

April 2008

Connections

Internet Edition

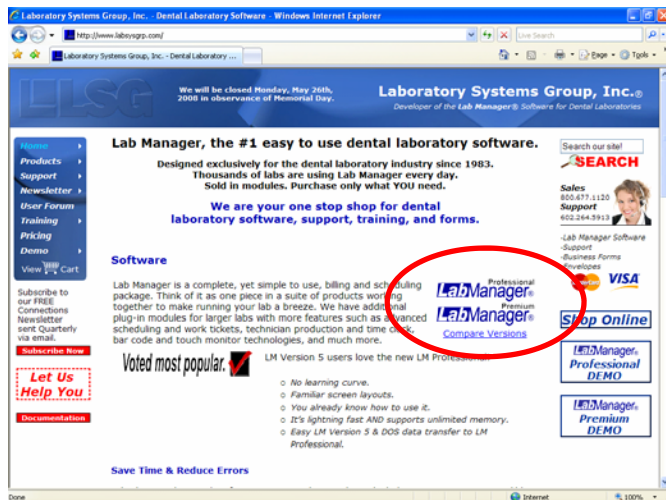


New Look
New Name
New Features
New Website!

Welcome to our Connections newsletter designed exclusively for the internet. There are a lot of interesting things to tell you about in this issue. For starters, we just updated our website. Take a few minutes to look around the newly designed site. You will find a wealth of information there including all of our manuals and documentation, program updates, past and present issues of our Connections Newsletter, and the LSG Forum where you can discuss Lab Manager related topics with us and other Lab Manager users.

In other big news, **Lab Manager Version 5.5** has become **LM Professional** and **Lab Manager Version 6** has become **LM Premium**. The new names reflect the many improvements we have made to both versions and will help eliminate confusion for labs looking to purchase or update. Both versions will be aggressively expanded.

I recommend you go to the Home page on our website (www.labsysgrp.com) and click on the LM Professional and LM Premium icons to view an extensive list of features. See screen below.



Inside this newsletter you will find a preview of some new Lab Manager features that will be appearing in **LM Professional** and **LM Premium** over the next few months. A few of these new features have already appeared while others could show up about the time you read this letter.

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Introductory Offer Expires Soon

Lab Manager's introductory upgrade prices will expire June 1, 2008.

Lab Manager Professional (formerly Version 5.5, originally released in 6/2007) and **Lab Manager Premium** (formerly Version 6, originally released 4/2006) upgrade prices will increase 50% after 6/1/08.

If you are still using Version 5, you will find it very comfortable to move to Lab Manager Professional as the screen layouts are very similar. Call our sales department at (800) 677-1120 before the prices go up.



This is truly an exciting time here at LSG. The latest **Lab Manager Premium** update (released April 2008) was the largest update we have had in years. More than 30 major changes and improvements. (See page 4.) I love improvements... and I know you do too.

Speaking of improvements, read about the new **Lab Manager Professional** features in the following pages.

What's New Lab Manager Professional

(Formerly Version 5.5 released in 6/2007)

Runs on Windows 2000, XP and VISTA
 Similar screen layouts as Version 5.
 Much faster than Version 5
 Supports UNLIMITED Memory (RAM)



features:

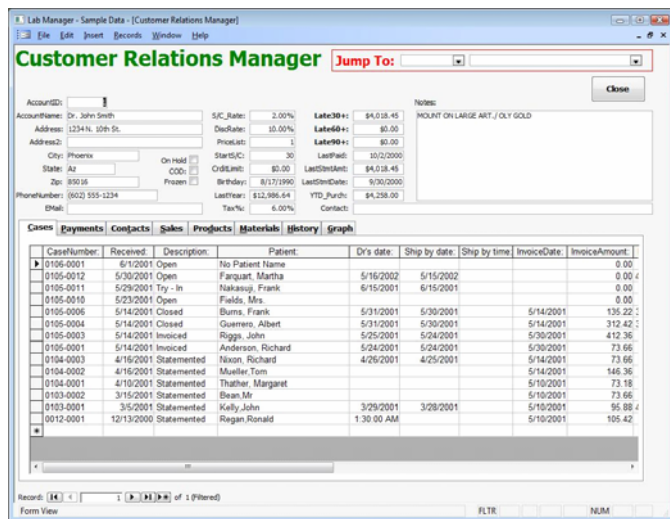
- Customer Relations Manager
- Outsourcing System
- Much more to be released soon

