

Amicus Attorney News

The Official Newsletter of Amicus Attorney

November
2004

Volume 2
Issue 11

1. [What's New at Amicus Attorney?](#)

2. [You Have to Try This!](#)

Practical Tips and Tricks from Amicus Attorney Certified Consultants

3. [Spotlight On ...](#)

Highlighting a Feature of Amicus Attorney

4. [Legal Tips](#)

Tips from Legal Industry Experts on How to Effectively Manage Your Practice

5. [FAQs - Frequently Asked Questions](#)

Our Customer Service Team Provides Answers to Some Common Technical Questions


6. [Amicus Attorney Premier Consultants](#)

Training and More!


7. [Events](#)

Watch for Amicus Attorney at these events.

amicusattorney.com



Same architecture and interface as Amicus V with great new features and enhancements including a NEW Notes Module.



UPGRADE NOW!

1. [What's New at Amicus Attorney?](#)

AMICUS ATTORNEY V+

This great new upgrade to the Amicus V platform includes a new Notes module, new e-mail notifications, improved calendar reminders, expanded core module views, Palm® link enhancements, integration with HotDocs® 6 plus a whole lot more.

Current Amicus Attorney V customers can upgrade to V+ for only \$99 a license!

For more information on upgrading to Amicus V+:

www.amicusattorney.com/Upgrade2V+/index.html

Amicus Assembly Customers - Save When You Upgrade to NEW GhostFill® 5.0

If you are a current Amicus Assembly customer, contact our sales team to find out how you can upgrade your Amicus Assembly engine to the latest GhostFill 5.0 version and SAVE!

Current Amicus Assembly customers can save between 35% and 65% on upgrades.

GhostFill® Version 5.0 features:

- Improved layout for dialog headings including navigation buttons
- New formatting options
- New GhostPad text editor/viewer
- New GhostFill "Link" templates

Share the News.

Do you know others who would like to receive this newsletter? Simply send this issue to them and with one click of the SUBSCRIBE button, they'll start receiving it monthly.

[SUBSCRIBE HERE](#)

Legal Laugh

Your monthly dose of humor...

[Missed An Issue?](#)

No problem. [Click here](#) to view or print from our past issue archives.

- New End-User view
- New PDF controls
- Improved Help Menu
- PLUS MORE!

For more information or to upgrade to GhostFill 5.0 contact us today!
800-472-2289 or sales@amicusattorney.com.

2. You Have to Try This!

Practical Tips and Tricks from Amicus Attorney Certified Consultants



In the December 2003 issue of the Amicus Attorney News we covered how to create labels using information from Amicus Attorney to make addressing those holiday cards and packages easier. We also included tips on how to create contact groups so that you could easily identify who was on your holiday list.

To view a copy of this issue visit our online archives here: www.amicusattorney.com/news/news_aa_news.html

It's that time of year again – so we are bringing you some more tips for making your holiday mailings easy!

Marking a Contact and Copying an Address to an Envelope

By: Lori Berenson of Productivity Consulting, Inc.

Contact Groups:

Adding a specific group to a contact allows you to easily do mailings (letters, envelopes, labels, or postcards). You can add a group to your Amicus Attorney database specifically for Holiday Mailings. You can then print fancy labels and/or lists of who will receive those mailings. (Note: Contact Groups are covered in more detail in the December 2003 issue)

Marking a Contact:

Selecting contacts by group is one way to do a large mailing. However, you may also want to create a temporary group for a one-time mailing.

Do this:

Select CONTACTS – Show Marked from the menu bar.

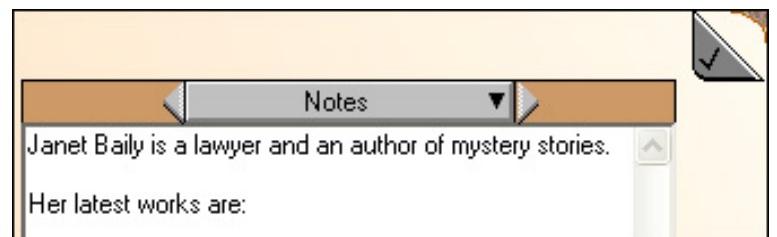
To see this:

To view a list of previously marked contact cards. Contacts remain marked until they are “unmarked”.

