

Optosys® Info



Canada's Largest Network of Eyecare Providers
www.opto.com

4, Place du Commerce, Suite 460, Montréal (Québec) H3E 1J4 Tel. : (514) 762-2020 Fax : (514) 762-9933 www.opto.com

Reminder : More technical support

We are pleased to announce that we have signed an agreement with Nexxlink, granting us access to their call centre. This will provide our members with support from **6:00 a.m. to 9:00 p.m. EST**, 7 days per week, 365 days per year. Since January 17th, this new technical support team has served all users requiring technical assistance.

Members can access this service by calling **514-380-9279** or **1-866-660-6797**. Your calls will automatically be directed to a technician. If all the lines are busy, calls will be placed in a queue to maintain calling priority. Nexxlink promises that in 85% of the cases, a technician will answer your calls within 60 seconds. However, callers may leave a message if preferred.

Every call will be assigned a case number, individual to you. In the event that the technician handling your problem cannot remedy the situation, your call will either be transferred to a Nexxlink technician more familiar with the problem, or directly to an OSI technician. OSI will always be able to determine the status of your call.

Don't hesitate to contact us if you require any further information. You can also visit www.nexxlink.com to learn more about their services.



GRAND PREMIER OPTOSYS².com

Watch this star light up computer screens during its Vancouver launch this February 19th.

Come and discover how Optosys[®] 2 can benefit your clinic.

The IT Team will be on hand to tell you all about the software's special effects.

COMING SOON ...



Don't miss the preview when it comes to a screen near you!

Vancouver, BC: February 19, 2005
Hamilton, ON: March 31, 2005
Winnipeg, MB: April 15, 2005
Ottawa, ON: July 2, 2005

Enjoy the show!



The leading optometric practice management system...

Now connected to the world!

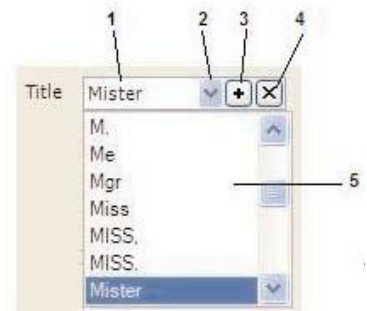
Discover OPTOSYS².com : Dropdown lists

We've added new features to the dropdown lists. In addition to the traditional arrow button (2) that displays the selections (5), we've added two new functions.

Firstly, we've added a **+** button (3) that allows you to customize the list. For example, to add "Mr." to your dropdown list simply click on the **+** button located beside the Title box, type in "Mr." and save. The title will be automatically added to your list (5).

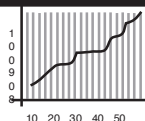
Secondly, we've also added an **x** button (4) that allows you to completely erase everything in the edit box (1).

Simplify ... ask us how!



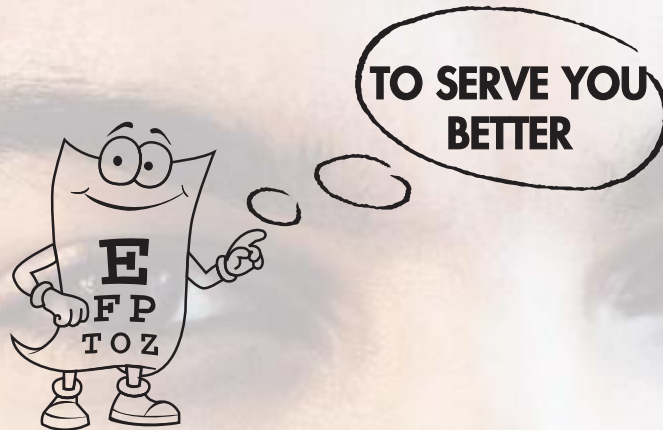
OPTOSYS² Installations

January 2005



Centre Ophthmique
Jacques Bouchard Inc.
Montréal, QC

Optosys[®] Support



A NEW NUMBER

1-866-660-6797

514-380-9279

AND LONGER HOURS

British Columbia:	3 a.m. to 6 p.m.
Alberta:	4 a.m. to 7 p.m.
Saskatchewan:	5 a.m. to 8 p.m.
Manitoba:	5 a.m. to 8 p.m.
Ontario:	6 a.m. to 9 p.m.
Québec:	6 a.m. to 9 p.m.
New Brunswick:	7 a.m. to 10 p.m.
Nova Scotia:	7 a.m. to 10 p.m.
Newfoundland:	7:30 a.m. to 10:30 p.m.

**7 days per week
365 days per year**