Lab Manager Professional is MUCH faster than Version 5 and it works with Windows Vista as well as Windows 2000 and XP. Do you have lots of memory in your computer? No problem with Lab Manager Professional. It supports all of the memory that Windows supports.

The look and feel is the same as Version 5 on the outside, only the inside has changed. The layout of the screens is very similar to Version 5, so you will have no problems using the LM Professional version. Just go to our website (www.labsysgrp.com) and on the Home page click on the Lab Manager Professional and Lab Manager Premium icons (as shown on the previous page) to view an extensive list of each module's features.

Remember, on June 1, 2008, the introductory discount upgrade pricing expires. The new upgrade pricing will increase 50%. If you are still using a Lab Manager Version 5, now is the time to upgrade. Call our sales department at (800) 677-1120 to order before the price goes up.

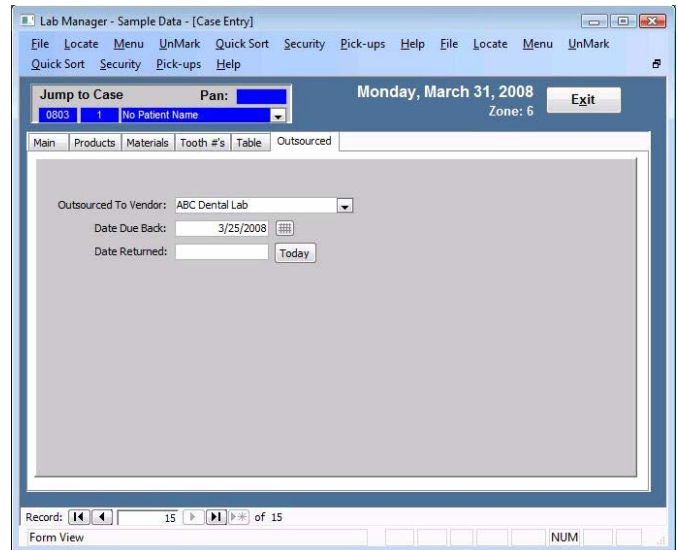
Customer Relations Manager (CRM) (Available April 2008)



The Customer Relations Manager is the first of many new features to appear in Lab Manager Professional. The idea behind this feature is to have all of the information related to a given account in one easy to access

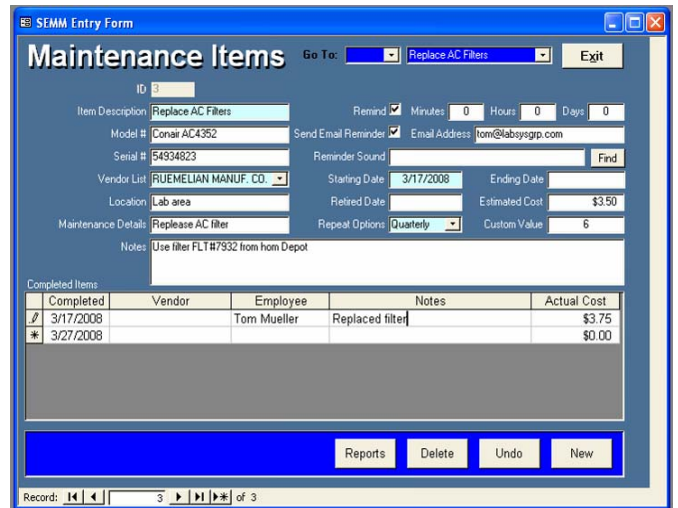
location. That way when you are talking to an account, you can easily see every case, every payment, every conversation (conversations are entered via Lab Manager's existing call tracking function), their sales, and a break down of the products and materials they use.