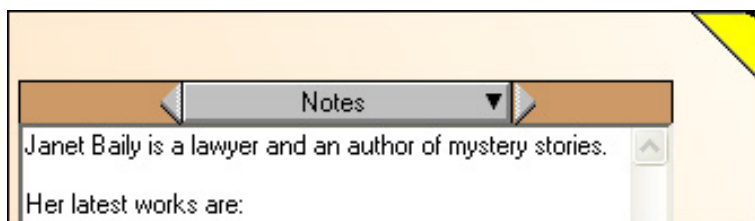
Press Ctrl - A (or select CONTACTS – Show All from the menu bar).

To view all contact cards.

MARKING A CARD - Click on the yellow corner of a card to mark the card. The corner is now gray with a checkmark, and appears to be folded down.



UNMARKING A CARD - Click on the checked corner of a card to unmark the card. Now the corner is yellow and appears to be unfolded.



Select CONTACTS – Generate a Document from the menu bar.

Click on the Marked radio button and select a Master Document to merge with the list of marked contacts.



Copying an Address

If you only have a few mailings to do, you can easily copy the name, title, company and address of a contact to the Windows clipboard, and then paste it into your word processing document (or anywhere else). This can be done while highlighting a contact's name in the Contact Index, or viewing a person's contact card.

To copy an address, display the contact containing the address you want to copy, then press Ctrl - R (or select Edit - Copy Address from any Amicus pull-down menu). You may then paste the address into any other application.

Copy an Address to an Envelope

What you do:

1. With any contact's name highlighted, press Ctrl - R.
2. Follow the instructions beginning with step #3 if you are using WordPerfect.

Follow the instructions beginning with step #7 if you are using MS Word.

Comments/Prompts:

Ctrl - R is a keyboard shortcut for copying a contact's name, title, company and address to the Clipboard. You could also select Edit – Copy Address from the menu bar.

If you have both Word and WordPerfect, you may want to practice both methods.

3. Click on the WordPerfect button on the Windows Taskbar.

Select _Format_Envelope_ from the WordPerfect menu bar.

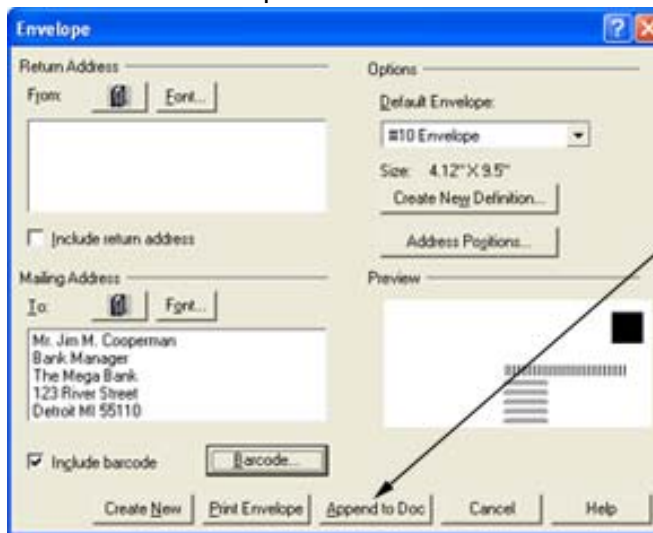
If WordPerfect is your default generation method and it is not open, you may open it from the Tools pull-down menu.

4. Click in the Mailing address field and press Ctrl - V to paste the address.

NOTE: If your address is too long to display in the 'Mailing address' field, press the scroll arrow (on the keyboard) to move to the beginning of the address.

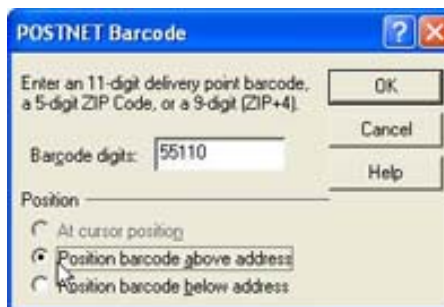
Click on the Bar Code icon.

Ctrl - V is the Windows shortcut for Paste. You will not be able to click on the 'Paste' icon on the WordPerfect Toolbar or select Paste from the Edit pull-down menu.



