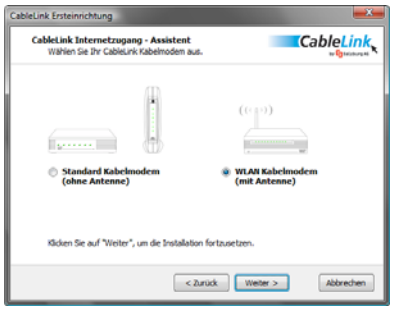
In order to make it as easy as possible for customers to actually use and switch between these broadband technologies as it is to set up the technologies, a special 'A1 Dashboard' and so-called 'guard software' have been developed for mobilkom austria and delivered within this software.

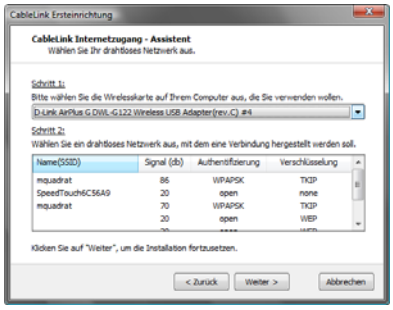
The **´A1 Dashboard´**, as described above, serves to configure and control the mobile network access once it is successfully installed onto the customer's system. In addition, all common functions such as PIN input, administration of contacts, automatic network selection through to the administration of the respective access technology are clear and simple to use.

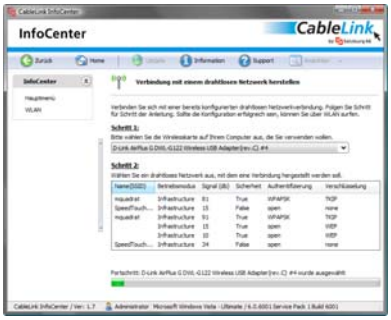
The task of the '**A1 Watcher**' guard software, on the other hand, is to ensure automatic switching to the available or preferred network access technology (landline/Wi-Fi/mobile), so that customers are not required to do this themselves: as soon as the Wi-Fi reception area is left, and the customer agrees via prompt, the software automatically establishes a mobile Internet connection via the mobile broadband modem (HSPA).

Salzburg AG

http://www.salzburg-ag.at






## CableLink InfoCenter 2008 (Launch: September 2008)

Cablelink InfoCenter, a tool created by mquadr.at and successfully operated by Salzburg AG for more than two years, offers possibilities to setup an Internet connection easily. At the same time it is a multifunctional support tool helping customers to solve problems with Internet and e-mail single-handedly.

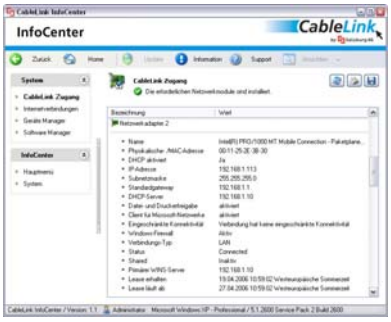
This powerful installation- and administration tool (for an in-depth description, please see product details below) has been upgraded last year to **support Microsoft Windows Vista** and with its latest release, the new **WLAN functionality by mquadr.at (m2wlan)** has been integrated. Thereby Salzburg AG is able to offer the utilisation of WLAN for a special cable modem (Scientific Atlanta – Wireless Home Gateway) to their customers.

In the course of initial Internet setup WLAN configuration is offered and carried out. As customary this is accomplished in an user friendly manor (included router/modem animations, automatic check and pre-selection of relevant parameters) so that the service is accessible even for customers without any technical know how. Successful installation is only a matter of a few mouse clicks. The only required user interaction is the manual entry of "WPA-Key" and "SSID". This information is provided by Salzburg AG via a data sheet for their customers.

Otherwise the support tool has been enhanced by a separate category "WLAN" mainly dedicated to allow quick and easy inclusion of additional PCs in an existing wireless network.

The complex task of setting up a wireless network connection has been automated to an extent where literally everybody using the software is able to perform WLAN installations.

Any assistant previously included in the CableLink InfoCenter to recover the Internet connection, browser-, e-mail-, and NIC settings naturally now covers the sphere of WLAN too. Therefore not only WLAN setup and later addition of other PCs to an existing wireless network but also the fallback to working (wireless) configurations becomes child's play.



## CableLink InfoCenter (Launch: May 2006)

For Salzburg AG, mquadr.at designed the multifunctional CableLink InfoCenter, which was completely adapted to the needs and design requirements of Salzburg's largest cable network provider. This newly developed, innovative administration tool is based on two mquadr.at software applications, which are **m2webalizer light** and **m2webcenter light**. Basically, it is a simple installation tool which can be used for all Salzburg AG broadband cable Internet access products; simultaneously it functions as a support application for improving the efficiency of Salzburg AG's Call Center.

During automatic Internet setup, all installed protocols are checked and required server-, proxy- and security-settings are adjusted accordingly. In addition to this, the selected network interface card is configured automatically, file and printer sharing as well as client for Microsoft networks are disabled and the firewall is enabled automatically for all Salzburg AG customers. Next to complete support of POP3 and IMAP E-Mail accounts, also browser configuration is carried out automatically including setting the start page and adjusting all connection and security settings necessary for Salzburg AG Internet access.

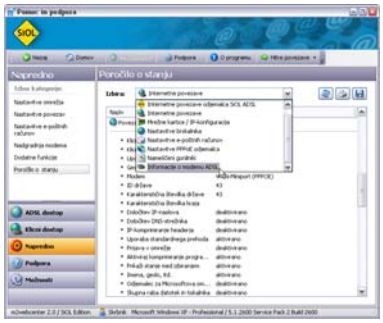
Within a clearly arranged user interface, the high performance administration tool provides users with numerous features and functionalities for administering various settings of their CableLink Internet access or carry out special test functions. Thus a single mouse click suffices to retrieve detailed information on the user's system, as for example the device manager, software manager or the installed Internet connections. By means of an integrated print and save function, this type of data can also be archived for later use. Within the support tool special attention has been turned to the provisioning of data relevant for CableLink Internet access. In list form, network interface card and browser settings, such as connection and security information are presented in such a way that users as well as support agents are provided with all parameters concerning cable Internet access at a single glance. In this connection, the information on the network interface card plays a major role: type and status (connected/disconnected), firewall settings, file and data sharing or limited connectivity – all of these features are presented in a concise way.

Integrated wizards enable users to restore Internet access or browser, E-Mail and network interface card settings within the CableLink InfoCenter application. Also, these little tools facilitate easy setup and administration of E-Mail addresses. Next to an extensive status report and links to the CableLink portal (e.g. for web-space administration), the application is complemented with Ping and IPconfig functionalities

With CableLink InfoCenter Salzburg AG offer their customers even better installation and support service.

SiOL d.o.o. / Telekom Slovenije

http://www.siol.net



## SiOL pomoč in podpora (Launch: September 2006)

m2webalizer light, m2webcenter, m2modemconfig and m2liveupdate form the basis for the design of the groundbreaking Internet installation and support tool pomoč in podpora, which was developed for the leading Slovene Internet Service Provider SiOL. A combination of these applications was matched with additional innovative functionalities to set new standards in the field of Internet access, service and support software. With the application being created in Slovene, mquadr.at ensured that all SiOL requirements could be met accordingly. So what are the major functionalities of this comprehensive software application?

During initial SiOL ADSL Internet access setup, a dedicated PPPOE client is installed accordingly which is used for the setup and configuration of the actual Internet connection. Other features included within ADSL Internet setup are SiOL ADSL online registration, configuration of all modems supported by SiOL (Sagem and Iskratel) as well as automatic modem firmware upgrade. The user data recorded during online registration is automatically used for local setup of Internet access on the client's side, sparing the user to enter any new information manually. Once the connection has been established, the selected browser has been configured and the SiOL E-Mail account has been created within the preferred E-Mail client, all settings are securely saved within a specific "Config-File" on the user's PC. If required, this information can be retrieved for a complete recovery process. In case of incorrect Internet settings or any other malfunction, the user's initial configuration can be restored with just a single mouse click (incl. any additional, new E-Mail addresses or new username and password). Since this recovery process draws on information that is saved on the client's system, it can also be carried out without a working online connection.

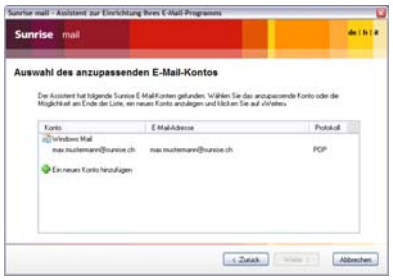
In addition to the features mentioned above, SiOL pomoč in podpora also includes comprehensive status reports including details on various different PC settings (among others modem settings are represented here for example) and an integrated DOS-window, which gives users the chance to directly carry out specific commands (such as ipconfig or Ping).
A separate "Advanced" area, which includes wizards for automatically establishing new E-Mail addresses or carrying out modem upgrades supplements the service offering mquadr.at designed for SiOL. In case any new E-Mail addresses are created with these wizards, they are automatically accounted for within the abovementioned "Config-File".