Outsourcing (Available April 2008)



New outsourcing features and reports will allow users to keep track of cases that are sent out to another location (outsourced) for work. Keep track of who you sent it to and when it is expected back. Print or preview reports showing what is out, who has it, and when it is due back.

Scheduled Equipment Maintenance Manager (SEMM) (Coming Soon)



The purpose of this module is to help lab owners keep track of all equipment that needs to be maintained or repaired on a regular basis. You know the things I'm talking about. Changing the oil in the air compressor, cleaning the vacuum unit, changing the oil in the delivery vehicle, changing the filter in the air conditioner, calibrating some of the electronic gear used throughout the laboratory. Lab Manager will be able to remind you, beforehand, when each of these tasks need to be done and help you budget for the time and money it will take.

Expanded Contact Manager (CM) (Coming Soon)

Some of you know that Lab Manager can track calls and conversations you have with your accounts. Now, you will be able to track even more with the new expanded Contact Manager. This new module will allow you to track emails, faxes, and letters, as well as phone conversations. Think of it as a tool that helps you keep track of what you said, who you said it to, when you said it, and how you said it. It can even be used to create a "To Do" list to remind you when certain tasks need to be done based on conversations you had with accounts. Have you ever forgotten to mail something to an account or follow up on something that you told an account you would do? If so, this new feature is for you.

Expanded Marketing (Coming Soon)

For over 25 years, Lab Manager has supported basic marketing features that allow its users to keep track of names, addresses, phone numbers, and contact dates. With these new expanded features, you will be able to do much, much more. Keep track of conversations and correspondence with potential clients, print "To Do" lists showing who you need to call, write, email, or visit. See who has responded to your marketing efforts and how. Schedule future follow up visits and phone calls. Create special mailing and call lists. And when your efforts pay off, transfer accounts from the "marketing" file to the "account" file with the click of a button.

What's Coming To Lab Manager Professional®

QuickBooks® Interface Module

Coming soon, **Lab Manager Professional** will have a **QuickBooks® Interface** just like the one currently available in **Lab Manager Premium**. This interface allows Lab Manager to transfer important accounting information to QuickBooks®. This interface will give the lab owner a very powerful tool combining billing, production, marketing, inventory control and scheduling (performed by Lab Manager) with payroll, accounts payable, and general ledger (performed by QuickBooks®). Just like Microsoft Office® integrates with Lab Manager to provide word processing, document publishing, and spreadsheets, QuickBooks® will integrate with Lab Manager to expand Lab Manager's accounting features.

Credit Card Processing Module

Laboratory Systems Group, Inc., is partnering with a national credit card processing company to add credit card processing to Lab Manager. Processing credit card payments in Lab Manager couldn't be easier with this new integrated module due out later this year.

Watch our website for details as we get closer to release of this new module.

New Bar Coding Devices

Lab Manager has supported bar coding for over 10 years. For most of that time, we supported the very popular Videx TimeWand II bar coding device for capturing technician production, inventory control, and

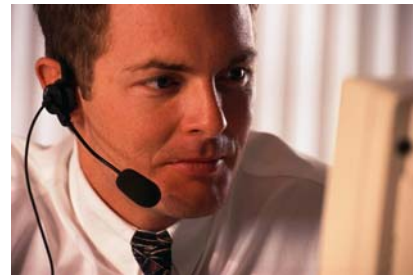


time card data collection. After a successful career, the TimeWand II was retired by Videx last year and is no longer being manufactured. Because of this, we stopped selling it in 2007 forcing us to look for a replacement. We decided that there would not be a single replacement but several new technologies will fill in for the TimeWand II. We will continue to support touch monitors, as we have for years, and expand our support to include multiple bar code devices and even a wireless PDA type device that will allow technicians to see what work they need to do in real time and be able to mark off the items that they have completed. Look for more information on these new devices later this year.

Lost your copy of the manual or installation guide? No problem. You can always view or download **FREE LM Manuals, Guides & Reference Material** on our website at www.labsysgrp.com.

What is Virtual Support?