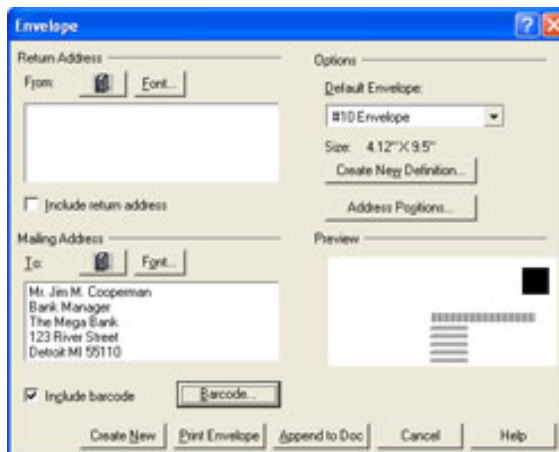
click here to add the envelope to the end of your document

5. Select one of the 'Position' radio buttons and click on OK.



Click on Append to Doc and the envelope is added as a new page at the end of the document.

Or click on Print Envelope to print without adding the new page.



Your completed envelope will look like this:



6. Close the document.

Click on the Amicus Attorney button on the Windows Taskbar.

If you see a prompt asking you to save the document, click on No.

You will return to the Contacts Index.

MS WORD USERS

7. Click on the Word button on the Windows Taskbar (if Word is already open)

Open a new blank document (if you do not have one open already)

Select Tools
Envelopes and Labels

If Word is not open, it may be listed in your Tools pull-down menu.

Press Ctrl - N (or select File – New from the menu bar).

8. Press Ctrl - V to paste the address in the 'Delivery address' field.

NOTE: If your address is too long to display in the 'Delivery address' field, you may use the scroll arrows to move to the beginning of the address.

Click on the Options button (unless you have already selected the 'Delivery point barcode' checkbox).

Another option is to click the right mouse button and select Paste.



click here to add the envelope to the beginning of your document

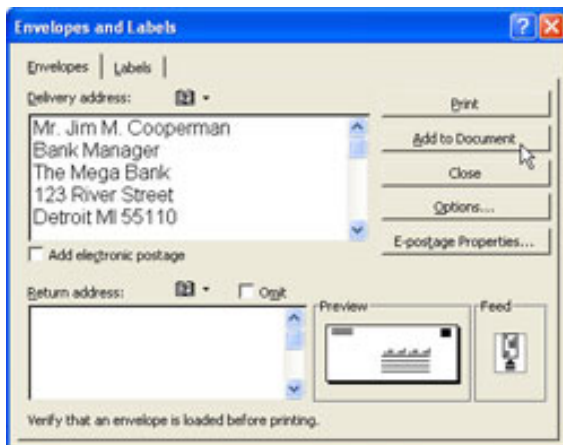
NOTE: In MS Word, once the 'Delivery point barcode' checkbox is selected, you do not need to select it again.

9. If you have not already selected Delivery point barcode, click on the checkbox and click on OK.



Click on the Add to Document button and the envelope is added as a new page at the beginning of the document.

Or click on Print to print without adding a new page.



Your completed envelope will look like this:



10. Close the document.

If you see a prompt asking you to save the document, click on No.

Click on the Amicus Attorney button on the Windows Taskbar.

You will return to the Contacts index.

Compliments of:

Lori Berenson
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www.productivityconsulting.net

Lori Berenson is an Amicus Attorney Certified Consultant and author of "Your Step by Step Guide to Amicus Attorney". Lori owns and operates Productivity Consulting, a computer consulting firm based in Northeast Ohio.. Since 1985, Productivity Consulting have offered consulting and training to improve office productivity - specializing in contact and case management for law offices. Customized training manuals are offered with most of their training and consulting services, and can be tailored to fit the needs of clients.

3. **Spotlight On ...** *Highlighting a Feature of Amicus Attorney*



The Searchable Knowledge Base

All Amicus Attorney Customers have access to our comprehensive, online, searchable Knowledge Base. This Knowledge Base contains information on a wide range of both technical and feature questions.

If you have a technical question regarding your Amicus Attorney software, use the Knowledge Base to find your answer. Some of the most common questions are addressed in this online tool.

Simply enter in a keyword/text you are searching for or the error message you are receiving. You can search across all versions or refine your search based on the version of the product you are using.

If you don't initially find what you're looking for, try being less specific and simplify the search. Instead of looking up: "How do I move Amicus from one computer to another?", try looking up just "moving".



The Search results are displayed as articles. Each article's title is in bold with a brief overview of what the article contains. Clicking on the appropriate title of the desired article provides you with the full article details including the Issue, Cause and recommended Solution. The article also includes the versions that the issue is applicable to and the date it was last modified.



The Knowledge Base is continually being added to and modified by our Technical Support Team to ensure that you have technical assistance at your fingertips.

