

04-21 Team Operations and Customer Management Review

2026-04-21 13:19:57

00:00:30 Speaker 2

I'm going back to the books for the time being. I'll have another go at it.

00:00:32 Speaker 3

Pad that, like pad.

00:00:34 Speaker 2

I was having issues,

00:00:35 Speaker 3

But I don't know. I am capturing the files that I want to find. I'll have another go later.

00:00:41 Speaker 2

Yeah, I tend to email myself, t here is a thing which has sent to on the pad. And i just send myself pdfs So, Am literally using as a notepad that you'd essentially rip up and put away But. Uh, maybe we need to repress it. Well, it's just because it got so big. I mean, There is stuff, I can find, and I have to go online and sort all the files out. But it's you are right. It's once you get too many in, yeah, it's own worst enemy. But uh.

00:01:27 Speaker 2

So, I might have an email problem looming. They've cut down the way I'll group all the inbox. Every time he gets another run in it, stupid. So, I might have to go to a full Gmail workspace and do it properly. Then I am really tied in with Google. Don't like it at least what I've got; I could redirect, but I don't know just first day of I'm not going to go anywhere now. The Google search just. Well, computer remote shot man. Oh shit, where's my coffee? I don't know. I have network. I have network. Yeah, I'm about half a coffee turned up mad. Alright. Yeah, I'm just building a plan now to build in a project on all what we've got and see where we go next. It's just folding. Nobody wants you to have a global box.

00:02:23 Speaker 2

Everyone can see everything, or I can see everything. We just don't want it because I do.

00:02:30 Speaker 3

Like kind of the thing is it's privacy and all the other stuff.

00:02:35 Speaker 2

Yeah, but we then put any context; it's capturing here. Yeah, probably a computer.

00:02:44 Speaker 3

You got new mugs as well?

00:02:46 Speaker 4

New mugs? Me no! I thought you were going on fashioners. I think it's probably something I've won in a raffle. To be first, Steve.

00:03:06 Speaker 2

Oh, yeah, game update. How was it? Hell of a cursing yesterday. Oh, really? Uh, Well, we got our laptops and everything ready to go test working in the van as a setup work. And everything. You know should be good. Ten minutes and she's everything's crashing. And I will admit, our internet was horrendous then. There was no phone signal whatsoever, very spotty Wi Fi, you know. And I did have Starlink in the van, but I've never really used it yet. Have you not? Not yet. So she started working said Oh, it started to work all right." Then everything froze and then Windows went installing update.

00:03:48 Speaker 2

Oh, you could see the steam come out of it. It rebooted and it sat there for twenty minutes, while I am merrily working away.

00:03:56 Speaker 3

I thought you were going to say, "I've got a coffee cup." No,

00:04:02 Speaker 2

Got coffee cups and things. Yeah, sometimes.

00:04:06 Speaker 4

You turn your computer on; it's really slow. You think, "Why is it so slow?" Then you'll see it's like an update coming.

00:04:12 Speaker 2

Killed it? Killed our laptop dead?

00:04:14 Speaker 4

You can't stop it; can't you? On it to uh stop it, stop updates for a week or whatever you know if you're away or something.

00:04:25 Speaker 2

But yeah, I ended up throwing Starlink outside the van. I'm paying four pound a month, four pound fifty a month for unlimited internet but really really slow.

Interstats works as a fucking dream on it. But the moment I started trying to code on it, It fell over because I was like flying everywhere, because I was like ah sod, it put fiftyquid on foot month.

00:04:49 Speaker 4

Hm. I've got a fucking, I fucked this up really. Why? Well, like I'm getting pressure to do it with someone, and I said I'm not going to do it. So, I said, am just going to a local pub. Ah thought it'd be like twenty people or something. Might have seen the size of my local pub? No It's only very small Six people from.

00:05:08 Speaker 5

And. So anyway, Like Mark and kids at home, then Is what Like Mark and kids at home That's. What we're talking about here Yeah You just have appointments. Next fifty, yeah, is that like here? Oh,

00:05:18 Speaker 2

I think the day you've picked, We've got a lot of people over. So we can come over at five instead of perhaps six seven. And it's like sorry, but I am sure that was what Helen was saying. There is no obligation or you know won't really go. No problem. No problem. See, you picked the little wine bar instead of the pub. And yeah,

00:05:39 Speaker 4

Yeah, thank you so much for those of us. Yeah, no.

00:05:47 Speaker 4

Yeah, I'll bet.

00:05:49 Speaker 4

Oops. I know, but I needed also this wasn't the reason, but I needed also somewhere that I could get beat up. Yeah. Because she it's awkward with her you know? Yeah yeah She can hop there.

00:06:03 Speaker 3

Just give just give her a Zoom link Hatching from home Actually thinking of putting in a wheelchair Because. We're on a hill. Aren't we? Yes Push it down great.

00:06:28 Speaker 2

Yeah, I can see you being a problem.

00:06:32 Speaker 4

Don't know why.

00:06:43 Speaker 3

So How many complaints you get about the cuisine.

00:06:46 Speaker 4

I I don't think we're gonna survive Steve. Yeah, I think someone's looking at it. Um

yeah, I don't know. Oh fucking arse, yeah. I did say to her we we need to uh. We need to discuss our expectations. So oh yeah, she's complained because I haven't been out this weekend. Yeah, doing the garden. Alright. Yeah, that's that's the priority. There's some pots that get vine weevil. The particular plants get vine weevil, I need to go out and do the treatment for the vine weevil. It says May on it, but it needs doing in April. Why don't I just wait till May? And she's like because they'll be dead by then. Uh okay Well you'll just have to buy new pots.

00:07:42 Speaker 4

No. So what she got a problem with vine weevils, Why? It's a particular plant, And she says, I've been out and I've had a look and I could see that there might be some there. You need to get them before the sprout. Because what they do is they lay eggs, and then they bloody eat the roots. So you can literally pick the plant up like that, There's nothing underneath it. But.

00:08:13 Speaker 4

It's a particular plant, and vine weevils like them. Get a different fucking plant. I know, my yeah, exactly what I thought. Yeah,

00:08:24 Speaker 2

Guess you're gardening for the next four months.

00:08:28 Speaker 3

Think you should have all that time to think of stuff. She's driving herself mad, Steve. It's been three days,

00:08:37 Speaker 5

One of us is not going to survive Just keep him at work. Stay here instead.

00:08:45 Speaker 4

She's just the shittiest patient ever, honestly. She's so bad. Yeah.

00:09:00 Speaker 3

Doesn't Bode well. Uh, I'll start with a quick one. Uh, Master Med have ordered eight Altruous and also ordered eight cables and eight ossoffs. So must Kate ask them if uh they need eight copies. If it's just for them, it just seems crazy to be out eight sets, or were they going to separate customers. Um, but uh must measure all care for creative terms aren't there. I can't remember what was set up,

00:09:33 Speaker 4

But we've never had any bother with them one way or the other. I think they're on pro forma, aren't they? Um. They're the customer that's also asking while we're on there. Uh, for the authorization from Blue Point.

00:09:55 Speaker 4

For The Alcatel. When did you when did you send me this day?

00:10:03 Speaker 3

In my mind, I probably gave it to you that last week sometime. It was on Rocket.

00:10:13 Speaker 4

I just thought I'd call up. But I won't really look in it. I suppose for a few days, and that's a little look. I believe it is, but. It looks like um. It looks like you did, I've got, I've got it listed there. It says Alcatraz on that. It looks like you did it. Yeah, thank you. No, didn't see it.

00:10:51 Speaker 4

Right. Brilliant. Thanks for that. I'll get that sorted. Off my list.

00:11:11 Speaker 4

Yeah, Need to have a word with them as well. I don't know if they're aware that they need to send them back for servicing every six months,

00:11:16 Speaker 3

And that's the next thing I was gonna say, uh.

00:11:28 Speaker 4

They'll want to know if they can do it. I don't think that's possible, is it? In fact, I don't think it's possible we can do it. It's got to go back to the point. So I don't know what sort of turnaround we've got with all those things.

00:11:43 Speaker 3

I believe they can do very quick play.

00:11:45 Speaker 4

Yeah, they do it in the house still at this place. Okay and Okay.

00:11:59 Speaker 3

They're doing it almost. If you got them all for their own purposes, it's not so bad. But if you have to set up separate users, it's going to take a little bit of organizing.

00:12:08 Speaker 4

Yeah, he probably needs to space it out really doesn't he? You know, do four and four or something like that or yeah. Yeah.

00:12:25 Speaker 1

If we bought another one, we could then use them as a service exchange thing.

00:12:29 Speaker 3

I'm not sure that eight would justifying that.

00:12:32 Speaker 4

Indeed. They might have to do with it, you know. I suppose it depends on how clinically accurate they need them, I suppose as well as to how strict they are with it.

Yeah, is the medical ones or is it police ones? How far do we do the drift? Well, I don't think so,

00:13:02 Speaker 3

But I think it's one of those things that you know they're going to cull themselves out there just by saying it doesn't need to.

00:13:08 Speaker 4

Yeah, no, absolutely. I just wondered if there is like a drift on them or something. Okay. Yeah, I'll mention it.

00:13:21 Speaker 3

And then all that's come with this morning, expect medical board, someum okay twenty five lead free sensors. I'm just getting Kate to ask the customer. The order's all good, just double checking the customer realize they're not twenty five percent, not not hundred percent. Yeah, yeah. Just as a general thing to it.

00:13:41 Speaker 4

Thing, we need to be careful with that because if anybody just tries to switch out the standard K twenty five with one of the new ones is a couple of pitfalls.

00:13:49 Speaker 3

I'll double check. I think I've got plenty notes everywhere, butum when it maybe just double check that I'll double check, the notes are there. And then we need. To get this stuff to realize, getting inquiries just to read the memos. Yeah,

00:14:06 Speaker 4

So not doing a swap is it? Um. Well, it's a direct swap in a sense, but you've got two K twenty five s and I need two new ones. Yeah. So the standard K twenty five, if you just if you are only using the up to twenty five percent. Then the knots twenty five one is a direct replacement.

00:14:27 Speaker 5

Right, but that's the only one that would work.

00:14:29 Speaker 4

However, if you need yeah, if you need a bigger range knot two hundred we have it, but it's a different output. Ah right. So they'd have to make sure uh, the changes are being made to the machine or it accepts it.

00:14:42 Speaker 5

Yeah I did I knew there was only like out of all of them. There was only one point in world two,

00:14:48 Speaker 4

Well, yeah, but neither of them gives a complete direct.