Support You Can See



Connect your computer directly to technical support at LSG.

If you have called in for support lately, then you might have "experienced" the new support tool we are using. This new tool allows us to connect directly to your computer and fix problems.

When we connect to your computer, it allows us to see your screen and move your mouse just as if we were sitting next to you in your office helping you.

Using this new tool allows us to analyze the problem and fix it much faster. We can actually see what you see. Instead of trying to walk you through a complicated process step by step, we can simply do it for you in a fraction of the time.

To take advantage of this new support option you need:

- ▶ A High Speed Internet Connection
- ▶ A Current Support Plan

To use this option, call our support department at 1-602-264-5913. The support technician will then instruct you on the simple procedure to connect. If you are using LM Professional or LM Premium, an easy to use shortcut is available or access directly from the Lab Manager website. **Let Us Help You!**

Latest Update Details

The following is a partial list of changes made to Lab Manager Premium that are easily downloaded at www.labsysgrp.com

Reports

- Added ability to export all reports in PDF, Excel, HTML, RTF and TIFF formats. This is a BIG improvement. This means that ANY report in Lab Manager Premium can be exported in several different formats. Furthermore, this means that because you can customize reports, you can create customized lists of data which can be exported.
- Added an Account History report like the one in Lab Manager Version 5.
- Added an Account Production report like the one in Lab Manager Version 5.
- Modified the Account Analysis report to use a date range and added totals at bottom of each column.
- Added Case Shade field to the Case Tracking report.
- Added report that shows invoice detail for all invoices for a given account and date range.

Invoice, Statement & Report Filter Screen

- Made numerous improvements to the work ticket, invoice and statement forms.
- Added check box to Statement to "Exclude Retired Accounts" (checked by default).
- Changed the order of the detail on the invoices to products then materials like they have been in Lab Manager Professional.
- We now hide Invisible Materials on the Invoice.
- Added ability to filter the Cases at a Glance report by User Status and Official Status.
- Added ability to mark "Invoice Labels" as "Printed" so they won't print again.
- Added account phone, fax and email fields to the list of fields that can be added to the invoice and statement.
- Added "ProductLocatorID" and "MaterialLocatorID"s to the list of fields that can be added to the invoice.

Case Entry

- Added a doctor preferences tab to the Edit Cases screen when Dr. Preferences for that doctor have been defined. This makes it quick and easy to see the doctor's special requirements.
- If Doctor Items, Images, Notes, Patient Codes, or Case Codes have data on a given case, the text on the tab heading will become BOLD; indicating that

there is information on that tab.

- Changed the default sort order of the List>Cases screen to show the most recent cases first. This means that when you are looking for a case, the most recent cases are at the beginning of the list not at the end.

Account Entry Screen

- Added "Last Paid" Date to the ATB and to the Edit Account Financial Tab.

General

- Expanded the tax rate field to accept more digits to the right of the decimal point.
- Improved the Search Capability on the List Invoices screen to make it easier to locate old invoices.
- Changed the Login at the company list box to show the company name instead of the database name.
- Added feature to force aging when certain reports are run so that even if the aging background service stops for some reason, Lab Manager will still age accounts properly.
- Fixed problem preventing you from copying a price list to another price list more than once.
- Added Product Locator ID to the list of fields that can be added to the Price List report.
- Fixed the Delete function in the Notes Editor.

Coming to LM Premium!

Lab Manager Premium will be receiving many of the new features that Lab Manager Professional is getting. Many of these new features will appear in Lab Manager Professional first and then appear in Lab Manager Premium soon afterwards. Some of these future items include:

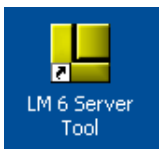
- Outsourcing (same as Lab Manager Professional).
- Scheduling. Unlike Lab Manager Professional, the new scheduling module in Lab Manager Premium will be technician based.
- Bar Coding.
- Touch Screen features.
- Expanded Marketing features.
- Credit Card Processing (same as **Lab Manager Prof**).
- Scheduled Equipment Maintenance Manager.
- Customer Relations Manager.
- PDA Support
- Shipping Dept Module
- Technician Pay System
- Consumable Inventory Control
- Caller ID Logger
- Dr's Office Interface

Daily Backup Procedures

Protect against computer failure, theft and fire.

