



Catalog of Professional Services

Contact us toll free:

877-493-7497

Or visit our website:

WWW.ZEPHYR-TEC.COM

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Zephyr-TEC Catalog Professional Services Courses

Call 877-493-7497 or visit www.zephyr-tec.com

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Professional Services

Speech Feasibility Study

Will Dragon work with MY applications and My situation?

The most effective way to determine if speech recognition software will integrate into proprietary applications or mainframe environments is to perform a Speech Recognition Feasibility Study. With today's web-based capabilities, Zephyr-TEC can now perform these studies remotely in many cases.

Zephyr-TEC will evaluate your computer hardware, applications and workflow in order to determine compatibility of speech recognition software. We will recommend upgrades and versions of software and hardware required for your speech recognition solution.

Online Studies (via WebEx and phone) require an employee or other representative be present to perform necessary onsite procedures (installation, reboot, actual use of Dragon). It is best to have present the employee who will use Dragon but if that is not possible then someone who knows the computer duties and applications of the employee must take part in the Study. An IT or IS representative should be available at the beginning of the study to address any IT related issues (permissions, hardware, etc.). Once we are underway, the IT person should be on stand-by just in case we need assistance again.

What's Included?

- ▶ An analysis of the computer, custom software or mainframe and other applications to be used with speech
- ▶ Set up and testing of speech recognition software
- ▶ Testing of speech recognition software with MS Word, Excel and Outlook (if applicable) and up to 4 additional applications
- ▶ Interviews with the users of the system (if available)
- ▶ Comprehensive written report evaluating the feasibility of using the software to perform computer related duties; recommendations of accessories, integration, training and support.
- ▶ Estimated productivity and reduction of keyboarding/mousing (not always possible)
- ▶ Recommendations for computer, operating system and software upgrades
- ▶ Honest analysis regarding the compatibility and effectiveness of speech software with your workflow and software

Zephyr-TEC Hardware Requirements for a Speech Feasibility Study are as follows:

- ▶ Pentium 4/2Ghz or higher,
- ▶ 1GB RAM,
- ▶ L2 Cache,
- ▶ Creative Labs compatible soundboard or USB pod,
- ▶ DVD Drive,
- ▶ 128 MB Video,
- ▶ Network connection,
- ▶ 2 GB Free Disk Space,
- ▶ Windows XP/SP3 or Vista (32- and64-bit)

*******The above are NOT the requirements for optimum performance of the speech software!*******

A faster CPU and increased RAM will be **required** on the production computer. Please see our [Hardware Recommendations](#) for optimum performance of speech recognition on page 4.

Call us for a Feasibility quote today:

877-493-7497

Setup and Testing of Speech Software

Setting up and testing speech recognition is not as easy as you think! Many things can affect how speech will work on your computer and if you don't know what to look for, you can have a failed installation or poor performance. This service is offered either onsite at your location (travel charges apply) or online via the Internet and a phone. Installation requires full administrator rights.

What's included with Setup and Testing?

- ▶ A Zephyr-TEC instructor will install NaturallySpeaking software (or assist when online); create a backup directory; copy Zephyr-TEC proprietary macros to the directory (Professional versions only); assist with creation of user profile; import macros into user profile (Professional version only).
- ▶ If purchased, installation of a telephone/computer switchbox (or assistance with installation when online) for the use of toggling between the telephone and computer.
- ▶ We allow for up to 2 hours to complete the setup and testing. Any additional time required to complete setup and testing will be billed at the prevailing rate for your area.
- ▶ Your computer must meet the Zephyr-TEC hardware recommendations below or be approved by a Zephyr-TEC instructor as adequate for installing speech software.

Programming/Advanced Scripting

Our programmers can create incredible scripts that really are time savers. This is generally required to voice enable custom forms, applications or mainframes. May be conducted via the Web or onsite (travel charges apply).

Custom Designed Solutions

We can assist you with designing a custom digital dictation solution. From enterprise-wide implementation to speech-enabled applications and templates, Zephyr-TEC has the team to make you a winner. Call us for a proposal.