The maintenance contract (m2maintenance) closed between SiOL and mquadr.at guarantees full functionality and topicality of the underlying application (independent of future browser versions or new Windows® Operating Systems).

With the implementation of this mquadr.at solution, SiOL definitely leads the way as far as optimising customer service, automation and cost efficiency is concerned.

Sunrise Communications AG

http://www.sunrise.ch



## sunrise mail (Launch: February 2008)

In addition to the necessary changes within the sunrise volume counter regarding company name and the new corporate design of the Swiss Internet Service Provider Sunrise Communications AG, mquadr.at developed a new and dedicated application to enable Sunrise customers to effortlessly migrate already established e-mail addresses to the new Sunrise e-mail platform.

This software solution for automatically migrating existing Sunrise e-mail accounts was specifically customised considering the requirements of Sunrise and allows existing customers to easily adapt their e-mail clients to the new required settings – without the need of any manual interaction and knowledge about technical details.

Due to the fact, that the existing Sunrise e-mail services freesurf plus, mysunrise and premiumsurf will be discontinued, customers have to transfer their e-mail accounts to the new „Sunrise mail" platform. The brand new e-mail migration tool converts the supported e-mail clients fully automatically.

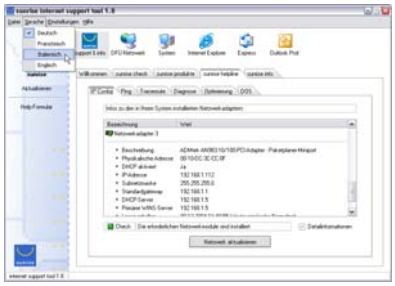
The user starts the application and selects in a clearly arranged listing of all existing and locally setup e-mail accounts the one that has to be transferred. After entering the user data (which is verified via pop request), the chosen account will be setup automatically for the appropriate e-mail client.

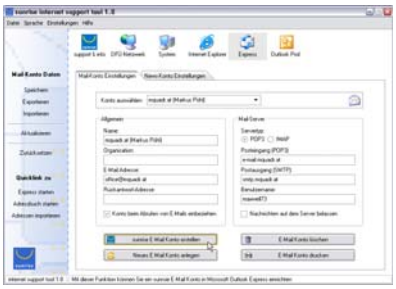
Additionally the e-mail migration tool provides convenient functions to setup completely new e-mail addresses. This is an alternative if customers do not want to transfer an existing e-mail address rather then setting up a just registered e-mail address locally in the suitable e-mail client.

This trilingual application, which may be downloaded by customers of Sunrise straight away, will be automatically and completely removed from the client's system after successful migration or setup of a Sunrise e-mail account.

# sunrise / TDC Switzerland AG

http://www.sunrise.ch





## sunrise internet support tool (Launch: September 2004)

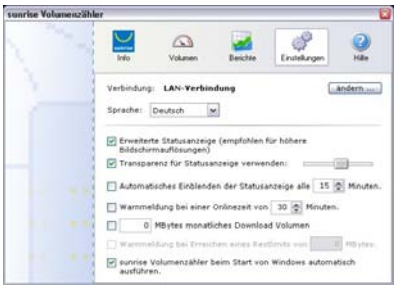
As from now, Swiss full service provider sunrise offers to their customers m2webcenter in four different languages. In the course of developing sunrise internet support tool, m2webcenter was equipped with a number of new features, such as comprehensive installation and configuration wizards for all sunrise Internet products. A series of diagnose tools, like for example Ping or IP Config support users as well as call centre agents in diagnosing and repairing faulty settings. In addition to this, an automatically generated Help which includes all relevant system data and can be printed, saved and sent by E-Mail, offers further help for the customer support department. Within the well-tested area of browser and E-Mail administration (including IMAP), sunrise customers are for the first time provided with a section enabling administration of Opera browser and the corresponding E-Mail client Opera M2.

In order to gain national reach, sunrise internet support tool was developed in four different, dynamically switchable languages. In its' current form, m2webcenter is also used by the multilingual sunrise call centre.

## sunrise live update (Launch: September 2004)

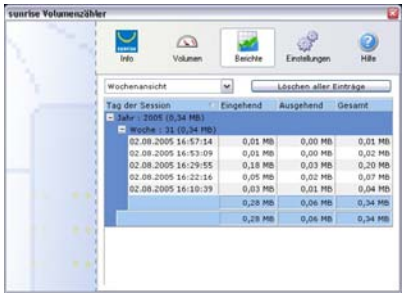
In order enable quick reaction to technology- and product related changes, m2liveupdate was merged with m2webcenter for automatic import of necessary updates. In case any changes to the sunrise internet support tool are required (e.g. modem swap, new products, etc.), or modifications need to be carried out due to new browser versions, updates can be made available online. Once the customer starts the sunrise internet support tool, relevant updates are downloaded and inserted in the application within seconds.

All server infrastructure required for m2liveupdate is provided and managed by mquadr.at




## sunrise volume counter (Launch: July 2005)

In order to offer ADSL as well as Dial-in users real-time overview over their transferred data volume, sunrise as from now offers the newly designed volume counter to their broad- and narrowband customers. This newly designed mquadr.at application includes a detailed overview over current data volume (up- and download), comprehensive summaries of all hitherto existing connections and a user-friendly interface which can be adjusted to individual requirements and includes a great number of additional features.




Upon starting sunrise volume counter, customers can select the connection that is meant to be metered (LAN, ADSL, Dial-In). Within a permanently visible message window, the application provides information on up- and download volume which is exact to the second, details on current capacity usage as well as remaining data volume. Daily, weekly as well as monthly transfer volume is presented in concise summaries, also including accurate information on the data volume left each current month. In addition to this, sunrise volume counter includes clear reports on in- and outgoing traffic within several weeks and months and offers a series of further settings: thus the message window design can be individually adjusted just as the special warning message which pops up when reaching a specific download limit or a specific download time.

Like any sunrise application designed by mquadr.at, also sunrise volume counter includes four different languages, as well as the m2live update function and thus enables optimum support in the administration of individual download quotas.
As from now, sunrise volume counter is offered to sunrise customers on the portal for download!

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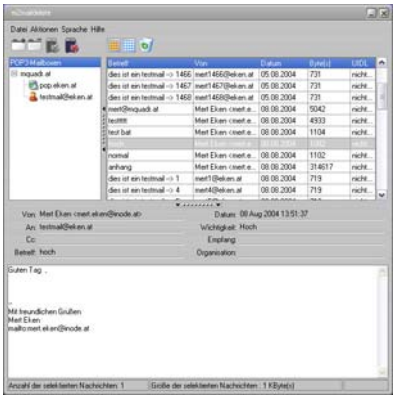



## sunrise maildelete (Launch: September 2004)

m2maildelete enables sunrise customers to check their POP 3 E-Mail accounts for large messages or spam directly on the server and immediately delete them without having to download them onto their PC. Text messages can be read so that a selection can be carried out before Mail is downloaded by an E-Mail Client. By means of m2maildelete sunrise enable their customers to reduce download volume and to select only relevant data for administration with the preferred E-Mail programme. m2maildelete is being made available in four different languages.

Swisscom (Schweiz) AG

http://www.swisscom.ch / http://www.bluewin.ch

## Swisscom setup wizard (Launch: October 2008)

Being an extension of the WLAN configuration software lately created for Swisscom (Switzerland) corp. now an innovative setup wizard has been developed according to special requirements of Swisscom. Besides automatic WLAN setup, configuration of e-mail clients is found within the range of the software's functionality. This tool is available in the secure customer area on the Swisscom portal and is used as the customer specific setup-software for the whole of configuration on the client side.

All remaining configuration scripts are directly accessed via Swisscom's customer portal and (e.g. via TR069) executed. Using a specially defined interface the software is provided with any required customer data for e-mail - as well as for WLAN setup. Through this seamless interaction of existing registration- and configuration processes on Swisscom side (TR069) and the assistant for configuration on the client side the last segment that has previously required manual configuration by the customer could be automated – resulting in a satisfying customer experience regarding e-mail and WLAN setup.

Beside improved WLAN setup the software has been enhanced with the following features:

- e-mail setup

Swisscom customers have the opportunity to choose between automated e-mail setup and manual input of customer data on the client side. For the automated setup of the e-mail account the customer is solely required to enter his "Swisscom Login". Subsequently he is provided with a comprehensive list of any previously registered Swisscom e-mail accounts. Afterwards it is possible to choose for which e-mail client program the e-mail account(s) shall be configured. Additionally the option "set this e-mail address as standard" can be utilized at this point. Within seconds the remaining setup (incl. entering the e-mail password) is concluded automatically by the software.

