



From the desk of Karen Walters, D.C.

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New Furniture. Who cares?

Long awaited new furniture is being installed by two companies to multiple locations within our Florida building this week. What does this mean for you?

- First, Help Desk calls on Friday (2/7/2019) may include unanticipated background noise from drills & saws sporadically throughout the day. We apologize for any inconvenience if the noise becomes unpleasant during calls.
- Next, we're excited to report that the office designated as a video editing studio was completed Thursday afternoon. So... we will finally begin the process of replacing existing videos and creating new ones.

Text messaging with T-Mobile & Metro PCS

There are two ways to send SMS text messages. Many software companies send email to a cell phone provider's specified domain (e.g. vtext.com) where the email is converted to a text message and delivered to the specific phone (e.g. 2015551234@vtext.com).

There are no fees involved -- which is why so many companies -- including us -- use this method.

We called T-Mobile (one of our techs is a customer) and they confirmed that they've disabled this capability. We do not not know when or if they will reinstate it. And they did not explain why they did this.

If this persists, we would simply handle text messages via the only alternate method possible. Like your cell phone texts, text messages in ECLIPSE would then be billable & added by request to your subscription at a fixed monthly rate. (We'd be using the same vendor we already use for DIRECT messaging. And no changes would be required other than an ECLIPSE update.) We prefer to avoid this scenario. But in the short term, it means you cannot send text messages directly to T-Mobile customers. Instead, please use their email addresses. In all likelihood, your patients are already checking email on their cell phones. ECLIPSE allows you to combine text messages and/or email to handle this in multiple ways.

We are keeping an eye on this.

Sincerely,

Karen Walters, D.C.

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