00:14:55 Speaker 5

Right. Okay, and is that noted on theum. Probably so,

00:15:00 Speaker 3

Yeah. There's another one as well. I need to look at a customer who's uh potentially ordered sixty two hundred sixties. Yeah, But again, I think it's KSD or not. So I'm double checking, if it's a pro former account and I need to double check. Uh I think we may have just given them end user prices, but I should do it this morning, but I feel they'll actually just do it to. So we'll have to see how that falls.

00:15:26 Speaker 4

Is it the standard one then? Yeah. Just quickly, I'll just see there's a dodgy one floating around.

00:15:36 Speaker 3

It could well be because originally asked for Beijing choice model. So that's where this Beijing choice when Kate's go, sorry we don't have that but we do have this. Yeah, it's dodgy. Yeah,

00:15:48 Speaker 4

Dodgy Quasimike, Yeah, they've also asked for six hundred and three hundred days from um Vandegraaf. Says dodgy as it comes. I've replied, and I've been okay with them, but I got a look at it yesterday the Vandegraaf one and. Yeah, the email address is dot tied up. Uh, they've obviously robbed somebody's name off of the off of that company.

00:16:21 Speaker 4

It's an electrician's company. It's the do.

00:16:24 Speaker 2

So, it's kept been made aware of it.

00:16:27 Speaker 4

No, I don't think so, but I can't remember. Yes, he's dodgy. So,

00:16:32 Speaker 2

What was your inquiry? Your inquiry was.

00:16:36 Speaker 3

I didn't it didn't look right to me because basically, they're asking, but is alluding to the end user pricing. My mind was they were yeah But.

00:16:43 Speaker 2

If that was the message came now, just as she's aware of dodgy,

00:16:46 Speaker 3

Yeah It's, it's the part of ways, oh, one.

00:16:53 Speaker 3

I can give.

00:16:54 Speaker 4

You the court number if you like. Yeah, Q B N one, six, three zero, six two,

00:17:00 Speaker 2

One, six, three zero, six two. Yeah,

00:17:05 Speaker 2

C B N Q B N Q B N.

00:17:07 Speaker 5

You think they've taken the address and stuff from a different company?

00:17:10 Speaker 4

Yeah, But the email address is a Gmail, and it's not when you, you know, the name that's attached to is the CEO of the company, but it isn't the guy who was.

Responding, it's another guy. It's just I tried to ring him actually yesterday. I thought I'll just create with him, but I am ninety nine percent sure it's dodgy.

00:17:33 Speaker 2

Yeah, that's fine. Bastards are they? They're everywhere.

00:17:37 Speaker 4

Nah, yeah,

00:17:39 Speaker 2

It's just what down the straight where he gets close, It goes away from the system, and all that seems to be having a spare one at the moment. She was on last week with dodgy emails. Just.

00:17:54 Speaker 4

Go through phases, but just a lot of them don't get through the spam filters. But on occasion they do.

00:18:05 Speaker 2

Yeah, that's the game they're playing.

00:18:08 Speaker 3

Yeah, dodge people everywhere.

00:18:21 Speaker 2

Nah. Not then, No.

00:18:25 Speaker 3

You've got anything specific?

00:18:27 Speaker 4

I've got a few things. No, you go. I've not got. Got a little bit of a problem in the UAE with the V one thousand. I think I mentioned it on Rocket the other day, it It looks like the button selector where you press it and it jumps, skips the thing, but you can wait ten. Twenty seconds and press it, and it'll jump two stations. So it's a fairly new device. They're kicking off because the hospital doesn't want to release it to the distributor unless he can provide them one to as a standby unit until they get theirs back. And I went well, look if they want full redundancy, they really ought to have two devices, But probably ain't the right time of be telling them that when they just bought. So.

00:19:15 Speaker 2

Is it a new device?

00:19:17 Speaker 4

It's a fairly new device. Yeah, I think it's a few months old at the most. Just have a keypad.

00:19:23 Speaker 3

I didn't think it would fit themselves.

00:19:25 Speaker 4

So, it is just a keypad, is that do you think?

00:19:28 Speaker 3

If it's anything on that, we're going to be stuck.

00:19:30 Speaker 2

Yeah, We haven't had any others do that.

00:19:33 Speaker 3

Probably once in a blue moon, you get something similar, but try to get out strats and strat three two before. But if you press it too quickly jumps, yeah. But I think on this one, the. Give it a few seconds in between.

00:19:47 Speaker 3

So, In my mind, the only logical thing could be potentially the keypad. Is you just.

00:19:52 Speaker 4

Peel off the stick on?

00:19:54 Speaker 3

Yeah, you just feed it through. That is an option to follow me.

00:20:07 Speaker 4

I mean, we have got a lot of demo ones, but it's a lot of hassle sending them on to the UK.

00:20:11 Speaker 2

It's going to be expensive.

00:20:22 Speaker 3

Yeah. When they can test it straight away by just plugging it in. They don't have to.

00:20:28 Speaker 4

Oh, uh. So they'd have to open it, open it up, And you just disconnect it here and then reconnect connect a new one. And just see if that solves the problem. The day of the key, perhaps. So just to ship them all. Yeah, agreed. Okay. Alright. Reply on that one, okay? That's that one, um DMMLF again You might have done this already, Steve.

00:21:12 Speaker 4

Apologies about saying it, But we needed a declaration for the M L F four, four. And for some reason, the M L F four four wasn't on the I T.

00:21:19 Speaker 3

I'm afraid progress with that will be a bit slow, but I'll chase them again.

00:21:23 Speaker 4

Right, there's no funny reason like non medical or something is there? Or.

00:21:27 Speaker 3

I don't know they if something's going on with IT, I'm not too sure because I've had a few queries and they're not getting back to me as well as getting to the stage of contacting Ralph's son who's supposedly taking over. Um, but we got back to regarding on another thing. So I'll give them another dig. Yeah, because that declaration is quite a few years old. It might be they've got a new one. It needs updating anyway.

00:21:53 Speaker 4

Yeah, okay. Um, I am going to bring up Telly Nine. I mean, obviously, you know about this for the U Med thing, just to see if there is any progress on it,

00:22:02 Speaker 3

Having another go this week and Derek's got the emails working. So and Blue Point are in the office this week. So I am going to try and get them to. Okay, Tele dine. No, but they're going to the offices at Blue Point.

00:22:15 Speaker 4

Ah, see.

00:22:16 Speaker 3

So if they phone there, they're all the other ones at risk is getting a diverted telephone number. But.

00:22:23 Speaker 4

Tele nine themselves need to make a registration.

00:22:26 Speaker 3

I haven't got that. I thought it was just us doing it on their behalf;

00:22:31 Speaker 4

They need to register as a manufacturer. So you mightum. Yeah, the manufacturer needs to register. The EU rep needs to uh register and an EU importer needs to register. Now the EU importers is going to be our clients. They need to register themselves if they're importing. Um, Tilly don't need to register as a manufacturer, but they've only got a month to do it. I don't think it's a big job, but they've only got a month to do it. Okay.

00:23:01 Speaker 3

Uh and then we can have you got information on that?

00:23:04 Speaker 4

I Think it's just on the. Did I send you the link on the? I thought sent you on the. Oh God, did I send it on the issue? A link to the. Double check. Thought I did, but I'll double check. Yeah and registration thing. No, I didn't put a link on it. I just put. Oh, yeah, I did. Yeah, so there's the official Udimex source and there's a website. Uh, I've sent one to you, one to Derek. This one is three nine double three nine zero. I think that's the one on three nine double, three, nine, zero. And. There's um a database that you can check. You click on there, You click in if it's a manufacturer or you click in, if it's a distributor, and then you you put an area, and it'll tell you what the.

00:24:00 Speaker 4

You can even search products on there as well. Now we're not at the stage where the products need registering as yet. I mean that obviously is coming, But we do as a minimum by before the end of May. We need uh. Tally down registered. Okay. Uh, otherwise, you know, how is the UFO sales in Europe?

00:24:28 Speaker 3

Yeah, I'm not selling anything.

00:24:30 Speaker 1

Yeah, the others all the others can be replaced. We are selling, But it's it's I don't think you know that's not just the major concern concerns. Gonna be a couple of hundred pounds with that. Yeah, it's not huge.

00:25:02 Speaker 2

Hm. Okay, It's like we're gonna have to be registered first before they can register a link. It's gonna be fun. That's what she's saying here anyway.

00:25:16 Speaker 4

I also need from Teleline their declaration for MDEG to MDR transition.

00:25:31 Speaker 2

So what was that, Ryan? I'm not reading that.

00:25:33 Speaker 4

Sorry. Um, I need it's ridiculous, But it is a requirement that the manufacturer needs to have a, likeum a declaration letter to say that they're transitioning from.

00:25:45 Speaker 3

Oh yeah, that's fine. I think that might be underneath the existing ones under the under the history.

00:25:51 Speaker 4

Uh, well, it might have been an old one, but I don't know if it fits the right format. Let me have a look.

00:26:02 Speaker 4

So Carry on. Yeah, I think there's a format. There is. I used I used the original one, I think, and that they wouldn't accept it. And they sent me a sample of the one that they want. The one that the the the wanted in this format So on the usual and compared that format to glue points format, and it's identical almost. So. I think there is a standard format, and I need to follow that standard format. Issue, I think this one's to you, Derek. Well, a different one to you and Steve. But, the one I pull up is three, nine, two, five, eight, three You guys might be five,

00:26:43 Speaker 2

Eight, four minds in line.

00:26:50 Speaker 4

Oh yeah, five eight four no That's interesting too. Five eight three is yours,

00:26:56 Speaker 2

Steve So you've sent a med. Okay, this one.

00:26:59 Speaker 4

Yeah, the Medica one, which is one they sent there as a sample. And then if you look on the same issue, I've put blue points and it's like what the hell? This is very very similar. If you scroll down all this rubbish is all the same.

00:27:15 Speaker 2

So we. Is.

00:27:19 Speaker 3

There a template anywhere? This is it.

00:27:21 Speaker 4

I haven't got like an editable template. All I've done is I've got a sample and I've got compared it with the blue point one. But I think Tilly down need to produce something similar to that.

00:27:36 Speaker 2

Could, we fill it in for Tilly down and get them to do the signature?

00:27:39 Speaker 4

I have no idea.

00:27:41 Speaker 2

It's only that bit then, isn't it? If we filled it all in, they might not even need this. I think it's their signature as well.

