Reminder Software Quickly
Reaching Clients/Patients with
Appointment Information
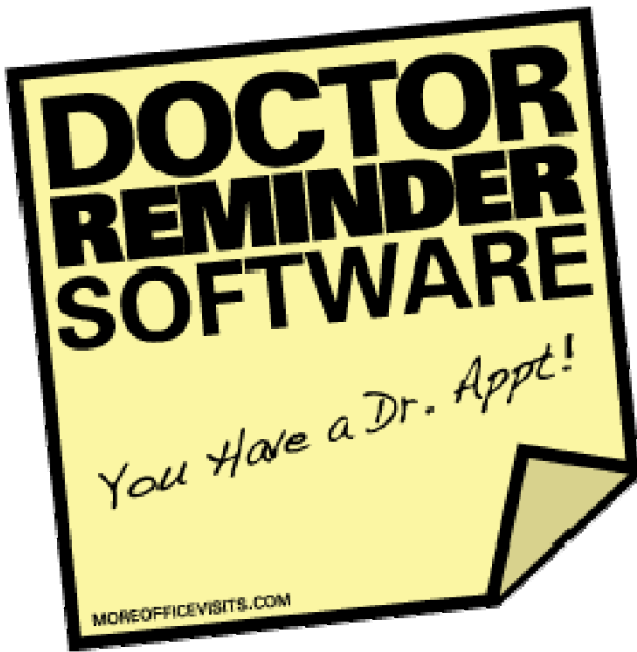
Reminder Software

Release 4.6+

Communication Solutions
General Description

July 2017

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This Agreement is governed by the laws of the State of Wisconsin.

Should you have any questions concerning this Agreement, or if you wish to contact USPI for any reason, please write:
***Ultimate!* Software Products, Inc./2751 S. Calhoun Road/New Berlin, WI 53151.**

Contents

I. SALES SUPPORT & CONTACT INFORMATION

Dear Ultimate Dealers and Prospective Users,

- *Ultimate!* Software Products, provider of the Doctor Reminder Software, can assist you with pricing configurations and live demonstrations.

    - *To schedule Doctor Reminder Software training for your staff, receive a quote, or schedule a customer demonstration, call 1-262-789-9654, Roy Catron, (Demo-on-Demand number is 1-262-789-9649)*

- After the installation, *Ultimate!* Software Products, Inc. performs remote maintenance and offers a post warranty service program.

    - *For maintenance or warranty information, call Roy Catron 1-262-789-9654*

Key contacts and phone numbers for use by our dealers are as follows:

- Doctor Reminder Software Sales   262-789-9654 (Roy Catron)

- Demonstrations or Training   262-789-9649 (DemoOnDemand)

- Software Activation Line   262-784-2312

- Ultimate Tech Support   262-789-9616 or techsupport@uspnet.com

- Other Ultimate! Products   262-789-9654 (Roy Catron) or Roy@UltimateSoftwareProducts.com

II. OTHER *Ultimate!* PRODUCTS

Besides Doctor Reminder Software, *Ultimate!* Software Products has developed many other applications over the past sixteen years. These applications are sold nationwide via our vast dealer network. Ultimate Call Accounting, Ultimate InnService for Strata CIX, Ultimate AURA 2.0, Smoke Signal and OnTime4Class are also found to be highly beneficial to meeting the needs of businesses. Visit us at www.ultcom.com.

Call Accounting Software creates phone traffic data reports by analyzing incoming and outgoing traffic data. It serves as both a troubleshooting tool and management aid. Contact Roy Catron at 262-789-9654 for more information and/or to see a demonstration.

Ultimate InnService for Strata® CIX is primarily for the hospitality industry, but can be effective in for businesses that rent or share office space. InnService turns the phone in an office (or guest room in a hotel) on or off depending upon the check-in or check-out status of an individual. It also can assist in generating a bill at the end of one's stay. InnService integrates a hotel or business's new or existing property management system with a Toshiba Telephone System. Visit www.ToshibaHotel.com or contact Cindy Ovokaitys at 262-789-9609 for more information and/or to see a demonstration. This product is sold through Toshiba America Inc.'s dealer network.

