

## ABELDent Internet-based Services

With the release of ABELDent 9, the number of Internet-based services available to help you get the most out of your ABELDent system has increased again. ABELDent users that are connected to the Internet can link to obtain several Internet-based services directly from the Help menu within the ABELDent software. Here's a brief overview of the services now available:

### Program Changes Notes\*

Each time you install an update, a Change Notes document will be placed on the Help menu under the title Program Change Notes. The Change Notes document will provide a brief description of the changes in the update you most recently installed, and any previous updates since the last major update. We encourage all system users to review the Change Notes after each update to ensure that you are aware of changes to features you already use, and also of new features that you could benefit from using.

\*This feature does not require Internet access.

### Dental Knowledge Base

ABELDent's Knowledge Base contains over 130 documents written by our support team to help ABELDent users get the most out of their ABELDent systems. Knowledge Base articles can help you to understand ABELDent features and options, or provide you with information about software integration components, hardware, operating systems, third-party software, backups, among other issues that may be important to ABELDent users. The Knowledge Base is a compliment to the ABELDent Help system, and articles are updated or added regularly as ABELDent, and the environment in which it runs, changes.

### Email Dental Support

ABELDent provides an email support feature that can be accessed from the Email Dental Support option on the Help menu. The Email support option is best for non-urgent questions, and you can expect a return email from an ABELDent Support representative within two business days. Note that, to allow us to gather the information required to properly identify you and provide you with a response, this option will link you to a standard email form on ABELDent's website.

### Remote Support

The Remote Support option on the ABELDent website is now linked directly through ABELDent. This change simplifies the process of connecting to receive Remote Support by eliminating several steps. When an ABELDent Support Specialist requires the ability to connect to your system, you can select the ABELDent Remote Support option, type in the short Session Code provided by the Support Specialist, and the connection is established.

### ABELDent Software Updates/Downloads

Keep your ABELDent software up to date. Find the latest updates, add-ons and documentation for your ABELDent system. This area is currently where you will find the latest ITRANS™ software, which changes periodically. In future, we plan to provide provincial and special fee guides (where allowed), ABELDent software updates, operating system component upgrades and anything else that may help you to keep your system up to date.

### ABELDent Home Page

The ABELDent Home Page option provides a link to the main page on the ABELDent website. We encourage you to check back regularly for news and other information related to ABELDent, including press releases, new version announcements, new product and seminar/webinar announcements and up-to-date System Requirements.

## Get Connected

If you don't currently have Internet connectivity in your practice, we hope that these services provide sufficient benefit that you will consider getting it in future. In upcoming months, ABEL will provide additional services that utilize an Internet connection to allow you to gain information or communicate with us in the most timely and effective way possible.



Department	Ext.
Dental Software Support	2
Maintenance Subscriptions	335
Accounting	6

Toll Free Phone: 800-267-ABEL (2235)  
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[www.abelhealthgroup.com](http://www.abelhealthgroup.com)



## Extended Live Answer Support Hours

ABELDent Inc. is extending our Live Answer Support hours to provide better service to our clients across North America. Beginning June 1st 2009, Live Answer Support will be extended until 8:00pm EST Monday through Thursday.

"This is an exciting enhancement to improve our already industry-leading support coverage", said Anthony Horvath, Customer Support Manager at ABEL. "While our support is already available 24/7/365, ABELDent users across Canada and the US will now benefit from three extra hours of Live Answer service Monday to Thursday. An analysis of our call history indicates that extending support services to cover those hours will provide the greatest benefit to our clients".

Effective June 1st 2009, Live Answer Support will be available:

- Monday -Thursday 8:30am - 8:00pm
- Friday 8:30am - 5:00pm
- Telephone support will continue to be available 24/7/365

## ABELDent 9 - Now Shipping

Feedback from ABELDent clients that have received this latest update has been overwhelmingly positive. Listed below are highlights of this new, faster and more feature rich update.

**Improved Speed.** Significant improvements in software performance in many key features.

Continued inside ...

## Reach Your Practice Potential Now



ABELDent Inc. is pleased to sponsor "6 Steps to Total Practice Success", a seminar by renowned speaker Dr. Roger P. Levin, in Toronto May 28 and 29.

This seminar is key to thriving in today's challenging economy. Get the leading-edge information and unique insights that only Dr. Levin can provide! He has the proven solutions that help dentists increase production and drive growth while lowering stress.

Spend two exciting, educational days with Dr. Levin at the elegant The Suites at 1King West! Special room rates are available for clients who register by May 4, 2009.