00:27:48 Speaker 4

Yeah, yeah, yeah. It's a self declaration. It's notum. And. And this is the ridiculous thing is that we've already sent them the one from the notified body to say these guys aren't doing this. Yeah, you think that that would overrule all this, But for some reason, some of them are a bit awkward and keep asking me for this.

00:28:08 Speaker 2

So, why do you just phone to Catherine? Go produce me an empty fill in Teledyne's details? Cause Catherine can do that from all.

00:28:16 Speaker 4

Yeah I don't know I haven't. I'll be honest. I haven't had a really good read through it, So I don't think there's anything that needs to be specifically between Teledyne and their notified bodies or what's going on. I don't know. I haven't read it.

00:28:34 Speaker 1

Yeah. Okay,

00:28:41 Speaker 2

So both problems are leading back to.

00:28:42 Speaker 4

The user manual registration. Oh yeah, oh nice one.

00:28:47 Speaker 4

Yeah, can you attach it to that issue, Steve? Three nine two five eight three. Three nine two five eight three.

00:28:58 Speaker 2

If you need a phone number for UdaMed to push through emails, Bobby didn't tell me do it because I am in daily contact with the guy who's doing it all for us.

00:29:10 Speaker 5

Yeah, I think so. Yeah, says QMS there. All right.

00:29:14 Speaker 3

I mean like say just compare the score one yeah, That's a weird thing upstairs. On these handsets, it's not six three five four two numbers, is it?

00:29:27 Speaker 2

Oh, it is at the end. The other end user we have internal numbers that get transposed to six. Yeah, that's where there's that hold there.

00:29:36 Speaker 2

Yeah, Yeah. In theory, but it's not going out to anyone.

00:29:40 Speaker 5

No no no It's.

00:29:40 Speaker 2

An internal routing thing.

00:29:44 Speaker 5

It Did come up on my phone, though, and I think I had to pick because it does give you the option. Because you can do it, ended up doing it from your actual mobile number.

00:29:53 Speaker 2

Yeah, I haven't got me head around all the ins and outs of it yet.

00:29:57 Speaker 5

Um, if I can't remember what I did. Don't know what that means.

00:30:02 Speaker 2

Yeah. But, yeah, we we obviously need to.

00:30:05 Speaker 3

Do this Europe thing. Well, the only way of doing these things is have a mobile number that they respect or have burned. Where it comes to so we have like a virtual German number. That's what I'm doing yet.

00:30:19 Speaker 2

We should probably just buy and sell one through now.

00:30:23 Speaker 3

But, then it's case, do we do it to five minutes numbers or to mobile? Cause if you do it to five minutes, number people just say," Oh, that's something German."

00:30:40 Speaker 3

So I think best thing is just redirecting the mobile number.

00:30:43 Speaker 2

Yeah, I'm.

00:30:46 Speaker 4

Assuming the redirect you can change it anytime anywhere. Yeah,

00:30:53 Speaker 2

I've never had a German number,

00:30:54 Speaker 4

So if you got it to somebody's mobile, at least somebody's gonna be aware of that. Not only that is the times and office times are going to be slightly different. And this new phone system, I think it pretty much clocks off at. These times. It did the other one. Is what? Yeah, yeah, yeah. So no, no, just the app. No, I know it's a lot more adjustable. I appreciate you could adjust it, But then somebody needs to be logged on to answer it if you do that as well. Yeah,

00:31:31 Speaker 5

I don't know this person if it rings, if you are just offline If I change,

00:31:36 Speaker 4

My working hours will that change when I can accept? No.

00:31:40 Speaker 5

It works like when you can, but it won't when they're both on. You know, it wants the external line. It's off. It's off.

00:31:46 Speaker 2

Yeah, that's just awful. While online, you can now do your holiday messages.

00:31:52 Speaker 5

Well, I'll send them to Mike and he'd know who was gonnaum. What's the word I'm looking for? He was gonnaum. text to speak it instead of somebody recording it.

00:32:02 Speaker 2

Oh yeah, You may as well, though, too.

00:32:03 Speaker 5

Yeah, sounds so good. Yeah,

00:32:05 Speaker 2

He's already done it. Yeah. Saves the embarrassment of having to talk as a. Machine. Just type in your message and hit play, and you'll hear what it says.

00:32:14 Speaker 5

I presume the answer phone's turned off. Hm? The actual answer phone service is turned on; it's just a message, okay?

00:32:21 Speaker 2

Well, I hope so.

00:32:23 Speaker 5

We'll test it tonight after half five. You have to change if it's normal out of office or holiday, will you?

00:32:36 Speaker 2

Uh yeah So.

00:32:37 Speaker 5

I'll do my usual Derek Can you remember to do.

00:32:39 Speaker 2

No, the bank holidays you pre program in dates ahead of time. Perfect. So, we've added an issue for the first of the year to stay on the next year's. Okay, that's fine. Sorry, yeah.

00:32:52 Speaker 5

Guess it just pick it cool if it doesn't actually say wear clothes for Christmas, it just says wear clothes until the next working day.

00:32:59 Speaker 2

But, you can do Christmas ones and Easter ones. And yeah,

00:33:02 Speaker 5

If you wish It's.

00:33:03 Speaker 2

Just pointless having them in,

00:33:05 Speaker 5

But you've got to know what Mhm. If you are going to do it, you'd have to do it. It's different every year. So,

00:33:16 Speaker 5

Ho Ho ho! At the end, I knew you were thinking" get your jingle bells." Yeah, exactly. Merry Christmas!

00:33:25 Speaker 2

Right? Sorry, right?

00:33:26 Speaker 4

No, you are all right. Um. City Tech order for Knox Tech though. um. they were going to be shipping earlier this month. I chased them up.

00:33:39 Speaker 3

They were supposed to be delivering all the order yesterday or today. They sent me

another message this morning. They're just delivering the first two lines, which like ones and twos is off. Do the ones and things first tonight. I won't date it on the system. Oh yeah, they apologize It's first time they've cocked up actually,

00:34:02 Speaker 4

No, I'm just a little bit nervous that's all because this is new, Could be really good. Uh, yeah, I mean, if if they're telling me the truth, which I don't see why they won't be. Um, that sort of quantity will be there monthly. Yeah. Requirements so it could be really good. Yeah yeah Rightum The situation.

00:34:28 Speaker 3

Normally, the date we get is the day before or the day at the same day or the day before, This is the first one that I've known them. Delay it.

00:34:37 Speaker 4

Over and above what's on the system. I must admit, I've never seen that before. I've seen them move the data on the system, but I've not seen us go over the data. No, no, that was first time we're going there. Um, Had a meeting this morning withum a customer that we met at Mediconot last time or time before that were interested in OEM, floorboards and floor sensors, um The manufacturing event. It. They went quiet, but the good news is. The bad news is they don't need the boards because they've done their own board. Good news is they've done all the C E marking, and they've got it ready now for market. And on on their trials in the hospitals, They've been buying the Hamilton floor sensor to use with their device from the hospital. But obviously that can't move forward without Michael Hamilton not wanting to sell it.

00:35:34 Speaker 4

They're not really interested in selling bits and pieces. They're looking to sell their unit, but they need floor sensors for it. So, I said, "Yeah, no problem." I've got my own SPI True H. It does everything they want it to do. He's going to send me a list of requirements. I've got a few bits and pieces that he needs. The only one that was a little bit of query : " I says, oh, send me a sample," let me know what it is that you're after, but it was um uh quality agreement.

00:36:04 Speaker 4

He says it's one of his engineers. He says we need a quality, a quality agreement. I said, I don't know what quality agreement is. And I do. I said, Will, you send me a copy and I'll get one for you So, whether that comes from us or Blue Point, I don't know. But he said he'd send it. He knows the relationship between us and Blue. Point explains it seems okay enough with it. Um, I've got a few bits to send you Well,

00:36:27 Speaker 3

We can get that then We need to. This is when we talked about last week into it. So let me through the details.

00:36:34 Speaker 4

Yeah, Yeah, yeah. I think did I not send you? I think I did. I think rocketed you the details. Um, thought I did. Apologize for them. Uh,

00:36:50 Speaker 3

Can't see now they're okay with the standard standard light for length.

00:36:54 Speaker 4

I believe so because they're using uh yeah D E S N U D web address V H C uh yeah, it's it's venti jet. Venti. V E N T I G E T, um, yeah, because they're using the standard Hamilton one. I've explained the only difference really is then a ninety degree angle on the pipes, whereas ours comes straight out as in that's it. Other than that, you won't have any issues. He says, even if it doesn't perform the same as the Hamilton, they can adjust their machine accordingly and I went, but don't think you'll need to. I think if it's working with Hamilton.

00:37:32 Speaker 4

It'll work with ours, but I'll let your engineers decide on that one. So, yeah, really good meeting. Just.

00:37:42 Speaker 3

To bear in mind because obviously Bend does OEMs as well. So, there are other options and there's some slightly longer ones like the D version, which is a draker. So it comes up; it is possible to do yes Ned probably an easy fit. But.

00:38:01 Speaker 4

Yeah, And the other issue is then is the C E side of things, isn't it. Um, whereas at least with a standard one is. Ticked off and done isn't it But if they do, I'll I'll keep it in mind. True hedgeum. What's that The only other one is obviously I was in Sweden last week with Air Geo Medicalum. We've had a fairly slow start. They took some stock offers, and we've not done a great deal with them since. But um, a lot of the business over there is tenders, and we missed one of the tenders when we started working with them. Because Mary Vara didn't enter it and one thing another, but there's another tender coming up shortly for the northern regions. So they're quite excited about that. It hasn't been announced yet, but they say it's imminent. It's due any day uh whether it's today tomorrow or Monday.

00:39:00 Speaker 4

In a month, I don't know, but it's due.

00:39:03 Speaker 3

So that's for standard silicon sensors because Miravara wanted the fingerprint ones with them.

00:39:08 Speaker 4

It'll be for no, they'll put it'll probably be without seeing the tennis specs. We don't

know for certain. But it'll probably be a list of different sensors. So it will beum the device and the various options. The thing to like over there is the bloody ear sensor. They seem to like ear sensors, so that tends to appear on just about everything over there. Um, but we have it, so that's not a problem. Um. So we went through. We did a bit of training with everybody, and everybody seems really happy. Um, really nice company. Really nice people. The one thing that is likely to pop up on the on the um.

