

INTERNATIONAL COMPUTER SERVICE

MARCH 2026 NEWSLETTER



AM-WIN iOS APPS v2.9.1

NEW AM-WIN iOS APPS VERSION 2!

**AM-Win iOS Apps
Version 2.9.1
is now available!**

*If your SUA is up to date
contact ICS for assistance!*

*Find out more about v2.9.1
in the AM-Win Apps sections
of the newsletter.*

AM-WIN v11.250

NEW AM-WIN VERSION 11!

**AM-Win Version 11.250
is now available!**

*If your SUA is up to date contact
ICS for assistance!*

*Find out more about v11.250
in the AM-Win sections
of the newsletter.*

AM-WIN & ICS

AM-WIN REFERRAL PROGRAM!

**EARN \$200 PER
REFERRAL!**

Refer AM-Win and earn a credit
off your AM-Win SUA!

*Find out more about the
AM-Win Referral Program
later on in the newsletter.*

If you have any queries about any of the
content in this newsletter,
or any general enquires, contact ICS:

(07) 3107 1923

support@icsjet.com.au

<http://www.icsjet.com.au/contact/>

or find us on Facebook!



Like us on
Facebook





AM-Win software

New Version Information

NEW VERSION 11 – v11.250

Click [here](#) to download the new version 11.250,
or go to www.am-win.com.au/Home/AmwinVersions and download the latest update.

Contact ICS if you would like assistance with the update ☺

As this is a new version release, there will be a conversion required on your AM-Win data and a new license will need to be ordered, so please do not attempt to upgrade from v10 to v11 without contacting ICS.

*These downloads will update any existing AM-Win of the same Version without an Install code or license files.
If you have any AM-Win version prior to version 11.0 please contact [ICS support](#).*

There are too many changes and fixes in the new version to list them all here.

You can find [AM-Win's Version History](#) (a list of enhancements & fixes) here:
www.am-win.com.au/Home/AmwinUpdatesList

HERE ARE SOME OF THE NEW FEATURES & CHANGES

- **Backup** option added under the **Help** menu
- Many **improvements** to the **screens in AM-Win** (added fields, fixes etc) see website for full list.
- Lots of **New Options** added to **Various Reports** (filters, fields etc) see website for full list.
- New **Job Invoice Format #30** created, as well as many existing formats have had changes/fixes.
- **Job Card Format #9** edited, as well as many other existing formats have had changes/fixes.
- Added **% Deposit Percentage** Business Option with **Quick Deposits integration**
- You can now **print Notes** from a **Job** (customer header + all job notes)
- New Default **Email Body** options for **Marketing** and **Customer Credits**
- **REC** (reoccurring invoices), **Outstanding Report**, and **Batch Invoice** added as Document Types in **Email Setup**
- **Purchase Order Labels** now include **Job** details. When a part is allocated to a job, the label now populates job number, due date, booked date, created date, description, customer code, client name, serial number, and make and model
- Single 1D (75x28)M **label format** can now be selected for **Purchase Orders** and **Goods In**
- **Workshop Diary** window is now resizable and has had other enhancements, including **faster loading times**.
- Assign **default Checklist** based on **Service Type** (Default checklist applied when no service type is selected)
- **Batch Finalise Open Jobs** by Job Status option in **AMWTools** with option to **email or print** finalised invoices
- **Created Date** added as a new column in the **Job Invoicing screen**
- Business Options #279 added - **Auto email mass emails** (statements, marketing, etc)
- **Security levels** applied to **Stock Masterfile** button and **Sell Prices** button in Select Stock window
- **Invoice deletion** now records document number and date in the **Logfile**
- **Fleet Number** now displayed in **Job Invoicing** screen
- Enter **charged/actual hours** for employees from **Monitor Times** screen in **TimeSheet module**
- New **Job Estimate Hours Workshop Report** (Booking Date, Customer, Rego, Job Desc, Estimated vs Logged Hours)
- **% of Allocated/Estimated Hours Warning Msg** – Can be activated in Business Option with Job Hours Notification
- **Tyro/AM-Win payment timeout** no longer disables Process button or double-processes payment
- **Barcode scanner** support added to the **Time Manager TimeSheet Entry screen**
- Ability to **add cost prices** to **accessories** in **Asset Sales**
- **Import Catalog** with **Asset Group** and corresponding Ledgers in **Sales module**
- **Note button** added to **Make and Model** window, linked to **Vehicle ID**
- Manually enter **currency codes** from **other regions** and apply across AM-Win



NEW AM-WIN IOS VERSION RELEASE

AM-Win has recently released a new iOS version for the AMATWORK app to the AppStore, v2.9.1.

You can find the **AM-Win Apps's Version History** (a list of enhancements & fixes) here: www.am-win.com.au/Home/AmwinUpdatesList

**CLICK HERE TO
WATCH A DEMO**

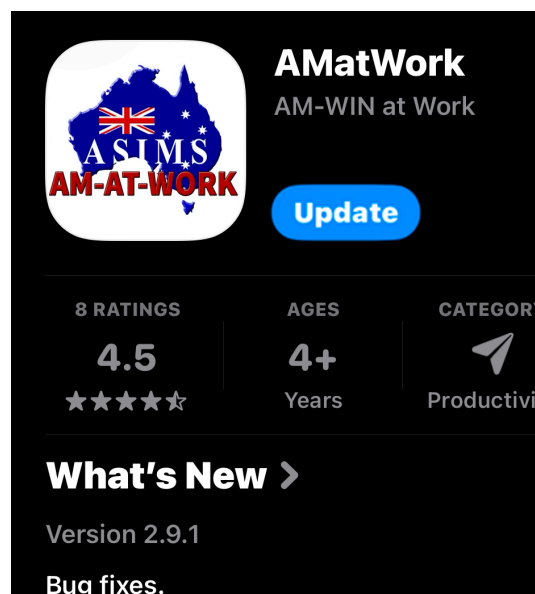
[Read More about the AM-Win Apps on the AM-Win Online Education Centre!](#)



NOTE: If you have enabled automatic updates on your iOS device running AMAtWork, then you may have already received this update.

You can check this by navigating to the Settings screen in the AMAtWork app, where the current version your device is running is displayed.

If you do not have automatic updates enabled, then you can manually update your AMAtWork app by going to the **AppStore** > search for the **AMAtWork app** and enter the app page > select the **Update** button.



