



**What – no Christmas Card?! -True – we are not sending DynaVox Christmas cards this year – instead we have donated a sum of money to the 1-Voice charity to assist with their work. But we would like to wish ALL our readers and contacts a Happy and Peaceful Christmas & New Year.**

### Christmas Working

The Help Line will close for Christmas at 3 pm on December 22<sup>nd</sup> and will reopen for urgent enquiries from 10 am until 3 pm on Wednesday, Thursday and Friday December 27<sup>th</sup>, 28<sup>th</sup> & 29<sup>th</sup>. Normal opening hours will be resumed on January 2<sup>nd</sup> 07. **Please note that due to the carrier close down we will not be able to pick up or deliver product or repairs during this period.**

### PLEASE NOTE: Company Training Days

On January 8<sup>th</sup>/9<sup>th</sup> (Monday/Tuesday) DynaVox UK will have 2 days of in house training – therefore the help line will have less staff available. In the event that a member of the team cannot answer your question, it will be passed to our parent company in the USA who will call you back. **We appreciate your patience during this short period and apologise if this causes any problems.**

### **ADVICE NOTE TO PARENTS SEEKING FUNDING FOR COMMUNICATION AIDS**

We have recently placed the above document from David Ruebain onto our website ([www.dynavox.co.uk](http://www.dynavox.co.uk)). At the same time we are creating a new funding section - we hope you find this useful. If we can help in any other way please let us know.

**Congratulations to 1-Voice on their recent prestigious Guardian Charity Award. For more details see <http://society.guardian.co.uk/societyguardian/story/0,,1970281,00.html>**

### Minor product delays

Due to the supplier of the main PCB (board) not being able to deliver as required, there has been a slight delay in despatch of recent orders. We apologise for this, which is outside of our control. Deliveries should resume on a 24-48 hour basis in early January. If you have an order outstanding and need a loan device over the Christmas period, please let us know and if we can help, we will. Call 01384-446789 for more info.

### Don't forget our great deals on 3100 upgrades!

**Last month we announced a great trade in deal for 3100 devices from now until June 2007. We are offering 20% discount off a new Series 4 if the 3100 is in full working order, and even 10% if it isn't! If the need is to trade up to a different device e.g. a MightyMo or MiniMo we will still allow a discount, albeit only 10% for a fully working 3100 and 5% if it isn't working. Call the helpline on 01384-446789 or speak to your Product Specialist to see what discount you can get off a new device.**

**(Please note this offer cannot be used with any other offer, discount, trade in or price reduction)**

### Products in for repair – a plea!

When a device is sent back to us for repair it would be really helpful if it could be cleaned and packed well. You would be amazed at the state we get some in, with very unpleasant dried liquids on the top – we also get them sent in with totally insufficient packing – it's remarkable more are not broken in transit. Thanks.

### **Protect your data!**

We all know we should back up data regularly, but few of us really take it seriously enough to do it. However, when making back ups, it is also important to keep them separate from the main data card. We often receive products for repair with both live data and back ups (often several) on the main data card. This has 2 dangers - it makes taking the back up only partially successful (if the data card is damaged, lost or the device is stolen, you will lose the back ups as well as the main data) and it takes up extra space on the card which may stop other work being carried out.

**Remember – keep your data SAFE – back up your device to a separate card, a PC or a memory stick – and keep that back up separate from the device.**