Come to the ABEL-sponsored cocktail reception on the evening of Day 1 and meet Dr. Roger Levin, his team and the team from ABEL. Start Day 2 off with "Coffee with Roger" and get the answers to your questions directly from Dr. Levin in an informal setting. This is a one-of-a-kind seminar experience you don't want to miss!

## A Special Thank You To Our ABELDent Clients

ABEL will send twenty dentists to Dr. Levin's seminar free.\* If you are an ABELDent client, and have a current Software Maintenance Agreement, we invite you to call 800-267-ABEL (2235) extension 325 or 335 to reserve your free ticket. Please see the enclosed brochure for full details on this event.

\* One free registration per ABEL customer ID.

## SQL Database - Is It The Best Choice For Your Practice?

ABELDent 9 is available with both Microsoft Access and SQL databases. While our first ABELDent SQL versions were recommended mainly to practices with large networks or very large databases, our SQL version is available and increasingly recommended to practices of any size. The two ABELDent versions are functionally identical and ABEL provides an easy upgrade path for Microsoft Access (MDB) users.

SQL has in recent years replaced MDB as the standard database platform for Windows-based software, and the SQL platform offers a much greater potential in terms of capacity, stability and security. MDB-based applications remain common, and ABEL will continue to provide an MDB version for some time, but ABEL will increasingly recommend that our clients migrate to the SQL platform.

One practical difference between the two platforms is that SQL Server is a licensed Microsoft product that the user must purchase. However, our Microsoft Gold Partner status allows us to sell Microsoft SQL Server Workgroup Edition to our clients at a fraction of the market price. ABEL's price is \$80 per workstation license, compared to a list price of approximately \$850 (which includes 5 workstation licenses).

Software Maintenance subscribers are entitled to upgrade to our SQL version at no cost (outside the cost of SQL Server). If you would like to switch to the SQL version, call 800-267-ABEL (2235) extension 335.

## ABELDent 9 Now Shipping continued ...

**New and Improved Management Reports.** Several new or improved reports highlight the Key Performance Indicators (KPIs) that are available in ABELDent. New reports include Downtime, Production to Collections Ratio, Dentist to Hygiene Revenue Ratio and Annual Revenue Per Active Patient. Improved reports include Active Patient Count, New Patient Count and Referral Revenue.

**Automated Reminder of Important Notes.** Important Notes can be flagged to display and require confirmation each time a patient's record is opened. Family notes, scheduling reminders and privacy options will be available soon.

**Automated Hygiene Appointment Tracking.** ABELDent automatically tracks the need for, and timing of, appointments for scaling between exams and includes safeguards to ensure that there is optimal spacing between appointments.

**Simplified Hygiene Billing.** Treatment entry and billing for recall and other hygiene appointments can now be done in just a few clicks.

**Improved Client Contact.** Improved use of patient and referring dentist email addresses, mobile phone numbers and preferred method of contact selections in several areas of the software.

**Updated Patient Education.** The latest patient education update includes over 20 new "movies" related to endodontic and cosmetic procedures.

**...as well as dozens of other improvements in various areas throughout ABELDent.**

If you have a current Software Maintenance Agreement, you will automatically receive ABELDent 9 as it ships throughout April and May. If you would like to receive it right away, please contact Dental Support. If you don't have a current Maintenance Agreement and are interested in the many new features and improvements in ABELDent 9, call 800-267-ABEL (2235) extension 335 to renew your Maintenance and benefit from this new release.

### ABELDent Customer Survey Winner!

ABELDent Inc. would like to extend thanks to the many practices that submitted product enhancement suggestions on our Fall, 2008 survey (as well as the practices that contribute suggestions through other channels), and we're pleased with the number of these suggestions that we've been able to include in ABELDent 9. **Congratulations to Dr. Stanaitis, who won one year of Software Maintenance in the Fall Survey draw.**

## Levin Group Shows Dentists The Way To Total Practice Success

Have you ever experienced the challenge of implementing practice management CE in your practice? Do you suspect that you're not using your dental software to maximum impact in your practice? ABELDent Inc. and Levin Group have joined forces to present Total Success Scheduling™ for ABELDent, an innovative and cost-effective training program for ABELDent users.

As an ABELDent user, you've already invested in exceptional dental software. Total Success Scheduling™ is designed to help ABELDent users learn to use ABELDent to their greatest possible advantage under the guidance of a Levin Group Trainer.