- setting "bluewin.ch" as the start page
- installation of the Swisscom support tool in silent mode

The Swisscom setup assistant, available in four languages, is executed directly from within the customer portal. Afterwards the tool deletes itself automatically from the customer system. Swisscom customers are able to setup their WLAN and their e-mail accounts in a fast and secure manor and without any technical know how.

## Swisscom Wi-Fi Configurator (Launch: April 2008)

mquadr.at develops a customised software solution for Wi-Fi configuration for Swisscom (Schweiz) AG, the largest full service provider in Switzerland. Swisscom customers can execute und use this application directly out of the customer centre of Swisscom.

Based on m2wlan – the tool from mquadr.at for fully automated setup of a wireless network – the "Wi-Fi Configurator" was built explicitly considering the specific requirements of Swisscom.

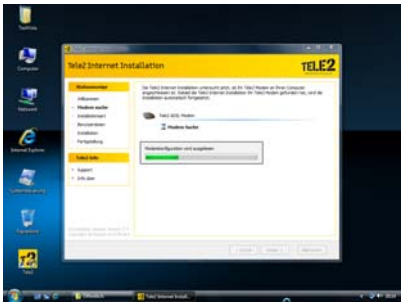
All Swisscom customers are now able to automatically setup their own Wi-Fi Internet access without any technical know-how and without the need of installation guidelines. In addition to the automatic setup process of the wireless network connection, also the Swisscom generated and customer specific Wi-Fi credentials will be taken automatically from Swisscom and if necessary a Wi-Fi router configuration will be triggered as well.

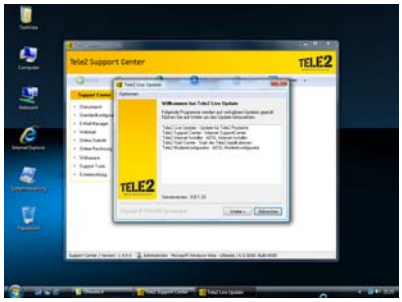
This innovative tool is offered for download at the customer centre of Swisscom for a first time configuration as well as for existing Swisscom customers who like to switch to Wi-Fi technology or who make changes in their existing Wi-Fi configuration.

It goes without saying that this quadrilingual application is fit for Microsoft® Windows® Vista and operates with all major Internet browsers. By using this "one-button" solution Swisscom customers are able to enjoy this fully automated solution directly inside the Swisscom customer centre.

Tele2 Telecommunication GmbH

http://www.tele2.at






## Tele2 Internet Package (Relaunch: May 2007)

Due to a European-wide redesign of the Tele2UTA corporate design, the fully automated Internet setup software for ADSL and xDSL as well as the corresponding support tool (for details see below) have also been completely aligned to the new requirements.

Ranging from the adaptation of new logos, fonts and colour schemes within the Internet software, the modifications also covered product and software labelling. All of this resulted in a completely redesigned Tele2 Internet package which is available to the Austrian consumer market right from the introduction of the new Tele2 corporate image. Thanks to the integrated live update functionality, customers who already use this Tele2 Internet software also receive the relevant design update with just a single mouse click. As far as the underlying Internet package is concerned, mquadr.at thus ensures that the Tele2 corporate design relaunch can be carried out quickly and all over the country simultaneously.

Tele2UTA Telecommunication GmbH

http://www.tele2uta.at

## Tele2UTA Internet Installer (ADSL/xDSL) (Launch: April 2007)

For the Austrian branch of Tele2UTA, mquadr.at designed a professional Internet setup software which on the on the one hand carries out hands-free setup of Tele2UTA ADSL Internet access and on the other hand covers the complete setup of any Tele2UTA xDSL (ULL) Internet connect on the clients' system.

The abovementioned Internet installation packages are based on the mquadr.at products *m2webalizer* and *m2modemconfig*. Next to wording and design, the individual Tele2UTA customisation of these products affected especially the ISP's server infrastructure and all internal processes, as well as the customer-specific alignment of the complete Internet setup process to the Internet service provider's target group. To point out one specific tailor-made process, a dedicated USB setup routine may be mentioned, which includes hands-free installation of the required USB drivers.

During the Internet setup process, Tele2UTA customers are guided through the installation step by step, enabling clients to set up their Internet connection as well as their standard E-Mail address within the preferred E-Mail programme with just a few mouse clicks and without requiring any technical know how. During the installation process, also the server registration of the desired E-Mail address is taken care of just like the automated setup on the customers' PC.

For xDSL (ULL) customers the use of this software includes an additional simplification, since *m2modemconfig* identifies the specifications of the pre-configured Easy Box hardware and automatically applies this data for the respective Tele2 server registration. This procedure massively facilitates the registration and setup of the standard E-Mail address and thus eliminates many sources of error, such as incorrect handling by the user. .

Integrated animations for correct hardware cabling as well as the positioning of detailed help messages at pre-defined setup stages also provide for safety during the Internet installation. In addition to this, an innovative review tool is included within the software which reacts individually to the particular setup status if the installation CD is started more than once. Next to the increasingly professional support service Tele2UTA is able to offer with this kind of software, m2webalizer also ensures a massive reduction of hotline requests, since queries regarding E-Mail setup are things of the past due to the automation of the whole setup process.

As from now Tele2UTA offers this innovative software as installation CD-ROM to residential customers all over Austria.

## Tele2UTA Internet Support Tool (Launch: April 2007)

In the course of developing a dedicated Internet setup software for Tele2UTA, also a comprehensive support tool based on the mquadr.at application *m2webcenter* was developed and adjusted to the specific requirements of Tele2UTA. Again, this application is offered to Tele2UTA ADSL as well as xDSL (ULL) customers using Easy Box hardware.

To name but a few, here are the main features of this innovative support tool: hands-free restore process of the required Internet connection and E-Mail address, automated setup of additional E-Mail addresses, integrated support functionalities as well as comprehensive status reports on all relevant Internet settings.
This state-of-the-art administration tool offers users a comprehensive user interface including a number of options for administering various domains of any Tele2UTA Internet access and for carrying out specific connection tests. With a single mouse click, detailed information on the client system like for example on the device manager, software manager or installed Internet connections can be called up and archived with an integrated save and print function. One of the main features of this support tool is represented by a special report including data relevant for the underlying Tele2UTA Internet connects. A detailed data sheet includes information on network interface card and browser settings, as well as modem, connection and security settings, which enables users as well as support agents to view all relevant parameters for the particular Tele2UTA Internet product at a glance.

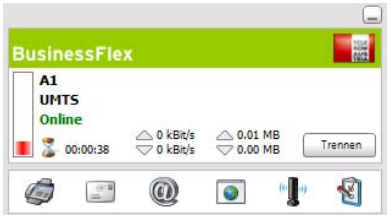
The software wizards included within the Tele2UTA support centre enable for example the complete restoration of the ADSL or xDSL Internet connection or any browser, E-Mail and network interface card settings. In addition to this, these wizards ensure quick and easy setup and administration of E-Mail addresses. Next to a comprehensive status report and links to the Tele2UTA portal (e.g. for Webspace administration or online billing, etc.), the applications is rounded off with testing tools such as Ping, IPconfig and Telnet.

Like any other mquadr.at product, Tele2UTA support centre is equipped with the *m2liveupdate* functionality, which ensures that the most recent version of the software including any adaptations or upgrades are immediately forwarded to Tele2UTA clients.

As additional bonus software mquadr.at FTP client m2ftp is added to the Tele2UTA CD-ROM as freeware, enabling users free administration of their dedicated webspace.

# Telekom Austria TA AG

http://www.telekom.at, http://www.aon.at resp. http://kmu.telekom.at/



## BusinessFlex (Launch: January 2009)

As an ideal supplement to "Telekom Austria Business Access" Telekom Austria now offers mobile broadband ("BusinessFlex") in their B-to-B segment. mquadr.at designed custom-built software for the setup and configuration of mobile broadband Internet access. Depending on the availability of certain broadband access types the customer may at any time utilize Telekom Austria Business Access in a user-friendly manor – Either stationary via cable resp. WLAN or mobile when travelling.

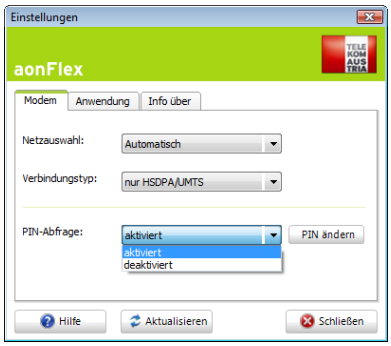
On the one hand this Business-Flex-Software developed by mquadr.at takes over the installation and configuration of mobile broadband Internet. Integrated hardware animations for the correct cabling of the mobile broadband modem as well as for the insertion of the SIM card provide quick and comfortable Internet access setup. Software- and Hardware-configuration (e.g. HUAWEI E180) are both taken in regard equally. On the other hand BusinessFlex is a comprehensive dashboard-application supporting a broad list of useful supplement-features alongside the management of the mobile access.