AURA 2.0 is a comprehensive and cost-effective Nurse Call System for assisted care centers, rehab clinics, long-term healthcare centers and retirement communities. AURA 2.0 blends wired and wireless technology into a powerful management tool for a new generation of healthcare services. AURA creates reports on nurse response times, which make this product especially attractive to management. Contact Roy Catron at 262-789-9654 for more information and/or to see a demonstration. This product is for Toshiba telephone systems.

OnTime4Class helps schools, factories, libraries and penal institutions "Stay on Schedule." The On Time4Class Software includes menu driven options for setting up scheduled overhead announcements, specifying separate zones within the school or facility and custom sounds. It also includes an easy to use Windows interface for schedule changes, viewing, and printing of the daily schedule. Call Roy Catron at 262-789-9654 for more information and/or to see a demonstration.

Spark! allows you to use your computer keyboard to send a text message to any cell phone. With Spark, you easily may send a message to one, several, or even hundreds of cell phone users at a time. Spark is ideal for those who need to communicate exclusively via text message and to a large number of phone numbers. Reach Over 600 People in Minutes! Contact Roy Catron at 262-789-9654 for more information and/or to see a demonstration.

Appointment Reminder Software is no longer just for doctors! Appointment Reminder Software allows you to send reminders by voice (telephone call), text (SMS), or by email message. Many types of businesses have now begun to use Appointment Reminder Software to remind their clients of appointments. Save time and money by not spending staff time on reminder calls. Maintain security of your contacts' private information. Get reports on calls made through the system. Contact Roy Catron at 262-789-9654 for more information and/or to see a demonstration.

Attention Shoppers gives you menu driven options for setting up a schedule of commercials to be broadcast to shoppers. The software includes an easy to use Windows® interface for schedule changes, and allows you to view and print daily advertisement schedules. Each department or retail grouping can have a separate schedule, zone, and tone for the ads, reducing time and training costs while increasing flexibility. Announcements can be scheduled up to 18 months in advance. Contact Roy Catron at 262-789-9654 for more information and/or to see a demonstration.