00:39:56 Speaker 4

Tender, we don't know for certain because, like I said, we haven't got it. But, it's likely to come up on tenders is the service side and having service available in Sweden. Now I said, Look, t here is hardly anything to service apart from the usual sort of PPM stuff and checking the device. And we sort of run through that a little bit. T here is not really anything to do. However, I have sent them a quote. Copy of the service manual to their engineer. He seems really proficient. I mean, he's you know, does a lot of servicing and stuff there, so he seems really professional and really proficient. The last time this came up was with cortesis, and Heidi did Michael a certificate, and we did cortesis a certificate, and all she asked us to do.

00:40:51 Speaker 4

We'll send them a service manual, read through it, and then come back to us if they've got any questions, anyqueries, and then we would answer it for them. That might not be acceptable now. I don't know. But at some stage, I could do with being able to come up with a plan of how we can get them a certificate.

00:41:11 Speaker 3

If he comes to it, they can just go to loop line if he does.

00:41:14 Speaker 4

Yeah, I mean we we could do all those things. It's probably something that could do over the over the over Zoom or whatever. But I just want, I want really I want to know what Blue Point's protocol is. You know, Do we need to send somebody over to to Germany? Or do we need to send somebody from Germany to Sweden? Or do we just do it over Zoom? Or do we just, Do it as we did before by sending a service manual and getting a certificate. I mean they did that's how we did. I think Heidi did as a certificate for Michael. Green. And all they did were.

00:41:48 Speaker 4

Read through the manual and go back and go. And I don't even know she asked him any questions. And she didn't understand it.

00:41:53 Speaker 3

Oh, Mike was there on the microwave,

00:41:56 Speaker 4

Yeah, but this is after this. This is smart up. Okay. So It's more, you know what do we

need to do because once the tender comes out, I don't want to be faffing around for a month and a half and just losing losing out I want to be able to say, right? This is the plan we might not have done it. But this is the plan.

00:42:17 Speaker 3

From good point to go there, or they could at a good point. That's the easiest way of doing it.

00:42:22 Speaker 4

I mean, if it can be done on the Zoom, it's even better, isn't it? It cost effective wise and everything.

00:42:29 Speaker 3

Could do yeah, but yeah, but to do it properly, they'd probably need something in front of them. But uh anything's possible.

00:42:38 Speaker 4

Yeah yeah, I just need to know what we need to do really. Um so I said, I'd get back to him on that one. Um the other thing is the one. We were just having a bit of a chat afterwards. They're interested in our M D three hundred pulse finger pulse oximeters. And the pricing seemed right from they already buy some, cheap Chinese ones, but not as cheap as ours, and. Their only question : What can we get this instruction manual in Swedish I'm assuming choice probably do, but.

00:43:15 Speaker 4

I don't know. We haven't got it on the system. No, you're but said you an issue or not? Yeah, kind of.

00:43:21 Speaker 3

Um, but bearing in mind the price we get, price we had before was basically just getting rid of stock, wasn't it?

00:43:31 Speaker 4

No, I think so. I think we've got the same price on that for a while. You'll have to let me know if it's any different to what I've got on there, Steve and I'll, let him know about, i quoted them, tell you what i quoted them twenty five dollars. Uh.

00:43:46 Speaker 4

Euros it was fifteen thirty. Fifteen thirty euros, so it's quite cheap. So I don't know if we can't do that, we can't do it.

00:44:00 Speaker 3

I am not looking to get about three years just to get rid of the stock, to be honest.

00:44:05 Speaker 4

Put it on a price list.

00:44:07 Speaker 3

I know, but we did it to get rid of the stock. Nobody's been buying them.

00:44:26 Speaker 4

Yeah, I don't know. Yeah, let me know if it's not right. It's not right. Yeah,

00:44:34 Speaker 3

It would be better to let them know now. Yeah. Um, so that's that. Um, They're using the Fluke ProSim A for testing stuff again, if there is an arc adjustment thing that we can do. But.

00:44:56 Speaker 4

I said, I don't know. I'll find out. Yeah. Um. Yeah. It looks like they're putting a bit of a package together, so I'm gonna need to quote them for some brackets and things. Got a copy of their um catalog? We've got a bit of a bit of stuff in there for us.

00:45:28 Speaker 4

Twenty one sixteen, and then they've also put it in as a package on a pole mount. And what have you? Well, That was before the guy who put the picture in realized that we did a pole bracket. So it's just.

00:45:43 Speaker 4

No, It's an. Yeah, it's an. I thought he was.

00:45:46 Speaker 5

It looked like from here he was laying on the bed.

00:45:48 Speaker 4

No, it's an IV p cuff.

00:45:50 Speaker 5

Ah, right.

00:45:50 Speaker 4

It's within an IV p monitor on a trolley concept thing. So weird. Yeah, I got.

00:46:00 Speaker 1

Oh. Carry through. No,

00:46:08 Speaker 3

Maybe not. For.

00:46:13 Speaker 4

That it is, but not for the tender. The tender will be hand held. Uh, That's just that's just one of the guys there decided that that might be a good concept for him. I don't mind it more things to try the better for me.

00:46:32 Speaker 3

It's just the need, like um, pouches. We'd have to get those re. Re quoted.

00:46:38 Speaker 4

No, I think. Yeah, I mean, this is the thing when the tender comes out, we'll know what we need to include. And in which case, if we do need to get them re quoted. The, you know, the annoying thing is, and this is what she was saying, it can be a bit annoying with tenders. She says, because they'll they'll pull stuff down like it. You know you need, you need to, they need to pounce. And then nobody actually buys them for the next ten years that they're in the tender because. Yeah. Yes, they covered the bases, and you have to be cover as many bases as you can, but at the end of the day, the users themselves then make a decision what they have.

00:47:28 Speaker 3

And So uh on big top was as well. Mhm, I think they do quite well with the doctors.

00:47:34 Speaker 4

They do all the service in there as well. Don't know about the young thousand. I didn't not yet no.

00:47:51 Speaker 1

Mhm, When we got the Emtex care, my sign is which is no longer available.

00:47:57 Speaker 4

No, I wonder if they've got a better stock.

00:48:02 Speaker 4

I says I know you're familiar with it, and she sort of nodded. But I don't know if they've got a bit of stock at the store. They got the i sign S as well, yeah. Oh yeah, yeah, yes, and the little one as well, the little pen one. But I made a point of saying that you're already familiar with the chip hocks. Technology which was the old twenty one sixty. I needed him to understand the difference between the old technology and the new because there's a lot of, there's hundreds and hundreds of twenty one sixties in Sweden from the previous tender, but they're all the older one. And I need him to be able to differentiate that it's a better device.

00:48:48 Speaker 3

And once I've got full range of hundred piezometers.

00:49:16 Speaker 4

Um. So I think that's it from me. Real, I think.

00:49:24 Speaker 4

It looks like you've done a PowerPoint presentation on YouTube, Catherine.

00:49:34 Speaker 5

And she was saying to me, she found it and she's like, you know we need something

like this for the twenty one six day. So everybody got saved a laugh.

00:49:56 Speaker 4

So she says, " Why haven't you got a page on YouTube?" Because somebody else will steal it if you're not careful.

00:50:03 Speaker 5

You can steal it anyway; just go, you find the link to download it.

00:50:07 Speaker 4

And I said,"

00:50:09 Speaker 2

I don't know." Ah, that's a good question.

00:50:12 Speaker 4

So and she says," Why don't you put something on there? We'll use it." You know like uh doesn't have to be a fancy video, but like a PowerPoint presentation of the twenty one sixty. And then you know, I could. This sensor, these upgrades, this thing they just have one page after another. A bit like what you've done with the product portfolio. And I thought, well that would be really easy to put together. Well then. I'll just mention it to Catherine. That were easy weren't they? Yeah. And I thought, no, she's got a point that is a really, really, good, easy way to do it. We have to do it together and try and come up with some ideas, but she had she had lots of video in about Catherine.

00:50:56 Speaker 5

I know we did a presentation. Yeah, and that was like the biomed.

00:50:59 Speaker 4

It's what we did for medica.

00:51:01 Speaker 5

Yeah, yeah, the twenty sixteen That's what she found.

00:51:03 Speaker 4

Oh, right on. Yeah, she's like instead of having different products, you can do it about their products. Can I ask her? Yeah, And I thought, no, that's a good idea. Could just have it as a PowerPoint thing on YouTube because she is better. You know, scrolling, this is and you just have some a little bit of text, like, you know, this is the whatever and smart start. This is the sensor connector, and these are the sensors, and we have different sensor options. That sort of thing. Yeah, could be quite nice though. Yeah, I'll look into it.

00:51:35 Speaker 5

I don't remember doing that in the slightest. I remember you doing that. I don't

remember putting on YouTube though. No, I don't remember putting on YouTube. I bet you've done it for something to do.; It'll have been a reason forum.

00:51:47 Speaker 5

Medica, it'll be how I think.

00:51:49 Speaker 4

So what was she on about having a company thing on YouTube?

00:51:52 Speaker 5

Our channel, but I don't know if it costs. I've never.

00:51:55 Speaker 4

She says it's free. It's free, why'd you claim it and then you then nobody else steals it off you?

00:51:59 Speaker 5

Yeah, might be free as in no one's got it.

00:52:02 Speaker 4

No cost. She was talking about no cost. Okay. I don't know.

00:52:09 Speaker 5

I've never really got involved in YouTube speak to Mark now. Yeah, That's Mark speak to Judge GPT. Yeah Judge GPT.

00:52:18 Speaker 2

So, Things to do with you, Ryan, is UFO sensor leak. I've got an issue on that. Where are we? Um,

00:52:24 Speaker 4

Yes, you gotum You gotum an issue.

00:52:28 Speaker 3

An issue. Yeah, That's it. Yeah I sort of wanted it sort of raising with Teledyne really. But uh I've I've emailed the customer, and they haven't come back to me at all uh until you were.

00:52:46 Speaker 4

I got two of them. Yeah. Um, basically. What was it called?

00:52:54 Speaker 3

It was the South American customer, wasn't it? It was.

00:52:56 Speaker 4

It should be on the issue. I put the details into the issue.

00:52:59 Speaker 2

Yeah, I've just pulled it down here, unfortunately typing in.

00:53:04 Speaker 4

But it should bring up the company shouldn't it somewhere? How do we how.

00:53:08 Speaker 2

Do we make it bring up the company? Did you link it to the company?

00:53:10 Speaker 4

I believe I did The.

00:53:12 Speaker 2

Pack The one I did is that.

00:53:23 Speaker 4

Gmail Correspondence. And.

00:53:35 Speaker 2

They haven't replied. No.

