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June 27, 2007

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This email is being provided to you as a user of Image Management System for Insurance (IMS II)

Tip of the Week – IMS Download Program Settings - Important

Many of you that have the newest version of the IMS Policy Download program (or AL3 download) may have noticed a “cannot connect to support server” message once a month. We are anticipating another similar issue due to a change in internet providers on our end.

If you receive this error message again, you will notice a “settings” button appear on the login screen. Click this and verify that “Xanatek Server IP” is set to “**xanatek.net**” instead of a list of numbers (eg. 000.000.000.000) , and check that “Port” is set to “**6006**”. (Both values do NOT contain quotes.)

We ask that you try this first before calling us. Most people will experience this the same day, causing a huge swell in calls to our help desk. 99% of the issues are fixed with the solution previously listed. The other 1% is usually a quick fix on our end to add your name to our support server.

The Hartford – We need YOUR Help – Updated

We need your help! Hartford will not setup new clients for download until Xanatek has enough customers calling and logging download requests. **Please call Maggie Kelly at 860-757-1505 in the agency download department.** Tell her you want your downloads to begin immediately with Xanatek and your management system IMS I!

Boot Camp! – Sign up NOW!!!! – ONLY 4 Seats left!

Sign up now! Remember we limit the class to 12.

If you are looking to get the most out of IMS I, then Boot Camp is for you! Remember the 2.5 hour training you got during the initial install of IMS I? Boot Camp takes the same training and extends it to 2 full days. You will get detailed instruction from the Xanatek staff and the chance to learn from other agents as to how they use IMS I. Seating is limited to a maximum of 12. Each attendee will have access to a computer to follow along with the instructor.

If you are serious about getting the most out of IMS I, then [sign up](#) now!

The next Boot Camp is September 13 & 14, 2007. Mark your calendars and register for the camp at www.xanatek.com Please register as soon as possible, seating is limited and is going fast!

Seats are starting to fill up! Register now!

Referral 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.

Here are the 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.

Call Center is now available for your agency.

Until now, only large corporations with large budgets have been able to track and analyze all their incoming calls automatically! Xanatek is pleased to offer the Call Center! The Call Center is a powerful call tracking and reporting system that utilizes your incoming phone lines, caller ID and links with Image Management System for Insurance (IMS I). If you have looked for this technology in the past and found it to be expensive, then look now, it's affordable! Just like IMS I, it will make your office more productive and efficient!

The Call Center has been designed to help you document and analyze your incoming and outgoing phone calls. All business owners know the importance of documenting conversations and logging all calls from customers. The Call Center will automate the process and much more!

Here are a few features that the Call Center offers:

- Logs all incoming calls
- Forces users to document conversations
- Tracks the number of calls each person handles
- Tracks all dropped calls
- Tracks all unanswered calls
- Tracks all transferred calls to voicemail

- Reports on average call length
- Reports on customers that call you the most
- Reports on daily call load (total number of calls)
- And much more!

The Call Center utilizes your current phone lines and caller id. All the equipment and warranty you need will be provided by Xanatek. No changes to your current phone system are needed.

Call the office for pricing or if you have any questions!

We would like to email this newsletter to everyone in your office. Please send a list of all email address's in your office to tech@xanatek.com.

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