Ultimate Smoke Signal allows you to reach hundreds of people instantly and simultaneously via their preferred method: phone call, text message or e-mail. For businesses or factories, it can be used to alert employees about contests, promos, health insurance updates, or to wish a happy holiday. Schools can remind staff and parents about meetings, recruit volunteers for projects, reach parents in an emergency situation or alert staff of a lock down. Smoke Signal increases communication and enhances safety. Contact Roy Catron at 262-789-9654 for more information and/or to see a demonstration.
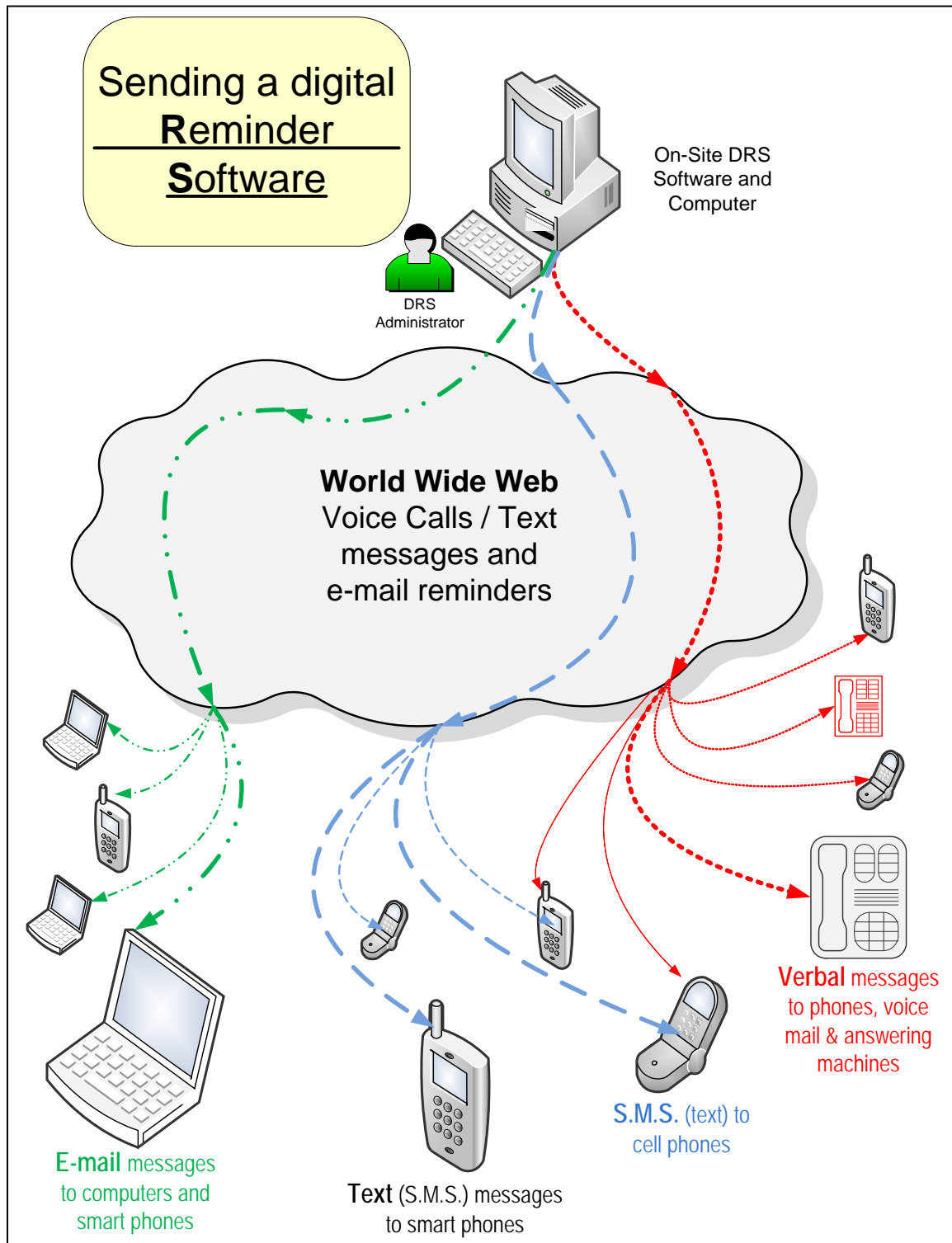
III. THE *Ultimate!* DIFFERENCE

Because *Ultimate!* has a National Dealer Support Network, customers have the opportunity to purchase *Ultimate!* Software Products and receive training and support from a local dealer. Our national service and dealer network have a service-based philosophy.

IV. DOCTOR REMINDER SOFTWARE DEFINED

Through the use of an onsite computer with Internet access, **Doctor Reminder Software** allows individuals to hear or see a pre-recorded or pre-typed message at one time via e-mail, phone call, or text message. This can be used for doctor appointment reminders, medical refills or emergency situations.

Sending a digital
Reminder
Software

On-Site DRS
Software and
Computer

DRS
Administrator

World Wide Web
Voice Calls / Text
messages and
e-mail reminders

E-mail messages
to computers and
smart phones

Text (S.M.S.) messages
to smart phones

S.M.S. (text) to
cell phones

Verbal messages
to phones, voice
mail & answering
machines

V. CAPACITIES

- Reminder Software supports 400 groups

- Each group can have from 1 to 4000 members

- Members can be a part of multiple groups

- Reminder Software can have 400 preset bulletins

- Reminder Software can have 400 prerecorded recordings

- Reminder Software can have 400 prewritten text and email messages

VI.   FEATURES

- Doctor Reminder Software has ten different profiles to choose from when setting up the system. This allows Doctor Reminder Software to be used for almost any type of medical office or clinic. (See Appendix A for further description.)