Access the Knowledge Base here: www.amicusattorney.com/support/support_searchable_kb.aspx



Legal Tips

Tips from Legal Industry Experts on How to Effectively Manage Your Practice



5 Tips For Improving Your Client Relations

By Edward Poll, J.D., M.B.A., CMC

Here are 5 of the many tips I've learned over the years to help any lawyer develop good client relations.

1. Believe that the client is number one. Attorneys need to take a customer service approach to dealing with clients. This may be a new concept for lawyers brought up on the idea of "client control," which basically means that the lawyer is the boss and the client better stay out of the way! Client control is an antiquated concept, and it has no place in the modern practice of law.
2. Return phone calls. Sounds simple, yet the single most frequently registered complaint with state bars across the country is the failure of attorneys to return their telephone calls. I know one attorney who has a very successful practice, and who keeps getting return clients. I asked him how he did it, and he let me in on his secret: he makes a point of returning all telephone calls within four hours.
3. Visit the client. You can learn a great deal about clients by visiting them in their place of business. A letter or a phone call can only go so far. In order to really understand clients, you need to learn about the territory where they live or work.
4. Advise your clients about changes in the law that impact them. By sending a note, clipping or letter highlighting changes in the law that have occurred in your area of expertise, clients will know that you're up to date and that you care about them. This is also a great marketing opportunity, because by sending clients information of related interest, you can let them know that you also perform services in these other areas.
5. Communicate regularly with your clients. It's important to let clients know what's happening with their matter, and one way to do that is to send status reports on a regular basis. Even if there is nothing much to report, tell the client that things are going as projected. Think of this communication as a way to educate the client about the legal process and as an opportunity for cementing your relationship.

In summary, clients are mostly concerned about your commitment. If you are dedicated to them - and can prove it - your clients will come back to you time after time and refer you with a big smile.

Compliments of:

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*Edward Poll, J.D., M.B.A., CMC, is a coach to lawyers and certified management consultant who shows attorneys and law firms how to be more profitable. Ed's latest book is *Collecting Your Fee: Getting Paid From Intake to Invoice* (ABA 2003); he is the author of *Attorney & Law Firm Guide to The Business of Law, 2d ed.* (ABA 2002); *Secrets of the Business of Law: Successful Practices for Increasing Your Profits.**

Why do the fields disappear and only the background color is shown in the fields when pressing the TAB key or ALT key within the Amicus Attorney Event, Time Entry, or Phone Call details dialog on my computers running Windows 2000 or XP?

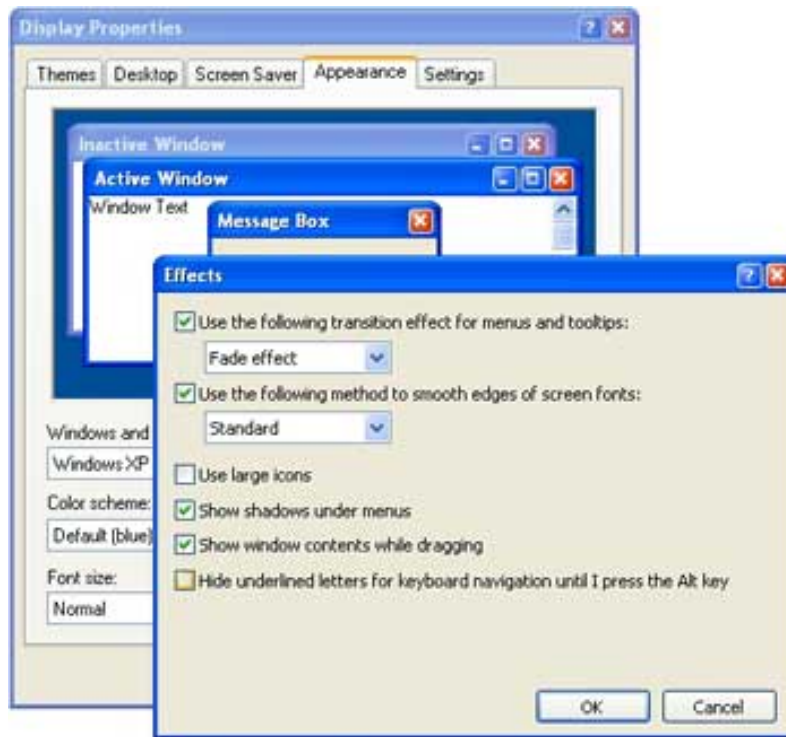


Cause: There is a display setting in Windows 2000 and XP that causes this problem to occur.