MAJOR UPCOMING CHANGES FOR SUPER

Important Super Changes from July 2026 – What You Need to Do

From **1 July 2026**, two major changes will affect all Australian employers:

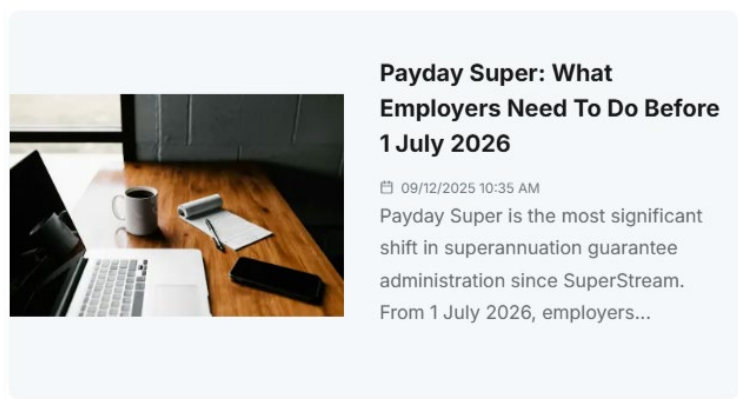
Payday Super will become **mandatory**, meaning super contributions must be paid at the same time as wages, not quarterly.

The Small Business Superannuation Clearing House (**SBSCH**) will be phased out, so businesses using this service will need to transition to a new solution.

To help you prepare, our trusted partner **Lightning Payroll** is already **fully compliant** with these changes.

Their software supports **Payday Super** and, as an **ATO Gold-certified SuperStream provider**, enables employers to report and pay super directly without relying on an external clearing house.

For more information, see [Lightning Payroll's News page](#) to [read the full article](#).



If you currently rely on the **SBSCH**, we recommend reviewing your payroll processes **well before the deadline**.

The AM-Win Support team can help ensure you are ready and compliant.

Contact the **ICS** team now on 07 3107 1923 or at support@icsjet.com.au

Find out more about Lightning Payroll including information on the latest version, in the Lightning Payroll Section of the Newsletter.



AM-WIN FAQ

THIS MONTH'S MOST FREQUENTLY ASKED AM-WIN QUESTION

Question: Does AM-Win do Automatic Backups?

Answer: Yes, when End of Month is run, AM-Win automatically backs up your data files to a Backup Folder on your local drive.

You can now run an AM-Win backup at any time under the Help Menu.

However: It's important to understand the **limitations** of this backup.

If the drive where AM-Win is installed is lost or damaged, those backups go with it, which means they won't be there when you need them most.

That's why an **external backup is essential**.

An external backup simply means copying your AM-Win backup files to a separate source, something physically or digitally independent from your main drive.

Common options include USB drives, external hard drives, and cloud backup services.

The key concept here is "**air-gapping**"!

Your backup needs to be disconnected from your system to be safe.

A USB drive left plugged into the PC doesn't count, because it's exposed to the same risks.

A power surge that kills your main drive will likely take out any connected USB too, and a virus will spread to anything attached to the machine.

We recommend keeping a dedicated external drive for daily backups, ideally rotating between two drives, or better yet, using a separate drive for each day of the week.

The more frequently you back up, the less data you stand to lose if something goes wrong.

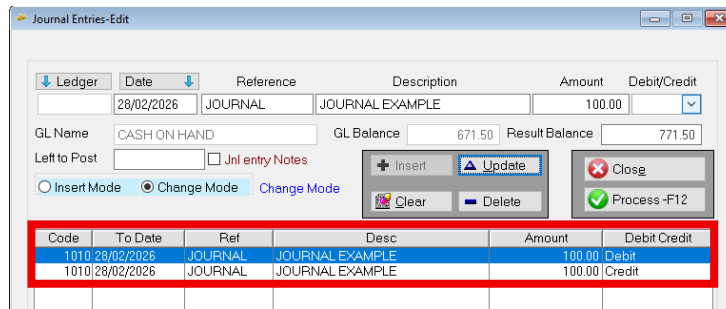
If you'd prefer to set and forget it, ICS offers a Backup Monitoring service for just \$5 a month. We'll configure automatic backups for you and keep an eye on them to make sure they're running. All you need to do is swap the drive each day.

Watch this video on our YouTube page about Why Backups Are SO Important!



Question: Can I delete incorrect Journal Entries?

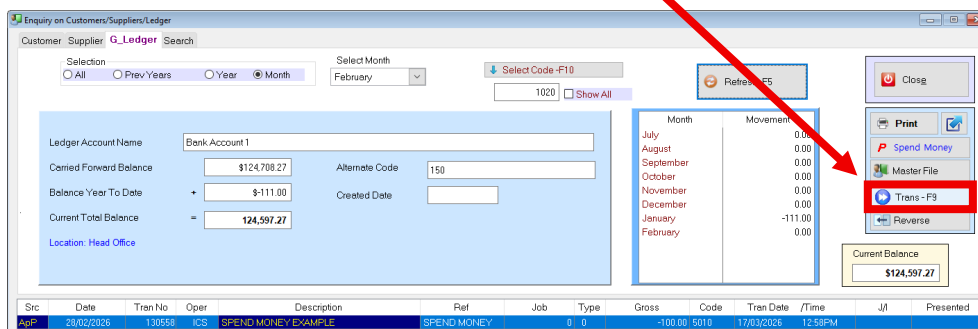
Answer: You can change the ledger codes to all be the same ledger from the **Enquiry window**
 > **Trans – F9 button** > **Change button**
 > **change the ledgers on all the lines to be the same.**



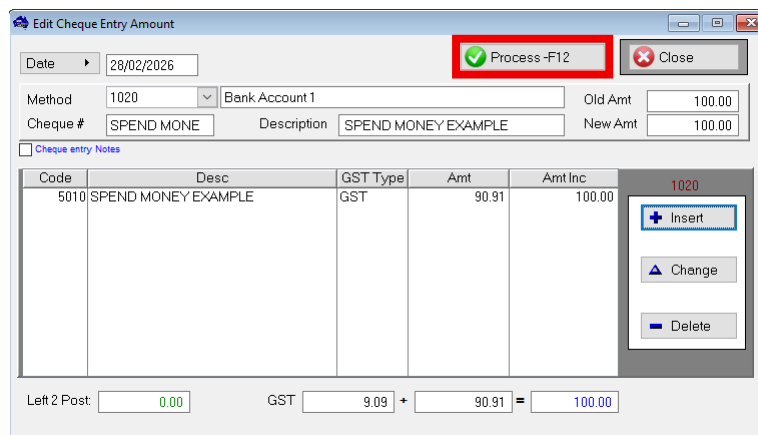
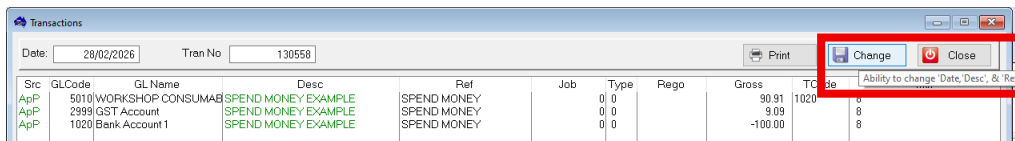
Alternatively, you can just do another journal, but the opposite way around.

Question: Can I modify an existing **Spend Money** Entry?

Answer: Yes, similar to the previous question, find the entry in the **Ledger Masterfile**, highlight it and click on the **Trans - F9 button**.



Click on the **Change** button and proceed with your modifications.

