



## Xanatek Weekly Newsletter

September 4, 2009

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### Contact Information

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### Autopay

Pay your monthly maintenance fee with Visa, Mastercard, American Express or Debit cards. If you are interested in automating your monthly payment contact us at [dburkart@xanatek.com](mailto:dburkart@xanatek.com) and we'll send you the paperwork!

### Events

Want to know where Xanatek will be this year?

Click [Events](#)

### Tip of the Week!

[Opening a .TIF](#)

A .TIF is a file that can be opened by any Windows operating system. IMS stores images in .TIF format because they can be compressed to save you space on your server. If your operating system is not defaulted to open them, here are instruction on how to make them viewable. You can use this tip for yourself and also to assist customers who need help opening .TIF files you send as attachments to emails out of IMS!

How To:

1. Right Click the Image and click *Open* or *Open With*.
  - a. If the *Open With* option appears, there will be a drop down. Select *Choose Program*.
  - b. If the *Open* option appears, you will get a pop up box. Be sure to click *Select the program from a list*.
2. With either option chose *Windows Picture and Fax Viewer* from the list. (The list is in alphabetical order so you will have to scroll down to find *Windows Picture and Fax Viewer*)
3. Make sure to check the "*Always use the selected program to open this kind of file*" checkbox before you click OK. Otherwise. you will have to go through these steps every time you open a .TIF file.

All of our newsletters are archived online.  
Click the link below to view past Newsletters.  
<http://www.xanatek.com/newsletter.php>

### Moving IMS to a New Server

As many of you know, or have experienced, the

Come and see us or send a referral.

See Referral Program details below.

Technical Support Team is happy to help you move your IMS system to a new server.

Server moves often require several hours work. In order to better serve you and our other customers we ask that you call us to schedule this procedure with our staff 24 hours ahead of time. Scheduling will allow us to dedicate a technician to you.

If you call the same day, we will make the best effort possible to accommodate you, but we may require the process to be completed the next business day.

Thank you and please contact me directly if you have any questions at [Brent@xanatek.com](mailto:Brent@xanatek.com).

### Tip of the week in review

Here is some additional information on combining groups!

#### Rules of Thumb

- 50 pages combined into one group is a good average
- Don't combine more pages together than your workstation can load at one time (Ex: Back scanning an old file containing 50 pages, but your scanner can only handle about 30 at a time. Use this tip to combine 2 groups of 25)
- Get to know your equipment. (Ex: If it takes a while to load 50 pages for viewing at your computer, don't combine hundreds. If you can load 50 pages with ease try add another 20 or so until you find your machines limitations.)

In case you missed it you can find last weeks tip online. [Click Here](#) to view last weeks tip.

### Boot Camp!

Want to get more out of IMS? Then join us for Boot Camp, November 12th and 13th, 2009!

IMS Boot Camp will inform, educate, and stimulate your office! We limit each class to a maximum of 12 people. In most cases at least 8 agency's will be represented from various states. The classroom environment provides the opportunity to learn from our instructors and your classmates. Each attendee is supplied with a computer so they may work along with the instructor. Ample time is given for questions and open discussions.

Xanatek provides lunch both days and all your classroom material! Cost will be \$249 per person. Register now at [Boot Camp](#). For hotel recommendations visit [Boot Camp Info](#).

### Referral Program

To: All IMS and Image Archiver Users

Re: Referral Fee Program

Make \$100.00 to \$500.00 by telling your friends and associates about us.

As many of you already know, Xanatek will pay you for each lead that purchases Image Management System for insurance and for Image Archiver. We love referrals and I am sure you do too! Below you will find our rules on paying referrals. PLEASE read carefully as I often get calls long after the install asking for the referral payment. We must be able to verify you are the reason the agent purchased or contacted Xanatek.

The key things to remember:

- The agent must be NEW to IMS - agents already in our system may not qualify.
- YOU must have provided Xanatek with the contact information prior to Xanatek contacting the agent.

A referral will not qualify if:

- A Xanatek sales representative has already been in contact with them.
- We have no way of verifying you were the referring agent.
- Another agent has already referred them.
- You call many weeks or months after the user has installed IMS and you ask for referral after the fact. (Exception: if we have previous documentation supporting your referral.)

We do our best to track all the leads you provide us. Please contact us with any questions. The best way you can refer someone is to email [Brent@xanatek.com](mailto:Brent@xanatek.com)

Here are the official rules:

- 1) The lead has to be new to Xanatek. If Xanatek has already spoken to the lead, it does not qualify.
- 2) You have to notify us of the lead. Please call, fax, or email us with the lead info. We must get name and phone number to contact them.
- 3) First come first serve - Sometimes we will have more than one person refer the same agent. We will pay the referral fee to the first agent who tells Xanatek about the lead.
- 4) Paid-in-full - The fee will be paid after their bill is paid.

Here are some additional tips:

Have the lead remind us where they heard about us. In other words, have them tell us that you sent them.

Feel free to ask us how it's going! If you refer someone, we would be glad to keep you informed about the sales process.

Xanatek may change this program at anytime. We also reserve the right to distribute the amount between multiple lead generators when necessary. Amount of referral fee will be set at time of sale and is based upon purchase price paid by the lead.

Thanks and keep referring!

Brent Sheppard

#### Xanatek Now LinkedIn



Xanatek now has a group on the popular LinkedIn.com. We hope this will help to connect users and facilitate discussion on IMS. A few discussions have been started, but we need more.

To find the Xanatek group:

- Click in the search box.
- Type in Xanatek as the search criteria.
- Change the search type to "Search Groups" (Search People is default).
- Click the "Search" button.

Please feel free to join and share the group with everyone you know. If you have any question or comments please email [Brent@xanatek.com](mailto:Brent@xanatek.com)

#### Be a Fan of Xanatek



Xanatek has a fan site on the popular Facebook.com. Join us today.

#### ✉ SafeUnsubscribe®

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