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CATCHAT

October 2002 Version 1.0



Hotline: 800.829.CATS

Warmest Greetings to all;

We hope this newsletter finds you well and in good spirits. We, at Cheetah International, would like to thank all of you who decided to stick with us through the last few years of our transition. We also understand the motivations of those customers that could not or would not wait on the pace of our transition. We welcome you back if you decide to return and wish you well if you do not.

While it has been a time-consuming endeavor and not without some pain for all involved, we are pleased to make available the initial copy of our windows based Computer Aided Transcription (CAT) program. We believe, and have followed up with our customer-testing base, we have captured the right mix between the look and feel of TurboCAT and the advantages afforded by new computer operating system advances.

Please let us know where we have missed the boat and also where we got it right. This way we can continue doing what you like, start doing some things you suggest and stop doing the stuff that don't add value to your work. You may reach us via e-mail at suggestions@caption.com, via online forum at www.caption.com/forums or at 1-800-869-6986.

We surely view the release of SmartCAT as a monumental step for Cheetah and you, our customers. But, it is just a first step. We're already enhancing the product, continuing to provide 24x7x365 technical support for TurboCAT and SmartCAT and are asking you where we should show up first to conduct in-depth training.

Again, all of us at Cheetah would like to express our appreciation for your tolerance and patience while we work toward getting this product to market and we encourage your feedback, comments and suggestions.

Sincerely,

Donald A. Miller
President/CEO
Cheetah International, Inc.

Why Maintenance/Service Contracts?

- ⇒ To have Support 24x7x365 via a toll-free line.
- ⇒ To protect your investment---you've already invested in Cheetah software, don't stop now!
- ⇒ To assure continued support for DOS
- ⇒ To receive Upgrades released prior to and during your contract year.
- ⇒ To have input in how your software is developed. We listen to your needs---and implement many of your suggested changes
- ⇒ To participate in Preferred Pricing
- ⇒ To have preferred customer access to a protected area on our website
- ⇒ To maintain the compatibility of your software with new operating systems since Cheetah doesn't impose planned software obsolescence on its customers.
- ⇒ No Charge for Replacement Items.

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TurboCAT and SmartCAT- Two Separate Programs Requiring Separate (or Bundled) Maintenance/Service Contracts

1. “Why is this program referred to as SmartCAT... Isn’t it just an upgrade to TurboCAT?”

No, SmartCAT is not an “upgrade” from TurboCAT. While much of the functionality is similar, SmartCAT was developed as completely separate software from TurboCAT and will be supported separately under its own maintenance / service contract. This is the same as with TurboCAT and CAPtivor Online, which also share a great deal of similarities. As such, a maintenance/service contract on one system does not automatically mean you may receive support for the other.

You will have the option to purchase maintenance / service contracts for TurboCAT, SmartCAT, or both (at a discounted price) each year when your current contract is expiring. As long as you stay current with your contract, you may switch from one type of support to another at your anniversary, whichever way you want.

For example, you might choose to purchase the TurboCAT/SmartCAT Bundle the first time you renew, so that you can get support on both

products while you familiarize yourself with the newer SmartCAT program. This would give you a years worth of time to get all you files moved over to the new system, while not feeling “required” to have to use it on a daily basis while you’re still learning it. By the time that contract expires, you may be comfortable enough with SmartCAT that you no longer wish to use TurboCAT, so when it’s time to renew your contract, you can choose to only renew your SmartCAT contract. If you decide the next year that you are more comfortable having support for your TurboCAT system you may then renew your contract for Bundle Maintenance/Service. The Choice is always yours

- ⇒ You can renew your TurboCAT contract for \$595.00.
- ⇒ You can purchase a SmartCAT contract for \$595.00
- ⇒ You can purchase a TurboCAT/SmartCAT Bundle contract for \$795.00

2. “I’ve sent in my coupon that says it entitles me to Technical Support Service for SmartCAT. What does this mean to me and how do I use it?”

The coupon that you redeemed at the same time as the SmartCAT Software coupon entitles you to free SmartCAT support for the remainder of your current TurboCAT service agreement. This is an important distinction because normally SmartCAT and TurboCAT service contracts are separate items.

