



BUSINESS MATTERS

Windows 10 - important information

Microsoft released their latest operating system last summer. DMC is ready for Windows 10 but **we cannot guarantee that the hardware devices or other business software programs that you currently rely on will perform as expected.** Each of your software/hardware vendors will need to be contacted to ensure Windows 10 compatibility. Software/hardware vendor examples would include, but are not limited to, software other than DAISY, wireless devices, intraoral cameras and sensors, scanners, printers and add-in video cards.

If you choose to purchase Windows 10, please be aware that it must be a professional or enterprise edition to ensure proper hardware and networking performance. Unplanned or rushed upgrades to Windows 10 should be a careful consideration as it could **severely impact** the front office and clinical operations of your office.

Microsoft recently changed how they are urging users to upgrade to Windows 10, by prescheduling the upgrade for you. Windows Updates also view this upgrade as "recommended" and will try to upgrade by default at the prescheduled time. You will likely see a pop up from Microsoft explaining that you have been scheduled. In that message, there will be a link allowing to you either reschedule or cancel all together. However, if that message is just closed without any action taken, it will proceed with the planned upgrade.

Currently, reverting back to Windows 7 or 8.1 from Windows 10 may be done within 30 days by following [these](#) instructions from Microsoft. If it has been longer than 30 days, please be advised that this will require an on-site technician if you require assistance and may result in additional charges.

As always, we are ready and available to answer any questions you may have. Feel free to contact us by phone at 800-368-6401 or by email at daisysupport@dmcdental.com.

Current Events

Staff Meeting

Tuesday May 24

3:30 p.m. - 5:30 p.m.

Please leave us a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Wednesday, May 25

3:00 p.m. - 4:00 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Friday, June 17

2:00 p.m. - 3:00 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Billing questions?

Please update your records to reflect the current contact information.

For all billing inquiries, please contact Oksana Ilinich at **800-368-6401, option 3.**

For all sales inquiries, please email us at sales@dmcdental.com.

LIVE CHAT

GET SUPPORT NOW





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What's new at DMC

You asked. We delivered.
DAISY 5.0 is now in beta!

HIPAA Compliance

- Toggle patient information on or off on the schedule—hide patient information on appointments when you have a patient in the chair.
- Password reset reminders—Users will now be reminded to update their passwords.

DAISY

- Claim history filter settings are now saved allowing a user to easily pick up where they left off.

Expanded Goal Tracking

- Pie charts and bar graphs are now available, allowing users a clear visual of goal tracking.

NEA FastAttach

Sign up for NEA FastAttach today and receive FREE registration (a \$200 value), plus one month free. Click [here](#). Promo code: **DAISYRZ1M**

Benefits of digital attachments:

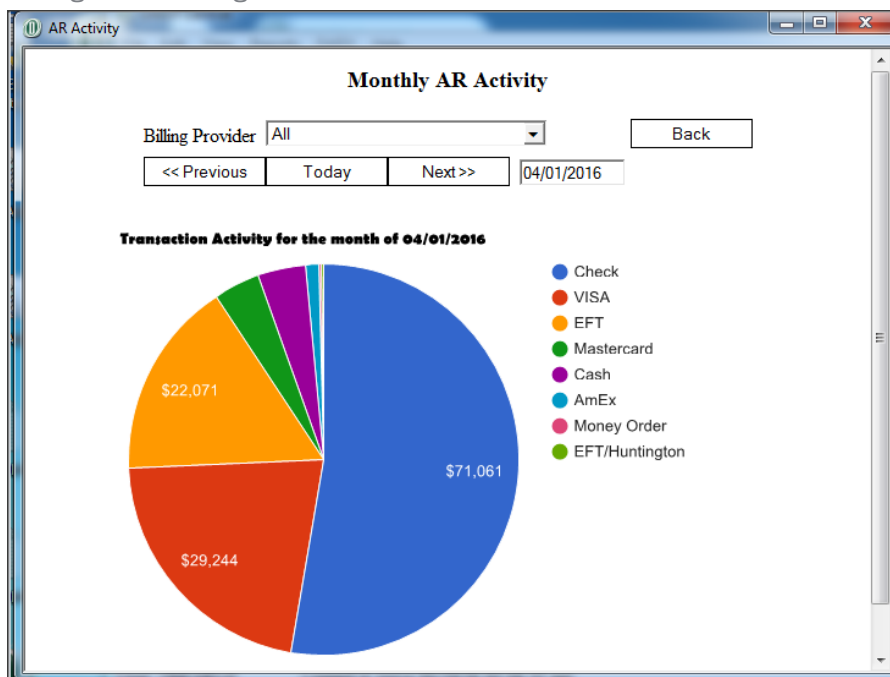
Faster delivery, unlimited use
No more “lost” attachments
Use any digital imaging system