Solution: You need to perform the following procedure in your Display settings

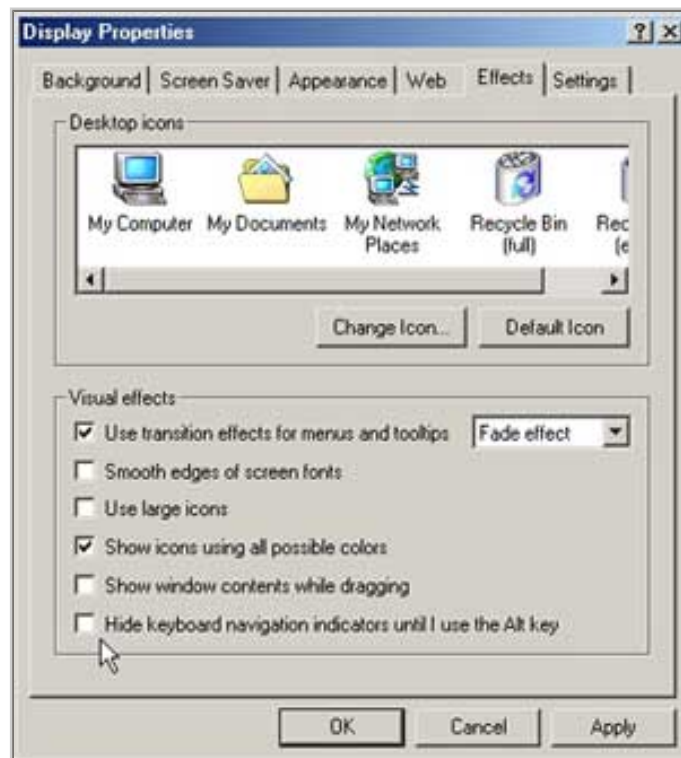
If you are a Windows XP user:

1. From your Control Panel, open Display.
2. Click the Appearance tab.
3. Click the Effects button.
4. Disable the option, "Hide underlined letters for keyboard navigation until I press the Alt key".
5. Click OK in the Display dialog.



If you are a Windows 2000 user:

1. From your Control Panel, open Display.
2. Click the Effects tab.
3. Disable the option, "Hide keyboard navigation indicators until I use the Alt key".
4. Click OK in the Display dialog.



YOUR LEGAL LAUGH

Your monthly dose of humor...



- "You're going to do time, but I'm trying to get it in dog years."

Compliments of: www.legalhumor.com.

6. Amicus Attorney Premier Consultants *Training and More!*



Amicus Attorney Premier Consultants are professionals who are nationally qualified to sell and install all Amicus Attorney products and to provide their customers with on-site training and support.

Training Programs Offered by our Premier Consultants:

Here are a few of the training sessions being offered by some of our Premier Consultants. For more information or to register for a class, please contact the consultant firm directly. All times listed in ET unless otherwise indicated.

CD-ROM TRAINING

2b1, Inc.
San Francisco, CA
(415) 284-2221
www.2b1inc.com

Amicus Attorney V Basic Training: PC Desktop training for the Amicus Attorney user. Easy-to use and easy-to-follow animation covers the most used features of Amicus Attorney V.

For more information, visit their web site:

www.2b1inc.com/t_products.htm

WEB BASED TRAINING

ProBill Law Firm Solutions
Boca Raton, FL
(800) 299-9177

For more information, contact ProBill Law Firm Solutions via e-mail or phone.

Special training on the new features in Amicus Attorney V+ now scheduled!

