WinVoice Junior F.A.Q's
(Frequently Asked Questions)

Q   I just installed WinVoice Junior and have begun to create my first invoices. I think the little Tooth Fairy is very cute, but it doesn't express the professional image that I want for my lab. Am I stuck with this user interface?

A   *No. WinVoice Junior has several "themes" to choose from, as well as a "no-theme" mode. This allows you to match your user interface to your computer skills and personal tastes. Try the "Button Bar" theme or the "Power Users" theme for a more professional look. The "No Theme" shortcut under the WinVoice folder, allows you to run Junior in a mode that resembles "off the shelf" Windows programs that you my be familar with, (a single menu bar at the top of the screen).*

Q   I'm wanting to send out statements, but when I print them out, the period date in the upper right hand corner has both the start date and the end date as the same day, why is this?

A   *Before you print your final statements, you need to tell WinVoice Junior that you've finished your current billing cycle. To do this, click the End Month button on the statement screen. **Note: It is important that you first print out any reports that you desire BEFORE executing the End Month function, upon doing so, all finished cases and credits will be moved to the history side of the program**. Once the end month function has finished, click the Last Month button at the top of the statement screen, then Print Statements. The reason printing under This Month's statements gives the current date in both the Start and End fields is that This Month statements represents "Work in Progress" and allows you to add, edit, or delete any cases that are identified as such.*

Q   I plan to buy a newer and faster computer next year, but for now I am running WinVoice Junior on an older computer and Junior is running slowly. Is there anything I can do to speed up my system without buying expensive hardware upgrades?

A   *Yes. Junior was designed to be able to run on the slowest of systems, while still allowing those with newer computers to take full advantage of the latest technologies. The simplest way to speed up performance is to use the "No Theme" user interface. Using a "Theme" user interface requires a lot of system resources and depending upon your machine it can take extra time drawing to the screen. Another thing you might want to try is, running Disk Defragmenter. This program can be found under Start->Programs->Accessories->System Tools, or type "DEFRAG" from DOS (for Windows v3.1 users).*

Q   I just installed WinVoice Junior and have begun to create and print my first invoices. I like the way the invoices are printed, but there are things I would like to have changed. Can things be changed?

A   *Yes. All of the WinVoice products use our exclusive ".TPF (Text Print Files)" system. This system utilizes text files that gives external instructions to the software as to how and where to print on a sheet of paper. Depending upon your computer skills, you may or*

may not be able to modify these files yourself. WinVoice development offers a custom file modification for a very nominal fee and for most users this is by far the easiest way to obtain the results they desire. We can incorporate you logo or other graphics into your printouts and modify the body of the printout to your specifications.

To have a custom TPF created, you should first determine which format included with the software is the closest to your requirments. To do this, create a dummy invoice and print out each one of the available print selections, then decide which one will require the least modification. Next, take a pen, scissors, and tape, and cut and paste several several copies of the format until you have the desired results, in other words make the sheet of paper look like how you want your invoices to print out. Send the final results and good camera ready logos you want incorporated in the print formant to:

```
WinVoice Development
P.O. Box 690300
Tulsa OK 74169
```

Upon receipt, we will call with a quote of your cost. Generally, incorporating a logo with a few minor changes is only $59.00US.

Q Do I have to end the month separately for each one of my doctors?

A *No. When you end the month (current billing cycle) inside of WinVoice Junior, the month is ended for ALL of your doctors, thereby allowing you to accurately report your sales and collections for that cycle to your accountant.*

Q I bill my doctors twice a month, do I only end the month on the last day of each month?

A *No. The End Month function should be thought more along the lines of an"End Current Billing Period" function. It signals to Junior that your billing cycle is over and that a new one has started. If you bill twice a month, you should end the month, twice a month. If you bill some doctors once a month and others twice a month, you can accomplish this by printing the "This Months" statement for your twice a month doctors in the middle of the month. Then preform an End Month, at the end of the month, send out their final statement at the end of the month with your once a month doctors.*

Q I need more information about WinVoice Junior, where can I get help?

A *There are several ways, choose the one that is most convient for you.:*
- *WinVoice Phone Technical Support at **918-627-5395** is open 8am-5pm CST, Monday-Thursday, 8am-noon CST Friday.*
- *Fax questions to **918-627-7842**   Be sure to include your return FAX #, or a voice # so technical support can quickly answer your questions.*
- *E-mail questions to **nx-2000@winvoice.com** or **tyancy@winvoice.com** or visit our webpage at **www.winvoice.com***

We hope you enjoy the WinVoice Experience!