

## Order Your Lab Manager 2000 Now!

**Lab Manager 2000** is faster, leaner, and includes many enhancements. By popular demand, we have **increased Lab Manager's speed in several key areas including case entry, case completion, time card data collection, scheduling, and invoicing.** This new version of Lab Manager will make you think your computer suddenly became faster. For example, some users with large labs or who use Lab Manager on a network, said it would take several seconds after clicking on the New Case button before Lab Manager would display a new case record. Now, it happens instantaneously. In one case, we calculated it to be 100 times faster.

We have been working day and night to add all of those things you have been asking for, including the new pick-up and delivery system. Lab Manager has, for a long time, included a delivery system, but now, **it has two new pick-up systems.** One of the pick up systems is integrated with the delivery system, so that your delivery person will have both deliveries and pick-ups on one easy to read report.

Scheduling has been enhanced with some new features that **allow you to better manage over-scheduling conditions** and, at the same time, with much greater speed. Even manual scheduling is faster and more efficient. (cont. on page 2.)

## Conference 2000 Gets An A+



The 12th Annual User's Conference was held October 6th and 7th in Scottsdale, Arizona. Over 70 Lab Manager users from across the country attended the big event that started with a Mexican fiesta on Friday evening. Attendees were given a chance to network with other laboratories while enjoying the "All you can eat" Mexican buffet and door prizes were awarded. **A Special "Congratulations!" to Kristine Roy of Roy Dental Lab, New Albany, Indiana. She won the free night's stay at the hotel!**

The Saturday seminar started at 8:00 a.m., covering Lab Manager tips, tricks and shortcuts. The demonstration showed many little known helpful tricks to make using Lab Manager faster and easier.

John Garmat, a well known consultant in the dental laboratory industry, also spoke on "The State of the Dental Laboratory Industry." At noon, we all had a great lunch in the hotel restaurant with more networking.

After lunch, Tom Mueller continued his seminar on Lab Manager covering more advanced subjects including scheduling, creating custom reports using Crystal Reports, and sharing Lab Manager data with Microsoft Office.

In the computer lab, attendees had a chance to see bar coding and touch monitor technologies in action.

### The Scores are In

According to the "Score Cards" that were filled out at the end of the conference, it was a great success. **On the Score Cards, 100 percent of those attending said they enjoyed the conference and 100 percent said they would use what they learned at the conference when they got back to the lab.**

Both Lab Manager seminars received very high marks from those who attended and comments made on the report cards clearly showed that the conference was a great success.

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**The Flightag report**, among others, has been improved and/or corrected. In fact, there are new reports that did not exist in the original Lab Manager 99 and several existing reports have been expanded to include additional search features

Lab Manager 2000 includes a **brand new user manual** with a **brand new user interface to the manual** making it easier to use and to find information. All in all, Lab Manager 2000 is a faster, more powerful and user-friendly product.

## How do I get Lab Manager 2000?

There are two ways to get your Lab Manager 2000 update.

Download it from our website for **FREE**.

**OR**

Order it on CD. (\$10 shipping/handling)  
Please allow 2 to 4 weeks for CD delivery.

Download Lab Manager 2000 from our website and get it for **FREE**, if you are currently using Lab Manager 99. Just log on the internet and point your browser to [www.labsysgrp.com](http://www.labsysgrp.com). Click on "Support", then "Downloads Updates/Demos", and finally "Lab Manager for Windows 32 Bit Update". Follow the prompts from

there. You will be asked to complete a short form. **Be sure to read the following "Download and Updating Instructions" before actually saving the file to your computer.**

If you would prefer to receive Lab Manager 2000 on a CD, simply call (800) 677-1120 or FAX (602) 279-3633. There is \$10 charge to cover the shipping and handling of the CD. Please allow 2 to 4 weeks for CD delivery.



We expect the demand for LM 2000 to be very high, thus we might not be able to guarantee delivery times as we get closer to the holidays.

*We will be closed for the holidays from Noon on December 22nd, 2000 until 8 AM January 2nd, 2001.*

Because the office will be closed during that time, software will not be shipped and only "emergency support" will be offered. **Please remember that "emergency support" is not covered under any pre-paid phone plans and is available by credit card only.**

## Technical Tips

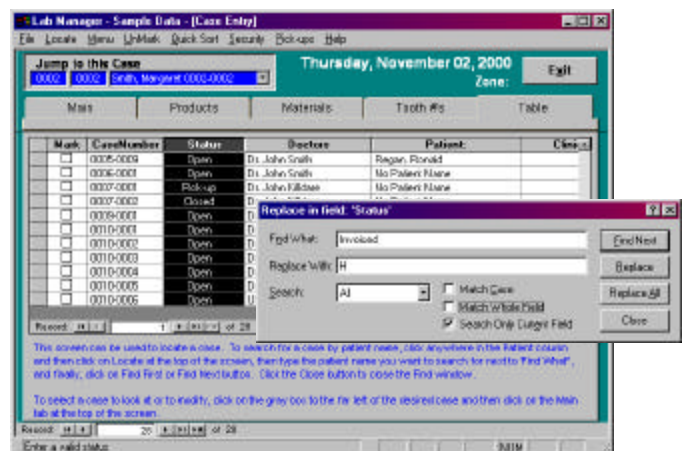
**Have you ever...** accidentally stated all of your cases, or had to put several (or many) cases on Hold while you closed the previous month? Or maybe... you just need to change the Dr Dates for a bunch of cases from one date to another.. Here's an easy solution:

Go to the **TABLE** where the data is located. Click on the title of the column that holds the information that needs to be changed. This will cause the column to become highlighted. Then, press your **CTRL** and letter **H** keys at the same time. The **REPLACE** screen will appear. In the **FIND WHAT** field, type the exact word or date, as you see it on the screen. In the **REPLACE WITH** field, there are a couple of ways that vary from screen to screen, so you may have to try it each way until you are successful.