Computers can fail, data files can be deleted or stolen, employees can make mistakes, all leading up to the loss of critical data. You say, "I've been in business for several years and it has never happened to me". Count yourself lucky. Many have not been. We get dozens of calls each year from lab owners just like you, who are forced to painfully reconstruct their business from reports. That means a lot of data entry and downtime. For these reasons, we highly recommend you make daily backups of your data. Lab Manager provides an easy method to do just that.

Start by purchasing a backup device. The popular Flash drives or USB drives will do just fine and should cost less than \$20.00. I recommend a drive with a capacity of 512MB. This is more than enough for all versions of Lab Manager.



Easy instructions for Lab Manager Premium users:

- Exit Lab Manager and start the Lab Manager Server Tools program
- Click on Server and then on Backup a Company DB (Figure 3)
- Use the drop down list button to select the company you want to backup (Figure 4)
- Click on the Backup Database button (Figure 4)
- Select the drive and folder to place the data into and click OK.

Figure 3

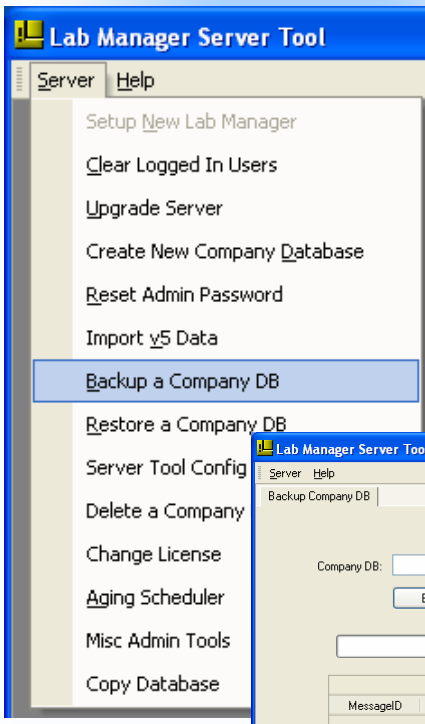
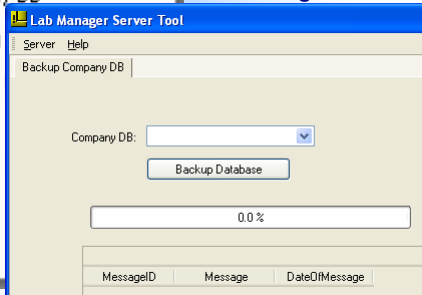


Figure 4



Easy instructions for Lab Manager Professional users:

- Exit Lab Manager and start the LM Utility program
- Click on the Format, Backup & Restore button (Figure 1)
- Make sure that the Backup command line is backing up to correct drive by changing the letter on the end of the line to "F:" or whatever drive letter is assigned to your backup drive. You can verify that you have the correct drive letter by going to "My Computer" and locating the backup device. (Figure 2)
- Click on the Backup Data button (Figure 2)
- If prompted to overwrite the existing file (on the backup device), type the letter "Y" for Yes or the letter "A" for All. This will replace the existing backup and is a good indication that your backup was successful and that it went to the right place.
- Once you have backed up your data it is always a good idea to verify that the backup was successful by going to "My Computer" and looking on the backup drive for the file you just saved there. The "last updated" date associated with the backup file should reflect the date you last made changes to the data in that file (such as today's date).

Important Note: Multiple backup devices should be used and rotated so that one is always at "home" or another location and the other is in the lab. After each backup, rotate the lab backup to the house and bring the house backup to the lab. This way if there is a fire or theft, you haven't lost everything. Also, if you use an automatic backup device, make sure that you verify that the backup is actually working and that you know how to restore the data if you ever need to. All too often, automatic backup devices fail to work and when they do work the user can't figure out how to restore the data when it is needed.

