




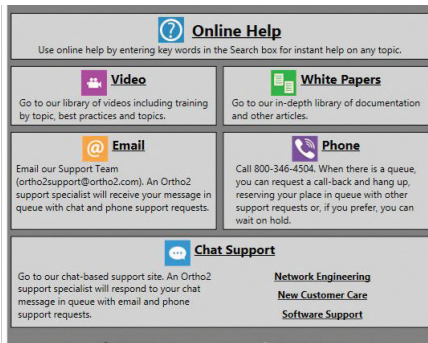
ORTHO2

# President's Perspective

## New! Chat Support

I'm pleased to announce that online chat support with an Ortho2 support representative is now available directly from both Edge and ViewPoint! In addition, many other Ortho2 support resources are now accessible from one location.

In Edge, simply click the large  button in the ribbon bar. In ViewPoint version 11, which you received recently, or will soon, it is the bottom right Help button in Daily Activities. Both bring up a screen similar to this:



Note that in addition to three different chat support options, you also have easy access to online help, videos, white papers, and other support options.

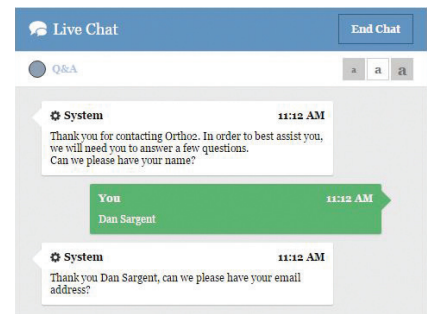
If you are like me, chat support is a great option for getting assistance since it doesn't require tethering a

phone to my head, especially if you answer the phone or help patients in your office.



To initiate a chat session with an Ortho2 support representative, click the desired link for Software Support, New Customer Care, or Network Engineering. Your chat window will appear. To allow

us to maintain comprehensive support notes, you will be asked for your name, email address, practice name or number, and phone number (for a possible call back). Then type your question, and as soon as an Ortho2 support representative is available, your chat session will begin.



We are pleased to add chat support to your arsenal of assisted and self-help support options! ☺

Dan Sargent, Ortho2 President