



www.caption.com

# CATCHAT

April 2003 Version 3.2



Hotline: 800.829.CATS

## SmartCAT Training Register soon seating is limited

- Registration Fee Schedule for On-Service and Off-Service customers with additional discounts offered for early registrations.
- CEU approved

*Register at least 14 days before scheduled training and save \$30.00 per registration.*

### Day One: SmartCAT Orientation (2 Hrs.)

- An overview of SmartCAT as a tool for Court Reporters. 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.
- Pre-registration requested (No Charge)

### Day Two: SmartCAT Training (8 Hrs)

- Designed for the current TurboCAT Professional transitioning to SmartCAT. This is a lecture / demonstration format with time allotted for Q&A.

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

### Day Three: SmartCAT Hands On Training (8 Hrs)

- Hands on practice from loading and registering software to transcript completion.
- Full day SmartCAT Training is **pre-requisite**
- Must provide own laptop
- **MUST PRE-REGISTER – LIMITED SEATING AVAILABLE.**

**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.”**

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## Scheduled Trainings

**Chicago**  
May 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup>

**Miami**  
May 16<sup>th</sup>, 17<sup>th</sup> and 18<sup>th</sup>

**Reno**  
July 31<sup>st</sup>  
(Special 1-Day Training before NCRA Expo 2003)

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.

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## SmartCAT Training Overview

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It has been quite a road for us here at Cheetah International and it seemed that with each and every day of our SmartCAT development the days got longer. However, now that we have reached a release and have provided the Third Patch/Update via the website at [www.caption.com/updates](http://www.caption.com/updates) it's time for the fun stuff, TRAINING.

As a few of you already know, we have completed two training sessions, using two different formats: a one day program in Phoenix and the expanded 3 day program in San Francisco.

The Phoenix Training on February 22<sup>nd</sup>, 2003 was a one day, compressed hands on program. We had just over 20 Cheetah Users attend the training session with a resounding response and .55 CEU's worth of credit. This training also taught us a few things about required materials, giving us the foundation to progress to the longer 3-day approach we currently use.

The San Francisco Training gave us a higher level of teaching to strive for. The 3-day format began with a Friday evening Mixer for our customers and potential customers to ask questions and interact on a more personal nature. Our National Sales Director, Laurie Willson, and myself, Jason Pardikes, hosted this event, including a demonstration of SmartCAT, setting the stage for the full 8-hour training Saturday. Although a FREE event, the Friday Orientation was also worth .2 CEU's.

Saturday was the first full day lecture version of our Training and I managed to almost get through the entire project from setup and importing, to completed transcript. This first day is designed to familiarize our students with new terms; whether they are windows terms or the different terms we use for SmartCAT as opposed to TurboCAT. Saturday is also used to make sure everyone has a copy of the latest software and the software is installed and configured correctly. Saturday by itself is definitely a worthwhile day and I think that even if you can't attend Sunday you will be extremely pleased with the results. A Saturday lecture session is a pre-requisite for the Sunday hands on training. I'm sure you're wondering why we do this. It's because there are new terms and differences between SmartCAT and TurboCAT. We try to bring everyone to nearly the same level of knowledge as far as the learning curve goes. Saturday's training is worth .8 CEU's credits.

Sunday is really the fun day: full, hands on training and learning. We ask that you bring your laptops and any questions you may have from the Saturday session. In San Francisco, we managed to cover approximately 85-90% on the product and 100% of the basic functions. We also gathered additional, ongoing requirements for future releases of SmartCAT. This is a day for all to enjoy, but I can promise you one thing, it isn't easy. Everyone works hard and has a ton of questions, but they walk out feeling ready to tackle a court case! Sunday's training is worth .8 CEU's.

So, in review, I've learned a lot from our customers at each of the first training session we conducted. I hope they learned a lot from me, too. The three-day training session is definitely something we will carry over into the future. So far, we're proud of the results from our efforts.

*Jason*

### Ongoing Schedule and Future training Plans:

We have had several requests from our customers as to why we chose a certain order of locations. I.E. Phoenix first, San Francisco second, Chicago, Miami, etc ... It's because we wanted something close to us for the first test of our training program, to be able to fine tune the process, meet our first group of customers, then refine the program if needed before starting to travel to the higher density area's. As far as the order, it came about through one main statistic: the distribution of our customers across the Untied States. We selected, Cities and States by the number of customers in each area.

For example, we have more customers in San Francisco than Chicago, and more in Chicago than Miami. This is our initial approach until we have provided training sessions in the Eastern, Middle, Western, and Southern portions of the country. After that, we will expand the training to more remote, smaller portions of the country.

As far as upcoming plans go, we are starting to schedule New York (Manhattan Area,) Los Angeles and Houston, a repeat visit to San Francisco is in the works, and other areas of the country are being studied. Stay informed by checking the updates at [www.caption.com/traning](http://www.caption.com/traning).