1. If you want to replace it with a "drop down" item, then only type the first letter in upper case. (Example: *S* for *Statemented*)

2. If you want to replace a date, type the correct date in the same format of the one you are replacing.

3. If you are replacing the information with non-menu items, type it as you expect to see it. Click **Replace all**. A warning message may appear, just click **OK**. That's it!



# New In-Lab Training



It's a fact: 80% of most software goes unused everyday! Have you been hesitant to really get into your Lab Manager or Microsoft software? These video training tape sets are designed for you to get the most out of all your software. All sessions are presented by Tom Mueller.

## Lab Manager 2000 Series

### Lab Manager 2000

**(Beginners)** This 2 hour tape discusses in detail how to set up Lab Manager for the first time, how to enter cases, print work tickets and invoices, display graphs, and covers a variety of short cuts to make using Lab Manager faster and easier. (\$49.95)

### Lab Manager 2000 (Advanced)

This 2 hour tape concentrates on more advanced topics such as, scheduling, locating cases, end-of-month processing, several billing and production related reports and using Microsoft Excel and Crystal Reports to create customized reports with your Lab Manager data. (\$49.95)

Save 25% on the 2 tape set. Only \$74.95



*Due to the nature of the product, no refunds on any video volumes. Exchanges are only available if video screening quality warrants it.*

**Call (800) 677-1120 to order.**

## Microsoft Office Series

Save 25% on the 4 tape set. Only \$89.95

### Microsoft Windows

**(Beginners)** This 1 hour tape is a beginner's guide to using Microsoft Windows 95 or 98. It covers how to use and customize the mouse, the taskbar, Windows Desktop, Start, Help, Find, and Explorer features. This is a must for all newer Windows computer users. (\$29.95)

**Microsoft Word (Beginners)** This 1 hour tape is a beginner's guide to using Microsoft Word for Windows 95 or 98. It covers basic use and how to create personal and business letters and resumes. Microsoft Word is a great tool for creating letters, mailing labels, reports, essays, or most anything that would have previously been done on a typewriter. (\$29.95)

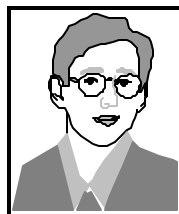
**Microsoft Excel (Beginners)** This 1 hour tape is a beginner's guide to using Microsoft Excel for Windows 95 and 98. It covers the basics including how to create a spread sheet to analyze information by using examples such as; power usage for the home or business and how to create a family budget. It's easy to apply the power of this software for collecting, organizing, and analyzing your data. (\$29.95)

**Microsoft Publisher (Beginners)** This 1 hour tape is a beginner's guide to using Microsoft Publisher for Windows 95 or 98. It explains how to combine text and graphics in a document to create stunning brochures, greeting cards, awards and banners. Microsoft Publisher is a fun, yet powerful tool, for creating advertising material, handouts, brochures, post cards, announcements, awards, banners, greeting cards, and most anything that combines text and graphics. (\$29.95)

## Meet Our Newest Staff Members



**Kevin Fleming** has been programming for nearly 20 years on systems ranging from large Honeywell mainframes to miniature embedded devices. He has worked in at least a dozen popular programming languages. He has implemented everything from Department of Defense-certified security controls for a multi-user operating system to order processing and shipping management for a nationwide retailer. He is a big proponent of structured, organized and well planned software development, since good planning leads to good software. He brings to LSG an extraordinary programming talent which will be evident in the Visual Basic version of Lab Manager due to be released in 2001.



**Aaron Johnson** is behind one of the friendly voices you talk to when you call in to order supplies. He recently relocated back to Phoenix from Spokane, Washington. He plans to finish college and possibly pursue a programming career. He currently works in the LSG shipping department, but also assists Mandi Mueller in the sales department. He would like to train to help out in our support department as well. Aaron is currently designing some internal marketing software. You never know where he will pop up. We're sure you'll be hearing more from him as time goes on.

# LSG Hours for the Holidays

We will be closed for the  
**Thanksgiving Day Holiday**  
November 23rd & 24th, 2000



**Christmas & New Years Holiday**  
Noon on December 22nd, to 8 AM January 2nd, 2001.

Because the office will be closed during that time, paper and other products will not be shipped and only "emergency support" will be offered.

**Please remember that "emergency support" is not covered under any pre-paid phone plans and is available by credit card only.**

**Order by December 15th.** Be sure to check your forms stock and order before the 15th, if you think you will need them in early January.

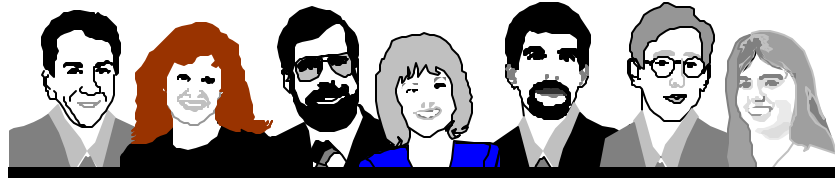
# Important Year-End Procedures

The end of the year is nearly upon us and that means it will soon be time to reset year to date totals to zero. The time to perform this function is in January (after you have closed December, but before closing January). The following describes how;

**DOS Users:** Start at the Main Menu and select 3 for Maintenance Menu. Next, select 3 to "Reset YTD totals to 0." Finally, answer "Y" to set the totals to zero.

**Lab Manager 97, 99 and 2000 Users:** Start at the Main Menu and click on "Utility Menu." At the Utility Menu, click on "Year End." Finally, click on "Reset Year to Date Totals."

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# Happy Holidays from all of us at LSG!



See details inside.



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