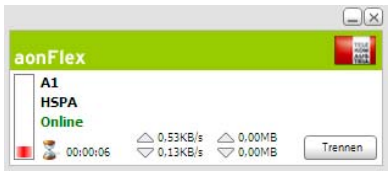
HTML help for the Internet setup as well as for the BusinessFlex application itself supports the customer in all segments providing, besides operation cues, a multitude of information about mobile broadband and BusinessFlex.

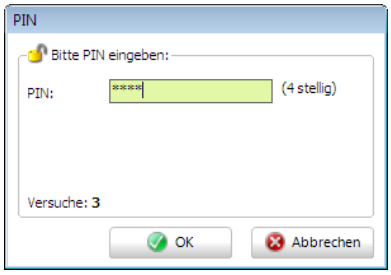
After successful installation "BusinessFlex" runs as a permanent service in the background communicating with the customer via the status-bar resp. via its own application window. A clearly laid out collection of links provided there, enable the user to utilize many useful functions. In the preferences-panel a user dependent customization from the activation of PIN-input and roaming up to the network selection may be conducted.

The link-bar permits control of these services: Web-Fax, Web-SMS, E-Mail, open the Internet browser set as default and access to the preferences-panel. With "WLAN Interface" the bar holds an outstanding feature listing any available wireless network and thus making it possible to easily connect the computer to one of the displayed via a single click of the mouse.

With "BusinessFlex" also Telekom Austria's business customers are henceforth supported in the best way possible when accessing the world of mobile internet.




## aonFlex (Launch April 2008)

mquadr.at developed a comprehensive software solution for Telekom Austria TA AG´s recently launched product 'aonFlex' that combines **'broadband Internet via landline' (ADSL/Wi-Fi) and 'mobile broadband Internet' (3G)** and so allows aon Internet customers to use both technologies at any time with only one customer ID.

mquadr.at's Internet set-up software combines both access technologies in a single installer and automatically installs and configures these access technologies on the customer's system. This is the first ever combined product to support and offer both conventional broadband Internet access via landline as well as mobile broadband Internet access. This solution gives Telekom Austria customers convenient, round-the-clock Internet access based on the respective broadband access technology that is available (landline/Wi-Fi/mobile): Users are either connected via a network cable or Wi-Fi (fixed connection) or they can utilise mobile broadband Internet access.

mquadr.at's **Internet installation software** (m2webalizer), serves as both, the broadband Internet via landline installer and the mobile broadband Internet installer. As usual, all the settings and configurations required to successfully set up Internet access are covered by the software: these range from the hardware installation including set-up animations, automatic modem searching and modem or Wi-Fi configuration to the client-side configuration of the customer's complete system according to Telekom Austria's requirements. Equal attention is paid to the configuration of the supported hardware (e.g. mobile broadband modem HUAWEI E270) and software.

In order to make it as easy as possible for customers to actually use and switch between these broadband technologies as it is to set up the technologies, a special 'Dashboard' and so-called 'guard software' have been developed for Telekom Austria and integrated into the software.

The ´**aonFlex Dashboard**´ with the integrated '**aonFlex Connection-mananger**' serves to configure and control the mobile network access once it is successfully installed onto the customer's system. In addition, all common functions such as PIN input, automatic network selection through to the administration of the respective access technology are clear and simple to use.

The task of the '**aonFlex Guard**' guard software, on the other hand, is to ensure automatic switching to the available or preferred network access technology (landline/Wi-Fi/mobile), so that customers are not required to do this themselves: as soon as the Wi-Fi reception area is left, and the customer agrees via prompt, the software automatically establishes a mobile Internet connection via the mobile broadband modem (HSPA).

## aonController 2007 for aonSpeed (Launch August 2007)

With the most recent enhancements of aonController, which are next to the adaptation to the new aon design especially the integration of powerful diagnosis and self care functionalities, this comprehensive Internet administration tool was transformed into a state of the art support tool that clearly stands out on the Austrian ISP market.

Next to the great number of functions that have been implemented so far, aonController has now reached a completely new stage of automation. To mention just a single example, aonController up to now stood out with its server-sided Mailbox Manager. This specific feature enables users to register and administer any E-Mail addresses on Telecom Austria's servers and simultaneously manage (set up, modify, delete) all E-Mail accounts locally on the client PC. In addition to this, existing E-Mail addresses which have previously been setup on aon servers, can immediately be set up within the selected E-Mail programme, without aon customers having to carry out any complicated manual setup.

However, the most recent innovations called „diagnosis and selfrepair" provide aon customers with a range of new possibilities to solve any problems with their Internet connection quickly and independently. In case of problems with the aon Internet connection, with existing E-Mail accounts or modem resp. router settings, a single mouse click suffices to start a comprehensive diagnosis process. This system check delivers a detailed description of all existing faults and incorrect settings including a matching diagnosis code. By means of the new one-button-repair function, users are then able to repair these errors automatically without having to engage in a tedious search for errors or any manual correction of faults.

In case automatic repair processes do not apply to a specific error, the automatically generated error/diagnosis code functions as indication for call centre agents to quickly determinate the problem and give competent advice. Within seconds, the code that is issued offers information on the current status of the client system (Operating System, Service Packs, etc.) and defines the exact area in which the error occurs.

In the next phase of enhancing aonController, users will receive direct access to a Telecom Austria online knowledge database, which will provide more detailed information on the nature of faulty settings and possibilities of repairing them.

As from now this innovative support tool is offered to aon customers, giving Austrian Internet users for the first time the chance to really help themselves. Due to the well-known live update functionality, also all existing aon customers can find out about the true promise of these innovative improvements!

## aonInstaller for aonSpeed and aonPur (Launch November 2006)

For the planned relaunch of all aon broadband Internet access products, mquadr.at was asked to carry out an update of aonInstaller for aonSpeed and aonPur. In doing so, mquadr.at on the one hand integrated a new interface design, which was provided by Telekom Austria, on the other hand the complete installation routine was simplified as far as usability and error-proneness are concerned. In addition to this, aonInstaller was also equipped with a number of new functionalities. For the first time, results gathered from an extensive usability research were taken into account in the design of the new Internet access software in order to achieve a higher degree of consumer acceptance: thus, the standard aonInstaller installation process for aonSpeed and aonPur were simplified in such as way as the user is no longer required to do any manual selection during Internet setup.

The past has shown that many users face problems during modem selection or deciding between single and multi user setup; as a result, the selection of these items was omitted. aonInstaller automatically recognises which modem is connected to the user's system (based on its configuration) and determines the required configuration without the user having to interact in any way. Certainly, the user can adapt the initial basic Internet configuration via aonController at any later point in time and easily switch between single and multi user operation for example.

In addition to this, aonModenconfigurator was integrated within aonInstaller, which from now on runs automatically instead of an additional, independent software application being started. The newly designed HTML Help pages guide users step by step through the installation. At any point during the setup process the user is able to access the Help pages for further comprehensive information.

With the Relaunch of aonInstaller, Telekom Austria also offers their customers another new service: during the initial setup of the user's system, a specially pre-configured FTP client, which has been adapted to Telekom Austria's design requirements, is automatically installed on the user's system. This application enables users to easily access their dedicated web space and administer it without requiring any technical skills!

Last but not least, aonInstaller has also been technically prepared for future support functionalities, which involve customized backup and restore processes that are based on initial backup files which aonInstaller automatically creates and saves during initial Internet setup.

## aonInstaller for aonPur (Launch December 2005)

In order to offer aonPur customers completely automated installation and setup of their Internet access, browser and E-Mail client, the existing aonInstaller for aonSpeed was graphically adapted and considerably improved as far as programme logistics and usability are concerned. As usual, the user can select between standard and user-specific installation: during user-specific Internet setup various software add-ons are offered, such as aonController, aonFotobuch or aon.tv configurator, as well as the alternative browser Mozilla® Firefox. The new aonInstaller for aonPur supports any ADSL access types (Ethernet, USB and Wireless) and also includes the option to choose between single- and multi-user configuration: as a result, aonModemconfigurator sets up the modem or router automatically according to the user's requirements. The following Alcatel ADSL modems are automatically configured for single- or multi-user operation without requiring manual setup by the user: Alcatel ADSL 510, 546, 570 and 585. With the help of a clearly arranged, visual modem selection, the connected modem/router configuration can be carried out anew at any time with just a single mouse click for example to set up any other type of aonSpeed Internet access or when switching from a single- to a multi-user product.