    - o **Medical** (appointments, follow-up reminders)
    - o **Pharmacy** (refill reminders and pick up reminders)
    - o **Emergencies**

- Recordings and text messages can be prepared ahead of time or created as needed. An illustration of the types of messages that can be created is found in Appendix B.

- Voice or text messages can be delivered to the target audience immediately or on a scheduled basis.

- Messages can be personalized.

- Members in each group can receive a message using the method they prefer: e-mail, text message or phone call.

- Alerts, Notifications, Reminders, Requests or Tips can be designed for later or repeated use.

- Larger installations can send up to sixty audio messages at a time, as long as the user has sufficient bandwidth.

- Reports can be generated to document actions taken. (See Appendix D)

- Import phone numbers and names from external files. (With .CSV files, See Appendix C)

VII. HARDWARE/COMPUTER REQUIREMENTS

Minimum Specifications

Operating Systems
Windows 7, 8 10 or 2012

Hardware Specifications
Pentium IV 1000MHZ
512 MB Memory
500 MB Hard Drive Space
PS/2 or USB Mouse
VGA Color Monitor
CD-Rom
Network Card
Keyboard

Uninterruptible Power Supply

Additional Components

Remote access is required to assist with installation, training, and tech support.
We can work with the choices below:
- IP Access with PcAnywhere
- www.LogMeIn.com
- www.UltraVnc.com
- www.GoToMyPC.com
- WebX
- Back-up device

VIII. NETWORK REQUIREMENTS & QUESTIONS THAT WILL BE ASKED

Internet access is required. The router configuration should be set to give priority to voice calls. Each Doctor Reminder Software call use no more than 11 kilobits per second.

How does a company know if the verbal message will be delivered with high quality and quickly? While Doctor Reminder Software is being installed, we will test your system using a VOIP test. This test will be run several times during the installation to get a reading of downstream broadband capacity for each Doctor Reminder Software installation. You can test your own system prior to installation using any VOIP test. Some of those found online include: www.testyourvoip.com, myspeed.visualware.com/**voip**/, my**voip**speed.visualware.com/, www.bandwidth.com/tools/**voipTest**, and www.talkswitch.com/**voip**/**voip_test**.asp.

Some of the questions that will be reviewed during the installation:

- How many appointments per day does your clinic serve?
- What type (brand) of software is used to make appointments for your patients?
  (MicroMD, Sage, Elligence, Dentrix, DESCO, Advanced Data Systems, AviMark, McKesson, GE Centricity, Visionary Medical …)
- How fast do you need to deliver these messages?
- How many calls per year?
- How many computers on your network have access to the Internet?
- What type of Internet activity? (downloading pictures, wav files or data)
- Is there a time of day that you would most likely send a reminder?
- Who is your Internet Provider and what type (size) of connection do you have?

Between the VOIP speed tests and answers to above questions, *Ultimate!* will be able to recommend a reasonable number of simultaneous voice messages delivered for each installation. In most cases the use of an existing Internet service will be sufficient.

Port and IP addresses used:

Doctor Reminder Software uses - 66.185.25.250
sip.inphonex.com - 208.239.76.163
smokesignal.uspnet.com - 199.237.197.158
3652 to connect to Communicator Server
3654 to connect to Call Accounting
5060 to place SIP calls

IX. WARRANTY, MAINTENANCE AND ANNUAL SERVICE AGREEMENTS

The standard *Ultimate!* Smoke Signal warranty is one year, and a service contract is available customers through *Ultimate!* or the local *Ultimate!* Dealer. Call Roy Catron at 262-789-9654 for more information.