00:53:39 Speaker 4

Yeah, I have referred to our terms and conditions, sir, which state our total liability is limited to the value of the goods supplied. As we've already been as these have already been replaced, not very good. Is it from off the edge? But as we've already basically, um. Replaced them free of charge. We fulfilled our obligations in this instance. But that said, we take that seriously and can understand the root cause issue on that anyway.

00:54:07 Speaker 4

It's up to you. I can wait and see if they come back with anything, if the chassis is on anything. It's up to you. I don't mind.

00:54:13 Speaker 3

I can ask Tony what the standard response would be. Yeah, But this is the one that does have the top off in that one of the centers They took the top off,

00:54:20 Speaker 4

Yeah, But they took to be fair when they took the top off after it had leaked to see where it was leaking from for whatever reason. Yeah, uh, But it is just a cap that comes on, although it didn't come off that easily No. No, we're trying now. Yeah Uh. So yeah, well, it's up to you guys. I've raised it to you. Where do you want to go from there on.

00:54:44 Speaker 3

That one? Let's just watch and wait and see what happens. Okay,

00:54:49 Speaker 4

If they come back, I'll let you know.

00:54:51 Speaker 2

So it's not strictly a Vamma customer complaint; it would pass up to Teledyne, wouldn't it?

00:54:57 Speaker 4

Theoretically, yeah. I don't think this is where our obligations are.

00:55:02 Speaker 2

Yeah, but for ISO if it crops up is not just me. In terms of things we can do, it's outside of us.

00:55:08 Speaker 4

It's a Teledyne issue in that respect. We've not raised it with Teledyne, are we then in breach of the ISO standards?

00:55:16 Speaker 2

Kinda yeah.

00:55:18 Speaker 4

So I guess is it a manufacturer or is it a distributor?

00:55:24 Speaker 3

Uh I believe it's a distributor because they've given us the bill for what it costs them to have it repaired, so must be an end user or distributor.

00:55:35 Speaker 2

How Much was the bill too? We.

00:55:38 Speaker 4

Charged them end user price.

00:55:39 Speaker 2

No, their bill. Oh, I looked at the number but it wasn't in English. No, no, it's on there but it's not in English now. You mean you don't know roughly what it was?

00:55:49 Speaker 4

A few grand Was it? Yeah, yeah. Oh yeah, yeah. I think he looked worse But then when I sort of converted it, I think he came to about.

00:56:04 Speaker 4

Uh. It's in the it's in the email. It's actually if you scroll down on the email, I think it's actually I think they've listed it in there there. Yeah, so they've listed all the different bits and pieces, which comes to about twelve thousand.

00:56:23 Speaker 2

What's R dollar?

00:56:24 Speaker 4

I think it's their local dollars. Uh, where is it Can't remember.

00:56:37 Speaker 4

Brazil, Brazilian dollars or whatever it is. So, that's a lot.

00:56:43 Speaker 2

Twelve thousand twelve thousand and two.

00:56:53 Speaker 4

To USD. That'll do. So, it's about two and a half thousand dollars is twelve thousand Brazilian real Brazilian real How much? About two and a half Thousand dollars about two grand.

00:57:16 Speaker 5

Yeah, yeah.

00:57:46 Speaker 3

Wait, this is sounds like you want to replace them. Sensors, but before I get rid of the replacement sensors, did that replace the sensors?

00:57:52 Speaker 5

Why do you replace these off because they'll leak it? Yeah, and when we got them back,

00:57:59 Speaker 4

One wasn't used. One was and the one that was used had no output and did show signs of leaking. So that yeah, the other one uh I think we just sent with the replacement. Because it won't send it all the way back to Brazil, we just replace them.

00:58:22 Speaker 2

Okay, So we'll really wait and see what they don't say. And if they're saying things.

00:58:27 Speaker 4

Yeah, yeah. In the meantime, I'll update the issue. The only other thing I've got is uh.

00:58:43 Speaker 4

I'm digging balls out a little bit because I need some r seventeen s for Vandegraaff. Because my order from Van Tech was delayed a month. How you got them back? Uh, got some. I've got some. I split the order, do you remember when we thought we'd speed things up by splitting the order? So I ordered some for April, some for

May, and some for June. And they're sending me. Airports and mares together in there. No,

00:59:17 Speaker 3

But this occurred a few weeks ago.

00:59:21 Speaker 4

A few weeks ago, It wasn't our SMTs;. It was our twenty two s They were delayed as well. I've ordered now; I shouldn't be out of stock, although we keep increasing the numbers on the SMTs. But I've got four hundred arriving. For April and May, I've got two hundred arriving the month after, And then I think I've ordered like three three hundred and three hundred or something. And I'll just go on for just can't afford because we run out of those because it stops tech boxes being two or twos everything. Soum, I wanted to roll some R seventeen s off here.

00:59:59 Speaker 3

But again, We discussed R seventeen s a few weeks ago because they're about autumn watches or something. They were looking to stock. Took some R twenty two s off here. No, but am sure it's, Some teams as well.

01:00:13 Speaker 4

And then I bought, I got five hundred R seventeen's and. Soum. I don't wanna rob stuff that you need. It looks like you, I don't need a lot. I was thinking of getting like thirty or fifty off you now. You've got our seventeen men's, which you've got about four hundred and fifty of those. So it looks like I could make some of those off you. Yeah. Uh, med peace. Meds. What sort of meds? Yeah, because I don't. But they're also expensive. I know, but. I know my preference. My preference would be the cheaper ones, but you you these uh t here is not a lot of stock, but I didn't know if you were bothered whether you've got stock or not.

01:01:00 Speaker 3

So you are not bothered either way?

01:01:02 Speaker 4

I am not. It's just to get me out of jail, so anything from thirty to fifty, I can have fifty grand. I can have thirty. It'll put me on. Uh, if I have to order two parts, it's fine. I'm not bothered. It doesn't look like we've got the auto multiples, um, enough stock to but again, I'll have a plan with that one. Okay. Thank you. Uh, that's me. I don't think of call outs.

01:01:33 Speaker 2

For now One right in the minute and so forth.

01:01:40 Speaker 5

Fucking a sock. Did you speak to anyone about my things?

01:01:44 Speaker 4

Oh, my sign.

01:01:49 Speaker 3

You got far for a pro forma, and you got far extras.

01:01:51 Speaker 4

Yeah, so the guy for the pro forma is definitely is definitely uh going ahead. Right, I see because of.

01:02:01 Speaker 5

That tree is real,

01:02:02 Speaker 4

But that's I knew he will be, but he has just confirmed it. Rob says he gives his big, Cameras, a kick up the ass. Theum, the other fourum is sort of stock. It's just stock. Um, if you if you need them, you can have them. But I would ask that I need one only because I've got somebody who's got a problem with one at the minute that sold to. And if for any reason, I need to replace it or anything, I could just do it all.

01:02:34 Speaker 3

So the thing uhum.

01:02:36 Speaker 5

Cause it was up with Peter, you were saying.

01:02:38 Speaker 3

Peter Oxlack, oh, it's after more. So be careful finding out if he still needs. Did he take the other three? He took three. Yeah,

01:02:46 Speaker 5

They're all gone in that stock.

01:02:49 Speaker 4

So it's up to you; you can have them. I mean, you know they are there. Uh. Sean's little check I think this guy has got a problem. I think it's a cable. In which case, it's easily easily solved. You could have them all.

01:03:09 Speaker 3

I think it was just one or two years after, to be honest.

01:03:13 Speaker 5

Well, if I email him?

01:03:15 Speaker 3

The matter is ringing.

01:03:16 Speaker 5

Are you ring Pete? Yeah, what's that? And just see what he says. Yes, yeah.

01:03:26 Speaker 3

Suspect it's over and done with because he's never asked for my signs before. Oh, I see So so it's just.

01:03:35 Speaker 3

He's sort of playing the thing as always. It's always being buying a lot, but he hasn't. He won't buy it.

01:03:42 Speaker 4

We discussed it with him and he was like," Well, LM line are the distributor. I don't want to be competing." But.

01:03:48 Speaker 5

They're presumably because they can't get them and he'll be like," Oh well, I can supply a few." Because.

01:03:54 Speaker 3

You want me to get them to Maxtek? It gets a little bit expensive. So, they are expensive for you, too expensive for you. Well how much are they? Sort of like seven ninety, That's expensive. I.

01:04:10 Speaker 4

Mean, the other ones the. Wait, does it have to be that model? I think it's what his customers want. Think so. Fair enough because they're maxed up too, aren't they? I mean, I'm gonna shift phonograph over onto that one. It's uh just checking the price here.

01:04:32 Speaker 5

You won't got it on there have you at the moment?

01:04:35 Speaker 4

Because I've got the my side.

01:04:38 Speaker 5

You can either do it if you on Vandergaard's website or I'll do that something. Yeah,

01:04:44 Speaker 4

If it's not. I don't know,

01:04:47 Speaker 5

Thing is, didn't we already plan for this? We might you know what, like it might be in the just just in my head. Yeah yeah, It might already be in theum on the system on the system. Yeah, but I will check, so just make it live.

01:05:02 Speaker 4

If it's there. Yes, please. Yes.

01:05:14 Speaker 4

Uh, quite confident now, aren't I? You were really confident. Yeah, yeah. Prices in it. Yeah, got the data right back there. It is what it is; it's options choice now, isn't it? I mean, a few years ago, it would have been kicking off royally. One woman was selling the uh. The uh MX three hundred S for like three hundred dollars.

01:05:44 Speaker 4

And People were like, "Can you do us a discount You know, like six hundred dollars." It's like everything's gone mad on that. Yeah.

01:05:59 Speaker 5

Um. There was some technical queries mind about a sensor so. Said you got a look at it. He sent me another one now. Have you ever heard of a Rox twenty five M K H from Careox?

01:06:10 Speaker 3

Careox, yeah, but not that one.

01:06:12 Speaker 5

And he sent me a picture, But I've asked him have a look and see if there's a connection on it. It looks like about two fifty. I need to get Martin, But he's only just sent me one this meeting. So I'll send to that when I've got it. What's she called? A Rox twenty five M K H Yeah, has the body of the twenty earth and that's.

01:06:34 Speaker 5

And the tenders due next week, a couple of bits that Helen's on with one of the queries, And this is what it might stop us doing the tender unless it's not too expensive. Is that they're asking for Helen spoke to you about directly professional indemnity insurance.

01:06:55 Speaker 2

She's looking at it. Yeah, bouncing with that yesterday before.

01:06:58 Speaker 5

So she's waiting for quote but yes. It's, the only that you've got to have it to be able to go for the tender, And I don't know if that's for all tenders or if it's just for this particular one.