## aonInstaller for aonSpeed (Relaunch September 2005)

For the planned relaunch of their ADSL product portfolio, Telekom Austria commissioned mquadr.at to refurbish the Internet setup software m2webalizer. aonInstaller was thus completely redesigned and equipped with a number of new features to enable customers easy to handle, user-friendly setup of any aonSpeed Internet account. In addition to this, aonSpeed online registration was integrated within the setup routine in such a way that users can surf the Internet via a temporary aonFlash (Dial-up) account until the ADSL connection has been established and the relevant hardware setup has been completed by Telekom Austria.

As usual, customers can choose between standard and user-specific installation: during user-specific setup, various software extras such as aonDialerControl, aonFotobuch or aon.tv configurator can be selected for installation. Accordingly, Mozilla® Firefox is offered as additional option to Microsoft® Internet Explorer. Next to setting up the relevant Internet connection, also the selected browser and E-Mail client are configured accordingly.
aonInstaller for aonSpeed supports any ADSL access types (Ethernet, USB und Wireless) and offers single and multi user installation: whichever product the user prefers, the modem is always configured automatically by
aonModemconfigurator. Since a new generation of modems has been introduced by Telekom Austria, aonModemconfigurator was enhanced with a series of additional new features, such as the improved modem selection or the switching between single and multi user mode.

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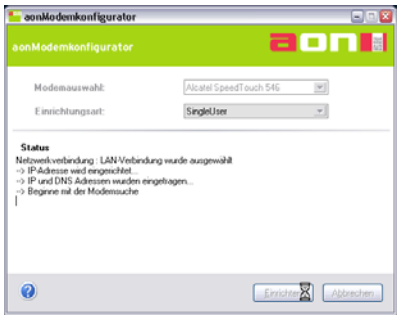


## aonModemconfigurator (Launch September 2005)

In line with the launch of the new aonSpeed generation in September 2005, aonModemconfigurator was adapted to the new Telekom Austria design and equipped with a new, more user-friendly modem selection. In addition to this, upgraded versions of Alcatel SpeedTouch modems (SpeedTouch 546(i) und Alcatel SpeedTouch 585(i)) have been integrated, henceforth enabling easy configuration of all current Alcatel ADSL modems supported by Telekom Austria. The new aonModemconfigurator enables configuration of single and multi user mode and gives the user the possibility to easily switch between different access technologies. It goes without saying that aonModemconfigurator also includes mquadr.at's live update functionality, and can thus easily be updated and upgraded with further modems.
During aonSpeed setup, aonModemconfigurator is automatically installed on the user's system so that the application can also be accessed directly at any later point in time.

## aonController for aonSpeed (Launch September 2005)

As from now, the newly adapted administration tool aonController for aonSpeed is automatically installed on the user's system during the setup of any aonSpeed ADSL account. aonController offers a wide variety of functionalities for administering all kinds of information as regards broadband Internet access: details on the user's system, such as installed devices or software, or information on installed Internet connections can easily be read out; with the help of integrated functions for printing and saving data this information can also be archived for later use. aonController for aonSpeed includes dedicated wizards, which enable recovery of any standard aonSpeed Internet connection with just a single mouse click. In addition to this, aonModemconfigurator can be accessed via aonController, enabling easy switch between single and multi user mode. A specific link within the Mailbox Manager leads users to the aon portal to create and administer new E-Mail accounts directly on the server. For local administration of multiple E-Mail accounts or different E-Mail clients, aonController for aonSpeed also offers adequate solutions. For the first time, the user password is automatically entered within the relevant Microsoft® Outlook Professional E-Mail account, sparing the user to authenticate manually upon first starting the programme. Various links leading to the aon customer area enable easy webspace setup, quick product swap within the Telekom Austria portfolio as well as efficient access to online statistics and the download area, where additional software tools, such as aonDialerControl, and aonVirenchecker are presented.

aonController for aonSpeed is equipped with the ultimate mquadr.at live update functionality, which guarantees permanent up-to-dateness and enables Telekom Austria to effortlessly inform their customers about innovation and changes within the product portfolio.

## aonInstaller for aonFlash (Dial-up Internet access)

(Launch: January 2005)

For the planned relaunch of aonFlash Internet access products, the relevant installation software underwent a complete redesign. Alongside carrying out adaptations to the new corporate design of Telekom Austria, all interfaces were redesigned in such a way that users can easily keep track of individual steps of installation. In its new, user-friendly and self-explanatory form, users have the opportunity to either setup an Internet account with existing user data or register online for a completely new aonFlash account. Special attention has been put to user specific requirements during the selection of setup type: in addition to standardised configuration including the installation of predefined software, aonInstaller also offers user-defined setup, which enables the selection of various additional services. During setup of their aonFlash account, customers can thus install our innovative dialer protection software aonDialerControl, new aonInformer, clearly arranged administration software aonController as well as aonToolbar. Besides actual Internet access, Telekom Austria customers are thus provided with a comprehensive package of services that perfectly fit the needs of Dial-up Internet users.

## aonController for aonFlash (Launch: January 2005)

As substitute for our well-known e-controller (Internet command center), aonController is installed automatically on the customer's system during setup of an aonFlash Internet account. Designed in a completely new, concise form, aonController offers a series of functions for administering essential information and tasks associated with aonFlash. The application includes details on the user's system, ranging from the device manager, to the software manager and existing Internet connections, as well as specially designed wizards for restoring aonFlash standard configuration. Links to aonKundenbereich facilitate webspace setup, enable customers quick switch-over to different Telekom Austria products and the creation of new E-Mail accounts. For local setup of E-Mail accounts, a special wizard is integrated within the Mailbox Manager, which quickly saves new data within the relevant E-Mail Client. In a dedicated area, various software bundles are offered for download, like for example aonInformer, which -together with the statistics provided online- provides comprehensive information on the remaining online time quota of each aonFlash Internet account. Effective from today, aonController is also equipped with the new live update functionality, which takes care of permanent up-to-dateness of aonController: as a result, Telekom Austria can guarantee home delivery of any improvements and changes made to aonInformer.

## aonInformer for aonFlash (Launch: January 2005)

In order to permanently provide customers with an exact overview regarding their quota of already consumed and yet remaining online time, brand-new aonInformer is included in the new aonFlash software package.

When starting Microsoft Windows, aonInformer is activated automatically – a clearly arranged user interface for its' administration can easily be accessed vial tray icon. The interface offers comprehensive support information, as well as adjustments for a number of parameters, e.g. for notification intervals or colour and transparency of the aonInformer message box. Once a customer surfs the Internet via their aonFlash Internet account, a dedicated aonInformer message box provides regular information on the already consumed and still available quota of online time within the current month. Additionally, aonInformer is equipped with aonUpdate developed my mquadr.at: future updates of the application can thus be made available to aonFlash customers automatically. As a result, aonInformer enables Telekom Austria customers sufficient control over their time credits and guarantees online time settlement to the second.

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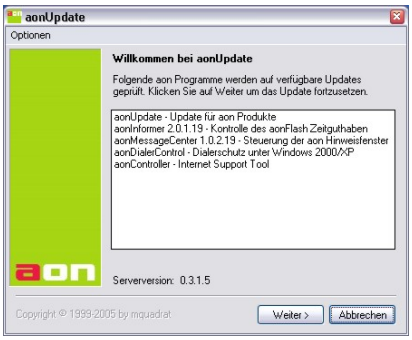


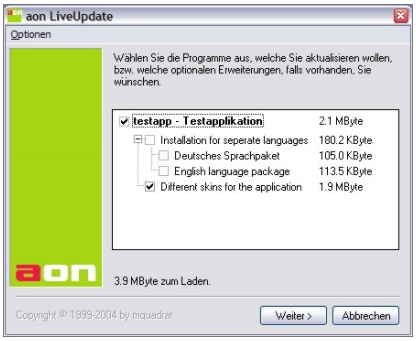


## aonUpdate (Launch: January 2005)

Simultaneously with the redesign of the complete aon product portfolio, mquadr.at's new product development aonUpdate was incorporated into all new Telekom Austria applications. As from now, aonController, as well as aonInformer, aonDialerControl and aonUpdate itself can be updated at any time. As soon as one of the above mentioned applications is up and running, aonUpdate automatically checks the server for existing updates of any installed Telekom Austria application. Users can easily select the required updates and download them with just a single mouse click.

The advantages of aonUpdate are obvious: in case any of the installed applications is altered in any specific way or additional features are added, improvements can easily and quickly be provided to customers. The fact that upgrades of existing software versions are available at the push of a button sparing users to carry out installation of a completely new application, results in reduced response times, improved customer service and permanent up-to-dateness. aonUpdate includes this unique quality of updating a range of installed programmes within a single application and therefore represents a valuable enhancement of the overall aon product portfolio.