Date	Time	Training Session	Location
Flexible Dates	9:00 am 11:00 am 1:00 pm 3:00 pm 5:00pm Weekend and late nights available.	eClass Training (Web Based training) - <i>choose from:</i> Basic Application Training Advanced Application Training Application Troubleshooting Quick Start (New Clients Only)	Web based - You can take eclasses directly from your own computer.
November 29, 2004	9:00 am	TRN201 Amicus Attorney V - Basics Setting up Contacts, Files and using the Calendar, Telephone & Email features	Web based
November 29, 2004	11:00 am	TRN202 Amicus Attorney V - Advanced Calendar Court rules, attaching actions to a calendar event such as generating a document or sending an email, working with the group calendar and more	Web based
November 29, 2004	1:00 pm	TRN203 Amicus Attorney V - Document Assembly Merge information from Amicus Attorney into your documents while linking the document to a File for future reference	Web based
November 29, 2004	3:00 pm	TRN204 Amicus Attorney V - The Library Organize your research materials for easy retrieval, i.e., word processing documents, spreadsheets, websites, paid services.	Web based
November 29, 2004	5:00 pm	TRN205 Amicus Attorney V - ComCenter Everything you need to know about managing emails in Amicus including attaching emails to Files and Contacts. This class also covers other functions of ComCenter namely sending interoffice messages and initiating phone calls.	Web based
November 30, 2004	9:00 am	TRN206 Amicus Attorney V - Timeslips Link Use Amicus Attorney to track your time as you work then transfer it to Timeslips for billing. Exchange contact information between the programs.	Web based
November 30, 2004	11:00 am	TRN207 Amicus Attorney V - QuickBooks Link Use Amicus Attorney to track your time as you work then transfer it to QuickBooks for billing. Exchange contact information between the programs.	Web based
November 30, 2004	1:00 pm	TRN208 Amicus Attorney V – PCLaw Link Use Amicus Attorney to track your time as you work then transfer it to PCLaw for billing. Exchange contact information between the programs.	Web based
November 30, 2004	3:00 pm	TRN201+ Amicus Attorney V+ NEW FEATURES Including the Notes module virtual legal pad with ability to cross reference to files, enhanced sticky management, e-mail notification, Palm link enhancements, additional closed file options plus more.	Web based
November 30, 2004	5:00 pm	TRN201+ Amicus Attorney V+ NEW FEATURES Including the Notes module virtual legal pad with ability to cross reference to files, enhanced sticky management, e-mail notification, Palm link enhancements, additional closed file options plus more.	Web based
December 1, 2004	9:00 pm	TRN201X Amicus Attorney X – Basics Setting up People, Files and using the Calendar, Telephone & E- Mail features.	Web based

December 1, 2004	11:00 pm	TRN202X Amicus Attorney X – Advanced Calendar Attaching actions to a calendar event such as generating a document or sending an e-mail, working with the group calendar and more...	Web based
December 1, 2004	1:00 am	TRN203X Amicus Attorney X – Document Assembly Merge information from Amicus Attorney into your documents while linking the document to a File for future reference.	Web based
December 1, 2004	3:00 am	TRN204X Amicus Attorney X – Library Organize your research materials for easy retrieval, i.e. word processing documents, spreadsheets, websites, paid services.	Web based
December 1, 2004	5:00 pm	TRN205X Amicus Attorney X – Communications Everything you need to know about managing e-mails in Amicus including attaching e-mails to Files and Contacts. This class also covers other functions of ComCenter namely sending interoffice messages and initiating phone calls.	Web based

Pricing: 1st attendee or class - \$99 US (\$139 CDN), 2nd attendee or class - \$89 US (\$119 CDN), each additional attendee or class - \$79 US (\$99 CDN)

Events

Watch for Amicus Attorney at these events.



Some of our top Premier and local consultants will be at these Regional Events demonstrating Amicus Attorney. Stop by and get all of your Amicus Attorney questions answered!

For a complete listing of National and Regional Events visit www.amicusattorney.com/news/news_events.html

2004

Date	Event	Location
November 30 - Dec. 1, 2004	<p>Midwest Law & Technology Conference & Expo</p> <p>This year the Milwaukee Bar Association and the Chicago Bar Association have partnered to offer a two day, two city law & technology expo. In addition to legal technology CLE, there will be an exhibit hall.</p> <p>November 30 – 8am - 5pm – Chicago, IL December 1 – 8am - 5pm – Milwaukee, WI</p> <p>Amicus Attorney is a Gold Sponsor of this event. Project Planning and Support, Inc (www.ppslegal.com) will be on hand in Chicago and Ileene Levine will be in Milwaukee.</p> <p>For more information contact the Milwaukee or Chicago Bar Associations.</p>	<p>The Conference Center / UBS Tower Chicago, IL</p> <p>and</p> <p>The Wyndham Hotel Milwaukee, WI</p>
January 20 - 22, 2005	<p>South Carolina Bar Convention</p> <p>For more information or to register, visit: www.sctbar.org/member/cle/convention.asp</p> <p>Best Law Firm Solutions, Amicus Attorney Premier Consultant, will be attending this event. www.bestlawfirm.com</p>	<p>Charleston Place Hotel Charleston, SC</p>

[PDF Version](#)

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[Unsubscribe](#)

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Send comments to: amicusnews@amicusattorney.com. Send product suggestions to: www.amicusattorney.com/forms/product_suggestions.asp.