Annual Service and message minutes includes:

- The basic service includes unlimited text and email messages

- Multiple audio plans are available

- Software upgrades and enhancements are automatically processed with the basic service

- Bi-monthly training sessions are available via the Internet.

- Offline alerts are e-mailed automatically (with the monitoring activated)

X. *ULTIMATE!* INSTALLATION AND SERVICE CONTACT INFORMATION FOR OUR CUSTOMERS & DEALERS

Key contacts and phone numbers for use by our customers are as follows:

- Sales Demonstrations or Training   262-789-9654 ask for Roy
  Or roy@ultcom.com

- Software Activation line   262-784-2312
  (See Appendix C)

- Ultimate Call Accounting Technical Support   262-789-9616 or
  techsupport@uspnet.com

- Other Ultimate! Communications Software   info 262-789-9654 ask for Roy
  or sales@ultcom.com

Customers often request additional features that were not included as part of the original application. *Ultimate!* reserves the right to charge for additional features. These charges will be discussed with you or your dealer prior to making them. The rate for a Standard Custom Code (SCODEA) is a flat fee. For a Non-Standard Code (NCODEB) the rate is variable and defined in writing with approval by you, our dealer. All changes to the software are installed via pcAnywhere® or other remote desktop software and must be paid for by credit card prior to installation (Amex, VISA, MasterCard).

The software warranty is for one year. There is no charge for support during this time.

If you are about to make any changes to the computer system, we encourage you to call our tech support number for verification on the possible impact to the Doctor Reminder software. There may be a trouble-shooting fee to you, the dealer, for our involvement to resolve a problem should an operational difficulty occur because a change was made by the user or by you. This is a credit-card-only charge prior to our logging on to the computer.

APPENDIX A. MESSAGE TYPES

There are Verbal and Text or E-mail Messages that can be sent.

Voice and Text messages can be delivered to your target audience immediately or on a scheduled basis. SMS (Simplified Message Service) messages to cell phones can be read while the person receiving a message is on another call. The bullets below illustrate **the types** of messages that can be created.

- **General messages** (send the same message to many people)
  Example: "It is time for a Staff Meeting"

- **Personalized messages** (send a specific recording to one person)
  Example: "This is ABC clinic. You have an appointment this coming Tuesday at 10:00 in the morning with Dr. Smith…"

- **Scheduled messages** (send a general or personal message at a specific date and time) Send messages, like the ones above, every Thursday night if you'd like.

- **Concatenate** (Webster defines this as an adjective or verb meaning to link together). Doctor Reminder Software can link audio messages together to create a new message. (You can link up to five audio or text messages– with a the limit of 120 characters in total)
  First example is like a formula:

One way to look at "Concatenate" is as a formula:

Example 1
(message 1) + (message 2) + (message 3) + (message 4) + (message 5)

Example 2

(message 1) + (message 3) + (message 5)

The second way to look at concatenate is as follows:

Message 1. Hi Mr. Samuels this is Roy with Ultimate Communications Software.
Message 2. The reason I am calling is to set a time for sales training.

Message 3. This month we are training on *Doctor Reminder Software* and Ultimate Call Accounting.
Message 4. When you check your e-mail today you can just press reply to the message about training with your preferred time and date.
Message 5. Oh, by the way you can reach my demo line by dialing 262.789.9649 and we can discuss this by phone. Thanks for your business and I look forward to hearing from you.

The message heard or seen by Mr. Samuels would be like this - 1,2,3,4,5:

Hi Mr. Samuels this is Roy with Ultimate Communications Software. The reason I am calling is to set a time for sales training. This month we are training on *Doctor Reminder Software* and Ultimate Call Accounting. When you check your e-mail today you can just press reply to the message about training with your preferred time and date. Oh, by the way you can reach my demo line by dialing 262.789.9649 and we can discuss this by phone. Thanks for your business and I look forward to hearing from you.