## aonVirenchecker (Relaunch: September 2004)

Adapting all Internet products to Telekom Austria's new corporate design also necessitated a redesign of the installation software for aonVirenchecker. In order to have it blend in with the overall product portfolio, the setup routine was optimized in such a way that users are at all times informed about each individual step of installation. User interfaces have been designed in a clearly arranged way and the support information provided within the application is now more easily accessible. In addition to this, the installation process of AonVirenchecker has been improved in such a way that setup can be completed even faster and more efficiently.

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## aonDialerControl (Relaunch: September 2004)

aonDialerControl was developed by mquadr.at as a protection suite against unwanted, expensive Internet diallers.
With the help of aonDialerControl, connections present on the user's PC can either be placed on a whitelist (for authorised connections only) or they can alternatively be blacklisted (for connections that must not be used for dialling into the Internet). In addition to this, aonDialerControl is equipped with an alert function: the setup of new connections is monitored and a warning is issued in case diallers attempt to install themselves onto the customer's system. Any dial-up attempts arising from blacklisted diallers are stopped. Various additional functionalities such as dial-in documentation via dialler-log, easy inspection of all connections on the PC, quick delete functions for erasing unwanted connections etc. offer consistent protection against expensive dial-in numbers. aonDialerControl is offered free of charge to all Telekom Austria customers at http://kundenbereich.aon.at

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## AonSpeed including automatic ADSL modem configuration

In the course of the introduction of new ADSL hardware to the Austrian Internet market, Telekom Austria released a new edition of their AonSpeed products (broadband Internet access based on ADSL). For this purpose, mquadr.at was commissioned to newly develop the whole range of AonSpeed setup software. In addition to the automatic, country-specific configuration of ADSL modems (modem setup) the latest version of m2webcenter was also implemented, which - in combination with m2webalizer - takes over the complete setup and configuration of Telekom Austria's ADSL Internet access products.

Supported access technologies:

ADSL based on Ethernet and USB
ADSL wireless

In co-operation with Telekom Austria and Alcatel Austria (SpeedTouch Series).

## AonFlash (Dial-up Internet access)

For the new edition of AonFlash Internet access software, web-based AonFlash online registration was incorporated into the fully-automated Internet setup software m2webalizer. During the setup of AonFlash, the user can easily register for his access product, install it, and at the same time have the relevant settings implemented on their PC.

A special feature is the integrated recovery function (backup), which can be used by existing AonFlash customers to easily reset their Internet account or set it up on another system.

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## aonVirenchecker

In line with a co-operation between Telekom Austria and IKARUS Software, the Austrian market leader for virus protection software, mquadr.at designed new, superimposed setup software for IKARUS Virus Utilities. This newly developed programme forms an inherent part of Telekom Austria's product AonVirus-checker (i.e. AonVirenchecker) and enables correct setup and configuration on any client system.

Services:

- Development and programming of a new AonVirus-checker setup software which automatically sets up and configures „IKARUS virus utilities" on all Microsoft ® Operating Systems.
- Quality assurance
- Mastering

## System configuration for aon.tv

To benefit from the comprehensive range of video on demand services at www.aon.tv, Telekom Austria customers need to adjust specific settings on their PC. Thus, mquadr.at was commissioned to design an application that includes support ranging from system checks and analysis, to automatic configuration of the customers system and download or installation of missing components. In order to carry out the required configuration, an initial system check is required. Based on that information, all settings relevant for video on demand are configured automatically. This change in settings affects Media Player (rendering functions, updates, streaming protocols, proxy settings) on the one hand, and Microsoft® Internet Explorer on the other hand. In case certain components are missing on the users' PC, aon.tv configuration software takes care of automatic download and installation support.
Aon.tv configuration software is offered to Telekom Austria customers at www.aon.at and within AonSpeed installation software, designed by mquadr.at

## aonMigration

Since Telekom Austria requires changing Dial-in numbers for AonPuls, AonEconomy, AonClassic and AonComplete, mquadr.at was commissioned to create an application that enables users to convert the respective number as quickly and as easily as possible. By means of a specific numbering system, the migration software identifies relevant Dial-in numbers on the customers' system and with a single mouse click replaces all the numbers that will not be available in the future. All other Dial-in parameters remain unchanged. Since any future dial-in attempts are carried out via the new number, Telekom Austria customers are not affected by the coming shut-down of obsolete phone numbers.
The migration software developed by mquadr.at is being made available as download as well as Web application at www.aon.at

## AonInternet

For future co-operations with PC manufacturers and distributors, the new preloading software AonInternet was created to enable customers fast and easy registration and setup of AonSpeed (ADSL) or AonFlash (Dial-in) Internet access.
After having successfully completed AonFlash online registration, users can setup and configure their Internet connection and immediately start surfing the Internet. For the broadband products offered by Telekom Austria, an online sign-up area is included: after all relevant access data has been sent to the customer and all required technical infrastructure has been established, AonInternet enables users easy configuration of their ADSL Internet access with just a few mouse clicks.
AonInternet is continuously in use for co-operations of Telekom Austria with partners such as Hofer or Computer Tischler and many more.

## AonSpeed Netgaming – Xbox Live Bundle and Playstation 2 Bundle

In order to offer their customers the ultimate online gaming experience, Telekom Austria created AonSpeed Netgaming, a bundle combining the broadband product AonSpeed with Xbox or Playstation 2. In addition to the configuration of ADSL modems, mquadr.at also adapted the settings that are automatically taken over by the users PC in the course of setting up AonSpeed. Once again the project was carried out to the utter satisfaction of Telekom Austria.

For further information contact: http://www.aon.at/netgaming

## AonFlash m2webconfigurator

In the course of planned co-operations between Telekom Austria and renowned PC suppliers all over Austria, mquadr.at was commissioned to develop the product AonFlash Preload. Personal Computers sold by Media Markt, Saturn, Cosmos Köck, Niedermeyer, Hartlauer, Vobitech, Medion, Conrad, Quelle, MS Internet and Gericom were equipped with the new software m2webconfigurator for quick and trouble-free access to the Internet.

## Enabling Broadband Tool (research project)

The research co-operation „Enabling Broadband" undertaken by Telekom Austria and the consulting agency Leupold & Leupold focused on researching new methods and processes for market-oriented development of new technologies, which consequently ought to be implemented in Telekom Austria's process and project management. Main focus: the fast growing market segment of broadband Internet and its' relevant consumer products.

For the exemplification and illustration of the theses posted in this project, which take the form of run capable prototypes, mquadr.at was included in the research team as software developers with many years of experience. Some of the planned prototypes have already been put into practice.

Telesystem Tirol

http://www.telesystem.com

## Telesystem Internet setup software (Launch: August 2005)

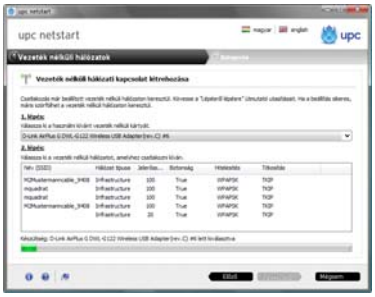
Based on the compact Internet installation wizard m2webalizer light, mquadr.at developed a dedicated Internet installation routine for Tyrolean cable provider Telesystem Tirol in summer 2005.

As from now, the new software, which has completely been adapted to Telesystem's design requirements, will support Telesystem customers with setting up their broadband Internet account. The user-friendly application includes all features relevant for setting up Internet access via cable and thus enables users to access the world wide web with just a few mouse clicks. Thus, customers can select between various different access technologies, such as Ethernet, USB and Wireless, and between different types of modems.
Whilst setting up Telesystem Internet access based on Ethernet or Wireless technology covers automatic configuration of the installed network interface or wireless card, the new Telesystem installation CD offers numerous other functionalities for USB modems. The selection of the modem actually connected to the PC is simplified by means of adequate modem pictures that are presented within the software. Once the user has selected his modem, Telesystem installation software checks automatically if the respective modem driver is installed. If this is not the case, the application points the user's attention to the correct installation of their USB modem.
Independent of the access or modem type involved, alternative browser and E-Mail clients such as Firefox and Thunderbird are offered together with Internet Explorer and Outlook Express during customer specific setup of their Internet access.
Telesystem's new installation routine is provided to customers with immediate effect in two different versions, either on a CD-Rom or as download.

Making the most of your Telesystem cable access with the new setup CD-Rom designed by mquadr.at...

# UPC Hungary

http://www.upc.hu



## upc netstat and upc startcenter (Launch: December 2008)

During winter 2008 UPC Hungary launches upc netstart, a promising Internet configuration software. Through this tool which is based on mquadr.at's m2webalizer, mquadr.at ensures a successful setup of a UPC Internet connection even by a novice computer user. There is no difference whether an ADSL or cable internet connection needs to be established, upc netstart also takes over the complete configuration of the wireless network connection.
upc netstart automatically carries out all the necessary steps for a running Internet connection, the user merely has to enter his user data and connect the hardware to the computer. The user does not have to have any knowledge about the hardware and how to connect it because even this step is shown through comprehensive animations. The software is of course also available in the national language - Hungarian - which makes it easier for everybody to use.

