



Zephyr-TEC

Catalog of Services and Courses

**Contact us toll free:
800-822-1816
877-493-7497**

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Professional Services

Speech Feasibility Study

The most effective way to determine if speech recognition software will integrate into proprietary applications or mainframe environments is to perform an onsite Speech Recognition Feasibility Study.

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.

What's Included?

- ▶ An analysis of the computer, network, custom software or mainframe 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 recommending software, accessories, integration and training
- ▶ Estimated productivity and reduction of keyboarding/mousing
- ▶ Recommendations for computer and software upgrades
- ▶ Honest analysis regarding the compatibility of speech software with your workflow and software

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

Pentium III/650 MHz or higher, 256MB RAM (Min.), L2 Cache, Creative Labs compatible soundboard or USB pod, CD Drive, 8 MB Video, Network connection, 500 MB Free Disk Space, Windows 98, 2000, XP or NT4 w/SP6, MS Office 97, 2000 or XP. These are NOT the requirements for optimum performance of the speech software. Faster CPU and 512MB RAM will be required on the production computer. Please see our Hardware Recommendations for optimum performance of speech recognition on the following page.

Call us for a quote today: 800-822-1816

Hardware Recommendations

| | |
|-------------------|--|
| Processor: | PIII/1 GHz or higher |
| Memory: | 512 MB RAM minimum |
| Sound Card: | SoundBlaster compatible sound card or USB pod |
| Peripherals: | CD-ROM (to load software) |
| Operating System: | Windows 98, 2000, XP, NT4 w/SP6a |
| Office Suite: | Microsoft Word 97, 2000, XP, WordPerfect 9 or 10 |
| Internet Browser: | Internet Explorer 5.0 or higher (for online) |

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 at our facilities, 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 (1.5 when online, 1.0 for laptop at our facility) to complete the setup and testing. Any additional time required to complete setup and testing will be billed at \$130.00 per hour.
- ▶ 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 Contract

Need help? Give us a call, Monday through Friday, 9AM to 4 PM PT.

- ▶ 3 hours for 1 year from purchase date
- ▶ Access to our toll-free technical support line
- ▶ Email support and Web-based support

eLearnSpeech™ Online Training

Introducing eLearnSpeech™! The newest and easiest way to learn speech recognition software. Your training is conducted live, one-on-one via the Internet. We offer individual courses as well as the eLearnSpeech™ StartUp Packages. These training programs are recommended for intermediate or advanced computer users.

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 student will be necessary throughout the training to perform tasks like placing the CD in the CD ROM drive and minimal mousing or keyboarding to share desktops. If you have no hand function, you will need an assistant during training.

eLearnSpeech™ StartUp Package - Professional

\$1995 plus tax *(Add \$600 for Medical or Legal)*

- ▶ NaturallySpeaking Professional Solution Series Software (includes microphone)
- ▶ Assistance with setup and testing
- ▶ Introduction to NaturallySpeaking Professional Solutions (8 hours)
- ▶ Follow-up training (2 hours)
- ▶ Technical Support (3 hours)
- ▶ Zephyr-TEC's *Fastrack™ Learning Guide for NaturallySpeaking* and our copyrighted macros

For details of each component please see the descriptions on the following pages

eLearnSpeech™ StartUp Package - Preferred

\$1225 plus tax

- ▶ NaturallySpeaking Preferred Software (includes microphone)
- ▶ Assistance with setup and testing
- ▶ Introduction to NaturallySpeaking Preferred (6 hours)
- ▶ Technical Support (3 hours)
- ▶ Zephyr-TEC's *Fastrack™ Learning Guide for NaturallySpeaking*

For details of each component please see the descriptions on the following pages.

eLearnSpeech™ Component Courses (purchased separately)

Are you a current user of NaturallySpeaking Professional solutions? 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 NaturallySpeaking (8 hours for Pro, 6 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 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.

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, and teaching you how 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. Prior experience with the software to be integrated is required.

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.

Zephyr-TEC LawPak

\$2595 plus tax and travel

A full service speech recognition software integration solution for legal professionals. Save time responding to e-mail, memos and other correspondence. Experts in the field of speech recognition integration will make this highly sophisticated software work for you. Offered at select Zephyr-TEC locations, online (eLearnSpeech) or onsite at your location (travel charges apply).

