



www.caption.com

CATCHAT

January 2003 Version 3.1



Hotline: 800.829.CATS

In our first Issue of CatChat we requested you vote for the city where you would most like us to offer SmartCAT trainings. We were pleased with the response we received and are delighted to announce that plans are moving forward for multi-faceted, multi-level SmartCAT Trainings in **Chicago, Miami/Orlando, San Francisco and New York** with our goal to schedule the New York Training around the time many of you will already be attending the NCRA Mid-Year Conference. ***We'll Be There!***

SmartCAT Training Coming To?

Times, Dates, and Details for these trainings will be posted on our website and announced on our forums as soon as the particulars are ironed out. Register at cats@caption.com to receive email notices of the details along with future versions of CatChat. In the meantime we are conducting a February "Kick-Off" Training Class in our backyard in sunny Phoenix, AZ.



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Act before February 7, 2003 and save \$30.00 per registration.

SmartCAT Training Day
Saturday, February 22, 2003
Phoenix Hilton East
Mesa, AZ
Registration: 8:30 – 9:00 a.m.
Training: 9:00 a.m. to 4:00 p.m.

Wait to Register on Training Day and add \$44.00 per registration.

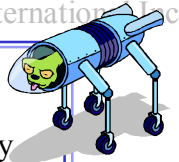
Registration

\$185.00 for On Service Systems
\$285.00 for Off Service Systems

Register instantly with a credit card using our online store or call 800-869-6986 OR you may complete the registration form on the last page of this newsletter and mail with your check to Cheetah International Inc. 40 N. Swan Ste #112, Tucson, AZ 85711

Cancellations made 1 – 7 days prior to Training will be refunded at the rate of 85% (On Service System) or 75% (Off Service System). If you are unable to attend after registration you may be able to send a colleague in your place. Contact Customer Service at 1-800-829-CATS to discuss options. Sorry but there will be no refunds or credits issued for a "No Show."

From Our Development Team



We would like to take this opportunity to say thank you to all of our supporters and customers. As most of you already know SmartCAT was released on October 18th 2002. Since then we have been working hard to put out the **first upgrade**, which is **now available to download**. This newest release includes **litigation support**, **Audiolink** and quite a few other patches and improvements.

Just for clarities sake we should define the difference between a Patch and an Upgrade. A **Patch** is a fix or minor change to current functionality. Meaning that if the feature already exists in SmartCAT and the feature is functioning incorrectly or not up to it's potential we will release a Patch or a fix for that specific problem. Now as far as an **Upgrade (aka Update)** is concerned, it will be defined as a major change to a currently implemented feature or implementation of a feature that currently doesn't exist in SmartCAT. This might include TCP/IP (Transmission Control Protocol/ Internet Protocol), WWW (World Wide Web) support, or it might include improvements or implementation of new grammar rules. The possibilities may be endless.

So what does it matter if Cheetah releases a Patch or an Upgrade for SmartCAT? It matters as to whether you will be able to take advantage of it. If your SmartCAT System is on an annual Maintenance/Service Contract at the time of release (On-Service) you need not worry, as you will receive both Patches and Upgrades. We will be providing these via a secure website for all On-Service SmartCAT Systems as it is our goal to support you first and foremost

Now if a SmartCAT System is not on Maintenance/Service Contract at the time of release, the system owners will be entitled to receive only the Patches at no charge and those will be provided on the web as well. The Upgrades will be available for purchase by Off-Service SmartCAT customers just as TurboCAT Upgrades have been. (Continued Page 3)

How to Download Patches and Upgrades

1. Go to our website, www.caption.com
2. Click the "Download SmartCAT Patch 1.??" Link
3. In the dialog box that opens, click the option for "Save this file to disk" then click "OK"
4. Browse to the folder you wish to save SmartCAT in, then click the "Save" button.
5. Once the download is finished, double click the file you downloaded to install the patch!

And The Future Brings

We have scheduled 3 additional Upgrades for the following year. You can find details of each of these Upgrades at <http://www.caption.com/smartcat/Upgrades/>. You will see many enhancements to our software including but not limited to the following. Improved spell check capabilities, improved audio functionality, improved grammar rules, improved punctuation functions, improved dictionary feature, and improved Archive / Un-archive functions.

Multi-Level SmartCAT Training

We have developed several options for SmartCAT Training designed to meet everyone's needs. Not all programs are offered at every training site.

SmartCAT Orientation

This is a short (approx 2 hours) program designed to give an overview of SmartCAT as a tool for Court Reporters. It is designed for the Professional Reporter re-entering the work force or exploring the option of changing their CAT Program. This program is ideal for the current TurboCAT User who has not yet decided to switch to SmartCAT. The Orientation normally takes place the evening before a scheduled Training Day, open to everyone at no charge.

SmartCAT Training

This program is scheduled to run all day and carries CEU status. It is designed for the current TurboCAT Professional transitioning to SmartCAT. (See topics for Phoenix Training - Right). This is a lecture / demonstration format with time allotted for Q & A. A nominal fee will be charged for TurboCAT/SmartCAT On-Service customers with additional discounts offered for early registrations. Others may attend for an additional amount.

Hands-On SmartCAT

This is an Advanced Training Program for TurboCAT/SmartCAT Users wanting hands-on practice. It is designed to run approximately 6 hours and is scheduled for the day following the SmartCAT Training. Participants must attend the full day SmartCAT Training and provide their own laptop computer. A Registration Fee will be charged.