Pilot Programs

A Pilot Program is an economical and great way to determine if speech or digital dictation is ready for deployment in your organization. Zephyr-TEC will help you implement a Pilot, including software, headset microphone, metrics, evaluations, installation, training and technical support. Call us for a proposal.

Technical Support

Need help? Give us a call, Monday through Friday, 8:30AM to 5:00PM Pacific Time.

Call 888-540-5999!

- ▶ Annual Contract: expires one (1) year from purchase date
- ▶ Pay-as-you-go fee based service
- ▶ Access to our toll-free technical support line
- ▶ Email support and Web-based support

Hardware Recommendations

| | |
|-------------------|---|
| Processor: | Pentium 4/2.4 GHz or higher (Core2Duo is better) |
| Memory: | 2 GB RAM min |
| Free Disk Space: | 3 GB: 2 GB for program and 1 GB for profile |
| Sound Card: | SoundBlaster compatible sound card or USB pod |
| Peripherals: | DVD-ROM (to load software) |
| Operating System: | Windows XP/SP3 and Vista (32- and 64-bit) |
| Office Suite: | Microsoft Office XP/2002, 2003 and 2007 |
| Internet Browser: | Internet Explorer 6.0 or higher (for online Help) |

eLearnSpeech™ Online Training

Introducing eLearnSpeech™! The easiest way to learn speech recognition software. Your training is conducted live, one-on-one via the Internet. These training programs are recommended for intermediate or advanced computer users. If you are not an intermediate or advanced user of computers, contact us for a personalized training program.

How Online Training Works

- ▶ Zephyr-TEC's Program Coordinator will assist with assessing your needs in speech recognition software and computer compatibility
- ▶ Our Training Coordinator will schedule a training time that is convenient for you
- ▶ On the date and time of your scheduled training, you will receive a phone call from the Zephyr-TEC eLearnSpeech™ instructor who will guide you to the website where you will meet the instructor online
- ▶ You will be able to talk to your instructor at all times during the training
- ▶ Your instructor will be able to see your desktop and assist you with questions as they arise. When needed, you will be able to see your instructor's desktop so that your instructor can demonstrate new material or concepts.

eLearnSpeech™ Training Details

- ▶ Classes are held in two-hour sessions
- ▶ You'll need a speakerphone or telephone/computer switchbox device so that your instructor can hear you talking to your computer
- ▶ Ideally, you should have a broadband connection (like DSL or cable modem) and a phone line available to talk to your instructor
- ▶ If you use a dial-up modem to gain Internet access, you may experience problems or have poor results with desktop sharing. If a dial-up modem is the only option for you in your area, you will need an additional phone line so that you will be able to work online and talk on the phone simultaneously.
- ▶ Some assistance by the student will be necessary throughout the training to perform tasks like placing the DVD in the DVD ROM drive and minimal mousing or keyboarding to share desktops. If you have no hand function, you will need an assistant during training.

eLearnSpeech™ One-on-One Training Courses

(each program purchased separately)

Are you a current user of Dragon NaturallySpeaking Professional or higher? Are you looking for some training or integration assistance to get better results?

Consider the individual online training courses available through the eLearnSpeech™ training program. These convenient courses offer training sessions that are 2 hours in length per session and can be conducted from your office or home computer.

Call us for a personalized quotation. Be sure to download our Free Evaluation form (visit www.zephyr-tec.com) to help us better recommend the right program for you.

eLearnSpeech™ Introduction to Dragon (6-8 hours for Pro, 4 hours for Preferred)

- ▶ Introduction to speech software, voice profile setup, proper dictation and correction techniques, cursor movement, Windows basics, drop down menus and toolbars, mouse control, playback functions, hotkeys and saving speech files.
- ▶ Instruction on how to verbally control menus, buttons and dialog boxes, working in Word (basics), changing text, selection, formatting, editing, document controls, spacing, and capitalization.
- ▶ Maximize efficiency with Dragon by learning to use the Accuracy Center, Adding and Editing Vocabulary, Command Browser, creating, searching and editing Custom Commands, exporting and importing Zephyr-TEC Proprietary Custom Commands.