What does the Zephyr-TEC LawPak include?

- ▶ Dragon NaturallySpeaking Legal Solutions software
- ▶ Speech software set up and testing
- ▶ Up to 10 hours of software integration, customization and training for the attorney and/or legal tech assisting the attorney
- ▶ 3-hours of telephone technical support for one year

Zephyr-TEC MedPak

\$2595 plus tax and travel

A full service speech recognition software integration solution for medical professionals. Save time creating chart notes, memos and other correspondence as well as responding to e-mail. Experts in the field of speech recognition integration will make this highly sophisticated software work for you. Offered at select Zephyr-TEC locations, online (eLearnSpeech) or onsite at your location (travel charges apply).

What does the Zephyr-TEC MedPak include?

- ▶ Dragon NaturallySpeaking Medical Solutions software
- ▶ Speech software set up and testing
- ▶ Up to 10 hours of software integration, customization and training for the doctor and/or medical tech assisting the doctor
- ▶ 3-hours of telephone technical support for one year

Fastrack™ Group Training Programs

The Fastrack™ Group training classes are designed to address the needs of larger companies and organizations. This training is conducted at an authorized Zephyr-TEC Training Facility, or if you have a group of four or more, Zephyr-TEC can perform the training onsite at your location (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 a Zephyr-TEC facility or 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 a Zephyr-TEC facility or 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 text 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 a Zephyr-TEC facility or 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 a Zephyr-TEC facility or 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, inserting e-mail addresses, scheduling appointments in Calendar, moving 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 a Zephyr-TEC facility or 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

One-on-one training, offered at select Zephyr-TEC facilities or 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 they have learned in class to their 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 a Zephyr-TEC facility or 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 a Zephyr-TEC facility or 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 text 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 a Zephyr-TEC facility or 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 a Zephyr-TEC facility or 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 a Zephyr-TEC facility or 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 a Zephyr-TEC facility or your location (travel charges apply). This is usually conducted onsite or via the Internet. The advantage of 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

WinScribe Digital Dictation Solution

Don't be left speechless! Replace your aging or unsupported dictation or transcription equipment with state-of-the-art digital dictation and speech recognition solutions for savings in both money and time.

WinScribe offers the most affordable fully featured digital dictation system on the planet - guaranteed. And it doesn't stop there. Our customers love the ease of installation, intuitive user interface, detailed documentation and online help. All this adds up to the lowest support requirements you'll find anywhere. And best of all, WinScribe has all the features and functions included in a single packaged solution eliminating the need for expensive add-on modules, so often required with other dictation products.

WinScribe is an open standards-based telephone and LAN/WAN/Internet digital dictation system. It is flexible and customizable for transcription services, the legal, medical, insurance, government and corporate sectors.

WinScribe can reliably meet any organization's needs. It's success lies in its sophisticated management features.

WinScribe is designed around Microsoft Windows® and SQL® server technologies and is easily integrated into a business network. It also means that WinScribe is not costly to implement, or to maintain. An IT manager's dream application!

You can have local (NaturallySpeaking) or backend (Philips SpeechMagic) server-based speech recognition processing for pre-transcription. Your transcriptionists become correctionists/editors and increase their productivity too!

WinScribe has changed the way many businesses operate their dictation workflows, offering greater control and management of information and documentation, as well as communication.

Call Zephyr-TEC today for a free online demonstration and custom proposal.

For more information or a proposal

call toll free: 877-493-7497

or visit our website at www.zephyr-tec.com today!

Vocational Rehabilitation Training

Build-A-Course Training Programs

Basic knowledge of Windows and Microsoft Office is required to enroll in Build-A-Course classes. These instructor-led classes are offered at our main campus and auxiliary classrooms as well as online, over the Internet via eLearnSpeech™. This curriculum is designed to instruct users how to perform tasks in Microsoft Office with NaturallySpeaking speech recognition software. Students can choose the classes that best meet their needs or they can take all the classes offered for maximum benefit. Classes are offered at our classroom locations or via our Internet-based training, eLearnSpeech, with a maximum of 4 students to 1 instructor.

