



AVANTA
MEDICAL INFORMATION SYSTEMS

FAX

JULY 21, 2004

Avanta Telephone Support Open Through Lunch !!!

One of the defining qualities that enables the Avanta system to be the premier medical practice management system is our unlimited customer support. 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 always happy to help.

As part of our continuing efforts to provide our clients with better service, we have reintroduced the receptionist position. This new receptionist model has allowed us to expand our phone support through the lunch hours. Previously, between the lunch hours of 12:30 and 1:45 pm, your calls were answered by our voice mail system, which allowed you to page Avanta staff members in the event of a hardware or software emergency. Although this feature is still available for after hour emergencies, we have further enhanced our premier support and eliminated the closed lunch hour.

Please note that Avanta phone support is no longer be closed for lunch. We are available to directly address your support needs during normal business hours, Monday through Friday, 8.30 am to 5:30 pm. And, in the case of an emergency, a software or hardware team member can be paged 24 hours a day. Just another advantage of being with the team that sets the standard in customer service.

Check Your Automatic Nightly Backup and Tapes

Your Automatic Nightly Backup should be checked and logged on a daily basis, to make sure your practice information is recoverable in the event of a

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hardware failure or disaster. Most backup errors that occur are a result of a temporary (but sometimes permanent) defect with your backup tape. If an Avanta support representative has determined that your backup tape is defective, or if your backup tape is visibly damaged (e.g., tape is twisted or physically torn), it may be possible to have your tape replaced directly from the manufacturer at no charge.

If found to be defective, your **Maxell** backup tape may be shipped directly to Maxell to receive a replacement backup tape. Simply send the defective product to the address below. 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 the defect is covered by their limited lifetime warranty.

Maxell Corporation of America
P.O. Box 900
Fairlawn, NJ 07410
Attn: Warranty Replacement Dept.

If found to be defective, your **3M** or **Imation** backup tape may be shipped directly to Imation to receive a replacement backup tape. Simply call Imation at 800.328.9438, select option 1, and inform the representative that you have a defective Imation tape. Please have the model number (e.g., DC6525) ready. The representative will ask for your address, and mail you an instruction sheet, ship-to address, and an RMA# to be used to ship the defective tape to Imation.

If you have questions about the return policy or procedure for other brands of backup tapes, or if you would like to purchase additional backup tapes (Avanta suggests a minimum of 5 tapes in your rotation) please contact Chip at Avanta. Also, the Avanta website has a support page form for your questions and an order form for your supply orders which can be submitted anytime.

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