eLearnSpeech™ Follow-up Training (2 hours)

- ▶ Approximately two weeks after you have completed your introductory training sessions, a Zephyr-TEC instructor will assist you with voice-enabling any repetitive tasks by helping you create macros, and teaching you how to continue to create macros with NaturallySpeaking.
- ▶ You and your instructor will look at workflow patterns to establish the most effective macros to write. The instructor will assist you with integration into applications in which speech recognition software has limited use initially. The end user **MUST** have **PRIOR** experience with the software in which Dragon will be integrated (i.e. doctor must know the EMR).

eLearnSpeech™ Focused Application Training and Integration

The advantage of eLearnSpeech™ Focused Application and Integration training is:

- ▶ Instructor can customize the curriculum to your needs
- ▶ Instructor is able to pay special attention to your skill level
- ▶ Assistance with custom macros to increase productivity
- ▶ Trainings are held in two-hour sessions over the Internet using desktop sharing technology

eLearnSpeech™ Integration of NaturallySpeaking with Microsoft Word (4-8 hours)

You must be a proficient user of Microsoft Word prior to attending this class.

- ▶ Work with NaturallySpeaking in Microsoft Word using Natural Language Commands
- ▶ Assistance with writing text and keystroke macros to create dictation shortcuts for frequently used text in Microsoft Word
- ▶ Applying custom formatting and editing commands

eLearnSpeech™ Integration of NaturallySpeaking with Microsoft Excel (6-8 hours)

You must be a proficient user of Microsoft Excel prior to attending this class.

- ▶ Training includes Zephyr-TEC macros for expanded functionality in Excel
- ▶ Learn to command and control Excel with NaturallySpeaking
- ▶ Learn to write text and keystroke macros to create verbal shortcuts for frequently used tasks or functions
- ▶ Apply custom formatting to worksheets with verbal commands
- ▶ Enter formulas and calculations with verbal commands

eLearnSpeech™ Integration of NaturallySpeaking with Microsoft Outlook (2-4 hours)

You must be a proficient user of Microsoft Outlook prior to attending this class.

- ▶ Training includes Zephyr-TEC macros for Microsoft Outlook for use with NaturallySpeaking
- ▶ Create text and keystroke macros to voice enable frequently performed tasks
- ▶ Learn how to input frequently used e-mail addresses
- ▶ Access recipient lists and archive e-mail to specific folders by voice
- ▶ Schedule meetings by voice in calendar

eLearnSpeech™ Integration of NaturallySpeaking with Internet Explorer (2-4 hours)

You must be a proficient user of Internet Explorer prior to attending this class.

- ▶ Use NaturallySpeaking with Internet Explorer using the NaturalWeb commands
- ▶ Write text and keystroke macros to create verbal shortcuts to access frequently visited Web sites and Favorites.

Fastrack™ Group Classroom Training Programs

The Fastrack™ Group training classes are designed to address the needs of larger companies and organizations. This training is conducted at your site (travel charges apply). You will need to provide adequate facilities and hardware. These training classes are designed for intermediate or advanced computer users. Call us for more details.

Fastrack™ Introduction to NaturallySpeaking Pro (8 hours)

This is group training covering the basics of NaturallySpeaking to develop the skills of fast, accurate verbal control of a computer. The curriculum is covered in two 4-hour sessions to be held at your location (travel charges apply). Students must be proficient computer users to attend this course. This course will cover the following topics:

- ▶ Introduction to speech software, voice profile setup, proper dictation and correction techniques, cursor movement, Windows basics, drop down menus and toolbars, mouse control, playback functions, hotkeys and saving speech files.
- ▶ Instruction on how to verbally control menus, buttons and dialog boxes, working in Word (basics), changing text, selection, formatting, editing, document controls, spacing, and capitalization.
- ▶ Maximize efficiency with NaturallySpeaking by learning to use the Accuracy Center, Adding and Editing Vocabulary, Command Browser, creating, searching and editing Custom Commands, exporting and importing Zephyr-TEC Proprietary Custom Commands.