Rearrange the message and it could be like this - 1,3 and 5 the message would then say:

Hi Mr. Samuels this is Roy with Ultimate Communications Software. This month we are training on *Doctor Reminder Software* and Ultimate Call Accounting. Oh, by the way you can reach my demo line be dialing 262.789.9649 and we can discuss this by phone. Thanks for your business and I look forward to hearing from you.

APPENDIX B. Doctor Reminder Software Implementation Process

The Doctor Reminder Software program is installed in the following order:

1. When the contact person receives the order, they should call 262-789-9654 and press one to arrange an installation date and time. During his call we will review the implementation process and application (how the software is going to be used).

2. The computer must be ready for the installation (please have this done before the installation date).

Computer Requirements Minimum - Specifications Operating Systems - Windows XP, 2003, 2008, VISTA, Windows 7.0 (Ultimate)
Hardware Specifications

Pentium IV 1000MHZ +	512 MB Memory	500 MB Hard Drive Space
PS/2 or USB Mouse	VGA Color Monitor	CD-Rom
Network Card	Keyboard	Uninterruptible Power Supply

Additional Components - Remote access is required to assist with installation, training, and tech support. We can work with the choices below: IP Access with PcAnywhere/ www.LogMeIn.com / www.UltraVnc.com / www.GoToMyPC.com / Back-up device

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3. We have found that the www.logmein.com service works well for install and is a free service for now.

4. After the appointment is set the *Ultimate!* installation supervisor will contact the local installation contact, (preferably a technician or an IT manager), and software administrator (primary Doctor Reminder Software user) by way of e-mail.

5. Items needed prior to the installation:

   - The technician or IT manager phone and e-mail address
   - Software administrator phone and e-mail address
   - Password information to the remote access software and PC
   - A sample file list of names, phone numbers, e-mail addresses
   - *Ultimate!* contact information

Doctor Reminder Software Sales Training	262-789-9649 (ask for Roy Catron)
Co-Installation Appointments	262-789-9616 (ask for Bob Sodemann)
Doctor Reminder Technical Support	262-789-9616 or techsupport@uspnet.com
Other *Ultimate!* Communications Software sales or info	262-789-9654 (ask for Roy Catron) or sales@ultcom.com

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- A .CSV file of the contacts to be used in the Doctor Reminder Software software for example:

Database management

Last ,First name	Phone	Cell Phone	Principle Email
Megliger, Kerry	(360) 687-7370	(360) 684-0493	Kerry@customvideo.com
Meglonger, Jerry	(370) 687-7370	(370) 684-0493	jerry@customvideo.com
Grogsby, Roger	879. 399.8713	(879) 399-9736	rgrogsby@thordweveky.com
William, Christopher	(713) 783-6000	(713) 783-1914	cwilliam@egcworld.com
Moody, Kimberlee	(703) 361-0900	(703) 361-0998	Kimmoody14@eol.com
Keller, Christopher	(703) 783-6000	(703) 783-1914	ckeller@egcworld.com
Wolloem, Rick	(370) 846-4468	(370) 846-3601	rick@doublesystems.com
Smith, Rick	(430) 846-5568	(430) 846-6601	rick@domesystems.com

Standard .CSV files for importing customers, members, clients, volunteers, or patients. When a spreadsheet like this is saved as a .CSV and opened in notepad it appears like this:

Meglonger,Jerry,3706787380,Jerry@customvideo.com,3706840493,Verizon

Moody,Kimberlee,7033610900, Kimmoody14@eol.com, 7033610998,T-Mobile

Grogsby,Roger,8793998713,rgrogsby@thordweveky.com,8793999736,US Cellular

and then will be imported into *Doctor Reminder Software*.

6. During the installation, your contact will initially just insert the CD into the computer and the *Ultimate!* staff will begin the installation process at this point.