Figure 1

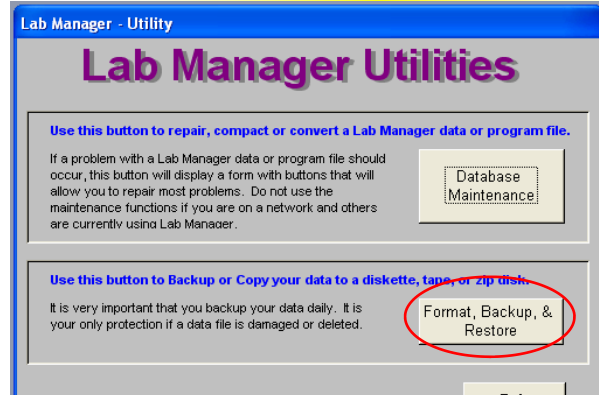
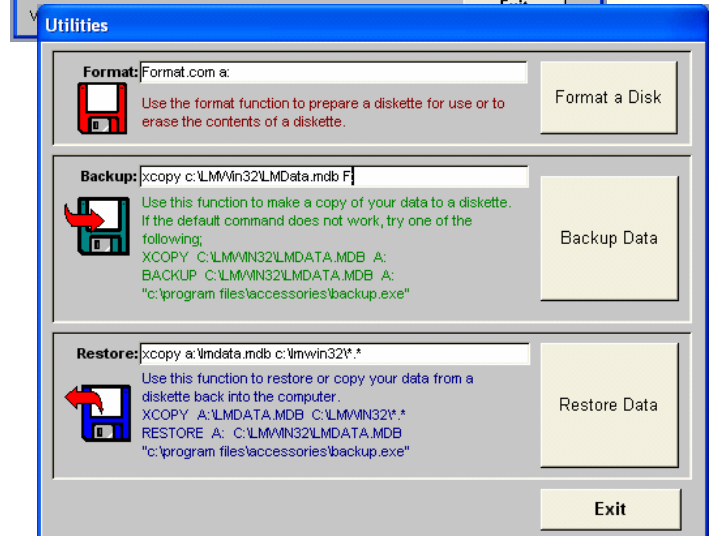


Figure 2



Save up to 50% off catalog business forms prices!

LSG, Inc. stocks professional invoice, statement and work ticket forms. Our forms have a process blue screen (Only exception: blank DBL form) and no special setup is required in **Lab Manager™** when you use our stock forms and envelopes. We can also customize any form. See reverse side for custom prices. Using our double windowed envelopes with our stock forms saves time by eliminating the tiresome chore of addressing envelopes.

Multipurpose Laser Forms

for Laser or Inkjet Printers

8 1/2" x 11"

Forms come in process blue, unless otherwise stated.

Used for: **Invoice**

Statements

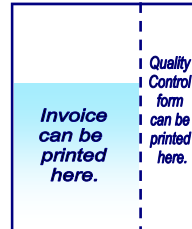
Work Tickets

Quality Control Tickets

LSR



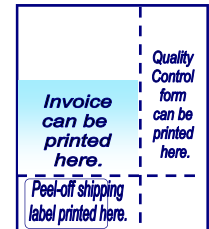
QC



TAB

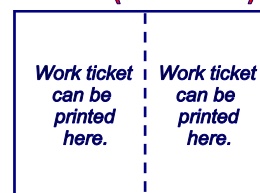


LAB 1

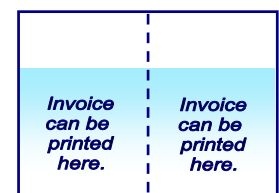


	Code	(500)	(1000)	(1500)	(2000)
Double (Side by Side) / no Color	DBL	\$35	\$60	\$90	\$120
Double (Side by Side) / Blue	DBL-BL	\$40	\$70	\$105	\$140
Invoice or Statement Form	LSR	\$40	\$70	\$105	\$140
Invoice & QC Form	LSR/QC	\$40	\$70	\$105	\$140
Invoice & QC w/Tear-off Tab	TAB	\$40	\$70	\$105	\$140
Invoice & QC w/Peel-off Label	LAB 1	\$60	\$110	\$165	\$220