Levin Group will provide training for ABELDent customers on a scheduling framework that will help you establish and meet your productivity targets while improving your efficiency. The training program is custom-designed around ABELDent to help ABELDent users fully understand the system and how to use it to maximum effect.

Levin Group and ABELDent Inc. have collaborated to develop a program that provides conceptual information and practical verbal and software skills. You won't just learn why a particular process or business practice will benefit your practice - you'll also be given step by step instructions on how to implement it in ABELDent.

The Total Success Scheduling™ for ABELDent Users package includes:

- Three one-hour webinars with a senior Levin Group Practice Management Trainer.
- A Total Practice Success workbook containing practice advice and exercises to help implement the processes in your practice.
- Power Scripts verbal skills package.
- Audio CD featuring Dr. P. Levin.

Even the delivery details of this package have been designed to make it available to the greatest number of ABELDent users. The webinar format allows you to participate while in front of your ABELDent system, and without the need to close the office and sacrifice productivity.

The cost of the package is \$700 - but practices that pre-register will receive it at the special price of \$600. To find out more, or to register for a Total Success Scheduling™ package call 800-267-ABEL (2235) extension 325 or 335.

## New ABELDent User's Guide Now Available In Print

Based on customer requests, ABEL has published a User's Guide designed for ABELDent users that want a comprehensive printed manual to accompany their ABELDent software.

The User's Guide is similar in content to the ABELDent Help system but has been reformatted and revised to better suit the paper-based format. The complete User's Guide is included at no charge on the ABELDent Help menu (PDF file).

**The printed User's Guide available for purchase from ABELSoft is a 2-volume set consisting of approximately 1000 pages and is available for \$150 plus applicable taxes.**

The current User's Guide coincides with the newly-released ABELDent 9, and both electronic and printed versions will be available for each major ABELDent update.

We've received positive feedback from experienced users that have previewed the User's Guide. To purchase your copy, please call 800-267-ABEL (2235) extension 325.

## Microsoft Updates for Maximum ABELDent Performance

While current Microsoft Operating Systems are very powerful, Microsoft periodically releases service packs, hot fixes and other updates to improve them further. While the updates related to security get much of the attention, many other updates are designed to provide a more capable and powerful operating platform for Windows-based software.

To ensure that Microsoft product licensees keep their operating systems up to date, Microsoft offers a service called Microsoft Update. Microsoft Update is available at no charge to all licensed owners of Microsoft products and accessed through an Internet connection. Microsoft Update is available as an automated service that "pushes" out updates as they become available or as an on-demand service.

Current ABELDent system specifications recommend that Service Pack 3 be applied on all computers running ABELDent on Microsoft XP Pro. Our minimum requirements indicate that Service Pack 2 is supported but Service Pack 3 provides significant improvements in ABELDent performance on computers running XP Pro. Service Pack 3 is available at no cost to XP Pro users registered to use Microsoft Update.

In addition to Service Pack 3, other recent Microsoft XP Pro updates have provided performance improvements to users running the most recent versions of ABELDent. If you have not been using Microsoft Update, we recommended that you bring your systems up to date with the latest Microsoft updates in order to get the maximum performance from your ABELDent software. We encourage you to contact your service technician to find out if your system is up to date.

## ABEL Corporate Structure Changes

In coming months, you may notice subtle differences in some of the printed and online material published by ABEL. ABEL recently undertook some minor changes in its corporate structure in order to realize some marketing and business advantages in response to the growing importance of the US medical business to our corporation.

As an ABELDent user, your contact with ABEL will primarily be with ABELDent, Inc. or, in the US and internationally, ABEL Dental Software Inc. These changes are not expected to have any significant impact on you as our client, or on our ongoing provision of products and other services to you.

You can continue to reach our ABELDent website at [www.abeldent.com](http://www.abeldent.com) or to link directly to our corporate site, you can go to [www.abelhealthgroup.com](http://www.abelhealthgroup.com).

## Does Your Office Use Special Fee Schedules?

ABELSoft creates dozens of Special Fee Schedules each year that apply to patients insured by specific, often government-paid programs. Since these schedules are released throughout the year, and most are required by only a fraction of our clients, we don't distribute them to our entire client base. If you have a current Software Maintenance Agreement, and you require a Special Fee Schedule that we've created, we will provide it to you at no charge. To find out what Special Fee Schedules are available, please go to [www.abeldent.com](http://www.abeldent.com) and check the Special Schedules section under Support. If a schedule that you require is listed, please submit the form and we will send the requested Special Fee Schedule to you.