Fastrack Microsoft Word with NaturallySpeaking (4 hours)

The curriculum is covered in one 4-hour group session to be held at your location (travel charges apply). Students must be proficient users of Microsoft Word prior to attending this class. Learn to do the following:

- ▶ Work with NaturallySpeaking in Microsoft Word using Natural Language Commands
- ▶ Assistance with writing text and keystroke macros to create dictation shortcuts for frequently used tasks in Microsoft Word
- ▶ Applying custom formatting and editing commands

Fastrack™ Microsoft Excel with NaturallySpeaking (4 hours)

Students must be proficient users of Microsoft Excel prior to attending this class. The curriculum is covered in one four-hour group session to be held at your location (travel charges apply).

- ▶ Learn to operate Dragon NaturallySpeaking in Microsoft Excel using the Zephyr-TEC proprietary macros for Excel.
- ▶ Instruction includes demonstration and exercises designed to familiarize you with the commands needed to enter numbers and text, format spreadsheets, enter formulas and functions. In-class exercises give you an opportunity to practice commands and pose questions as they arise.
- ▶ Materials will include Zephyr-TEC's NaturallySpeaking Learning Guide for Microsoft Excel and our copyrighted macros for Microsoft Excel.

Fastrack Microsoft Outlook with NaturallySpeaking (4 hours)

The curriculum is covered in one 4-hour group session to be held at your location (travel charges apply). Students must be proficient users of Microsoft Outlook prior to attending this class. Learn to do the following:

- ▶ Use NaturallySpeaking with Microsoft Outlook.
- ▶ Open messages, reply to messages, forward messages, move messages to archive folders, insert e-mail addresses, schedule appointments in Calendar, move around Calendar and more.
- ▶ Materials include Zephyr-TEC's NaturallySpeaking Learning Guide for Microsoft Outlook, and our copyrighted macros for Microsoft Outlook.

Fastrack™ Internet Explorer with NaturallySpeaking (4 hours)

The curriculum is covered in one 4-hour group session to be held at your location (travel charges apply). Students must be proficient users of Internet Explorer prior to attending this class. Learn how to:

- ▶ Use NaturallySpeaking with Internet Explorer using the NaturalWeb commands
- ▶ Write text and keystroke macros to create verbal shortcuts to access frequently visited Web sites and Favorites.

One-on-One Training (at your location)

One-on-one training, offered onsite at your location (travel charges apply), is designed to assist you with specific issues you may have when attempting to use Dragon NaturallySpeaking on your own personal computer. The advantage of one-on-one training is that the Zephyr-TEC instructor can customize the curriculum to your needs, teaching to your level of computer proficiency. One-on-one integration training is especially important after attending group training, as it will assist you to apply what you have learned in class to your own day-to-day needs.

One-on-One Introduction to NaturallySpeaking Pro (6 hours)

This is individual training covering the basics of NaturallySpeaking to develop the skills of fast, accurate verbal control of a computer. The curriculum is covered in two 3-hour sessions to be held at your location (travel charges apply). Students must be proficient computer users to attend this course. This course will cover the following topics:

- ▶ Introduction to speech software, voice profile setup, proper dictation and correction techniques, cursor movement, Windows basics, drop down menus and toolbars, mouse control, playback functions, hotkeys and saving speech files.
- ▶ Instruction on how to verbally control menus, buttons and dialog boxes, working in Word (basics), changing text, selection, formatting, editing, document controls, spacing, and capitalization.
- ▶ Maximize efficiency with NaturallySpeaking by learning to use the Accuracy Center, Adding and Editing Vocabulary, Command Browser, creating, searching and editing Custom Commands, exporting and importing Zephyr-TEC Proprietary Custom Commands.

