

VIA Interface

September
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Check out our VIA Forum! Share ideas and ask questions of other VIA users.
www.viavet.net/forums

Forum Tip: If there is a topic that you are interested in following, choose the "Option" button and select to receive emails anytime a new post is added to the discussion.

If your practice has not upgraded to VIA 4.2.4, please contact the Elinc support team before proceeding.



The Southwest Veterinary Symposium is almost upon us and so is our fourth annual Elinc Client Appreciation Gathering. The convention will be September 21-24 in Fort Worth, Texas. We will have our gathering on Friday, Sept 22nd from 4pm-7pm. Appetizers will be served and you are welcome to come and go as you are able. This is a wonderful opportunity to meet other VIA users and exchange thoughts and ideas. Our staff will be available to speak with, answer questions, and possibly demonstrate what will be coming up in the next release. This will also be a great time to meet all of our new staff members. It is always nice to be able to put a face with the person on

Celebrate the Ending of the Dog Days of Summer and Join Us for the 4th Annual Elinc Gathering

the other end of the phone. With our recent growth we have added 5 new members to the Elinc team.

We are still working on finalizing the location of the event. Regardless, it will be within walking distance of the Convention Center. As soon as the specifics are settled you should receive an invitation in the mail. We hope to see you there.



Check Your Dell Laptop Batteries

Dell has identified and issued a recall for users of certain laptop batteries. In rare cases the laptop battery may become overheated and burst into flames. The recall affects specific laptop models and if your battery is in the affected group Dell will provide a free replacement.

If you use a Dell laptop you will need to check your battery serial number to see if it is a potential hazard. Please visit the following website to check on your battery.

www.dellbatteryprogram.com/Default.aspx



Spell Check for Those Who are “Spelling Challenged”



A new VIA Spell Check feature was added to version 4.2.4. You now have the ability to have VIA check your spelling on medical notes, invoices and statement charges. Gone are the days of sloppy medical notes because your staff can never remember how to spell “diarhea”...or is it “diarrhea”? With the simple click of a button you can check and correct the spelling of an entire medical note. This can also be done for invoices and state-

ment charges so there are no slip ups if you customize the description on an item. Of course there is an easier way as well. You can set spell check to automatically run each time a user saves an invoice, statement charge or medical note. To do this, go to File \ Preferences \ User Preferences and select the spell check option.

VIA contains a System Dictionary that is loaded with thousands of everyday words that are commonly misspelled. VIA also contains an Auxiliary Dictionary that will allow you to add new words to create your own custom dictionary. To help with the process, we have recently created a veterinary specific dictionary of thousands of medical words. The

veterinary dictionary will be included in the next VIA release, but for those wanting to use it now you will need to manually point VIA to the new file.

If you have not yet signed up for our EInc Forum, now is the time. There is a posting on the forum with instructions on how to set up your spell check dictionaries, as well as a link to the Medical Terms System Dictionary list. Signing up for the forum is easy and there are many things to learn while on the forum.

<http://viavet.net/forums/>

After all do you really expect your team to remember how to spell dacryocystoblennorrhea?



EInc Technical Support Policies

EInc’s software support is available to all practices on our Software Assurance Plan. Support hours are Monday through Friday from 8am to 6pm Central Standard Time, excluding holidays. We ask that any non-urgent support questions be sent via email to support@elinc.net. Questions can be sent at any time and have a 24 hour turn-around time. After hours emergency support is available for an additional fee. Please note that you will be required to provide a credit card number to be charged at the listed rate. Should you need to utilize this service, you will be required to leave a message with your name, hospital name, phone number, and reason for call at our regular support number (972-447-8316 or 866-269-8284). An available on-call representative will then determine if your call is an emergency, and if so, will return your call as soon as possible. All after hours non-emergency calls will be returned on the next business day. Please have your credit card number available to expedite the process.



Emergency After Hours (current support plan)	\$40/hr (.5hr min)
Emergency After Hours (not on support plan)	\$125/hr (.5hr min)
Non-emergency After Hours	Not available
Per Call Support (not on support plan)*	\$85/hr (.5hr min)
On-site Help or Support	\$85/hr (1hr min & Travel & Lodging Expenses)
Hardware/Network Reconfiguration **	\$85/hr (1hr min)
Graphic Logo Work	\$85/hr (1hr min)
Custom Reports or Documents***	\$85/hr (.5hr min)

*No charge will be assessed if the problem is due to a bug in the program.

**If reconfiguration requires on-site work, charges will be billed as On-site Help or support.

***Not all requested customizations will be possible. EInc reserves the right to decline service if deemed necessary.