Additionally, dr. net, a support tool of UPC Hungary, and m2startcenter are also included and installed within the software package. Nested in the taskbar, the thin and neat m2startcenter provides the opportunity to access the most popular Internet applications with a single click on an icon. Whatever the user might need or want to use like read his E-Mails, surf the Internet, or get information about products, FAQ's ,etc. m2startcenter is the perfect first contact point to start off with. Of course this is again delivered completely in UPC's look and feel.

The thorough HTML help for the user and reporting functionality for the ISP complete the powerful Internet configuration package of UPC Hungary. Through upc netstart mquadr.at has created an application which is based on m2webalizer in it's most actual and technically state of the art version, and due to the Hungarian user interface a speciality in the IT world.

Product features:

- Automatic configuration of ADSL and cable installation
- Vista ready
- Automatic WLAN/WIFI setup
- Easy adding of an additional computer to an existing WLAN
- Dynamic language shift between English and Hungarian
- Firefox 3.0 support
- Complete e-mail configuration and setup
- "Recovery Installation": recovery of a working Internet connection
- Optional installation of the m2startcenter and software by third party vendors
- Detailed animation and illustration of the UPC internet hardware and cabling instructions
- Thorough html help
- GUI designed in the look and feel of UPC Hungary

## VdK Telecom GmbH

http://www.vdk-telecom.de

### VdK DUN (Launch: February 2007)

Based on our slim and efficient Internet setup routine m2webalizer light, mquadr.at designed a dedicated installation software for the German Internet service provider VdK Telecom, which takes care of automatic DUN connection setup. From now on, VdK customers are only required to select their modem and enter username and password – everything else will be provided for by "VdK DUN". In addition to creating an online connection, the software also takes care of the required security settings, activation of the Windows firewall as well as adjusting the required browser settings.

It goes without saying that this installation wizard is completely adapted to VdK requirements as far as functionality and design are concerned.

Just like all mquadr.at products, also VdK DUN installer is Vista-ready. In the future, VdK will provide the software for automatic DUN setup to their prospective customers on a CD-ROM.

### VdK E-Mail (Launch: February 2007)

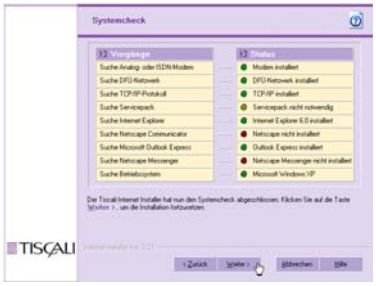
*m2mailwizard* was used as a basis for this innovative tool for creating additional VdK E-Mail addresses. Again, this wizard was adapted to the specific requirements of VdK Telecom, as far as design is concerned, as well as regarding VdK specific E-Mail configuration (domain, server addresses, etc.).

Without requiring any technical know-how, VdK customers only select the E-Mail programme in which the new VdK E-Mail address should be created. Once they have entered username and password, anything else will be carried out automatically by *m2mailwizard*.
Within this VdK edition, mquadr.at supports Outlook Express (Windows Mail) and Office Outlook (inkl. 2007). Of course, any VdK specific settings, such as domain and server addresses are preset and will be considered during E-Mail setup.

This Vista-ready E-Mail wizard „VdK E-Mail" will be provided to customers on CD-ROM: next to it's easy handling the software also makes sure that support requests regarding E-Mail setup are reduced accordingly!

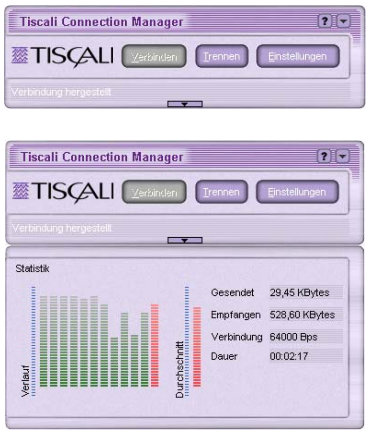
## EUnet Telekommunikationsdienstleistungs GmbH

http://www.eunet.at bzw. http://www.tiscali.at



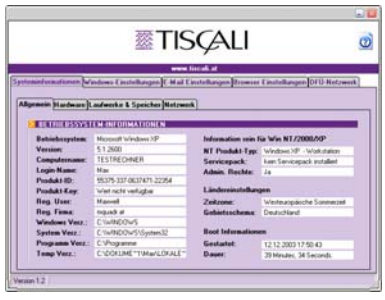

### Tiscali Internet Installer (Launch: April 2002)

For Tiscali's Dial-up Internet access products, mquadr.at developed a fully automated setup routine including online registration, which – in spite of including a great number of features and functions – does not exceed the memory capacity of a floppy disc. This Internet setup software is alternatively offered to Tiscali customers as CD-ROM or download. A very special feature of this software is its' recovery function (backup), which enables existing customers to easily swap from one to another Tiscali product or setup their Internet account on another system.



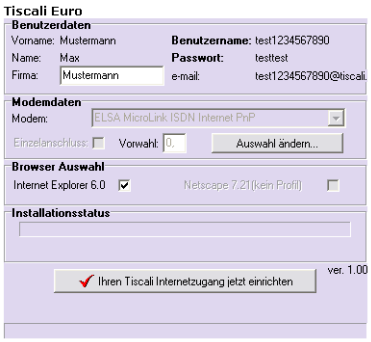

### Tiscali Connection Manager (Launch: September 2002)

In addition to the applications mentioned above, mquadr.at also developed a connection manager for Tiscali's Dial-up products. Tiscali Connection Manager provides customers with a cost-efficient and easy-to-use way of dialling into the Internet by automatically recognising peak and off-peak rates; swapping from one connection to the next takes place automatically. Via the Tiscali server, all general connection settings (as well as the customer's data) are kept up to date.




### Tiscali Support Tool (Launch: April 2002)

mquadr.at was also commissioned to develop the Tiscali Support Tool, which presents all data and settings relevant to the Internet in a clear and concise way. Without technical knowledge, customers can check and administer all specifications of their Internet access. In case of problems, Tiscali Support Tool facilitates communication between the user and Tiscali's customer support centre. Five different functional areas, in which all settings and data relevant to Internet access are saved, can be administered with the help of this tool.




## Tiscali webchecker (Launch: April 2002)

Tiscali webchecker is a versatile tool for online configuration, installation and analysis of Tiscali's Dial-up Internet access products. With the help of m2webchecker customers can easily swap from their current ISP to Tiscali; at the same time Internet access is set up and configured via Tiscali's portal, respectively via the client's browser. After customers have completed online registration, all relevant data is automatically transferred to the software application. Neither installation nor configuration require technical knowledge on the customer's behalf, since all setup procedures on the customer's system are carried out automatically. Similarly to all other mquadr.at products, layout and branding requirements were also taken into account in the design of Tiscali webchecker.

## Tiscali Registration Dialer (Launch: Oktober 2001)

In line with a co-operation of Tiscali Österreich and Actebis, Compaq, Philips, Siemens, Gericom and others, a registration dialler was implemented on the respective product CD-ROMs, which supports the user with registering for and configuring their Tiscali Internet access. The dialler prepares the client's system in such a way that they can dial into Tiscali's Sign-in-Server and register there. After having completed the registration, the user's account is set up automatically.

Jet2Web Internet Vertriebs GmbH

http://www.aon.at

## AonFlash easy,10,20,30,50

Premium Internet access for self-installation.

Services:
Integration of m2webalizer and m2webcenter, project management, compilation of the complete AonFlash CD-Rom, quality assassurance, mastering.

## AonSpeed si, 30

Austria's first ADSL Internet access product for self-installation – the perfect solution for power users.

Services:
Integration of m2webalizer and m2webcenter in co-operation with Alcatel (SpeedTouch USB), compilation of the AonSpeed si CD-Rom, quality assurance, mastering.

## AonPuls 4.1

Internet access for beginners and occasional surfers (surfing the Internet at Telekom Austria's online rate). AonPuls is the predecessor of AonFlash.

Services:
Integration of m2webalizer and m2webcenter, compilation of the complete AonPuls CD-Rom, project management, quality assurance and mastering.

## AonSpeed alpha, plus

Austria's first high-speed Internet access (ADSL) based on Ethernet technology.

Services:
Conceptual design and compilation of an ADSL setup manual (screenshots and texts), project management and coordination, quality assurance and mastering.

## AonSpeed Wireless

ADSL Internet access provided by Telekom Austria on the basis of WLAN – offering high speed and mobility.