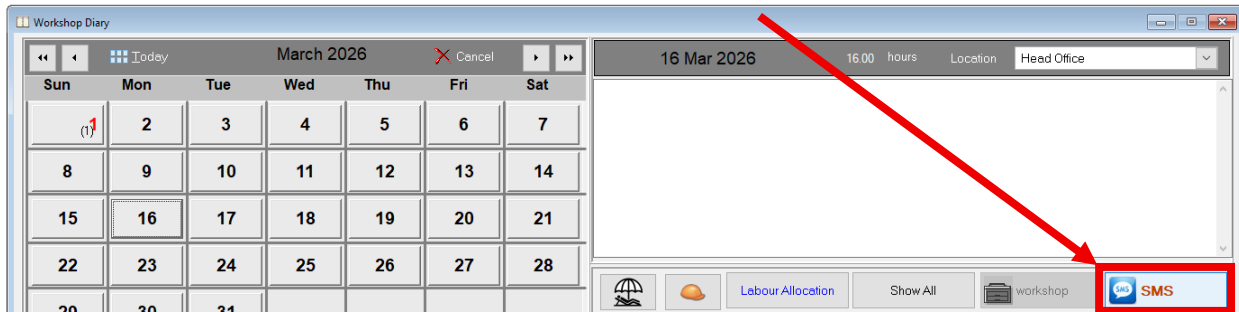


When you are finished, hit the **Process - F12** button.

AMONLINE TOP PAGE OF THE MONTH



SMS ALL JOBS DUE FROM THE WORKSHOP DIARY

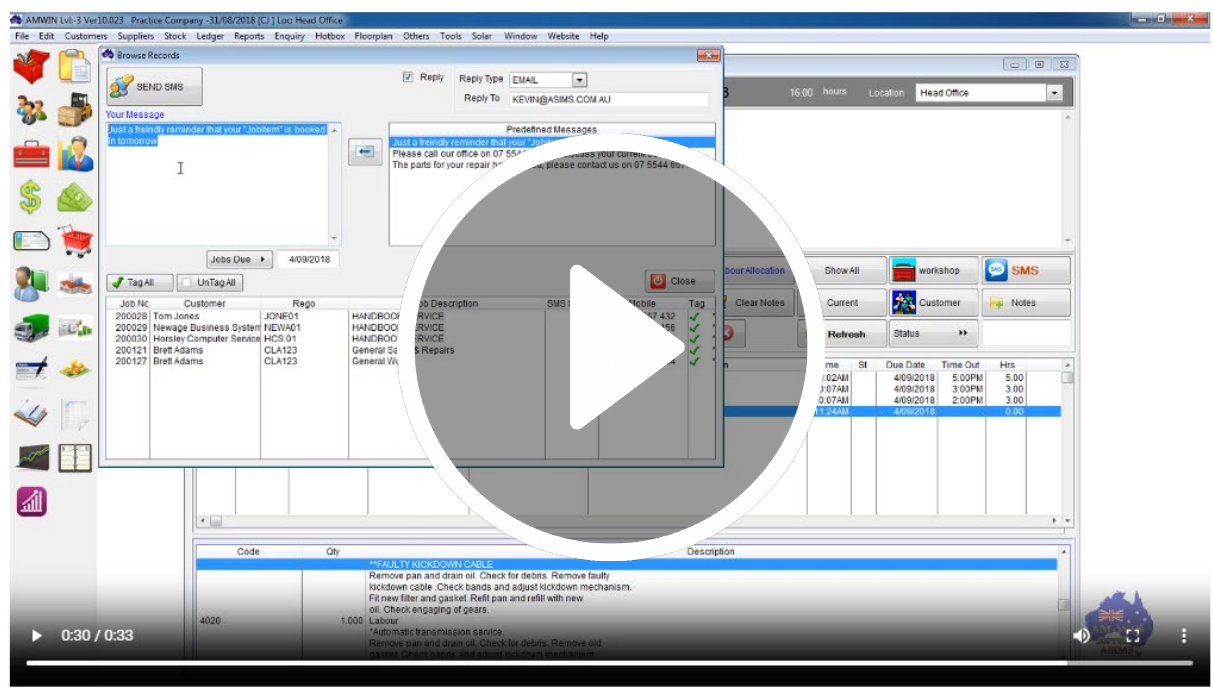


In the main AM-Win program under the **Workshop Diary** icon, you can click on the required date and display all of the jobs for that day.

You can then click on the SMS button to enable you to send an SMS reminder to all customers with jobs to be done for that day.

This means the day or a few days before a job is scheduled to be done, you can send an SMS reminder to all of those customers regarding their job being due on that day.

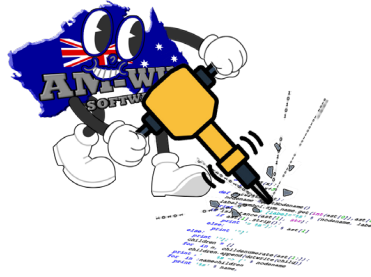
Watch a walkthrough video on AMOnline!



Keep reading about the [Workshop Diary](#) on AMOnline!



WHAT IS AM-WIN WORKING ON?



INTEGRATION WITH 3CX PHONE SYSTEMS



From the Customer Masterfile, Supplier Masterfile, invoicing, purchase orders and the scheduler you can click on the phone number in AM-Win and directly dial via your 3cx phone system.

This is a great new tool that will save you hours each week manually dialling numbers.

Call us today if you are using 3CX and want an easier way to communicate with you customers and suppliers.

One off cost – No ongoing fees

STIHL[®]
STIHL INTEGRATION

STIHL PHASE 2 ECOM ROLL OUT – AM-WIN UPDATE
CONTACT ICS IF YOU REQUIRE THE UPDATE!

AM-Win has been selected as one of only a few organisations in Australia to be involved in their new pilot program to integrate our DMS software directly into Stihl via an API interface.

This integration will allow the following:

- **Order Placements from Stihl Website**
 - This application will download all the new Online orders into SQL Server.
- This program will keep running in the background and will download orders automatically.
 - **Online Order processing Tool**
 - This application will show all the Online Orders in one place.
 - User can select all orders which are new in the list.
 - User can process the Orders into AM-Win.
 - After processing to AM-Win order will disappear from the list and will go to AM-Win.
 - **AM-Win updates**
 - Stihl order will show in Orders screen in AM-Win.
 - User can set Order as Ready to Stihl online Website.
 - User can cancel the Order and it will update the Stihl online Website.
- When user will finalise the Job it will send updates to Stihl Website that order is complete.
 - **Inventory Updates to Stihl Website**

XERO INTEGRATION



AM-Win have been working on the integration between AM-Win and Xero and we are happy to announce it is finally complete.

The integration is one-way from AM-Win into Xero. This means that any adjustments or changes that need to be made to invoices / purchases / payments etc. will need to take place in AM-Win and pushed to Xero. Deposits for jobs will be sent to Xero as prepayments and will then later need to be allocated both in AM-Win and Xero as there will be no invoice link in AM-Win to Xero to facilitate the link to the invoice.

