

MVE

Tech Tips

A monthly publication for the MVE Biological Products Distributors

CANTON TRAINING:

I would like to thank all of the participants at our recent Distributor Training meeting in Canton Georgia. The Cryo Bio team greatly enjoyed the two days and we hope that the time spent in an unseasonably cold and wet Georgia will prove as profitable for you as it did for us. We got a great deal of excellent feedback from the attendees and hope that we will be able to make the next meeting even more information packed and enjoyable.

For those of you who couldn't attend, we launched six new products, the details of which you will start to see early in the New Year – a year in which the Cryo Bio team believes will be our most successful ever.

I would like to take this opportunity to thank you for all your hard work during 2000 and to wish you a very happy holiday season and a great New Year!

Bruce Edel
Biological Systems Manager

TEC 2000 SUPPORT

In order for us to provide the highest level of technical support for the TEC 2000 product in the field, it is vital for us to have as much information as possible associated with any field problems. The best way for us to view this information is via email of the data file, which the TEC 2000 keeps in its memory. This is the best diagnostic tool we have and in many cases leads to the resolution of a problem without the need to replace components or ship the freezer to the factory. In light of this, we expect each distributor to have at least one cable set to enable local service providers to extract the data file and email it to our technical support in the event of a field problem.

In order to help you comply with our requirement, we will be offering the cable kit, together with some special software to enable the capture of the data file at a special price through January 31, 2001. The special price for this cable set is \$175, which represents a significant saving on the current list price. Please contact Customer Service to place your order.

*Bio-Medical Literature is now available via E-Mail
As of December 7th the entire line of AI/Cryo literature is available on-line and can be e-mailed as a PDF file to our customers and distributors. You will need Acrobat Reader to open the PDF File.
Please contact Lois Tuma with any questions.*

HYPER TERMINAL UPGRADE

When using HyperTerminal as your communications connection with the TEC 2000 in conjunction with Windows 98, problems have been reported with the local character echo function. In some cases, even when "Echo local Keystrokes" is selected, the characters you type will not appear on your computer screen. This is due to a bug in the HyperTerminal application itself. We have an upgraded version, which we can email to you, or you can visit the Software Company's web site on www.hilgraeve.com and download the latest version of HyperTerminal, which fixes this bug.

NEED TECH SERVICE...

Finally, as a reminder: I will be traveling frequently between our New Prague facility and the Burnsville building. I am scheduled to be in New Prague. on Mondays and Thursdays. I will be in Burnsville on Tuesdays, Wednesdays, and Fridays. Direct lines are as follows: New Prauge is (952) 758-8520, Burnsville is (952) 882-5168 and my Pager is 612 579-8367. E-mail address reads: jim.bachman@chart-ind.com.



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