7. After the basic installation is complete, test calls will be required.

8. After the test calls are successful, the importing of the database will be scheduled and then tested.

9. A training session will then be scheduled.

APPENDIX C. REPORT SAMPLE

Below is a sample report that indicates the calls sent and what the caller's response was to the message:

```
                        Smoke Signal Call Accounting
                          Report of DTMF responses
                    From 09/20/2007 00:00 to 09/20/2007 23:59

Date   Time  Ckt.          Ext Account      Type                # Dialed  Length    Cost
09/20 10:19a 00000900       0 99921         LOCAL            262-8536111 0:00:19    0.00
09/20 10:20a 00000900       0 99922         LOCAL            262-8532005 0:00:23    0.00
09/20 10:20a 00000900       0 99921         LOCAL            262-8534005 0:00:20    0.00
09/20 10:20a 00000900       0 99922         LOCAL            262-8532070 0:00:15    0.00
09/20 10:20a 00000900       0 99922         LONG DISTANCE    510-8561070 0:00:21    0.00
09/20 10:20a 00000902       4 99933         LONG DISTANCE    570-8561070 0:00:19    0.00
09/20 10:20a 00000903       7 99932         LONG DISTANCE    901-7863563 0:00:18    0.00
09/20 10:20a 00000904       9 99932         LOCAL            262-8536111 0:00:23    0.00
```

Indicates a response to a question on a Smoke Signal Call. 1 confirms appointment, 2 cancels the appointment, 3 possible appointment.

What is the *Reminder Software* Difference?

- **Onsite software** – *Keep the database under <u>your</u> control*
- **No additional hardware** – *No telephone lines to order…no telephone system to expand… just install **Reminder Software** on an existing computer that has access to the Internet*
- **Any phone system** – *In fact this could be at someone's home with any high speed Internet connection*
- **Personalized messages** -***Reminder Software*** *may be the only system that enables a voice, text and/or email message that is sent to include a personal greeting.*
- **Combine messages** – *Link wave files into one message to maximize the impact and minimize your work.*
- **Secure data** – *Important names, phone numbers, and text addresses don't leave your office. Why place your data on a foreign website to leave a message?*
- **Database integration** – ***Reminder Software*** *staff work with your staff to integrate your existing database.*
- **Flexible configuration** – *You can break groups down to target just the people that need to receive the message being sent.*
- **Great value** – *Take ownership of software but benefit from the upgrades, training, and service from the developer.*
- **Unlimited -** *Text and e-mail messages*
- **Lowest cost per audio call** – *low ongoing costs*
- **Direct service & support** – *Installation, training, and ongoing support is just a phone and click away.*
- **National Dealer Network** – *DRS is available from a local dealer near you or the national company you may already have supporting you.*
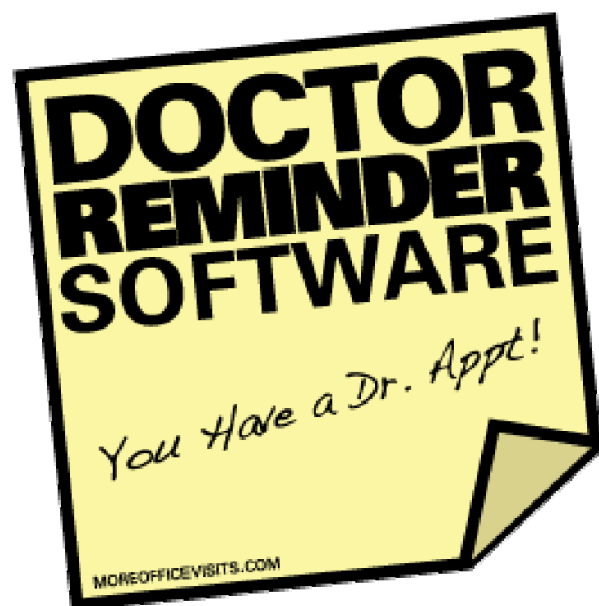
Website: www.MoreOfficeVisits.com

Roy@UltimateSoftwareProducts.com
Demo Hot Line: 262-789-9649
8am-5pm CST