Classroom Training

Meet at one of our classroom facilities for 4 hours per session, generally 3 times per week. Total number of hours and tuition depends on the number of courses selected. Computer equipment is provided for the classroom training but the student must have a home computer for practice between classes.

eLearnSpeech™ Online Training

One-on-One live training over the internet for intermediate or advanced computer users, using desktop sharing technology. Students must own adequate computer equipment, have a high-speed Internet connection and a speaker phone (or purchase a telephone/computer switchbox). The advantage of eLearnSpeech™ training is that it is taught in 2-hour sessions, 3-4 times per week and there's no travel involved! It's easy to fit these training programs into a busy lifestyle.

ZTEC Learning Guides and Macros Make the Difference!

Developed by Zephyr-TEC, our proprietary Learning Guides combine the use of NaturallySpeaking with MS Office applications and include easy to understand instructions and exercises that follow coursework. Learning Guides include our custom NaturallySpeaking macro sets for Windows and MS Office as well as a Quick Reference Guide for each macro set.

Program Cost/Length

The length and cost of training is determined by the number of programs selected. See detailed program descriptions and costs inside. Need help? Call us today toll-free: 800-822-1816 (No. CA) or 877-493-7497 (So. CA).

Program Objectives

These programs are designed for people with previous personal computer (PC) experience who can no longer use their hands to use a PC. Injured workers who want to return to a similar line of work can learn to operate a

PC virtually hands free with the assistance of our NaturallySpeaking and MS Office training programs.

Program Description

Classes begin every 6-8 weeks. Please check the location nearest you for scheduled classes. Classroom programs meet for 4 hours, two to three times per week. eLearnSpeech programs meet for 2 hours, three times per week. Each class day, students will be required to complete approximately 1 to 1-1/2 hours of exercises at home to reinforce class instruction.

Depending on the personalized training program selected, students will learn computer program skills and how to operate Windows, Microsoft Word, Microsoft Excel, Microsoft Outlook, Internet Explorer and Microsoft PowerPoint using speech recognition software.

Prerequisites

Previous computer experience is required. Admission requirements include successful completion of a pre-course evaluation and minimum scoring on an Ability to Benefit exam. Each student is required to have the following for homework and practice: Personal computer meeting our specifications (see Hardware Recommendations), NaturallySpeaking Professional speech recognition software and our technical support contract.

Important Note:

Classroom instruction is offered at Zephyr-TEC's California locations (San Mateo, Concord and Rancho Cucamonga) only. Sessions are 4-hours. Programs start every 6-8 weeks. eLearnSpeech programs are identical curriculum but are taught in 2-hour sessions, live via the Internet, using advanced desktop sharing technology and a telephone.

eLearnSpeech students must have the following at home or office: High speed Internet connection (cable modem or DSL). Note: a 56K modem running at 40K+ is acceptable in many cases. Also required is a Speakerphone or Telephone/Computer Headset (available from Zephyr-TEC). Computer experience with the Internet and Windows and some use of hands or an assistant (if you are disabled) is required.

Speech Recognition – Introduction (12 hours)

Get the essentials to control your computer with speech recognition software. Setup your voice profile, learn proper dictation, correction and editing techniques. Control your cursor and mouse, drop menus, access toolbars and control dialog boxes with verbal commands. Let Dragon play back (in your voice) and read back (in computer's voice). Use the tools in NaturallySpeaking to customize it to the tasks you perform. Import special Zephyr-TEC macros to enhance your productivity. Utilize back up features, so your hard work is never lost! Includes the Zephyr-TEC *Fastrack Learning Guide for NaturallySpeaking* **Materials: \$25**

Speech Recognition Macro Creation (4 hours)

Using Zephyr-TEC macro writing commands you will hone your ability to create verbal shortcuts. Learn how to identify the needed steps to write a macro (some hand usage is needed). This course will teach you how to “voice enable” non-NaturallySpeaking-friendly applications. Pre-requisite: Speech Recognition-Introduction.