This is because the invoice could be processed several months later and also possibly in a different financial year or GST period.

Debtors (Including debtor statements) will be managed in AM-Win as will creditors, stock control, debtor and creditor payments, till reconciliation will also be in AM-Win based on deposits, cash sales, POS sales etc. being AM-Win processes. Xero will only have 1 debtor for AM-Win purposes which will be an AM-Win debtor containing all AM-Win produced invoices and the total balance. AM-Win will manage individual debtors. Creditors will be the same. You may also have other debtors or creditors which are directly managed by Xero. This shouldn't be a concern as statements, payments and other debtor management is handled by AM-Win. Creditor management, purchase orders and payments will be managed in the same way.

Xero will be used to manage non inventory creditors (utilities, office supplies etc.). Xero can also manage all of your overheads, bank reconciliation, depreciation and loan accounts, fixed assets / liabilities, BAS and other general accounting functions. AM-Win does have a full accounting system build in which could be used for all you bank recs, bas and all other accounting functions if required.

E-COMMERCE WEBSITE INTEGRATION



AM-Win now integrates with numerous e-Commerce sites such as **Neto**, **Woo Commerce**, **Shopify** and AM-Win's own **Back to Base web portal**.

This allows your dealers or agents to place an order with you via your website and those orders will be directly placed into AM-Win.

Prices and stock on hand can be uploaded from AM-Win into your website and sales from the website can be automatically uploaded into AM-Win ready to be picked and packed for the customer.

We are constantly developing further integration between AM-Win and websites.

Podium

PODIUM INTEGRATION

AM-Win is now integrated with **Podium**, a customer interaction platform designed to help businesses connect with customers through messaging, reviews, and feedback management.

This integration enhances AM-Win's capabilities, allowing businesses to manage customer communication and interactions seamlessly across both platforms.

Powered by AI, Podium is an all-in-one messaging platform to help your business stay connected with your customers with ease.

- **Alert your customers for vehicle pickups.**
 - **Appointment confirmations**
 - **Send out reminders**



HUBSPOT & THRYV INTEGRATION

AM-Win is working with a few clients on integration with popular CRM systems including Hubspot and Thryv.



YAMAHA

YAMAHA INTEGRATION

AM-Win is fully integrated with Yamaha for the marine and motorcycle industries.

We are currently testing AM-Win v11.259 as this has recent changes specifically for the Honda Axis API Migration.

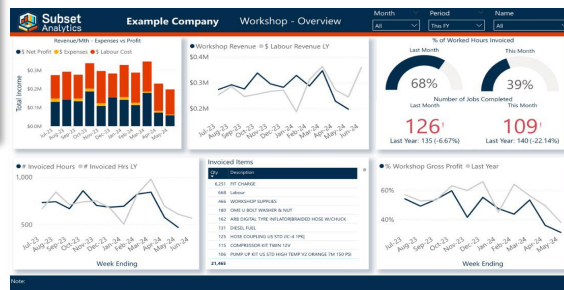
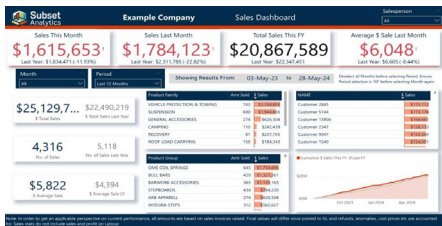
If this version successfully passes testing, then we can deploy this to customers before the 31/03/26 Honda deadline.

POWER BI INTEGRATION

AM-WIN & POWER BI



AM-Win are partnering with Subset Analytics to provide a state-of-the-art reporting solution for AM-Win. Subset Analytics is offering a comprehensive suite of interactive Power BI reports, tailored specifically for AM-Win customers.



WHAT IS POWER BI?

Power BI is a powerful data visualisation tool from Microsoft that turns raw data into insightful, interactive reports and dashboards. Imagine having all your business data—sales figures, labour efficiency, financial metrics—brought together in one place, where you can easily explore and understand it through colourful charts, graphs, and maps. With Power BI, you can quickly identify trends, make informed decisions, and share your findings with others in a visually engaging way.

Power BI makes data analysis accessible and effective, empowering you to see the big picture at a glance. The true magic of Power BI lies in its ability to present information from multiple perspectives. For instance, with a sales-over-time chart, you can easily navigate through different time frames—year, quarter, month, week, or day. By clicking on a customer name elsewhere on the page, the line chart filters to display only that customer's sales totals. This powerful filtering can be applied to various categories, such as salesperson, supplier, location, product, or any other category you can think of, allowing for a comprehensive and tailored view of your data.

WHAT'S ON OFFER?

The product will launch with Sales and Workshop Reports available, and these will be followed by other AM-Win-Data reports such as Management Overview, Spares, Marketing and Finance. Each report will include a dashboard showing key metrics over time like Total Sales or Invoiced hours, and calculated metrics such as Gross and Net Profit or Fitter Efficiency. Also included are comprehensive bonus systems for Sales and Workshop teams and Monthly Breakdowns and Job Detail pages so staff can delve deeper into their individual performance.

HOW DOES IT WORK?

James at Subset Analytics has developed a suite of Power BI reports that leverage AM-Win data. These reports are hosted on a managed, secure Microsoft framework and will be continuously improved in functionality and usability. Setup is straightforward: AM-Win will establish a data gateway on your server, and soon after, you'll be provided an online link to access your reports. There is no connection fee, and the reports are available through a flexible, no-commitment monthly subscription. In the future we plan to introduce new features and expand connectivity to additional data sources, including Facebook, Google, and customer management systems, enhancing the value and insights provided by our reports.

For more information or for access to example reports, contact James at james@subsetdata.com.au or 0427 444 114.

LIGHTNING PAYROLL INTEGRATION

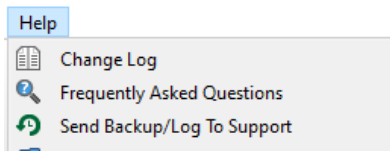


As part of our ongoing commitments to our customers and partnership with Lightning payroll, AM-Win has developed a Lightning interface link to AM-Win, which is available in the latest versions of AM-Win and Lightning.

