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September 13, 2007

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

Tip of the Week – Use Scheduler to View Upcoming Todos

While it can be convenient to hide todo items until the date that they are necessary, there are times when it would be useful to view upcoming todos. For example, if there are plans to be out of the office for a week, a user might want to see any todo items that would be popping up during that week in order to work ahead. Scheduler allows an easy way to search for upcoming todos.

Once Scheduler is open, click the “Todo” button in the bottom left. This shows a list of all current todos for the user. In the top right of the window, you will notice a 2 month calendar. By clicking on dates in this calendar, users can set that as the current date in Scheduler. This will effectively show all todo items that would be displayed on that date. For example, if a user planned on being out of the office for a week, they could click on Friday of that week in the calendar and display any tasks that would pop up that week.

Multi-user Computing Without the Computer

Have you ever needed to hire a temporary person only to realize you must have another computer? How about you just need some extra terminals short term? If you have attended our Boot Camp then you have seen the little black box by nComputing called the PC Expansion. The PC Expansion unit requires you purchase a monitor, keyboard, and mouse. Install the software on a computer you would like to share, then 2 or more people (PC Expansion unit required for each user) can use the same computer at the same time. The unit is developed on the idea that most computers have unused CPU power. The PC Expansion will utilize all the unused resource on the host machine.

There are some hardware requirements to make things run fast. However, the box starts at about \$179 and you do not need to purchase a Windows XP, Excel, Word, or any other license to run the terminal session.

There are some drawbacks. It may slow down the the host computer if it is a slower machine. There is no support for dual monitors.

In short, this can be a great solution without the expense of a new computer.

IMS I & Novell Servers

The next update of IMS I will no longer support Novell Netware Servers. Changes in technology and continued progressive development of IMS I has facilitated the need for a database change to Microsoft SQL. If you are using a Netware server, you will need to call our office for options. We will suggest to your computer person that you either convert to a Windows server, or use a Windows XP box in conjunction with your server.

Please be assured that we will continue to support you on Netware. We will not be providing future updates for IMS I and Netware.

Microsoft SQL offers many potential features for IMS I. Here are just a few reasons we have made the switch.

- Synchronization of data to notebooks and other locations
- Better access for remote locations
- Faster database access
- Industry leading database that is becoming the standard
- Future enhancements with internet access

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 !!

Boot Camp! – Registration Open for October 25 & 26

The next available Boot Camp is October 25 & 26, 2007. Sign up now at <http://www.xanatek.com/bootcamp-info.php>

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 addresses in your office to tech@xanatek.com.

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