01:07:07 Speaker 2

Yeah, no, was he yesterday? Maybe Friday afternoon when did you suggest? Yeah, must have been last week. Then, we'd spent a lot of time with AI trying to work out to reduce our risk and liability because we're in the category where we don't technically need it. For what we are, but because hospitals require it. Yeah, well,

We're trying to word it in such a way where the insurers pick you up and just add as a low risk type thing. Yeah, apparently there is a lot of red flags that can make them get expensive. Right,

01:07:38 Speaker 2

So we're well and truly on with that. I don't know where we got to.

01:07:41 Speaker 5

She was waiting for quotes to come back.

01:07:43 Speaker 2

Oh, In that case, she sent off and did yeah.

01:07:45 Speaker 5

It was Martin, actually who stayed away really a lot.

01:07:48 Speaker 2

This is not product liability No Professional.

01:07:53 Speaker 5

Professional indemnity insurance, so it's not covered. If,

01:07:55 Speaker 2

You give some sort of advice as a professional. And then there is an incident, it's you then who holds where liability lands. Um, yeah, it's a strange one, But again, because we're only reselling now technically it goes through and up the chain. There is what knowledge does that first and what information do they give out? And we'll say well we only give out what's, Technically, in technical manuals or service manuals, we're not doing offer along.

01:08:27 Speaker 3

We're not trying to cover that they've got the larger wrong bit. No, no. Would that be product? Yeah, no. This.

01:08:35 Speaker 2

Is on advice, you told us to run it at one hundred percent oxygen, and it's killed.

01:08:40 Speaker 3

I thought I mean in terms of you told us, this is a big peak ops compatible,

01:08:46 Speaker 2

And it's not well that could be under it in terms of compatibilities and things. So that's the only bit we've so. Oh, yeah,

01:08:54 Speaker 3

That would make more sense. Yeah, they're AI. What rocks? They're AI services. What does that mean?

01:09:03 Speaker 5

I don't know if it means they do make analytical issues. I was like Chucky QT or Radica, so okay, sorry, because that's what really confused me. I was like right and what you mean? Yeah, yeah, that's what he means now. Right so rock, Twenty five.

01:09:19 Speaker 4

Yeah, so it could look like everyum the other AI, the Google AI seems to think that you can buy them from Vandegraaff.

01:09:28 Speaker 5

I know which is I think is showing as a two fifty. It's an O M. Oh, did I tell you about that? But I told Derek thatum our an email that shop searches on Google or anything we have in Google Shop, which we have most of the products apart from some because of what because of medical will now show up in AI searches. So, if you are looking for something, Looking at a particular product and that the information on our website then translates into the Google Shop function can turn up in Chat GPT and all that as a recommendation. Which is quite dangerous though because if it gets it wrong.

01:10:02 Speaker 4

Well, that's what this is doing then. I am like, no, can you send me the link to the original? It's going Vandegraaff Rocks twenty five air equivalent now. We've never put that; it's made the assumption.

01:10:13 Speaker 5

Yeah, well, that's what I did kind of wonder.

01:10:14 Speaker 4

Was gonna do is max to. Two fifty, yeah.

01:10:18 Speaker 5

Well, the peak it's gone.

01:10:19 Speaker 4

Vondigraf's to sell it so vondigraf's not that cross reference.

01:10:22 Speaker 5

No, no, that's the sense of it. Literally looks like a two fifty.

01:10:26 Speaker 4

That's making its own assumption,

01:10:29 Speaker 5

If you give me the connector, at least we'll narrow it down if it is a two fifty variant, But At the moment that's easy on I'm. Not sure probably do that.

01:10:39 Speaker 4

Rocks twenty five s.

01:10:41 Speaker 5

No twenty five m k h. M K H. Yeah.

01:10:54 Speaker 3

And there's two fifty k h. These are two fifty k h.

01:10:58 Speaker 5

Okay, yeah, So the any of that could get, it's not going to know in it though, but yeah, that's what I mean. If I can see the connector, It might give me an idea going. Oh, actually know that connector at least with that two fifty. And then I could go down that route and see if I can find any information. But he's clearly he's got the picture from the vendor user, Fifty- eight, sixty- five, fifty. But that's the second one today.

01:11:19 Speaker 4

Twenty- five is obviously the KD twenty- five style.

01:11:24 Speaker 5

Which we would say was a massive step.

01:11:26 Speaker 4

They've got Rock twenty- five, and then the end letter is the connector value of it. So because they do a K, they do a P, They do an E L, which is looks like the R twenty- nine. And then uh. Rocks twenty five. She's a standard max two fifty. Yeah,

01:11:50 Speaker 5

He says I'll terminate.

01:11:52 Speaker 4

No, it's terminated. E L twenty five B, which is yeah,

01:12:01 Speaker 5

Actually it must be,

01:12:02 Speaker 4

Which is a max two fifty B. So it's not terminated,

01:12:04 Speaker 5

But if that's from AI and it's branded as Care Rocks. So well, she knows that it's a manufacturer. No, no,

01:12:10 Speaker 4

She knows that it's branded as Care Rocks.

01:12:14 Speaker 5

I see, that's not oh, that's the thingy picture, isn't it? Um, what you call it? Yeah, I know. But that's not a real. That's not how the sensor comes out. That's like a max temp for like where they do it, sometimes they put them. That's a that's the two fifty picture. That was surprising about the old Max two fifty picture.

01:12:33 Speaker 4

That's not Max two fifty;. It's an AI version different color casing,

01:12:38 Speaker 5

But very similar out here. So that just a label though, yeah,

01:12:43 Speaker 4

You can see. What do you reckon? Yeah. Say I use that into.

01:12:47 Speaker 5

Yeah, they've been adopted. That definitely yeah. Okay, right yes, Those those twoum I sentum a copy of the email was I was going to send it out on top last week, but no one's replied to me. So I think someone should read it and have a look and help, you know. So.

01:13:07 Speaker 3

Just regarding the uh.

01:13:08 Speaker 5

M N G thing okayum.

01:13:14 Speaker 5

Something I've discussed with Ryan before, and he's tried to do it and hasn't been able to. Box sizes with the cafe. We're having a lot of lag.

01:13:23 Speaker 4

I try to do it myself.

01:13:24 Speaker 5

Yeah, So Ryan was on about soryan, we now were talking about this ages ago about AI trying to do box sizes. Ryan's tried to do it because we can't do it but feel like he thought he'd done it. And then not done it yet, right? But box sizes are taking a long time to get through because busyness and people trying to get the information I want people to be able to get back. Quicker. Yep. Can, we find a way of trying to do it because she keeps saying she's going to do a list, and she's not been able to have the time to be able to do a new list.

01:13:52 Speaker 2

Well, the way I envisaged didn't work originally, But what I've done since we moved up, Skype is I've now got Rocket collecting all the history of the weights and dimensions requests. Yeah, I'm hoping to take that whole discussion and map it and

go. Look, this is what's happening here. How do I fit? Because there must be repeated weights, repeated countries, repeated box sizes that we're just not seeing. And he's going in a big loop. Um, I have no idea the best way of doing it. I mean, we used to have a program for all these boxes fit in this, but it got really complicated very quickly. So at the moment, I don't have an answer, but I am building up a history log. But we've now been running Rocket for six months ish.

01:14:41 Speaker 2

Something like that.

01:14:42 Speaker 5

No longer, I bet it's nearly a year.

01:14:45 Speaker 4

She's got to be a little bit careful with that because there is some discrepancy. Well, the country shouldn't matter. Country shouldn't matter what size box it is. Yeah, yeah, but like for example on Vandegraaff, It's very easy in the sense that there is basically three sizes:. There is a sensor box and being two or two and a tech box. And I thought this is really easy. I'll get all the different box sizes that Kathy uses, feed them into AI and say, right, they're the box sizes. These are my sizes. This is you know and it was coming out with some random stuff. But yeah,

01:15:19 Speaker 2

That's not once you start using math, AI is not suitable.

01:15:26 Speaker 4

It came up with a formula that I could use, but no, but that's what I'm doing. I didn't use that because I didn't understand it like all jargon, I am like, I am not going to use that. I am going to try and do it in my way, but that probably wasn't the right way.

01:15:41 Speaker 2

What I tend to do now, and certainly with the new systems, is if it's something that AI is not going to be good at okay, It's really good at text summary, you know basically get it say, right? I now need an application a program that takes these inputs works on that and gives me those outputs. Yeah And. It writes a computer mathematical program to do it. Yeah, Which I can then build a web page in front of and then go right. Let's input the inputs, send it, and you get the fixed output. The moment you ask her to do any sort of math calculations, you have to be really careful. Yeah, she'll really good at spreadsheets to put the formulas in. Uhhuh. But,

01:16:23 Speaker 4

It's like a fuzzy logic and she'll just two plus two with three. It will round them. It will be because that's not how it works. I don't know if we can.

01:16:36 Speaker 4

But you are right;

01:16:37 Speaker 2

It's a problem.

01:16:38 Speaker 4

The data is partially in there, but I will be really careful using this information.

01:16:47 Speaker 2

Weights and dimensions, yeah, yeah. I mean it's used for two reasons.: I do weights and dimensions on we waste. Yeah, We have government reports. We have to fill in every month, maybe every quarter. Now of what we've shipped to what country. And then the insurers come around and go, "How much are you shipping?" Where, right? So, What we have in weights and dimensions pretty much is geared around that and not packaging, a product and selling and knowing the exact way. We can have an margin of error that we can get away with.

01:17:22 Speaker 4

Although it's fairly clear because there are three sets.

01:17:25 Speaker 2

It keeps expanding because we kept filling it in one way. Helen needed it another way, and I needed it another way for the weights. So we were chopping and changing numbers back and forth. We had the standard box at the top, which is the old one. Then I split it into with packaging and without packaging.

01:17:43 Speaker 4

It's useful because, like physical items on the rule, one is useful for your weight weights.

01:17:49 Speaker 2

And also, I've got clients sometimes on tenders that need to know what the physical dimensions of the devices are. And but then there's pack.

01:17:59 Speaker 4

Really, a package or what it's like on a stock shelf. Uh, it makes sense. It makes perfect sense. It's just I don't know if I completely trust the numbers. And at the minute, anybody can go in there and go around five meters wide click. Yeah, So it probably wants doing so that it's uh a Robity thing, doesn't it You know we're.

01:18:19 Speaker 3

Taking out loud here fixed, but I think you still got to Jonathan's time.