Version 2026.92 of Lightning has now been released. Some of the changes are below:

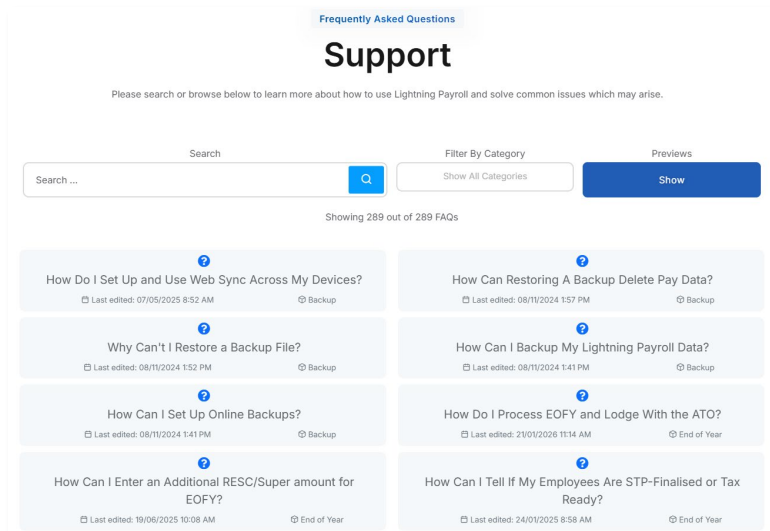
- Tax calculations can now work automatically across multiple pays for the same employee and the same pay run.
- Performance improvements around Pays Screen and Rosters screen loading speed, with more to come.
- Pays with zero net can now be selected for ABA files, useful when all of a pay is to be deducted to a secondary bank account.
- Clearer messaging and auto-detection of revoked machine credentials
- Super deposits are now auto-deleted if SuperStream messages fail to send, allowing for quicker resending.
- New Lightning Payroll time and attendance data import function added to the Pays screen.
- New LP AI Assistant tool added to the lower toolbar, allowing you to ask questions and get help using the software and with payroll-related questions in general (requires paid subscription and login).
- SuperStream payments can be scheduled up to 2 weeks in advance with the Payday super screen.

You can find the full list of enhancements & fixes under the **Help** menu > **Changes**



In most cases, users will be prompted to update once they open Lightning. In cases where they have declined to update or they did not get prompted, the installer can be downloaded from the Lightning Payroll website which will update their program to have the confirmation messages.

Learn more about lightning on their website or watch their videos on the YouTube Page:
<https://www.lightningpayroll.com.au/features> <https://www.lightningpayroll.com.au/faq>
<https://www.youtube.com/@LightningPayrollAustralia>



NOTE: To be eligible for the Lightning > AM-Win link you must purchase Lightning Payroll through ICS. Please [contact ICS](#) if you are interested.

ANDROID MOBILE APP

After the success of the iOS applications in many businesses, AM-Win are developing an Android version. AM-Win have completed the workshop application for Android and are now working on other features of the application including job bookings, sales orders, add to bucket etc.

The workshop version of the Android application is now available to users on the Google Play Store. *All licenced iOS users will be able to use the Android version on their same licence.*

IOS STOCKTAKE APP

AM-Win have finished developing a single-stocktake function for iOS and currently working on a batch-stocktake function as well as an Android version.

CLICK HERE TO WATCH A DEMO



Do your Stocktaking Easier this Year!

Throw away your clipboards and grab your mobile devices, the new Stocktaking app is here.

No need to install another application, the feature will show on your AM-At-Work app as soon as you're licenced!

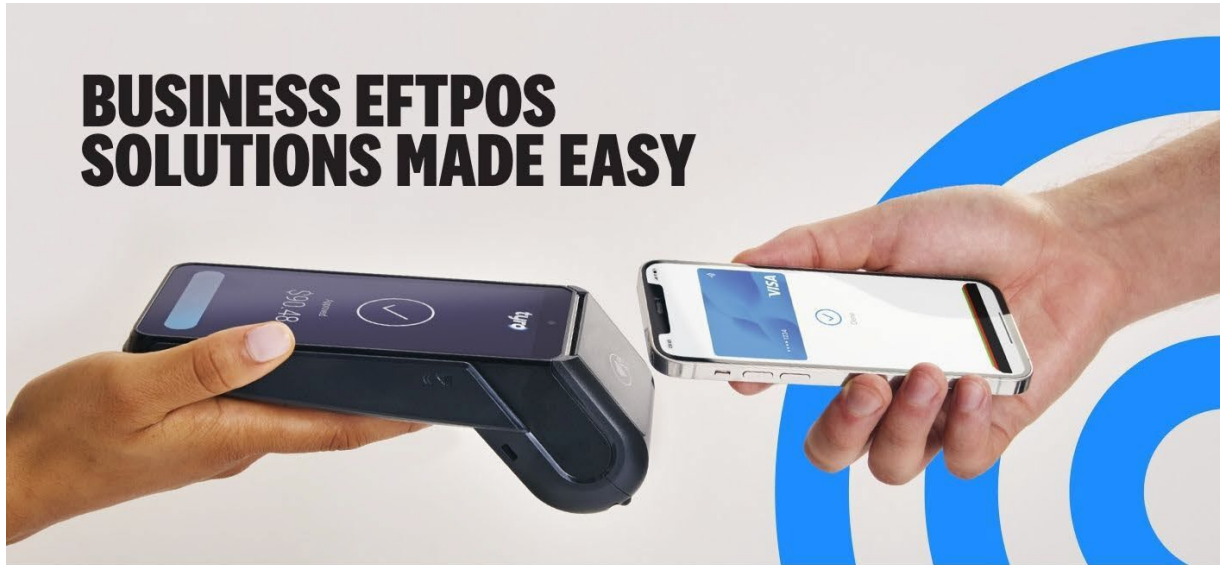
You can do both Single and Batch stocktaking with the data going straight into your AM-Win

Scan stock items using your iOS Device and even with a handheld scanner attachment!



CONTACT US TO GET A QUOTE

TYRO INTEGRATION



BUSINESS EFTPOS SOLUTIONS MADE EASY

Experience seamless payment processing for your business with Tyro’s innovative EFTPOS machine solutions. Tyro’s EFTPOS solutions are crafted to streamline transactions, ensuring reliable and efficient EFTPOS payments.



SUPER FAST TRANSACTIONS

Pair your Tyro EFTPOS with your POS, so customers can pay and be on their way in seconds.



SAME DAY SETTLEMENTS

See your daily takings paid into your Tyro Bank Account 7 days a week - even on weekends and public holidays¹.



REAL TIME INSIGHTS

Keep track of your EFTPOS takings in real time with the Tyro Portal and Tyro App.

WHY YOU’LL LOVE TYRO



No lock-in contract, or fees for set-up or cancellation



Easy set-up, just plug in, activate, and you’re good to go



Aussie support, 7 days a week

GET STARTED TODAY

To find out more, get in touch with the Tyro team on 02 7908 3719 or email services@tyro.com



Tyro Payments Limited ACN 103 575 042 AFSL 471951 is the issuer of its own financial products. Please consider whether the products are suitable for you. Tyro may pay financial benefits and/or referral fees to our partners.

1. Settlements are paid 7 days a week when you meet the following eligibility criteria:

- The daily takings from your Tyro EFTPOS and/or eCommerce facility are settled into the Tyro Bank Account; and
 - The Flexible Settlement Allocation feature is configured to leave a percentage of your daily takings in the Tyro Bank Account each day.
- Available settlement times are from 8pm to 5am (Sydney time). Excludes Alipay, HealthPoint and funds settled directly by Afterpay, American Express, JCB and Diners Club

Contact the ICS team now on 07 3107 1923 or at support@icsjet.com.au to find out more about how Tyro works with AM-Win and how it can improve the efficiency of your business.