For example, if you redeemed this coupon 3 months before your current TurboCAT contract expires, then during these last 3 months you can call us for help on either TurboCAT or SmartCAT. When that agreement expires, you will have the option of renewing your maintenance/service contract for TurboCAT, SmartCAT, or for both in a Bundle Contract.

3. “What are the reasons to renew maintenance/service contract after I’ve received SmartCAT 1.0?”

SmartCAT’s development process will continue well beyond its initial release. New features that our customers want and need will ensure that SmartCAT is in constant development for quite a while. A significant amount of the revenue that we generate from service renewals is in turn spent on software development and testing. As a matter of fact, testing represents a large portion

of the development and software maintenance costs. By maintaining your service contracts, you ensure the adequate resources for the delivery of future updates and software reliability in addition to ensuring you receive updates, patches and the support to make the transition to Windows a comfortable move.

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SmartCAT Coupons at Work

All Cheetah International TurboCAT customers who were on service as of February 1, 2002, received coupons entitling them to one license of SmartCAT 1.0 and entitling them to SmartCAT service for the duration of their current TurboCAT agreement at no extra cost. When their current TurboCAT maintenance/service contract expired and they renewed they were issued a new SmartCAT Service Coupon entitling them to SmartCAT service through the duration of their new TC contract.

However, customers who were on service as of 2-1-02, but who allowed their service to expire, MAY be eligible for 30 days of free service for SmartCAT. A customer qualifies for 30 days free service if they did not use our technical support for help; receive a free replacement key, or updated companion key button.

These 30 days of free service apply to SmartCAT only! Calls concerning other products, including TurboCAT, are considered billable calls and are treated as such under the normal guidelines.

Additionally, customers eligible for the 30 days of free service who reinstate a maintenance/service contract during this period will not be required to pay the \$400 Reinstatement Fee. This means that if you do not choose to reinstate your service during the free 30 days, then wish to purchase a SmartCAT contract at a later time, the cost will be \$995.00 for the first year of service, then \$595.00 for each year beyond that.

If you have used your service during your last contract year, then you are not eligible for the free 30 days of support; however, we will give you a 14 day grace period to use and evaluate the SmartCAT software, during which time you may choose to renew your service without any reinstatement fees. This 14-day grace period begins the day you activate your SmartCAT software.

SmartCAT is keyless software, which is unlocked for use on a computer system by using a special code issued by Cheetah International, Inc. These codes are used to unlock SmartCAT permanently, or for a specific period of time.

What is this about Keyless Security and Companion Codes?

SmartCAT owners receive one PERMANENT unlock code for each system they own, and they have the option of purchasing up to 2 additional registration codes (COMPANION CODES). These Companion Codes are good for 12 months at a time.

Companion Codes are sold separately from the SmartCAT Software for \$195.00 each. As long as a customer maintains a maintenance/service contract on their SmartCAT System after initially purchasing a Companion Code, we will issue them new unlock codes free of charge each year. If the customer does not stay on service and wishes to have the convenience of Companion Codes, they must purchase new ones each year at \$195.00. Contact Customer Service for additional information on purchasing Companion Codes and to receive a "Companion Code Agreement" which requires completion and returning to Cheetah International, Inc. prior to issuance of the code or visit the on-line store at www.caption.com.

All customers who own a TurboCAT Companion Key, and are on service at the time of SmartCAT's release, are entitled to receive 1 free Companion Code registration per Companion Key, which remains active for as long as they maintain their maintenance/service contract. All TurboCAT Companion Key owners must sign a "Companion Code Agreement" prior to Cheetah releasing the additional registration code. To facilitate this process, TurboCAT Companion Key holders were recently mailed an Agreement form to be signed and returned. Please contact Customer Service if you did not receive this mailing to verify the accuracy of our records.

Visit www.caption.com to download the "SmartCAT Professional Companion Code Agreement" or request one from Customer Service at 800-829-CATS (800-829-2287). Completed and signed forms may be returned via fax (520-722-1699) or mailed directly to Cheetah International, Inc. 40 N. Swan Ste 112, Tucson, AZ 85711. Companion Codes are not issued unless a signed agreement is on file.

