

**SEE BELOW** for details of an **extended TRADE IN** offer, Staff changes, new *Palmtop* expected, AND a new phone number for non technical questions.

## **WE'RE EXTENDING THE *TRADEUP!* PROGRAM**

The *TradeUP!* Program we started a few months ago has helped a number of people move from their old 3100's to a V Max or V, with the latest features and benefits. In case you haven't seen this it allows for a 20% discount off a new V or V Max if a fully working 3100 (or Series 4) is traded in, and even 10% off if a non working device is traded in. This program was officially due to end on June 30<sup>th</sup> but we have had so many people ask whether we can extend it as they were "*almost ready to upgrade but couldn't complete by the deadline*" that we have decided to extend it until September 1<sup>st</sup>. So if you are working with someone who would benefit from this process, you have a further 2 months to make the most of this great offer.

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)

**If you watch the DynaVox US website** you may notice an announcement that *MightyMo* and *MiniMo* prices rose by 10% on July 1<sup>st</sup> due to increased manufacturing costs. However we are NOT increasing the cost in the UK but instead will absorb the difference!

## Staff Changes

The last 12 months has been one of change for DynaVox with 2 of the staff on Maternity leave, temporary staff in the office and a reduction from 5 to 4 Product Specialists. But we are now settling down again and can announce that Sarah Harbach has now joined the help line team on a permanent basis and Tania Cronshaw will be returning after maternity in September working part time. In addition, Michelle Pelling has also joined as a part time (9-3) permanent employee and will look after customer support especially for non technical queries (see new phone number below). We also have a new Product Specialist (Debbie Breslin) who joins us on July 9<sup>th</sup> to look after Scotland and the North East. She comes to us from within the disability industry and will be getting out to meet clients in her part of the world from August.

**WE STILL HAVE ONE VACANCY FOR A PRODUCT SPECIALIST FOR THE NORTH LONDON/EAST ANGLIA AREA. IF YOU ARE INTERESTED PLEASE CONTACT DAVID MORGAN (david.morgan@dynavox.co.uk) OR JAMES ROWE ( james.rowe@dynavox.co.uk)**

## **NEW PHONE NUMBER**

Our helpline number (01384-446789) remains as busy as ever and at times, if we get a couple of complex technical questions, can result in delays in the queue whilst the caller waits for someone to become free. So, with Michelle in the team we have set up a new direct line number that can be used to bypass the helpline number, between the hours of 9 am and 3 pm. That number is

**01384-446721**

**Please use this number for requests for quotes, brochure packs, price lists and information about current order or repair progress, prices, stock or loan availability, warranty expiry dates and credit card orders, but NOT technical support questions. If after 3 pm and not urgent you can leave a voice mail message, or if urgent, use the standard helpline number.**

## **New Palmtop coming....**

Sssh! Keep it quiet but there is a new version of the Palmtop and iChat coming to the UK in a few weeks time. No more details yet, but watch the website. If you have clients who might benefit from either device (which will be similar to the Palmtop and iChat we sold before) please contact the helpline or your Product Specialist to ensure you are one of the first on the list to see and try it.

**And finally**, if you know anyone who is not receiving these updates and who should, please ask them to email their details to [carl.white@dynavox.co.uk](mailto:carl.white@dynavox.co.uk) and we'll add them to our email mailing list