DAISY 5.0 is coming soon!

DMC is excited to release DAISY 5.0! We have expanded our existing Goal Tracking and AR Activity feature with some reports to help you better understand the health of your practice.

Our AR Activity pie chart is one of those features. AR Activity pie chart will show charge, payment and adjustment activity for the month and the totals can be viewed and filtered by billing provider based on service date.

You can double click on a “wedge” of the chart to expand the information you are looking at. For instance, double clicking on the Payments wedge will then show a pie chart just for payments that breaks down the payments by type, allowing you a clear visual of where the majority of your payments are being distributed. The pie chart wedges are color coded according to the legend on the right side of the window.



If you would like to be one of the first to receive DAISY 5.0, please contact support and let us know. We will add you to our list so that you will receive it once it is available.





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Have you tried the new callback feature?

As a reminder, our new phone system offers you the option to request a call back instead of leaving a voicemail or waiting on hold. Once a support representative is available to take your call, it will automatically dial your phone number and you will receive the same great customer service you have come to expect without waiting on hold. To select this option, press option 3 while waiting on hold. As always, we appreciate your business and look forward to assisting you soon.

Calling with a hardware problem? Here's what you'll need.

When you call with a hardware problem, we will be asking you a series of questions to help expedite your call. Here are some questions you will need to be prepared to answer:

1. What computer or other hardware is having the issue?
2. What were you attempting to do when the issue occurred?
3. Did you receive an error message and what was it's *exact* wording?
4. When was the last time it worked?
5. Which computer or other hardware is involved?
 - a. Location? (i.e.—Operatory 2 or Front desk)
6. Was this hardware purchased from DMC? If so, please provide the service tag. This can be found on the top or back of the machine on a small sticker. It is generally a 7-digit alphanumeric combo.
7. Have you already taken any actions to resolve?

Thank you for taking the time to provide this information. We appreciate it!

WEO Media - Free webinars!

Online reviews & reputation management - How to get started

Wednesday, June 15

5:00 p.m. - 6:00 p.m.

Click [here](#) to register

Studies show that your online reputation is just as important as your word of mouth reputation which means it is more important than ever to manage what you can.

Optimizing Your Website Conversion and ROI

Wednesday, July 20

5:00 p.m. - 6:00 p.m.

Click [here](#) to register

Your website is one of your most valuable tools. It is the one piece of real estate on the entire internet that you have full control of so take advantage of it.

Changing world of marketing

Wednesday, August 17

5:00 p.m. - 6:00 p.m.

Click [here](#) to register

How has the world of marketing changed and what should you be doing to get the most from your marketing dollar? In this webinar we will give you practical tips for developing a solid marketing plan in today's landscape.

Video marketing done right

Wednesday, September 14

5:00 p.m. - 6:00 p.m.

Click [here](#) to register

One of the most powerful trends in online marketing today is the rapid adoption of video into websites and social media platforms. In this webinar we will review best practices for producing, posting, and leveraging videos to improve your online marketing performance

Monday – Friday 8 a.m. – 5 p.m.

Contact us at 503-243 -3966 or 800-368-6401

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