Microsoft Word with Speech Recognition – Introduction (8 hours)

Learn to word process with Speech Recognition in MS Word. You will verbally navigate MS Word to format, edit, apply bullets and numbered lists, set page margins, find and replace data and more! Import Zephyr-TEC productivity commands for Word so that a task that normally takes 4 mouse clicks can be done in one command. Pre-requisite: Speech Recognition-Introduction. Zephyr-TEC *Learning Guide for Word / NaturallySpeaking Integration* **Materials: \$25**

Microsoft Word with Speech Recognition – Advanced (8 hours)

Now that you know the basics, let's put it to use. Develop your cover letter and resume by voice while you learn to create and edit tables and styles. Work with long documents, graphics, and templates by voice in MS Word. Pre-requisite: MS Word with Speech Recognition-Introduction.

Microsoft Excel with Speech Recognition – Introduction (8 hours)

Working with spreadsheets with speech recognition is a breeze as long as you have the macros and training to do it! Learn to enter and edit data, format worksheets, work with multiple worksheets and enter basic formulas while using Zephyr-TEC macros for Excel. Pre-requisite: Speech Recognition-Introduction. Zephyr-TEC *Learning Guide for Excel / NaturallySpeaking Integration* **Materials: \$25**

Microsoft Excel with Speech Recognition – Advanced (4 hours)

Once you know how to operate Excel by voice, this class will put it to practice. Use Excel to develop a database of job applications or household expenses using macros, formulas and functions. Learn to sort the information to display data in different ways. With speech recognition you can assign ranges, perform series charting, determine relative and absolute cell references and create comments. Pre-requisite: MS Excel with Speech Recognition-Introduction.

Microsoft Outlook and Internet Explorer with Speech Recognition (8 hours)

Browsing the Internet and sending email is so fast by voice, you won't want to do it by hand again! Learn to navigate MS Outlook with Zephyr-TEC commands so you can write and respond to email messages, create recipient lists, schedule meetings and appointments, set reminders and add and create contacts. *Zephyr-TEC Learning Guide for Outlook/NaturallySpeaking Integration* **Materials: \$25**

Go out to the Internet and learn to say URL's, view Web pages, complete online forms, use Favorites, perform Boolean searches and print Web pages and frames on and off line. Pre-requisite: Speech Recognition-Introduction.

Microsoft PowerPoint with Speech Recognition (4 hours)

Now you can develop presentation slide shows by voice! Learn to create slides, edit slide text, format, animate and add effects to your presentation. You will import Zephyr-TEC macros for PowerPoint to give you shortcut commands for PowerPoint. Pre-requisite: Speech Recognition-Introduction

CONTACT US

We have multiple offices in California, Washington and Arizona and can assist anyone throughout the United States and Canada. We provide training and services worldwide with the 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 services or products online with our convenient shopping cart.

Stop by today!

www.zephyr-tec.com

Terms and Policies

APPLICABLE TO TRAINING AND SERVICES (As of 01/01/04)

Onsite Setup and Testing by Zephyr-TEC:

ZTEC will install Dragon NaturallySpeaking software; create a backup directory and copy ZTEC proprietary macros to the backup directory; assist with creation of user profile and importing macros into user profile; confirm NaturallySpeaking is functioning with Word, Excel and Outlook as well as any software applications that have been PREVIOUSLY tested with NaturallySpeaking by ZTEC Corp. during a Speech Feasibility Study (purchased separately). **Installation of Dragon NaturallySpeaking requires full administrator rights.** Be prepared to provide the appropriate log-on information to allow the installation. Plus travel. *Note: If the installation is not completed within the allotted time due to circumstances beyond our control or customer hardware issues, additional charges will apply.*

Laptop Setup and Testing at a Zephyr-TEC Location:

Zephyr-TEC Instructor will install Dragon NaturallySpeaking software on client's laptop computer prior to first training (usually the same day as the first training). Installation of Dragon NaturallySpeaking requires full administrator rights. Be prepared to provide the appropriate log-on information to allow the installation. Available at an authorized ZTEC location only. *Note: If the installation is not completed within the allotted time due to circumstances beyond our control or customer hardware issues, additional charges will apply.*

Online Setup and Testing:

Using desktop sharing technology, a ZTEC Instructor will assist the client with: the installation of Dragon NaturallySpeaking software; create a backup directory and copy ZTEC proprietary macros to the backup directory; assist with creation of user profile and importing macros into user profile. **Installation of Dragon NaturallySpeaking requires full administrator rights.** Be prepared to provide the appropriate log-on information to allow the installation. Requires a high-speed connection and Internet access. *Note: If the installation is not completed within the allotted time due to circumstances beyond our control or customer hardware issues, additional charges will apply.*

Software Installation Disclaimer if ZTEC Does NOT Do the Installation:

If the client (or client's IT dept.) prefers to install Dragon NaturallySpeaking instead of purchasing the Setup and Testing service, but at the date and time of the first scheduled training, Dragon NaturallySpeaking is not installed or functioning properly, the ZTEC Instructor will install (or reinstall) NaturallySpeaking and attempt to resolve existing problems. However, the time that it takes to install, reinstall or troubleshoot the software will be completed **during time allotted for training and all charges for that training session will be utilized if**

necessary. If additional time is needed to effectively customize the Windows operating system to Speech Software specifications, there will be a \$130.00 per hour charge (1 hour minimum). Additional written authorization will be required in order to reschedule the training hours used for installation or troubleshooting.

Please note: The NT operating system can pose additional problems when installing speech software. Please have the system fully backed up prior to the installation and have the original CD's of all software installed available at the time of installation.

Zephyr-TEC Hardware Recommendations:

Pentium III/1.0 GHz (Minimum), 512MB RAM (Minimum), L2 Cache, Creative Labs or Windows compatible soundboard, CD-RW drive, 32 MB Video, 56k Modem, Integrated Network connection, 500 MB Free Disk Space, 3.5" Floppy (optional), Monitor, Keyboard, Mouse, Online access (AOL, MSN, etc.), Windows 2000 or XP, MS Office 2000 or XP. ZTEC does not provide support for computer hardware. You must purchase an onsite or technical support contract from the manufacturer of your hardware or contact your IT/IS department.

Payment Policy:

All services and products must be paid for at time of delivery or when services are rendered. We accept Visa, Master Card, American Express and Discover 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:

No cash refunds are given. Exchange for credit of another like product or service within 30 days of purchase only. Restocking fees may apply. If a class participant is unable to attend or complete an authorized, scheduled training, see our Cancellation Policy below. All regular charges may still apply.

Cancellation Policy:

Your commitment is essential to be successful with this technology and ZTEC is committed to your success. ZTEC 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 ZTEC Instructor and client. Multiple cancellations may result in loss of all training hours. Additional travel charges will apply.

In the case of the ZTEC Fastrack training programs, a student may attend the next regularly scheduled Fastrack training for an additional \$40.00 administrative transfer fee and is applicable only if space is available on your selected date.

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

ZTEC 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 ZTEC 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, 9 AM to 4 PM Pacific time. We will make every effort to respond within 24 hours (excluding weekends and holidays). We will first 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 of \$185 plus travel per incident **in addition** to any technical support paid, regardless of what caused the failure. Onsite support will be billed on a case-by-case basis at \$130/hour after the first hour (\$185) **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 below for information about system requirements. **ZTEC must install the Speech Recognition software on the local machine, so please have a Systems Administrator with the necessary privileges for software installation available.**

Zephyr-TEC Hardware Recommendations (minimum for testing purposes only):

Pentium III/650 MHz (Minimum), 256MB RAM (Minimum), L2 Cache, Creative Labs or Windows compatible soundboard, CD Drive, 8 MB Video, 56k Modem, Network connection, 500 MB Free Disk Space, Monitor, Keyboard, Mouse, Windows 98, 2000 or XP, MS Office 97, 2000 or XP. These are NOT the requirements for optimum performance of the speech software. Faster CPU and 512 MB RAM will be required on the production computer.

The Feasibility Study is accomplished separately from any training. During the study we will test NaturallySpeaking with the following applications: Microsoft Word and Excel (97, 2000 or XP) and Outlook (98, 2000 or XP). 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. The NT operating system can pose additional problems when installing speech software.

It is expressly understood that ZTEC 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 ZTEC at all times. After completing the testing, the ZTEC Instructor will uninstall the software.