01:18:23 Speaker 2

Yeah, yeah. I mean, the first fields went all the way back to the very early days.

01:18:28 Speaker 3

Some people, some of these twenty nine to ten, got nonsensical stuff here. It's like five centimeters or like five meters or something ridiculous. Yeah,

01:18:38 Speaker 4

But if every time someone comes in that's new and it hasn't been updated, Robert might be able to go yeah one kilo blah blah blah.

01:18:45 Speaker 2

Yeah, you are not wrong. I mean, did I put a verified button at the bottom? I started edging that way. I think in the databases under the hood, there's a verified network.

01:18:54 Speaker 4

But if I created this by accident, just clicking, yeah, I could have to change it very easy.

01:19:03 Speaker 2

Yeah, There was one point where there was a few of us whizzing through really quickly trying to get wee words in because we might not be wee words.; might be a different report. One of them we were on a real tight schedule here. Shit, we need to fill all these in. And we were approximating off other components and everything, so I can quite understand it being out of there.

01:19:21 Speaker 4

To be honest, things have probably changed slightly. I mean, I know Blue Point have changed their box sizes on some of their items over the last couple of years. We've just changed the Tech Ox box, which has completely changed it for buying new boxes to fit. You know, we.

01:19:40 Speaker 3

Did have a range of smaller boxes at one time, but for even.

01:19:45 Speaker 3

Like the most, whatever it's like pair boxes and the smaller boxes. Those are done as a general fit for all.

01:19:54 Speaker 4

It's easy if we get some standard sizes in there, and I think she has, but I don't think she's used the original standard sizes. But she's got her own standard sizes now. So all we would need from Kathy is what boxes she's using.

01:20:07 Speaker 2

No matter what they were little set down that road again,

01:20:10 Speaker 4

Which isn't that hard as you know.

01:20:11 Speaker 2

Yeah, Charlotte Hammond.

01:20:16 Speaker 2

Be nice. If we had a look at the box sizes, we use and make sure that the smaller fit in the bigger, which fit in the bigger. Amazon.

01:20:24 Speaker 4

Don't care if they send them all by four boxes together.

01:20:28 Speaker 2

Size has been a real sea change last three months, yeah, yeah. They're going down a zero packaging type thing.

01:20:37 Speaker 4

Somebody's calling them out,

01:20:39 Speaker 2

Yeah you'll start You'll start to see it soon. You'll start getting your television shipped. In the television box. There you go. I knew that there was this huge change.

01:20:52 Speaker 4

They're not putting a box in a box.

01:20:54 Speaker 2

Yeah, yeah, they're trying to get away with the outer packaging.

01:20:57 Speaker 3

Also, it makes it easy for the drones to deliver them.

01:21:00 Speaker 2

Yeah, And for people to steal the expensive stuff because they haven't got well You.

01:21:05 Speaker 5

Can you can they've always been able to get it shipped in its normal box, But you can ask for it not to be yeah so that you can't see what's in.

01:21:13 Speaker 2

It if it's a gift. I just know the shift in that way, there's a big sea change coming. It.

01:21:22 Speaker 4

Is a bit over the top.

01:21:26 Speaker 2

I had a strange one came up, I don't even know where it came from, some rolling issue or other.

01:21:32 Speaker 5

Oh no, it was not. It was someone asked Helen to sign off the free charge order, and then Helen went oh, needs an unconformity Yeah.

01:21:41 Speaker 2

Well, we need to know what it is. Because some things like this, we have to trace down as it was as it's blank.

01:21:46 Speaker 5

No, we and Steve been on it, so it's theum battery door for a Maxo two ME was booked in. Uh, But it was in stock because a Maxo two ME battery door on the label, it said, OM twenty five. Yeah, but we'd booked them in as a Maxo two ME battery door.

01:22:06 Speaker 2

Okay, so the mistake was ours?

01:22:09 Speaker 5

I believe so, but this is twenty eighteen, So, What they were booked in in twenty eighteen and I think that's the one that's been sent out. The ones that are in stock have twenty eighteen stock, but they have been rebarcoded to the bigger barcodes. And I was trying to remember when that happened.

01:22:24 Speaker 3

No, somebody's moved the stock recently. Have there? Yeah, So I think originally, the mail may not have been a mistake with Maxtec because country drive a lot of the OMS series from Maxtek were OMA's or M. And then on the latter ones, they put Maxtor two hundred and twenty on the front panel.

01:22:47 Speaker 5

Without a spare,

01:22:48 Speaker 3

Which is the same name as that the new one. So, somebody at Maxtek could have mixed up right.

01:22:54 Speaker 5

I mean it does say " Oh, that's twenty five,"

01:22:56 Speaker 3

But it also looks at this end as also is cracked or tried to correct it and swap some barcodes over. So.

01:23:04 Speaker 2

We've compounded on a Maxtek error potentially.

01:23:07 Speaker 5

The thing I left it with last week was not really bothered how it's happened.

01:23:12 Speaker 5

So, It's been taken out of stock. We've been put back in in the right place and stock. And, we're sorting out the customer; I am just waiting from to get back to me what he actually needs. Okay, so it's fine.

01:23:20 Speaker 3

You see him walking because the customers doesn't want what he's thinking.

01:23:24 Speaker 5

Yeah, So I don't know what happened to conversation that happened with So. He's rung up and said he wantedum From what I can now gather. Well, understand you battery door, but I think he's possibly asked for a kickstand.

01:23:38 Speaker 5

And I was asked for a battery door, Thinking it comes with the kickstand top on the picture because it's the picture I uploaded because I didn't know any different. With the kickstand, so they've gone," Oh, you need the whole battery door." We actually sell the kickstand separately.

01:23:51 Speaker 3

They get more complicated in their operator's manual. They've got a strong progression pattern, But so I think they add the battery door with a kickstand, maybe with screw or spring. Yeah. And they made a mistake.

01:24:04 Speaker 2

This is saying booked in in twenty twenty not twenty eighteen but well,

01:24:07 Speaker 5

It's that particular one because the stock that's still there is twenty eighteen.

01:24:14 Speaker 3

Okay, and t here is one of them being transferred fairly recently. Oh,

01:24:17 Speaker 2

Yeah, Stock booked in twenty eighteen Some confusion down max start stopping the O E in twenty five and started to use the Max O E. All right,

01:24:27 Speaker 5

So if the customers coming back to me, because I've just said, we'll send him whatever he wants. Could just get a little paper on the right invoice, so it don't make any difference.

01:24:35 Speaker 3

And I've added I've added memos on the stock pages to say if a customer asks for

this, ensure this is what we want. And if they just ask for a bracket door, you'll need the screw and the spring and blah blah. It shouldn't happen again.

01:24:48 Speaker 2

Yeah, I can fill my notes in on that one and close that one off. Brilliant, was that three nine four eight three four?

01:24:57 Speaker 3

Okay. But as for that last week, it's not worth. Not worth the effort trying to prove. No,

01:25:08 Speaker 5

But he gets fucked up and have to close it. Yeah, that's fine. But he wasn't the guy; wanted he wasn't a not; he was just like, "I'll proceed." This is wrong. I think it's yeah, I know it's wrong and so we've dealt with that. It's just taking a little bit longer than I, probably would have hoped to have done, but it's fine.

01:25:23 Speaker 3

Ironically, we had something similar the week before relating to the census so, I can't remember,

01:25:30 Speaker 5

But I remember seeing a picture. Well, once you said that, I remember seeing a picture and it said "max O two M E," but it was on this big O M twenty five box because you can tell the difference, because the O M twenty five is more of a rectangle in it compared to the blue other box. No,

01:25:45 Speaker 3

There's quite often we had two issues somewhere related within a week where we don't have anything for years kind of thing. Yeah,

01:25:54 Speaker 5

And I don't think we sell these.

01:25:55 Speaker 2

Brands well. The moment you bin someone somebody wants it.

01:26:02 Speaker 2

So. Any else today?

01:26:10 Speaker 5

Oh, um, there was some stuff on the Tuesday meeting, and I just looked at it a minute ago. Um, We had a meeting the other week about it was saying our export order process order processing. And when I've actually looked at the issue, we were asking about. We were going to anything through USA ship, but we were going to add additional information onto the paperwork. Are we scrapping that now because I don't think we've had any issues since. We were having problems with stuff getting

stuck in customs. You had stuff getting binned and stuff, and we said," Oh, maybe we should add FDA product licensing code." We do,

01:26:46 Speaker 4

We need to do that.

01:26:47 Speaker 5

We do need to do that right? So that's still a thing then? It's one, you it's getting there because the customer who was ordered some UFOs sent me last week. Oh. We'd already sent it. It was too late. If we could include the FDA approval, whatever it is in it, and that must help because as I said, I would we've sent it already hasn't gone with it because I dropped my house after. So I don't know if that's also.

01:27:10 Speaker 4

It's probably not as much of an issue now because the tariffs have gone on and they're being they're illegal these extra tariffs. And so uh, speeded up uh customs I think, butum in in reality, still an issue. Still an issue with FDA.

01:27:27 Speaker 5

So, What we, because I said Emily said adding required shipments to USA required non pay work shipment and I'd written a list, but it was just from the discussions that we'd had. So, I just need to know because there was going to update the procedure and actually need to know what we we need to be, adding what we don't. Uh, I can't really remember. Well, is the issue? Is it something else?

01:27:46 Speaker 2

Anything being sold America, then We need to check;. We actually have the FDA registration stuff on file.

01:27:50 Speaker 5

I think that's what it is. And that may just be included in that. Might be all right.

01:27:55 Speaker 4

You stick it on a label on the outside of the box, stick it on the invoice. Does it need a.

01:27:59 Speaker 5

Number or actual? Because what was that?

01:28:02 Speaker 4

There's a couple of numbers I can't really remember. We did bring it up, and I have got it.

01:28:10 Speaker 5

Five one ten K listing number, manufacturer company reg product listing code, manufacturer name address is what I put in this year again. I don't know; no, that's right; just been there for that long; I've forgotten.

01:28:21 Speaker 2

Yeah. Okay, so we need checking the pen. We have that for all the products. We don't.

01:28:28 Speaker 5

FDA approval document, that's what you asked for.

01:28:31 Speaker 2

Yeah, but that's a big document. That's yeah,

01:28:34 Speaker 4

And to be honest, we we put that on those products and it made no difference. Yeah, Well, this is what this is. What last week said to me,

01:28:42 Speaker 2

But, surely that document is just a number that refers to something else.