Register at [cats@caption.com](mailto:cats@caption.com) to receive future issues of CATCHAT and ADVANCED TRAINING NOTICES via e-mail

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## SmartCAT Development Status

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### What's New?

As some of you may be aware, we have recently released the first Upgrade known as version 1.02.090. This version features many enhancements over 01.02.087. Here are just some of the items included:

1. Page Image ASCII
2. Multiple \*\* at the beginning of the file bug fixed
3. Job Sort implemented on the File Menu
4. ASCII File export and import bug fixed
5. Auto Capitalization bug fixed
6. Punctuation bug fixed
7. And much, much more

SmartCAT was released in October of 2002 and with your input we continue developing the product to create the best CAT software on the market. Three more full updates are scheduled for this year (June, September, and December). We are confident that SmartCAT, with your continuing input, will, just like TurboCAT, set the industry standard.

### What's Coming Next?

Cheetah continues to update our development calendar, move feature enhancements where they can best serve you, our customer. We have several plans for the near future, indicated below, but you can always find the most up to date information at [www.caption.com/upgrades](http://www.caption.com/upgrades).

Plans for the June Upgrade include:

- Undo improvements
- Improved Spell Check tool
- Improved Number Formatting
- Improved Indexing Capabilities
- Foreign Character support
- Printing portions of dictionaries
- Saving and loading keyword lists
- Speaker Identification in Style Sheets
- Audio Link Compressed format
- AND MANY MORE

### Downloading Patches/Upgrades

1. Go to our website, [www.caption.com](http://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!

### Patches Vs. Upgrades

Just to clarify 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 but the feature is functioning incorrectly or not up to it's potential, we release a Patch or fix for that specific problem. **An Upgrade (aka Update)** is defined as a major change to a currently implemented feature or implementation of a feature not currently available in SmartCAT.

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: you will receive Patches AND Upgrades. We will provide these via a secure website for all On-Service SmartCAT Systems. It is our goal to support On-Service Users first and foremost.

If a SmartCAT System is not on a Maintenance/Service Contract at the time of release, the system owner is entitled to receive only Patches at no charge. Those are also provided on the web. Upgrades are available for purchase by Off-Service SmartCAT customers just as TurboCAT Upgrades have been. The current established price for Upgrades is \$495 each.

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## Questions/Comments We Often Hear

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*I can't afford to stop work and learn new software I have jobs that have to be done now ... I'm happy with TurboCAT why should I move to software I'm not familiar with? ... I have all my files and records in TurboCAT and I may need to reference them ... I'm not familiar with Windows so I have to learn that before I can switch ... If SmartCAT is just an upgrade from TurboCAT what's the big deal I'll just switch over when I have some time or need to buy a new computer ... Why can't I access my SmartCAT through a MSDOS prompt? ... Where is my windows TurboCAT and what is this SmartCAT CD for? ... Why won't my TurboCAT key work on my SmartCAT ... Can I get SmartCAT in diskette form? ... So what do I do if I do not have a CD drive? ... Why won't TurboCAT work on XP? ... What are you doing to get TurboCAT to work on XP? ... Why don't we have a printed version of the SmartCAT manual?*

SmartCAT Software was developed as a non-intrusive install, which means you can install it on the same computer you use TurboCAT. They operate as two separate programs. This means:

- You can continue to work with TurboCAT while you learn SmartCAT at your own pace.
- Your TurboCAT files are available as long as you have access to TurboCAT on your computer.
- You can become familiar with SmartCAT now, so if you have to change computers to a Windows only Operating System, the learning curve is greatly diminished.
- You can learn Windows at the same time as you learn SmartCAT without disrupting your current work projects.

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SmartCAT Software was developed for a Windows Operating System in contrast to TurboCAT that works from a DOS Operating System. Because these two OS's (Operating Systems) (Windows and DOS) function quite differently:

- TurboCAT is not supported on Windows XP as Microsoft developed XP without DOS and may NOT work with DOS based software.
  - SmartCAT was developed to give as much of the look and feel of TurboCAT as is possible in a Windows environment.
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SmartCAT Software was developed to be user friendly. Consequently:

- SmartCAT is a Keyless System. Unlike TurboCAT, requiring a Security Key that could be lost, might quit working, has to be disconnected to move and doesn't work consistently with all computers, SmartCAT uses a Registration Code to validate the software license.
- SmartCAT, like most new software products, is formatted for CD to keep pace with Technology (e.g. SmartCAT would fill more than 20 diskettes, increasing the possibility for errors and substantially increasing the cost of distribution).
- SmartCAT Software, Patches and Upgrades are all downloadable from Cheetah's website at [WWW.CAPTION.COM](http://WWW.CAPTION.COM).
- SmartCAT Software includes an entire user's manual, which, unlike a hardcopy manual, is revised and updated as needed with each new Patch or Upgrade. Once SmartCAT is through the initial tweaking and modification period, full printed copies of the manual will be available for purchase through Cheetah's On-Line Store.

