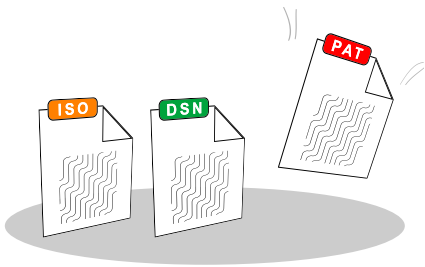


Ashlar-Vellum Channel Partner Newsletter

May 2009

New Hatch Pattern Compatibility in Graphite v8

Check out the latest build of Graphite v8 SP1, build 848, and you'll find support for AutoCAD-compatible hatch patterns in .PAT format.



These new patterns are in addition to the Ashlar-Vellum, ISO and DSN hatch patterns previously available in the software. AutoCAD hatch patterns can be downloaded from various websites and vendors, and placed in either the "Users" or "All Users" folder for easy access.

Graphite v8 Closed

Our product team has closed development on Graphite v8 and will next be turning their attention to ideas for Graphite v9.



No release date has been offered but the ever-optimistic marketing department is hoping for sometime in the winter. A list of anticipated features is on the drawing board and will appear in future newsletters as plans solidify.

Stroke Short Cuts in Cobalt, Xenon & Argon

The Cobalt development team has implemented short cut strokes in Cobalt, Xenon and Argon.



This allows users to define a stroke (mouse motion with the Command key on Mac or Ctrl+Shift keys on Windows) for any short cut that activates a menu command or icon. No word yet as to whether this will be included in v8 SP2 or wait for v9.

Graphite Users Group Starting

R.C. Laton, also known as Tkat, is starting a Graphite Users Group on Yahoo Groups.



A letter from Mr. Laton was emailed by Ashlar-Vellum to appropriate Graphite v6, v7 and v8 licensed users inviting them to join. The group's mission is to help those Graphite users who have questions or answers to problems and spread this information to other users who will benefit. This group is independent of Ashlar-Vellum and will be moderated by Mr. Laton or other members of the group as it grows. To join, send an email to graphite_users-subscribe@yahoogroups.com and use "Graphite" as the subject line.

There's a Telephone Call for You

Being a company that relies heavily on the telephone, our customer service, sales and tech support teams tend to field a lot of wrong numbers. The most common of these is for Amtrak, the American passenger rail line from which our toll-free number, +1 800 877 2745, is just slightly different.



It's gotten to the point that Julie Bou keeps the number for Amtrak, +1 800 872 7245, on a post-it note in her desk drawer, because it's easier to give it out than explain why she really can't sell them a rail ticket.

How people make it all the way through the automated attendant and still not realize that we are not whomever they're looking for, baffles us. Sometimes people honestly refuse to believe they have the wrong number. One old lady had the audacity to demand that Nisha Patel, our customer service manager, look up the correct number of whatever it was and call her back, to which Nisha politely declined.

But this month, we had the best story so far. Robert Bou fielded a call from a gentleman who asked, "How do I improve the performance of my Cobalt oh-six?"

Giving the guy the benefit of the doubt, Robert assumed he was either referring to Cobalt v6, or maybe Cobalt v7 which was released in 2006. He replied, "Performance is a broad category. What specific kind of performance were you interested in?"

"Oh, ya know, headers, exhaust systems, new cams..."

Robert interrupted him at that point. "I'm sorry, I think you're referring to a Chevy Cobalt. We build computer software here."



Dramatically improved Chevy Cobalt

To which the caller sincerely asked, "Well, do you have a new chip to improve the performance of my car's computer?"

Take that man's credit card number quick. Whatever he wants to buy, in this economy we'll find a way to sell it. Hey, the good news is, at least the phone's ringing.