01:28:46 Speaker 4

It's something that's issued for foreign governments? To say yes, this product has FDA. However, FDA don't use it. because for FDA you don't have a certificate like a CE certificate. You just have a number. But foreign government might want the piece of paper, so they can produce a piece of paper that says this is for foreign government.

01:29:07 Speaker 2

Yeah, So I was saying, so send it the other way around, which just means you used to be called Medall number or something. I don't know what it is now, but it's just a number you get when you're registered with the FDA. And then surely you just need that. On the little well,

01:29:19 Speaker 4

Yeah, You need t here is a couple of numbers because t here is the number of the manufacturer and t here is the number of the product. I think you've got it there. What you said that was it. That was the numbers that we got.

01:29:35 Speaker 5

So I am just going to look at moment.;

01:29:36 Speaker 2

I have no idea how to untangle everything we want.

01:29:39 Speaker 5

Fda manufacturer's ID number, FDA registration number which is the five ten), FDA medical listing number product) is in the pen. Not send the information in there.

01:29:48 Speaker 2

Question is, how do I get it where it needs to be Does it? Go on the invoice Does. It go on the product Does.

01:29:54 Speaker 4

It go on the It goes. It needs to be on the documentation. So invoice, it needs to go on the invoice, And I don't think it would have printing out sticking a label on outside of box.

01:30:07 Speaker 2

Because that would have to be done at goods out Yeah.

01:30:10 Speaker 4

Yeah, Which is why with any US forms I think we just have.

01:30:15 Speaker 2

I was going to say, Any USO doesn't need to be manually done until we get a clear pattern that I can visualize and go," Right, this is what we do." At the moment, I ain't got a clue.

01:30:25 Speaker 4

No, no. If it became a regular thing, you'd have to deal with it. But an irregular thing.

01:30:28 Speaker 2

So you need that procedure: manual USO orders need to be manually signed through by someone.

01:30:34 Speaker 5

So yeah, just going. What?

01:30:36 Speaker 2

We just have to manually get them through and see all the different bits we need to do.

01:30:40 Speaker 5

Yeah, but how do we know what's what?

01:30:42 Speaker 2

He doesn't know what he's saying.

01:30:46 Speaker 2

You're Gonna send Ryan those bits so he has a checklist.

01:30:48 Speaker 4

Yeah, And I'll just have to ask Steve to get it off the supplier if we don't have it already or while we find it.

01:30:56 Speaker 5

So as a minimum for now, I really know this customer back because each shipment's gone and just said, can you provide me with this? Have you got it?

01:31:05 Speaker 4

That document that you're on about.

01:31:06 Speaker 5

Yeah, if he's looking at them here. Yeah.

01:31:11 Speaker 2

No, but that's why we'll do it manually until there's a, I don't think it's yeah.

01:31:15 Speaker 5

I know, but it's one of those; it has to be in the procedure somewhere. So I've got to.

01:31:20 Speaker 2

But if he comes back and goes, "I'll have to do five a week," I could do with this putting on the invoices and open orders. It's worth adding.

01:31:27 Speaker 3

So if.

01:31:31 Speaker 2

You go to.

01:31:34 Speaker 4

That part number certificates, click on certificates, yeah, and the first document comes up as you said.

01:31:47 Speaker 5

Um. That I am aware of. Cause when I spoke to Cathy, she was like, "Oh, I don't know." So that's fine. I will sort it and get you. Yeah, thank you. Had a whole different procedure.

01:32:27 Speaker 4

Uh yeah, quick one. Oh do you know that bloody Randy? You remember Randy Benson Steve? Mhm walking around last two Friday two Friday nights. He's had me on the floor, talking about, oh, fucking hell. And is these really uncomfortable bloody pauses when you feel like you need to fill it in. He just pauses. That's wonderful, right? And then nothing. And then he starts again, and you are like, oh god, come on around eight fucking nearly six o'clock. Um is he's got a device that capnograph with flush error. I can't remember. Can you remember? I am going to ask him for us later. I can't remember what the score is with the plan.

01:33:11 Speaker 4

Oh, it is. Yeah, there were two issues. One you could sometimes clear it by clearing the memory, which she's done and it doesn't work. But then there was a version. There was some version. I started reading issues on it and I know Jonathan. Buckman, Jonathan where he's like one version seemed to work, and then another

version came out when that version doesn't work, that's still got the errors. And. I don't know where we got to with it. I don't know whether there was a definitive.

01:33:42 Speaker 3

But, it's so much to do with memory and the storage and the traces on things.

01:33:46 Speaker 4

That was the original issue, but then we still kept getting the problem even when you cleared the memory, and he's got one of the devices that definitely does that. So is there anything else you need me for?

01:33:59 Speaker 5

No, no worries.

01:34:22 Speaker 4

I Can't remember.

01:34:43 Speaker 3

I Know, I know, and it probably is in there somewhere. But I've just. There's just. I searched on flash error issues and there's all sorts of issues. Get to the bottom of what was actually. Yeah, something to do with the data storage on it. You've had X number of patients stored.

01:35:05 Speaker 4

Yeah, and Jonathan's got. This was fixed with eight point one, but then it's come back with eight point eight. And it's like oh fuck. So what happened in the end? I don't know. It doesn't fucking work. I'm sure we've rectified it, but I don't know. This version eleven, so this beyond beyond this anyway.

01:36:09 Speaker 2

Ah, I've had so many problems with this. And it's like for some reason, instinctively I always put my pen in that way around. And I thought, "Has been broken and everything? The pen's gone flat." It's because it has to be that way around to charge. What? It's a polarity issue.

01:36:30 Speaker 2

I just couldn't work it out. I didn't even think the pen was.

01:36:32 Speaker 4

Is the wrong way around as well, isn't it?

01:36:34 Speaker 2

Was it pointing up? No, if I point it up, it doesn't charge. Oh well, that's why I'm pointing down. But for whatever reason, I think it's because I find it easier. I struggle getting the damn thing out. You know, and if like yeah, that's easier to get out than. Sorry, I must have put it in the wrong way around. Yeah okay. Push it that way and you can't lose it. Oh! Swap you if you want ten percent? Ten percent? Are using quite

a bit to be fair? You know, Whenever I am doing any sort of job with measuring or housing or anything number wise, It goes in and did it there. And then just email self and I'll just get an email with PDF. So that's but yeah okay on that note, I can do that. Yeah carry on. Yeah yeah internet in here should be lovely, Wi Fi should be working again downstairs hall is getting tidier.

01:37:32 Speaker 2

I must have pulled out thirty cables Thursday Friday, plus two hubs, two four bars. Is.

01:37:43 Speaker 4

It the same in here as it is over there?

01:37:47 Speaker 2

Not on wireless. Wireless he's still on the old fashioned cap hour twenty to eighty something.

01:37:52 Speaker 4

So we've still got same problem if we're meeting here?

01:37:54 Speaker 2

No, no, I should be fine. Your Wi Fi's are working now. Better than they weren't working at all. Yeah, which is enough for your meetings. What was happening before though is might have been that one, but the downstairs hopes weren't fully talking to the network. So if you connected to the one upstairs, Because t here is two, t here is hubs in three places on that house connected to the right hub, it was fine. You connected to the other one and it's trying to connect to this hub.

01:38:28 Speaker 2

It can't talk online, so it has to talk to the original hub. So it's going up there to talk back to talk online. And it was just the rumors weren't right.

01:38:39 Speaker 3

So we still those little discs everywhere with people's faces on them. Oh, they still work, but.

01:38:44 Speaker 2

They're all quite slow and old because they're four generations behind, you know. So they are quite slow, but they cover the whole building now. I think I could get rid of them for one in the middle. We cover the whole building, yeah, and it'd be quicker. But I'll address that one some point in the future. But your wired PCs in here should be a lot faster.

01:39:09 Speaker 4

Yeah, your upload's faster than your download on that one on that test. Yeah,

01:39:15 Speaker 2

Wi Fi is a funny thing though. It is, but uh when the electricians been I'll be ripping loads of my wires in. Um, a lot of phones now. Sorry, A lot of desks used to have two networks coming over one for the phone, one for the computer. I am now ripping out one of them and going from the phone to the computer, because then it's just one all loop through, which also means I've got less in the walls, which means I can take out the numbers downstairs and have less downstairs, and we'll start to see that ups. So t here is no point ;. It's quite neat down there now.

01:39:55 Speaker 2

There is no hope. There is no four bars. It's all getting a bit tidy, which is good.

01:40:01 Speaker 3

I don't believe you. So, what are you doing with all the bits?

01:40:04 Speaker 2

Oh, they're all in a big box at home at the moment. My game room, as it were, With the machines and what have you is just filled with boxes of cables to sort. It's got the old van because also we've got a new camper van; everything's out of the old one in a box. I've got a box there, a box there. I was trying to redo a pool table for the poker table for the poker club, so it needs all the bits taken off. So that's laid across all inside. I walk in and he's just like, "A bomb's hit. " It was beautiful three weeks ago. ;, it was empty with all the machines and everything. Now it's a shit tip. That's flight wear saying.

01:40:51 Speaker 2

Most of stuff's not going back in the new banks. France and the EU were going Linux. They are ditching Windows. Very frustrated, knots.

01:41:10 Speaker 3

I saw something the other day about people don't realize Linux is more widespread than.

01:41:16 Speaker 2

Oh, yeah, it's everywhere, but, They've really struggled with the desktop, and they're still going to struggle because there's too many variations. But yeah, the ditching Max they've really got it anti American now all of Europe. Hence, that's what you say. Well, Google's not going anywhere. Say well for how long?

01:41:37 Speaker 4

So where is Linux best? It isn't. Well no.

01:41:40 Speaker 2

That's true The.

01:41:41 Speaker 4

Original people are No They are.

01:41:44 Speaker 2

Linus is still kicking around. The inventor of Linux. Linus Torvalds is still kicking around in the US. Is he? And is he married? No, no, where is from? Hello, any chance you can move your van? I cannot get out of the car park. Yeah, oh I was just about to go so yeah. Thank you very much. It's not like we have a queen's passport got there. Uh, it's only parked, it's only parked there because there was no other parking space somewhere else on the street or something like that. Anyway, I better go back to my place. You've got that hotel kind of on me.

01:42:14 Speaker 1

Yeah, I'll let you in, but you got to get out.

01:42:44 Speaker 6

New ways to stop our kids' phones during the day. My other concern here is really that you're just shifting the problem from inside the school gates to outside the school gates. But Alan Osmond, the eldest member of these family group, The Osmonds says though they aged seventy-six, he was a group's main songwriter.

01:44:55 Speaker 1

I'm sorry.