SMS is the way to go with AM-Win

SMS is a fast, easy and powerful way to communicate with your customers.

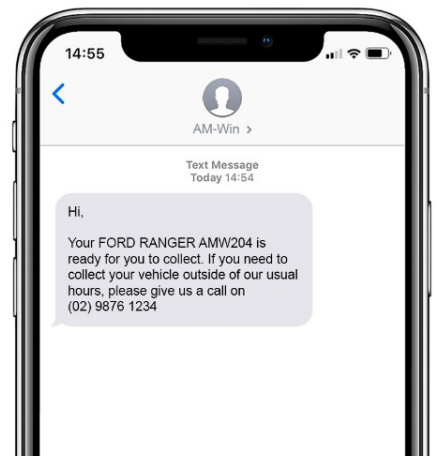
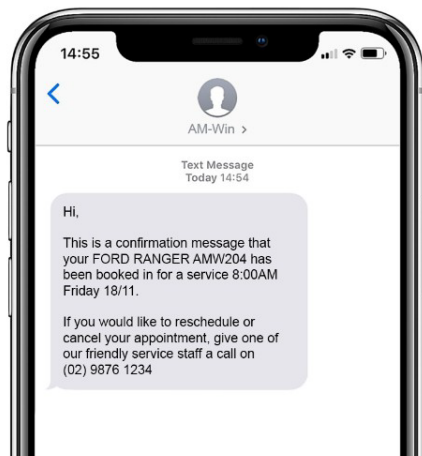
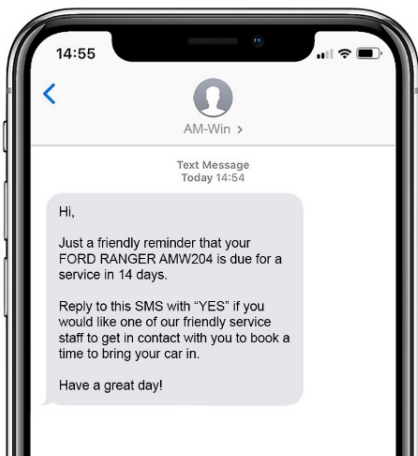


You can reduce no shows with **SMS** appointment reminders. **SMS** marketing works

That's why we've partnered with MessageNet, Australia's #1 SMS provider of mobile messaging solutions, to offer you the best channel to connect with your customers.

SMS is fast, affordable, easy to use, scalable and engaging. Let's get started.

Here are some ways you can use **SMS** for your business:



- Set up a bulk SMS broadcast
- Create and use SMS templates
- Send automated notifications
- Personalise messages with dynamic fields
- Activate social sending – avoid accidentally disturbing customers out of hours.

CLICK HERE TO GET STARTED!

Exclusive offer for our valued customers.



AM-Win software

REFERRAL program

KNOW SOMEONE WHO WOULD LOVE AM-WIN?

Share the tools that have helped your business succeed!

Earn \$200 Credit for Every Referral.

HOW TO REFER

- **Tell a Friend**

Tell your colleagues and industry connections about your experience with AM-Win.

- **Contact Us**

They can reach out to us by phone, [email](#), or on our [website](#), or if they prefer, we can contact them. Then they just need to mention your business name as their referrer.

- **You Get Rewarded**

Once they purchase AM-Win, you'll receive a \$200 credit applied to your next AM-Win SUA.

SHARE THE POWER OF AM-WIN WITH YOUR NETWORK!

REWARD YOURSELF WHILE HELPING OTHERS SUCCEED!

**CLICK HERE TO
REFER TODAY!**

FREQUENTLY ASKED QUESTIONS

Is there a limit to how many people I can refer?

Absolutely not!

Refer as many connections as you'd like and earn \$200 for each successful referral.

How do you track my referrals?

When your referral contacts us, they'll mention your business name. Our team records this information and credit your account accordingly.

Can the credit be applied to any AM-Win product?

The \$200 credit is specifically for your AM-Win Software Update Agreement (SUA).

Terms and conditions apply. The \$200 credit will be applied to your account once your referral's purchase is confirmed. Credits can only be used toward your AM-Win Software Update Agreement (SUA). Referrals must mention your business name when they contact us via phone, email, or our website at www.icsjet.com.au/Home/Contact.

HARDWARE

Are your computers slow? We can help!



ICS offer great valued Hardware Packages for outright purchase or rental.



ICS HARDWARE PACKAGES INCLUDE:

- Setup to ICS standards, inc. transfer of data, programs etc. from old hardware (where possible). This includes resetting up of e-mails and other personal settings where required.
- Options for Anti-Virus and Anti-Malware to keep your new computers protected.
- Business Grade Hardware with a 3-Year Warranty.
- *ICS also offer retail (home) options with 1 Year RTB Warranty.*

\$20K instant asset write-off available for small biz

Read More 

<https://www.ato.gov.au/businesses-and-organisations/income-deductions-and-concessions/income-and-deductions>

MS PRODUCTS COMING TO AN END

WINDOWS SERVER 2016



Microsoft Windows Server 2016 will no longer be supported after 12 January 2027. 2026 is the final full year to migrate

Windows Server 2016 moves into its last full year of support in 2026, ahead of its hard EOS on January 12, 2027. Despite its age, it remains heavily deployed across midmarket and enterprise environments, often underpinning identity, file services, and key business applications.

Outdated servers introduce material risk into the environment. Particularly when used for Domain Controllers or critical application workloads. As a result, 2026 becomes the decisive year for planning and executing migrations.

If you are still running MS Windows Server 2016, [contact ICS](#) and we can assist you with a migration to the latest version.

MICROSOFT PUBLISHER

Microsoft Publisher: End of Life



Microsoft Publisher will no longer be supported after October 2026

In October 2026, Microsoft Publisher will reach its end of life. After that time, it will no longer be included in Microsoft 365 and existing on-premises suites will no longer be supported. Microsoft 365 subscribers will no longer be able to open or edit Publisher files in Publisher. Until then, support for Publisher will continue and users can expect the same experience as today.

Many common Publisher scenarios—including creating professionally branded templates, printing envelopes and labels, and producing customized calendars, business cards, and programs—are already available in other Microsoft 365 apps such as Word and PowerPoint.

For recommendations on where to start common Publisher scenarios, see below.

You can also find a wide array of customisable templates at [Microsoft Create](#).

Find out How this will affect you, How to Prepare before October 2026 and Recommend alternatives to Microsoft Publisher, on this Microsoft Support page:

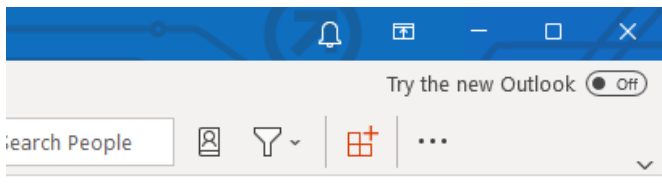
<https://support.microsoft.com/en-gb/office/microsoft-publisher-will-no-longer-be-supported-after-october-2026-ee6302a2-4bc7-4841-babf-8e9be3acb7d7>



If you have Facebook, we recommend following ICS for posts on everything from the latest Scams to watch out for, to AM-Win and general computing support.

