



AVANTA[®]
MEDICAL INFORMATION SYSTEMS

FAX

March 14th, 2002

CLEANING YOUR DYMO LABELWRITER

For proper maintenance of your Dymo LabelWriter, make sure to use Dymo LabelWriter Cleaning Cards. Unlike other printers, the Dymo LabelWriter does not use ink cartridges, but instead utilizes thermal printing which can only be maintained by using Cleaning Cards.

Dymo recommends using a Cleaning Card once or twice a month, depending on your usage level, or if you experience diminished print quality. Cleaning Cards safely and effectively remove contamination from your Dymo's printhead. Keeping the printhead clean will improve print quality and extend the life of your Dymo LabelWriter.

To order additional Cleaning Cards, please visit Dymo's website at www.dymo.com or call them at 1-800-426-7827. If you have questions about ordering or using Cleaning Cards, please contact Avanta.

Maxell Backup Tapes

If found to be defective, your Maxell backup tape maybe shipped directly to Maxell to receive a replacement backup tape.

If an Avanta support representative has determined that your Maxell backup tape is defective, or if your Maxell backup tape is visibly defective (e.g., tape is twisted or physically torn), simply send the defective product to the address below:

Maxell Corporation of America
1400 Parker Road
Conyers, GA 30094
Attn: Warranty Return

Please include your name, address, telephone number, and a brief description of the problem. Maxell will in turn send you a replacement backup tape free-of-charge.

If you have questions about the return policy or procedure for other brands of backup tapes, please contact Avanta.

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Avanta Support

One of the defining qualities that enables the Avanta system to be the premier medical practice management system is our unlimited customer support. Based on your existing software and hardware agreements with us, we are available to answer your questions, address your needs, and provide solutions for your practice.

Please encourage your staff to call us to take advantage of the valuable resources provided by our Avanta support team, such as software support, hardware support, free seminars, and system updates. We are happy to help. Also note that our normal business hours are Monday through Friday, from 8:30 am to 5:30 pm. We take lunch from 12:30 pm to 1:45 pm.

As an added benefit, in the event of an emergency during after hours, Avanta support members are available by pager via our automated phone attendant. While we are available during an emergency, please use discretion when deciding whether the situation requires immediate attention or if the circumstances can wait until our normal business hours.

HARDWARE CORNER

Avanta asks that you please do not move or switch office equipment, such as terminals, keyboards, and printers. Doing so without Avanta's assistance may cause problems that are difficult for us to diagnose, as we may not have all the information regarding how the equipment was moved.

If you are experiencing difficulty with or are planning to move computer equipment related to your Avanta system, please call us. It's an easy first step to avoiding any hardware headaches.

B I G W i n n e r

Congratulations to Candy from Victoria Medical Clinic, the lucky winner of a \$25 Amazon.com gift certificate. Candy won the prize through a drawing offered to all clients who attended our latest seminar, *Maximizing Insurance Billing Results*, and fully completed the seminar evaluation.

Thanks to everyone who attended and completed an evaluation. Your feedback helps Avanta to better meet your needs.

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