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SmartCAT Training

Shortly following this release of SmartCAT, Cheetah International, Inc will begin preparations for conducting training seminars in various cities around the country. You can help decide where we go first by going to our website and voting for the city where you would most like us to offer trainings.

To vote, go to www.caption.com/forums and let us know.



SmartCAT Documentation and Help

Finding help for SmartCAT is very easy. If you are in SmartCAT, you can hit F1 at any time to bring up the Help Files, which should be able to answer most of your questions. Alternately, you may refer to the SmartCAT manual by clicking Start>Programs>SmartCAT>SmartCAT Manual. The information contained in the Help files and the manual is very similar. If all else fails, and you cannot find the answer you're looking for, you can always call our Tech Support Hotline at 1-800-869-6986, 24 hours a day, 365 days a year for help. Hard copies of the SmartCAT manual will be available in the near future, for an additional cost.

(TurboCAT and SmartCAT continued)

4. ***"I am a long time TurboCAT user who is off-service. I never took advantage of any of the deals to reinstate my service when you offered it, but now I am interested in buying SmartCAT. What is the cost to me?"***

If you wish to purchase SmartCAT at this time, you may do so for the regular retail price of \$3,495.00, which includes a twelve-month maintenance/service contract on SmartCAT.

However, you may also just renew your TurboCAT maintenance/service contract for \$995, but as SmartCAT is not an Upgrade to TurboCAT you would not be entitled to SmartCAT.

Cheetah International, Inc reserves the right to modify its pricing without prior notification.

PLEASE NOTE: If you purchased your SmartCAT License last year with a delayed maintenance/service contract or if you renewed your maintenance/service contract this year and accepted the option to delay activation of service, if not already activated, your maintenance/service contract will begin upon registration of your SmartCAT System.

Release Items Planned for SmartCAT 1.5

- Ability to change Fonts and Font size
- Create a New Starter Dictionary
- Ability to use Foreign Characters in transcript
- Convert SmartCAT dictionary to Stentura 8000 format
- Output to Caseview and Livenote and Internet
- Audiolink functionality
- Improved File Compression for transcripts and dictionaries
- And more....

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Where to Find Help

We're sure we don't need to tell you that sometimes finding a way to contact the right people to troubleshoot your computer or software problems, or to just answer some questions you might have, can be trying at times. Many times, the manual that came with your computer/printer/PCMCIA card etc... can contain contact information that is out of date, or maybe you just can't find the manual.

Below is a list of phone numbers and websites for many of the major computer and software vendors that you may need to contact, along with of course, the number where you may contact our own Technical Support folks.

In a perfect world, you would never need any of these numbers, but for those of us in the real world, these numbers just *might* come in handy.



Cheetah International Tech Support:
800-869-6986 or 800-829-CATS www.caption.com

SmartCAT is off and running

Computer Manufacturers



Printers

Dell:	800-247-9256	www.dell.com	HP:	800-752-0900	www.hp.com
Compaq:	800-652-6672	www.compaq.com	Lexmark:	800-253-9778	www.lexmark.com
Gateway:	800-846-4208	www.gateway.com	Epson:	310-782-0770	www.epson.com
Toshiba:	800-457-7777	www.toshiba.com	Brother:	800-276-7746	www.brother.com
IBM:	800-426-4968	www.ibm.com	Canon:	800-423-2366	www.canon.com
Sony:	800-326-9551	www.sony.com	Panasonic:	800-222-058	www.panasonic.com
Micron:	888-224-4247	www.micronpc.com	Xerox:	800-832-6979	www.xerox.com
			NEC:	800-632-4636	www.nec.com

Hardware/Software

Socket IO:	800-552-3300	www.socketcom.com
Microsoft:	800-936-5700	www.microsoft.com
Belkin:	800-223-5546	www.belkin.com
JM Steno:	602-553-8787	www.jmsteno.com
Livenote:	215-629-2900	www.livenote.com
Summation:	800-786-2778	www.summation.com
Iomega:	801-778-1000	www.iomega.com

More Help

Maybe you are new to computers, or perhaps you simply want to learn more about them in an effort to improve your computing proficiency. Here is a list of some very popular and helpful books that you should be able to find at your local bookstore, or online at amazon.com:

- ⇒ Microsoft Windows XP Inside Out
- ⇒ Windows 95/98/NT/ME/2000/XP for Dummies series
- ⇒ Don't Make Me Think: A Common Sense Approach to Web Usability
- ⇒ How Computers Work (6th edition)
- ⇒ Microsoft Office 2000th simplified
- ⇒ The Inmates are Running the Asylum: Why high tech products drive us crazy and how to restore the sanity.
- ⇒ Upgrading and repairing PC's (13th edition)

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Do you have a favorite trick or shortcut that you've developed and would like to share with other TurboCAT, SmartCAT, or CAPtivor Users?