“Windows of Opportunity” SmartCAT Training Training Day Topic Outline

1. Install SmartCAT.
2. Create Style Sheets that reflect your needs.
3. Import your TurboCAT Dictionaries and Transcripts.
4. Setup and Run Realtime – Do Realtime output to LiveNote, Caseview, Total Access and more!
5. Edit your transcripts using SmartCAT's advanced edit engine.
6. Create and Edit and Index.
7. Use SmartCAT's Audio Link Feature.
8. SmartCAT vs. TurboCAT – Advantages/Key Points of Change.

From Our Development Team

(Continued from Page 2)

The current established price for Upgrades is \$495 each

We made mention of the fact that we are anticipating the release of our first Upgrade. While this is an Upgrade as defined by Cheetah's Policy will release it to all SmartCAT System owners. Our goal is to bring the functionality of SmartCAT more in line with TurboCAT before we start our future development strategy. This strategy is currently being defined by our customers' input and suggestions. We look forward to all of your feedback so please email us at suggestions@caption.com with any comments or ideas.

So we look forward to updating you our customer as we move forward with the development of SmartCAT. Thank you again for your time, effort, support and more then anything your ideas. Because let's face it, without you, our customer, defining your job, we at Cheetah could not develop anything useful for you.

Why Maintenance Service Contracts

- Experienced Technical Support 24/7/365
- No Charge for Software Upgrades Released
During Contract Year
- Software Replacement Disks at No Charge
- Security Keys Replaced at No Charge
- Free 2nd Day Shipping on Replacement Items
- Discount Registration Fee on Seminars
- Lower Cancellation Fee
- Enhanced Website Access
- Priority Customer Service
- IT Support
- Subscription to CatChat
- Easy Access to Cheetah Forums and User Groups



For More Info VISIT: www.caption.com

HOME

NEWS - Current Headline News
CAT CHAT - Copy of latest Newsletter

PRODUCTS – Info and System Requirements

SMARTCAT - Info and System Requirements
SMARTCAT UPDATES – Schedule for Patches/Upgrades
TURBOCAT - Info and System Requirements
CAPTIVATOR NL - Info and System Requirements
CAPTIVATOR ONLINE - Info and Info and System Requirements
CAPTIVATOR OFFLINE - Info and System Requirements
STORE - On-line Service Renewal and Seminar
Registration

TOTAL ACCESS - Info and System Requirements

CONTACT US

SALES – Direct Access Via Email
COMPANY – Via Email, Telephone, or Fax

DIRECTORIES

COURT REPORTERS - Complete online form to be included
SCOPISTS - Complete online form to be included
CAPTIONERS - Complete online form to be included

USER CENTER

ABOUT CHEETAH – A Brief History
DOWNLOADS – Everything you Can
FORUMS – For Every Product and Every Need
FAQ – About Everything
CC RESOURCES – Captioning
CR RESOURCES – Court Reporting
TRAINING – Want to be a Trainer?
EVENTS – What, When and Where

Think About It

The maintenance/service contract business model works somewhat like insurance. It is a way for us to work with our existing customers to keep enough people employed in our service department to provide adequate customer support and to spread out the costs for software development of new products and enhancements.

This is an alternative we (as did our predecessors) have used so that we do not have to obsolete our current software products and require that customers repurchase the product (with enhancements) every few years to cover development. We believe, as articulated by our customers, that the obsolescence business model in the long run increases the users total cost of ownership for the CAT software. Many customers have noted that our way of doing business allows us to support software versions for an extended period of time, permitting customers to move more or less at their leisure to new versions of the software.

Register at cats@caption.com to receive future issues of CATCHAT and ADVANCED TRAINING NOTICES via e-mail

“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.



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Upcoming Issues of CATCHAT

\$\$ A referral program where you can earn cheetah dollars \$\$
Cheetah User Groups

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

CHEETAH EMPLOYEE INTRODUCTION “Meet The Cheetah Pack” August Startz – Webmaster

Although August Startz has been with Cheetah for just over 2 years he has been involved in almost every aspect of our daily, technical operations. His career with Cheetah started as a Technician where he supported our various software products. During this past year he assumed the position of Webmaster and Database Administrator. This was an easy transition for him as he brought to Cheetah more than 5 years organizational experience with computers and website functionality.

When not at work August spends a great deal of time volunteering for local charities. One of his primary interests is Big Brothers/Big Sisters where he has volunteered for the past 4 years. August is also known throughout the local school district for his volunteer program teaching elementary school children about how the Stock Market works. “I have been fascinated with the Market ever since my 6th grade teacher introduced our class to it.”

August is originally from Boston, Mass and still travels there several times a year.

Register at cats@caption.com for future issues of Cat Chat via e-mail and **notices on upcoming training** and events.



“Using SmartCAT” Registration Form – February 22, 2003 Phoenix, AZ

Name: _____ Sys #: _____
 Address: _____ City, State, Zip: _____
 Phone (Work): _____ (Home, Cell, Other): _____
 Email: _____ Fax: _____
 SmartCAT Owner? Yes No Registered SmartCAT? Yes No
 Total Attached or Authorized Charge to Credit Card \$ _____

Visa/Master Charge AmEx Discover
 Credit Card No. _____ Exp: _____
 Name as it Appears on Card: _____
 Billing Address of Card Account: _____
 Authorized Signature: _____

Mail to Cheetah International, Inc. 40 N. Swan Ste #112, Tucson, AZ 85711 or Fax to 520-722-3757

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Download Audiolink Update Now!

SmartCAT Training Information Included