DBL (no Color)



DBL-BL



Multipurpose Continuous Feed Forms for Impact Printers

6 1/2" X 7"

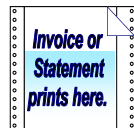
(4 3/4" x 7" detached)

Used for: **Invoices**

Statements

Work Tickets

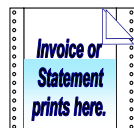
Quality Control Tickets



2 Part

1500 forms per box

			(1500) 1 Box	(3000) 2 Boxes	(4500) 3 Boxes	(6000) 4 Boxes
Invoice / Statement / QC	Blue	2PC	\$85	\$160	\$240	\$320
Invoice / Statement / QC	White	2PF	Custom Only - See reverse side			



3 Part

1000 forms per box

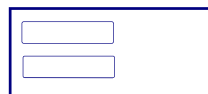
Invoice/ Statement	Any 1 Color	3PB	Custom Only - See reverse side			
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Double Windowed Envelopes

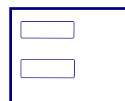
Made with Security Screen Tint and Cellophane

Dual windows show addressee and your printed address from your business form.

Envelopes	Code	Qty 500
Use with 8 1/2" x 11" DBL forms	#6 ENV	\$35
Use with Continuous Feed forms	#7 ENV	\$35
Use with LSR & QC forms	#9 ENV	\$35



#9 ENV designed for use with all of the laser forms, except the DBL form. (8 7/8" x 3 7/8")



#6 ENV designed for use with DBL & QC forms. (6 1/2" x 4 1/2")



#7 ENV designed for use with 2PF & 2PC impact printer forms. (6 3/4" x 3 3/4")

LSG Laboratory Systems Group, Inc.

1718 East Rose Lane
Phoenix, AZ 85016

Developer of the **Lab Manager™**
Software for Dental Laboratories

Call (800) 677-1120 to order.

Order stock forms by Noon and they ship that day.*

*Does not apply to custom forms.

SHIPPING NOT INCLUDED IN PRICES. Terms: Payment due upon receipt. 1.5% per month will be assessed on invoices not paid within 30 days of the billing date. Prices subject to change without notice. 08/07



AMAZING QUALITY AND AMAZING SAVINGS!

Our compatibles can SAVE YOU UP TO 70% on your printing costs when compared to OEM originals.

Print quality and page yield equal to or higher than OEM cartridges.



The Use of Compatible Supplies
Cannot void your manufacturer warranty
(Magnusen-Moss Warranty Improvement Act)
Consumer Product Warranties 15 Section 2302

How This Affects You!

- The use of compatible supplies cannot void your manufacturer warranty.
- Free choice of vendor allows for competition and keeps prices affordable.
- **Premium Imaging Products and Media Sciences** brands are guaranteed to perform equal to the OEM. So you can use them with complete confidence.

Selection

We carry over 1000 compatible and re-manufactured imaging supplies. This allows us to offer the most complete line of compatibles available, covering numerous brands and product lines:

- Laser and Fax Toner
- Compatible Thermal Fax
- Copier Toner
- POS and Printer Ribbons
- Solid Ink and Color Toner
- Inkjet Cartridges
- Copier Staples
- Inkjet Paper and Media
- Wide Ribbons
- Maintenance Kits

100% SATISFACTION GUARANTEED!

If you are not satisfied with Compatible Cartridges, just return them for a full refund or credit!

LLSG Laboratory
Systems
Group, Inc.

1718 East Rose Lane
Phoenix, AZ 85016

Developer of the **Lab Manager™**
Software for Dental Laboratories

**Call us for prices
If your printer supplies aren't
listed, call us**

(800) 677-1120

We carry hundreds more!



Prices subject to change without notice. 4/07

LSG Offers Printer Supplies

Laboratory Systems Group, Inc is pleased to announce



that in addition to offering the **Lab Manager** dental laboratory management software and companion forms, we now offer **compatible imaging supplies**. This new line is a by-product of our own search for cost effective reliable printing supplies.