Send it to cats@caption.com and if we use it in a future issue you'll receive some Cheetah Dollars.

Upcoming Issues of CATCHAT

\$\$\$ referral program where you can earn Cheetah Dollars\$\$\$

**"Meet the Cheetah Pack"
Spotlighting the Certified Technicians On our Hotline.**



Cheetah User Groups

**Tricks of the Trade:
Tips to help you work Smarter not Harder**

"CATCHAT" is periodically produced by Cheetah International, Inc, a Colorado Corporation, for the use and benefit of Cheetah Software users. We solicit your comments, questions and ideas to cats@caption.com.



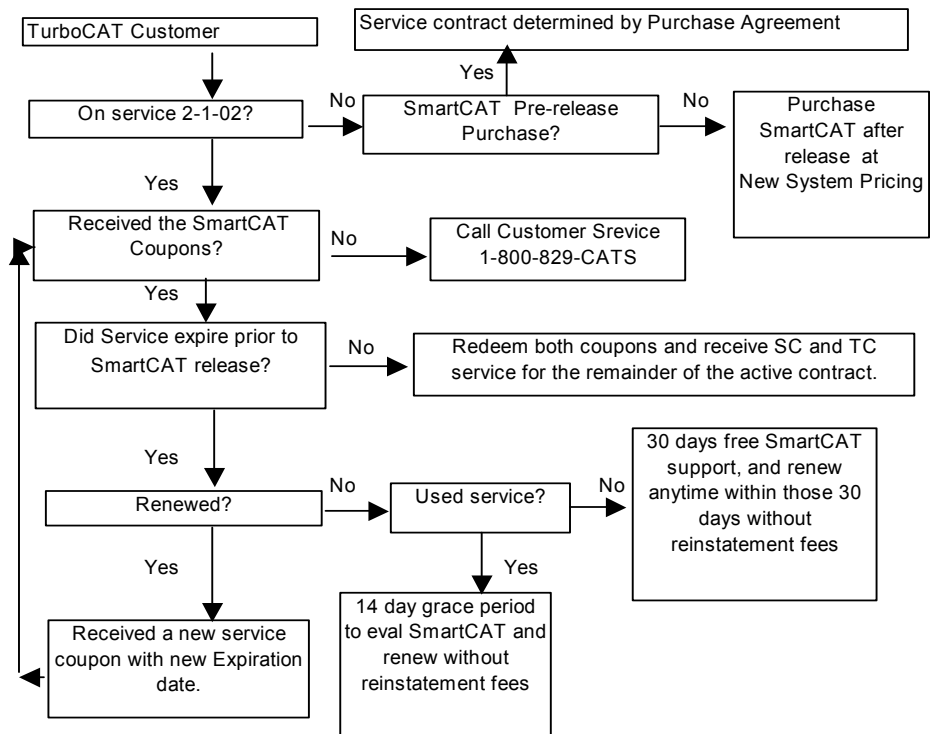
Corporate Mailing Address:
40 N. Swan Ste #112
Tucson, AZ 85711

Sales: 877-333-CATS
Customer Service: 800-829-CATS
Administration: 520-751-9940

Donald A. Miller –
President / CEO
Jason Pardikes –
Development Consultant
Jeff Brewsaugh -
Customer Service Manager
John Moore -
Development/Support Mgr.
Laurie Willson -
National Sales Director
Rita Kuczynski – Controller

We created this various issues surrounding maintenance/service contract renewals with the release of SmartCAT. We thought it might be helpful to you. If this doesn't answer your questions please feel free to call Jeff in Customer Service at 1-800-829-CATS (2287)

SmartCAT Service Renewal Flowchart



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