

March 2025

Last Modified on 04/02/2025 10:07 am EDT

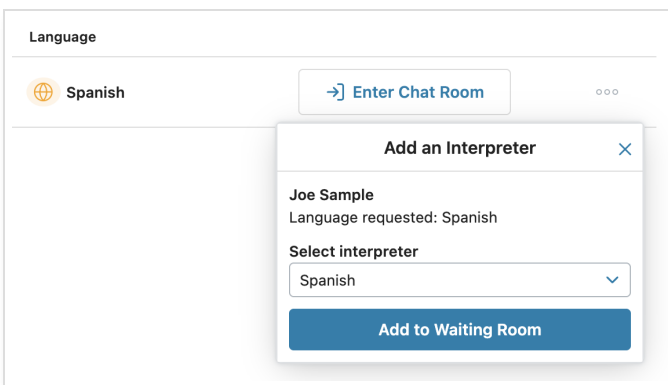
[New features](#) | [Enhancements](#) | [Coming soon](#)

New features

Interpreter Services

We are excited to let you know that our Interpreter Services feature is now available to use with Video Chat. Interpreter Services allows you to seamlessly add an interpreter to a Video Conferencing session before and/or after the chat begins. And the best part? It doesn't cost anything to add Interpreter Services to your account— simply pay for it when you use it at a rate of \$0.90 per interpreter minute rounded up to the next minute.

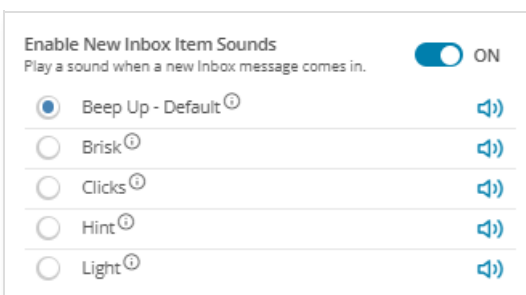
For more information on adding Interpreter Services to your account, please contact our Customer Success team at customersuccess@updox.com.



[Knowledge Base Article](#)

Inbox Sound Notifications

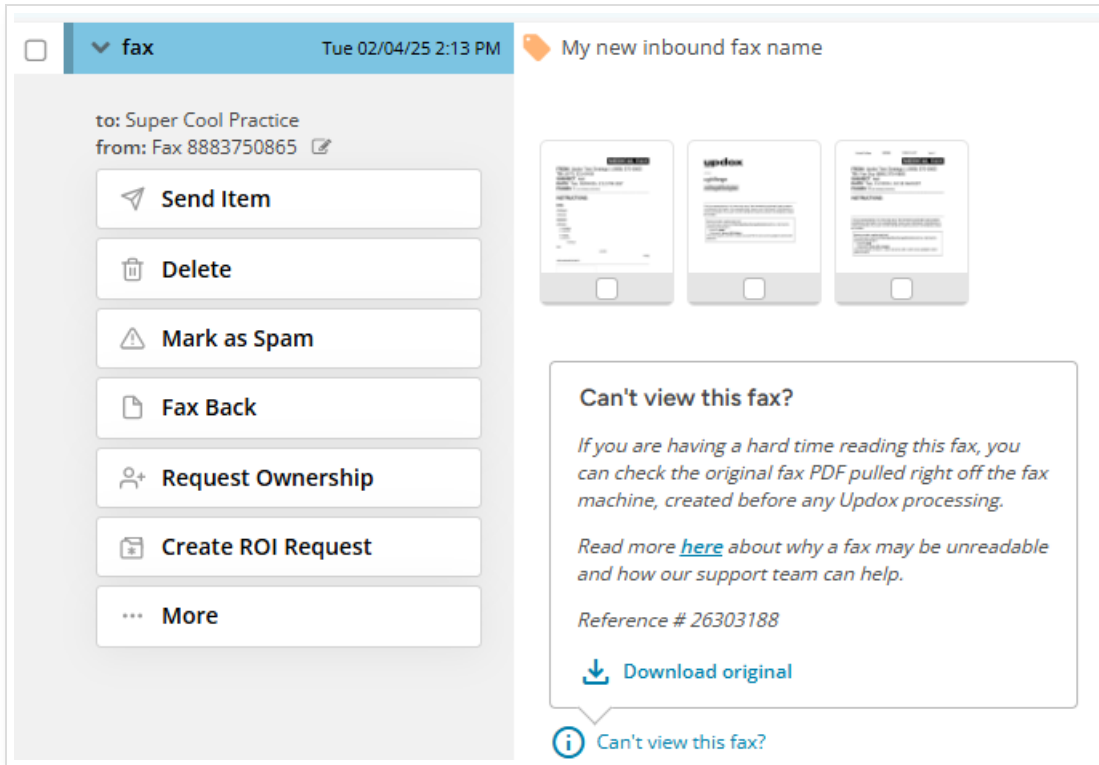
We have added the ability for a sound notification to play when a new item lands in your Inbox. This feature offers 5 sound options, and the one you select will play when a new Inbox item arrives. Now, you won't miss a thing while you're up and about at your office!



[Knowledge Base Article](#)

Download Original Fax Button

We recently rolled out a new feature to help you identify the source of a poor-quality fax. Now you can easily download the original PDF directly from the fax machine before Updox processes it. If you notice the fax quality gets worse after Updox processing, our new feature will give you the information you need to share this with our Support team, helping us improve our fax processing.



Knowledge Base Article

Enhancements

New Broadcast Interface

Our team has created a new interface for our Broadcast product! The upcoming revamp will feature a modernized look and feel while bringing all your Broadcast configuration areas (list, templates, etc.) together into an easy-to-use platform.

Broadcast Dashboard Lists Templates Reporting

Dashboard

Create Recurring

Text Message
 Email
 Telephone Call
 Portal Message

Send a message to your patients via text message Clear **Send**

Respect patients' communication method *
 No

Send to *
 Select an option

Set to repeat
 No

Filter by Appointment

Messages sent using this broadcast feature will be sent to patients with a cell phone number in the Address Book. See [knowledge base](#) for more info.

Message * Templates -

Personalize your message

Use variables below to personalize your content. Variables will always appear in English.

- * Indicates Required Field
- **[practicename]**
The practice name
- **[practicephone]**
The practice phone number

[Knowledge Base Article](#)

Coming soon

Restrict Address Book Modifications

Our team is developing a new setting that will allow admins control over who can modify the Address Book. Soon, admins will have the option to specify which users can update the Address Book directly within individual user settings

[User Information](#)
[Settings](#)
[Notifications](#)

[Assign to CoolLoCation](#)

Time Zone
 Items to show on one page

EHR User ID
 Default provider

- Can bill patient's credit cards
- Can view billing reports
- Can view Practice items
- Can delete items
- Can edit documents
- Can send Text and Secure Text messages
- Can send "Broadcast" messages
- Can Video Chat
- Can modify Address Book**

[Address Book Settings](#)

New Reminders Interface

Our team is working on an updated Reminders interface. Not only will Reminders have a new, modern look, but also all of your Reminders features (Dashboard, Reporting, Scripts, and Settings) will all be in one place, making it a one-stop shop for all of your Reminder needs.