For years, like many of you, we were afraid we would jeopardize the warranty and health of our equipment if we used anything other than manufacturer's (OEM) products. But that simply was not true. We learned that the consumer is protected.

"The manufacturer of the printer you are using cannot void the warranty on your printer because you use a cartridge or refill kit manufactured by someone other than the printer manufacturer. This prohibition includes the use of compatible cartridges and remanufactured cartridges." **Magnuson-Moss Warranty Improvement Act, the Sherman and Clay Antitrust Acts**

As printer supply costs continued to rise, we decided to take a chance on compatibles. Our first attempts were not pretty. We returned more unsatisfactory compatibles than we kept, until last year. That's when we found a company that provided first rate compatibles at reasonable prices.

Our compatibles can save you up to 70% on printing costs when compared with OEM originals.

Canon

DELL™

EPSON



Panasonic

SHARP

XEROX

"Premium" brand compatible **Laser, MICR Toner and Fax Toner and High Yield cartridges** for Apple, Brother, Canon, Dell, Epson, Genicom, HP, IBM, Lexmark, Kyocera, Minolta, Mita, NEC, OKI, Okidata, Panasonic, Pitney Bowes, QMS, Ricoh, Samsung, Sharp, Tektronix, Tektronix Phaser, Toshiba, and Xerox.

"Media Sciences" brand compatible **Solid Ink and Color Toner** for Dell, Tektronix and Okidata, Xerox.

Remanufactured Fusers & Maintenance Kits for HP, IBM, Lexmark, Phaser, Xerox.

"Premium" compatible **Thermal Fax Rolls** for Brother, Murata, Panasonic, Sharp, Toshiba, Xerox

"Premium" brand compatible **Fax Toner** for Brother, Canon, Minolta, Mita, NEC, Okidata, Panasonic, Ricoh, Sharp.

"Premium" brand compatible **Inkjet cartridges** for Brother, Canon, Dell, Epson, HP, Lexmark, Xerox.

For example, last year we added a **Xerox Phaser** solid ink printer to our arsenal of printers. After having gone through the initial supply of manufacturer's brand ink, which came with the machine, we started using **Media Sciences** ink exclusively. The LSG printing division prints huge volumes of material from manuals to all informational material, far more than the average business printers. We have never encountered even a hint of trouble using the compatible supplies and we have saved over 70% on the cost.

Premium Imaging Products and Media Sciences manufacture printer supplies at a substantial savings. *The vast majority of their products are co-manufactured in factories that are ISO 9002-14001 Certified and STMC Certified, with a primary factory that has over 300 engineers and technicians who are continually developing new products. All of their products are guaranteed to perform equal to the OEM, and they guarantee repair or replacement of equipment if their product damaged it.*

Please visit our website at www.labsysgrp.com

If you wish to place an order, simply call our sales department at (800) 677-1120. You will need to know the brand name and model number to place your order. These products will ship directly from the California or Tennessee warehouses, to expedite your order. Our billing and statement forms will continue to ship from the Arizona warehouse.

"Premium" brand compatible **Batteries and Equipment**

for Acer, Apple, Audiovox, Averatec, Belkin, Canon, Casio, Compaq, Dell, Fujitsu, Gateway, Handspring, HP, IBM, Motorola, Minolta, Mitsubishi, Nikon, Nokia, Panasonic, Philips, Polaroid, RCA, Samsung, Sharp, Sony, Toshiba, Universal, UPS, ViewSonic, Winbook, Zenith.

"Premium" brand compatible **Copier Toner Supplies** for Canon, Konica, Lanier, Minolta, Mita (Kyocera), Panasonic, Ricoh, Sharp, Toshiba, Xerox.

"Premium" brand compatible **Wide Printer Ribbons** for Data Products, Genicom, IBM, OTC, Printex Formspro, Tally.

"Premium" brand compatible **POS Printer Ribbons** for Brother, Citizen, DH Print, Epson, Fujitsu, IBM, NCR, Olivetti, Star, Tec, Universal Calculator Spools, Verifone.