FAQs GENERAL FAQs

Don't "Try the new Outlook" – Issue's with AM-Win



NEW OUTLOOK TO OLD

SWITCH BACK

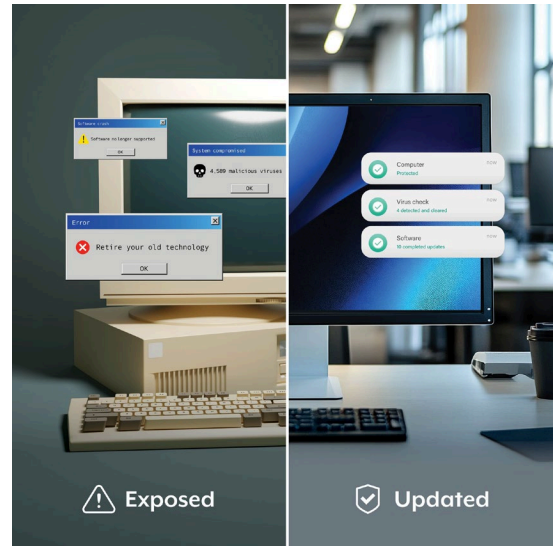
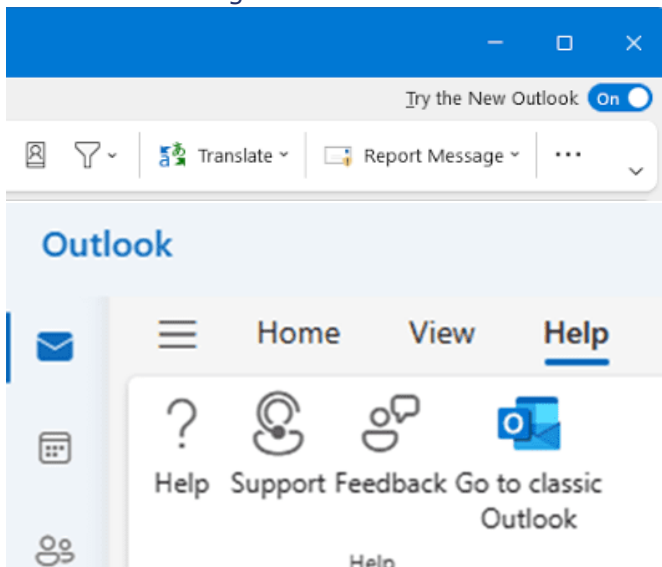


Microsoft is testing their 'New Outlook' app, and you can try it by toggling the Off button to On. However, we strongly recommend **NOT** doing this, as the 'New Outlook' still has issues and we have received reports of problems sending emails through AM-Win when using the new version.

If you have already enabled the 'New Outlook,' you can easily revert to Classic Outlook by either:

1. Switching the toggle from On back to Off, or
2. Going to the Help menu and clicking 'Go to classic Outlook'

After reverting to Classic Outlook, you should no longer experience any issues sending emails from AM-Win.



If your tech has stopped receiving security updates, you could be at risk of a cyber attack 🚨

Support for Windows 10 ended in October 2025. Older smartphones, such as iPhone 8 and earlier models (capped at iOS 16), may also no longer receive security updates.

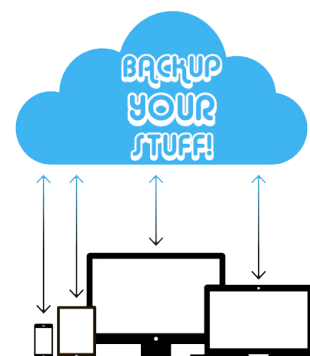
When tech companies launch new products, they eventually stop updating the old ones. These updates are important for your security.

Your product may still work, but if it no longer receives security updates, you are vulnerable to cyber attacks.

Replace or upgrade your old technology to stay secure.

[Learn more here](#) 🙌

[Contact ICS for assistance upgrading your devices](#)





Slovakia-based cybersecurity firm ESET has announced the discovery of what it calls "the first known" **ransomware powered by artificial intelligence**, capable of generating malicious scripts dynamically on infected systems.

ESET has named the **ransomware** "PromptLock" and has uploaded samples for both Microsoft Windows and Linux to Google's VirusTotal scanning platform.

At this stage, ESET suggests that PromptLock, written in Go, appears to be more of a proof-of-concept (PoC) or work-in-progress rather than fully functional malware actively being used in the wild.

PromptLock leverages the Apache-licensed open-source GPT-OSS:20b AI model from OpenAI through the Ollama API to generate Lua scripts. Notably, the ransomware does not attempt to download the full GPT-OSS model file, which contains 20 billion parameters and is several gigabytes in size.

ESET explained that instead of downloading the full GPT-OSS model, an attacker can establish a connection through a proxy or tunnel from a compromised network to a server running the Ollama API with the AI model.

The ransomware uses hard-coded prompts to generate Lua scripts, which, when executed by the malware, allow it to enumerate the compromised system's local file system, inspect target files, exfiltrate specific data, and carry out encryption tasks.

The malware also includes a prompt to implement the NSA-developed SPECK 128-bit encryption algorithm, enabling fast file scrambling.

The Lua scripts generated by PromptLock are cross-platform, running on Windows, macOS, and various Linux distributions.

While PromptLock possesses destructive capabilities, ESET noted that these features seem to be unimplemented for now.

Scam Alert –

Scammers impersonating the ASD's ACSC

The Australian Signals Directorate's Australian Cyber Security Centre (ASD's ACSC) is aware of cybercriminals impersonating their organisation via email and phone calls. These scams often include false claims of ASD endorsement for certain products or services.

What's happening?

Scammers are:

- Claiming to be from ASD's ACSC via email or phone.
 - Requesting personal details, money, or access to your devices.
 - Creating urgency or using threats to pressure quick action.
- Falsely claiming our endorsement of products—such as cryptocurrency platforms or software—and using their logo or branding to appear legitimate.

These activities are **fraudulent**. Please be aware:

ASD's ACSC will NEVER:

- Ask for your passwords, bank details, or answers to security questions.
- Send you links to antivirus or remote access software (e.g. AnyDesk, TeamViewer).
- Request payment via gift cards or cryptocurrency.
 - Claim your IP is linked to illegal activities.
 - Prevent you from ending a call or pressure you to stay on the line.

If someone claiming to be from ASD does any of the above, **assume it's a scam** and hang up immediately.

Staying Secure: What You Can Do

1. Verify Communications

If you receive a call or email from ASD's ACSC and are unsure if it's legitimate:

- Do not click any links or provide information.
- Call them directly on 1300 CYBER1 (1300 292 371). They will never give you a different number to call.