One-on-One Integration of NaturallySpeaking with Microsoft Word (3-6 hours)

This is individual training covering the basics of NaturallySpeaking with Microsoft Word. The curriculum is covered in 3-hour sessions to be held at your location (travel charges apply). You must be a proficient user of Microsoft Word prior to attending this class.

- ▶ Work with NaturallySpeaking in Microsoft Word using Natural Language Commands
- ▶ Assistance with writing text and keystroke macros to create dictation shortcuts for frequently used tasks in Microsoft Word
- ▶ Applying custom formatting and editing commands by voice

One-on-One Integration of NaturallySpeaking with Microsoft Excel (3-6 hours)

This is individual training covering the basics of NaturallySpeaking with Microsoft Excel. The curriculum is covered in 3-hour sessions to be held at your location (travel charges apply). Students must be proficient users of Microsoft Excel prior to attending this class. Learn how to:

- ▶ Import and use the Zephyr-TEC macros for Excel
- ▶ Use Dragon NaturallySpeaking with Microsoft Excel
- ▶ Write text and keystroke macros to create verbal shortcuts for frequently used tasks
- ▶ Apply custom formatting to worksheets using verbal commands
- ▶ Enter formulas and calculations by voice

One-on-One Integration of NaturallySpeaking with Microsoft

Outlook (3 hours)

This is individual training covering the basics of NaturallySpeaking with Microsoft Outlook. The curriculum is covered in 3-hour sessions to be held at your location (travel charges apply). You must be a proficient user of Microsoft Outlook prior to attending this class.

- ▶ Import and use NaturallySpeaking with Zephyr-TEC macros in Microsoft Outlook
- ▶ Instructor will provide assistance with creating text and keystroke macros to voice enable frequently performed tasks
- ▶ Learn how to input frequently used e-mail addresses
- ▶ Archive e-mail to specific folders and access recipient lists
- ▶ Schedule meetings in calendar

One-on-One Integration of NaturallySpeaking with Internet

Explorer (3 hours)

The curriculum is covered in 3-hour sessions to be held at your location (travel charges apply). You must be a proficient user of Internet Explorer to attend this class.

- ▶ Use NaturallySpeaking with Internet Explorer using the NaturalWeb commands
- ▶ Write text and keystroke macros to create verbal shortcuts to access frequently visited Web sites and Favorites.

One-on-One Focused Application Training and Integration

Focused Application Training is covered in 3-hour sessions to be held at your location (travel charges apply). The advantages of Focused Application and Integration training are:

- ▶ Instructor can customize the curriculum to your needs
- ▶ Instructor is able to pay special attention to your skill level
- ▶ Assistance with custom macros to increase productivity

Terms and Policies

APPLICABLE TO TRAINING AND SERVICES (As of 01/01/09)

Payment Policy:

All services and products must be paid for at time of delivery or when services are rendered. We accept Visa, MasterCard and American Express or company check. First time orders require prepayment. You may apply for terms of Net 15 by completing a credit application and submitting to our Credit Department.

When appropriate, a purchase order or letter of authorization may be provided in place of payment, but it must include end user/student name and shipping address, billing contact's phone number, fax number and address. If appropriate, include claim number, insurance company, billing information (including Claim Manager's name and phone number), and correct amount to be billed before any services can be provided.

Refund Policy:

Opened software **CANNOT be returned under any circumstances**. No cash refunds are given. Exchange for credit of another like product or service within 30 days of purchase only. Restocking fee of up to 20% will apply to all returns unless defective.

Cancellation Policy for Training:

Your commitment is essential to be successful with this technology and ZEPHYR-TEC is committed to your success. ZEPHYR-TEC must **receive** a notice of cancellation (for any reason), either in writing or by telephone, at least 72 hours prior to the scheduled training or service. If we receive the notice of cancellation less than 72 hours prior to the scheduled training, 50% of that cancelled training will be charged to your account. We will deduct that amount in hours, effectively reducing the total training time authorized. We will reschedule the training at a time mutually convenient for both the ZEPHYR-TEC Instructor and client. Multiple cancellations may result in loss of all training hours. Additional travel charges will apply.