Services:
Integration of m2webalizer and m2webcenter, compilation of the complete AonSpeed Wireless CD-Rom, project management and coordination, quality assurance and mastering

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## Telekom Austria PCs

These special Telekom Austria PCs and notebooks, supplied by Gericom and equipped with AonPuls-, AonFlash- or AonSpeed Internet access, were provided with configuration software by mquadr.at. In addition to this, mquadr.at was also responsible for the complete image compilation.

Services:
Configuration of the system, development of the respective master image for serial production, quality assurance.

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GERICOM

## Telekom Austria Notebooks

These special Telekom Austria notebooks, supplied by Gericom and equipped with AonPuls-, AonFlash- or AonSpeed Internet access, were provided with configuration software by mquadr.at. In addition to this, mquadr.at was also responsible for the complete image compilation.

Services:
Configuration of the system, development of the respective master image for serial production, quality assurance.

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## PC/Laptop Konfigurationssoftware

The hardware mentioned above, which was distributed with AonPuls-, AonFlash- or AonSpeed Internet access, was provided with configuration software by mquadr.at. Also image compilation for the master notebooks and PCs was carried out by mquadr.at.

Services:
Implementation and Programming, project management and coordination, quality assurance, mastering.

## Highway 194 Internet Vertriebs GmbH

http://www.aon.at

### A-Online Speed alpha, plus

Austria's first ADSL solutions – A-Online Speed alpha (ADSL + POTS) and A-Online Speed plus (ADSL + basic ISDN-connection).

Services:
Development of browser customization kits, technical project management, design and compilation of the respective setup manual, quality assurance.

### A-Online Complete

A cost-efficient, all inclusive Internet access product based on ISDN – unlimited use at flat rate.

Services:
Development of browser customization kits, technical project management, design and compilation of the setup manual, quality assurance.

### A-Online Puls

For beginners and occasional surfers (surfing the Internet at Telekom Austria's online rate). The predecessor of AonPuls 4.1.

Services:
Development of browser customization kits, technical project management, design and compilation of the setup manual, quality assurance.

### A-Online Classic, Economy

The first unlimited Dial-up Internet products powered by A-Online.

Services:
Development of browser customization kits, technical project management, design and compilation of the setup manual, quality assurance.

## A-Online Success

A-Online's business solution for small and medium enterprises.

Services:
Development of browser customization kits, technical project management, design and compilation of the setup manual, quality assurance.

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## A-Online PCs

A-Online Internet-PCs and notebooks by Compaq, equipped with A-Online Puls- or A-Online Classic/Economy- Internet access and configuration software by mquadr.at.
In addition to this, mquadr.at was also responsible for image compilation for the respective master notebooks and PCs.

Services:
Configuration of the system, compilation of the master image for serial production, quality assurance.

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## PC Configuration Software

A-Online Internet-PCs and notebooks by Compaq, equipped with A-Online Puls- or A-Online Classic/Economy- Internet access and configuration software by mquadr.at.
In addition to this, mquadr.at was also responsible for the compilation of the image for the respective master notebooks and PCs.

Services:
Configuration of the system, compilation of the master image für serial production, quality assurance.

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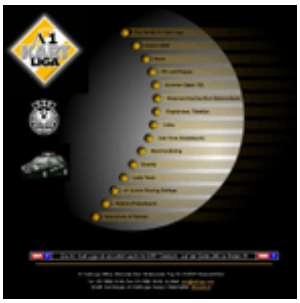
## Distributor Software

mquadr.at designed comprehensive software for digitally filling out registration forms and electronic processing of customers' registrations.

Services:
Implementation and programming, project management and coordination, quality assurance, training, mastering.



## A1 KartLiga

In line with a co-operation between A-Online and the Austrian A1 KartLiga, mquadr.at was asked to design, develop and service the A1 KartLiga homepage.

Services:
Presentation and design, implementation and programming, administration and web hosting.

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## A1 KartLiga / LadyTeam

In line with a co-operation between A-Online and the Austrian A1 KartLiga, mquadr.at was asked to design, develop and service the A1 Lady Team homepage.

Services:
Presentation and Design, implementation and programming, administration and web hosting.

## Libro Online (lion.cc)

http://www.lion.cc

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## Free & easy box (Libro Online)

mquadr.at assignment: to develop Internet access software based on Dial-up technology for the "free & easy box" (lion.cc) and to design and produce a Macromedia user interface for the respective CD-Rom.

Services:
Integration of m2webalizer and m2webcenter, compilation of the complete lion.cc CD-Rom, project management and coordination, quality assurance and mastering.

## NewsClub (Magazin NEWS)

http://www.newsclub.at

### NewsClub (NEWS)

mquadr.at designed a customised software and corresponding Macromedia interface for the respective CD-Rom for the Dial-up Internet access product „NewsClub". mquadr.at also developed new master configuration software which enables quick customisation of each NewsClub Internet access based on preconfigured PCs or notebooks running on Windows 98/2000/ME. The magazine NEWS was responsible for the distribution of these computers.

Services:
Integration of m2webalizer and m2webcenter, compilation of the complete NewsClub CD-Rom, project management and coordination, quality assurance and mastering.

## Tirol Online

http://www.tirol.com

### Tirol Online 1.0, 2.0

Development and mastering of new Internet access software based on Dial-up, as well as design and production of the appropriate Macromedia interface for the respective CD-Rom.

Services:
Integration of m2webalizer and m2webcenter, compilation of the complete Tirol Online CD-Rom, project management and coordination, quality assurance and mastering.

## Quelle AG - quellenet

http://www.quelle.at

### quellenet 1.0, 2.0

Development and mastering of new Internet access software based on Dial-up, as well as design and production of a start interface (including product presentations) for the respective CD-Rom.

Services:
Integration of m2webalizer and m2webcenter, compilation of the complete quellenet CD-Rom, project management and coordination, quality assurance and mastering.

## Bundesministerium

bm:bwk

http://www.bmbwk.gv.at

### bm:bmk CD-Rom

In line with a co-operation between A-Online and the Federal Ministry for Education, Science and Culture, an Internet access CD-Rom for students and teachers was created. Based on the existing setup routine A-Online Puls, the Internet access product present on the CD-Rom was preconfigured by mquadr.at.

Services:
Integration of m2webalizer and m2webcenter, compilation of the complete bm:bmk CD-ROM, project management and coordination, quality assurance and mastering.

## Hofer

http://www.hofer.at

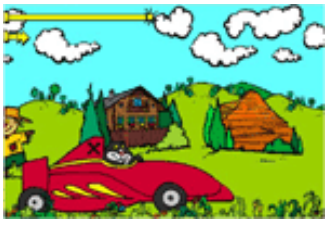
### Hofer PC/Laptops

A-Online Internet-PCs and notebooks by Hofer equipped with A-Online Puls or A-Online Speed si Internet access. mquadr.at was responsible for developing the required configuration software as well as the complete image compilation for the master notebooks.

Services:
Configuration of the system, compilation of master images for serial production, quality assurance.

## Raiffeisen

http://www.pantherfonds.at



### Panther Game

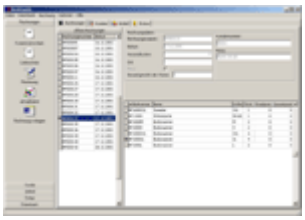
In co-operation with Ogilvy Interactive, mquadr.at developed the online Panther Game for Raiffeisen.

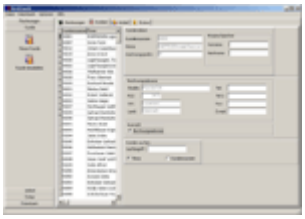
Services:
Multimedia programming and compilation, Oracle setup and implementation, creation of PHP scripts, project management and coordination.

WorkHands

http://www.workhands.at

## Administration and Order System

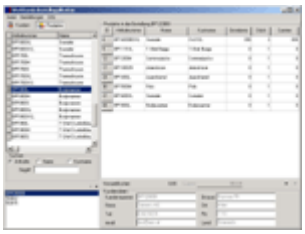


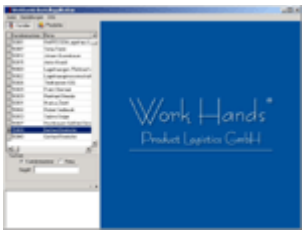


mquadr.at designed and developed an administration and order system, which enables suppliers to order their goods via the Internet and which includes automatic delivery. This newly designed software is used to process incoming orders, to print delivery notes, consignment notes and invoices and to administer the WorkHands logistics database.

Services:
Design and programming of the software solution, development of the web database and its respective application, creation of a new print logistics, project management and quality assurance

## Order System for Suppliers






mquadr.at was also commissioned to develop an order system for suppliers who would like to order their goods from WorkHands via the Internet. This application can be installed on each supplier's system and is directly linked to WorkHands' database administering goods and logistics.

Services:
Development and programming of the software solution, design of the web database and its respective application, project management and coordination, quality assurance.