2. Report Suspicious Activity

- Forward scam emails to ScamWatch and block the sender.
- If you've clicked a suspicious link or need help, contact 1300 CYBER1.

3. Be Aware of Fake Endorsements

ASD's ACSC **does not endorse** any commercial products or services.

Official guidance & partnerships will only be shared via:

- Their website: cyber.gov.au
- Official social media channels: Facebook, Instagram, LinkedIn, and X.

Need Help?

ASD's ACSC is actively monitoring these scams and is here to assist individuals or organisations affected.

Contact them on **1300 CYBER1 (1300 292 371)** for support or advice.



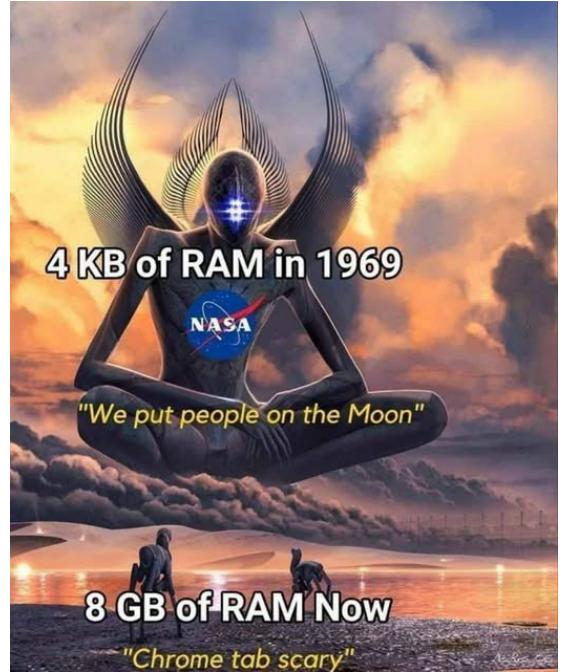
Tom Cruise at 60

Where did the IT guy go?

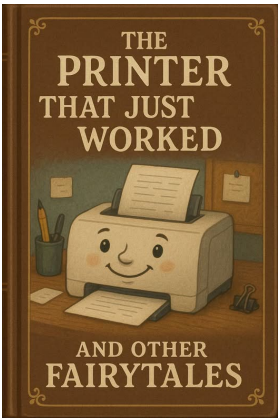
He probably ransomware



Programmers at 30



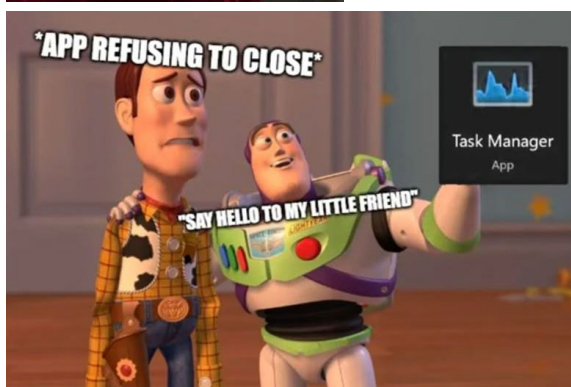
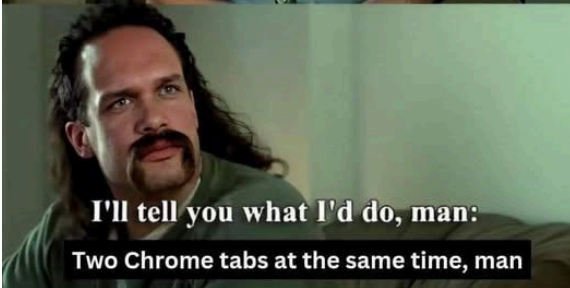
Application: *not responding*
Me:



Computer won't boot. What to do?



Website: Wrong username or password
Me: Which one?
Website:



***Our valued customers are reminded that the following support call back guidelines are currently in place under all current support agreements.**

Our support office endeavours to attend to your call as soon as possibly practicable and our staff always make every effort to maintain a high level of support to all of our customers every day. Under the current support agreement these are our support obligations:

AM-WIN PRODUCT SUPPORT

AM-Win and ICS is only obligated to provide Maintenance for any version of the AM-Win Software until the earlier of:

- (i) eighteen (18) months from that version's release or
- (ii) the release of a second subsequent Major Product Update (for example, until the release of version 11 if you have version 10).

AM-WIN HOTLINE SUPPORT to the customer is provided as long as the customer is currently up to date with their annual or monthly AM-Win Hotline Support Agreement charges. This excludes public holidays and the Christmas - New Year holiday period. Outside these hours' help is available on a best endeavour basis. The customer may use telephone Hotline Support on the nominated hotline numbers during the hours of 8.00am and 5.00pm AEST on weekdays and will normally receive a response to their call within the following periods.

1. Four working hours for calls whereby the user is not able to access the data or AM-Win program or any associated programs written by AM-Win Software as a result of data corruption or program error.
2. Six working hours for calls that involve a significant restriction of the use of the software, an error restricting access to certain records as opposed to the data as a whole or a program fault which causes data to be recorded incorrectly. Issues of an urgent nature that requires same day attention to rectify software issues, data errors or system bugs.
3. Two working days for calls that are of a general nature requiring help on how to use certain functionality of the software, calls whereby the customer is able to use a workaround or calls where the customers have not received training on the areas for which the call relates to. Any non-urgent enquiries or general support calls.

While we specify the times above, we expect that in most cases response times will be much quicker.

Response Time is defined as the time between receipt of the call and the time that an ICS Team member begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

We do not offer telephone support during public holidays, weekends or outside of usual business hours. We also have certain times throughout the year during which support is either unavailable or diminished due to national conferences and staff training events or some events such as Christmas parties. Customers will be notified of these times via email. We usually close for 7 – 8 business days over the Christmas / New Year period at which time general support is not available.

During times when support is not readily available, our staff regularly check emails, phone messages and will offer assistance for urgent and severe issues as soon as possible if the issue is emailed to us.

Customers not on a valid support agreement will be charged at a rate of \$30 + GST per 15 minutes. In all cases response for non-support contract holders will be within 1 working day. See [ICS's Labour Rates](#) for a full list of our rates.

PLEASE NOTE: Certain times of year most commonly around the end of financial year and early in the new financial year during the months of June and July, we often experience unusual high call volumes and as such response times during this period may be longer. In the event that a support staff is not able to respond in the required time, it is recommended that the customer call again to ensure quicker support is provided. Customers calling for a second or subsequent time will be given higher priority. Response times rely on the client accepting a response by any available support representative even if that particular representative is not fully familiar with the problem or the specific module in question. If the client wishes to speak with a specific support representative, then response times may be considerably longer.

It is the user's responsibility to back up their data and to ensure that the backup is operating correctly, the backup data is valid and the backup data is safely stored. If the user does not have recent and valid backups, then this will greatly reduce the ability for either AM-Win or ICS to support the customer.

***Support is only available for products supplied by, written by or manufactured by either AM-Win software or ICS.**