Scheduling Policy:

We require 2 weeks lead time after receipt of purchase order, letter of authorization or a signed quote to schedule training. All equipment, hardware and software must be in place and in working order prior to the start of training.

EXTREMELY IMPORTANT NOTICE -- PLEASE READ CAREFULLY:

All training must be scheduled and completed **within six months** of the date of purchase or all remaining training fees **will be forfeited**.

Zephyr-TEC Technical Support/Disclaimer (Optional Technical Support Contract):

It is expressly understood that Zephyr-TEC does not create, modify or manufacture the speech recognition software.

You may purchase our Technical Support package at the time of purchase or at a later date. Technical support is LIMITED to the NaturallySpeaking application and Zephyr-TEC macros ONLY. We will not provide any technical assistance for Microsoft Office or any other applications or peripherals used by the end user nor will we provide any hardware support.

Technical Support provides for **up to** three (3) hours of telephone, email or web technical support for **one year** from date of approval for services and is renewable.

We will track the actual time used for any technical support and deduct it from the 3 hours as it is utilized regardless of the nature of the support. For example, the end user calls with questions about commands. Any time spent will be charged against the three hours until the three hours is completely utilized.

Charges will be figured to the nearest 15 minutes. Once the end user has utilized all three hours, the end user will be given an option to renew the technical support contract. A valid credit card or Purchase Order will be required in order to renew technical support. *Please contact our customer service department for loyalty promotions prior to the expiration of your existing contract at customerservice@zephyr-tec.com.*

Technical support is provided Monday through Friday, 8:30 AM to 5:00 PM Pacific time. We will make every effort to respond within 24 hours (excluding weekends and holidays). We will attempt to solve the problems via telephone, e-mail and/or online tech support (via our web server).

If we are unable to resolve the problems satisfactorily via these methods, you may request that we come onsite if necessary (excluding weekends and holidays). There will be a **minimum onsite fee** at our then prevailing hourly on-site rate plus travel (per incident) **in addition** to any technical support fees paid, regardless of what caused the failure. Onsite support will be billed at your area's prevailing rate after the first hour **plus travel** and expenses. We will require a valid credit card or Purchase Order authorizing the additional onsite support prior to coming onsite.

Speech Feasibility Study Disclaimer (if purchased):

The computer being tested must meet minimum system requirements. Please see Hardware Recommendations for information about system requirements.

NOTE: Zephyr-TEC must install the Speech Recognition software on the local machine, so please have a Systems Administrator with the necessary privileges for software installation available.

The Feasibility Study is accomplished separately from any training. During the study we will test NaturallySpeaking with the following applications: Microsoft Word and Outlook(XP, 2003 or 2007). In addition, we will test **UP TO** four (4) additional applications to determine the feasibility of using speech with those applications. If more than 4 applications need to be tested, we will return to the site for an additional fee plus travel. All software applications that will be tested with Speech Recognition Software must be installed on the computer system prior to the study. Prior to the installation please have the system fully backed up and have the original CD's of all software installed on the test computer available at the time of installation.

It is expressly understood that Zephyr-TEC does not create, modify or manufacture the speech recognition software. When the Zephyr Instructor installs speech recognition software for the purposes of the Speech Feasibility Study, it is for the purpose of testing the software's capabilities with the given environment. The speech recognition software belongs to Zephyr-TEC at all times. After completing the testing, the Zephyr-TEC Instructor will uninstall the software.

CONTACT US

We have personnel located in California, Washington, Nevada and Arizona. We provide training and services worldwide with our exclusive Zephyr-TEC eLearnSpeech™ Internet-based one-on-one training programs.

GENERAL INFORMATION

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And of course, visit our website
to purchase products online with
our convenient, secure
shopping cart.

Stop by today!

www.zephyr-tec.com