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If your Maintenance/Service Contract is expired when an Upgrade is released, you may purchase the Upgrade for \$495 or reinstate your annual contract.

For information contact us at 800-869-6986 ext. 2

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## More About Cheetah International, Inc.

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**For More Info VISIT:** [www.caption.com](http://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

### Meet Your SmartCAT Trainer

Your current SmartCAT Trainer and the Trainer for at least the near future is **Jason Pardikes**. Jason is not only a trainer for Cheetah International but also serves on our Board of Directors, is a consultant on the SmartCAT Development Team and is one of the original investors in Cheetah International, Inc. in April, of 2000.

Before joining Cheetah international Jason was the Chief Architect for an Internet Data Distribution technology company in Colorado called Datavail Inc. Prior to Datavail he served as the Vice President of Technology for Go Controls, another Denver based Internet Company.

While Jason's background is heavy in technology, he found his calling in business and the sales side of things. A few years ago, he discovered it didn't matter whether he tried completing a sale, formed a partnership, gathered requirements from customers, or trained, he was happiest interacting with new and exciting folks.

It's quite simple to see that, with trainers like Jason, Cheetah is truly a customer service focused company. His passion and ambition are unmatched when it comes to providing the best customer interaction possible. And he "...can't wait to meet each and every one of Cheetah International's customers face to face."



This past month we experienced a "Horrible Disaster" with our E-mail Server. Although backups were in place, it takes time to retrieve some information. One bit of information that was corrupted was the section containing email addresses of customers requesting CatChat via email. If you previously requested this service and did not receive a copy via email, please resubmit your name to assure your early receipt of future issues. Our apologies for this inconvenience.

**Register at [cats@caption.com](mailto:cats@caption.com) for future issues of Cat Chat via e-mail and notices on upcoming events.**



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## What's Covered In Training?

Training is truly a multipart event, scheduled for multiple days because we really do have that much to cover. The Itinerary, while structured, takes a bit of a free flow nature. We have a set of goals encompassing these primary things

- Getting Started – Understanding SmartCAT and how it is different from TurboCAT
- Initial Setup – While this may sound easy, it is usually the most time consuming process. By getting you setup correctly the first time, you are able to work most effectively with the least trouble in the future. A poor setup just means countless headaches and aggravation.
- Importing TurboCAT Files- This section is truly a breakdown of how to import files, moving and integrating the things you have already developed in TurboCAT into SmartCAT.
  1. Jobs
  2. Dictionaries
  3. Pick lists
  4. Include Files
  5. and much more
- Importing notes- Setup note importation and getting your reads setup in TurboCAT
- Creating new files – Whether job dictionaries, or pick lists of includes, this is a big piece of SmartCAT. We get you up and running quickly and easily
- Editing transcripts – The CORE of court reporting, this includes a wide variety of topics.
  1. Conflicts
  2. Untranslates
  3. Hotkeys
  4. TurboKeys
  5. and more
- Real-time – Getting real-time setup, using, configuring your litigation support software, etc.
- Q&A – The second most time consuming process of training. I can guarantee one thing: all of you have questions and I am willing to bet we'll answer more than just a few of them.

While all of this happens on Saturday without your computer, come Sunday, we get to do it all again. But this time, you complete the **hands on** training module.

So, as you see, training is quite intensive, but I promise you will be better off because of it. SmartCAT, while similar to TurboCAT, contains some of its own special features that we will help you take advantage of.

*Cheetah's Sales and Service Staff have been on a "Lend a Helping Hand" mission.*

*As you may already know Cheetah has begun a SmartCAT training campaign nationwide. Our sales team has collaborated these efforts and has chosen to contact each customer personally and offer a helping hand with registering for training seminars or anything else needed. We feel it is important to verbally and personally connect with each of you as this allows us to collect important information from you so that we may better serve your needs.*

## Customer Outreach

*Our organized efforts have been based on the location of the next SmartCAT training sessions. If we have not yet personally contacted you, we assure you it is only because we have either not reached your name on our list of thousands of customers or our database has incorrect information about you (disconnected phone number, area codes have changed, no phone number at all etc).*

*We encourage and invite you to contact us anytime for assistance with registering for a SmartCAT training seminar, to update our database information, ask questions of any kind or share your experience with our software or give feedback about our training sessions.*

*Our goal is to make our software and you as productive and successful as possible. Together we can accomplish this now and for the future. The lines of communication are always open with us and we ask you to help us help you!!!*

*Thank you for all of the SmartCAT training seminar attendees and to those of you that we have not yet trained, we look forward to helping you get up-and-running on SmartCAT!*

*Laurie*

“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](mailto:cats@caption.com).



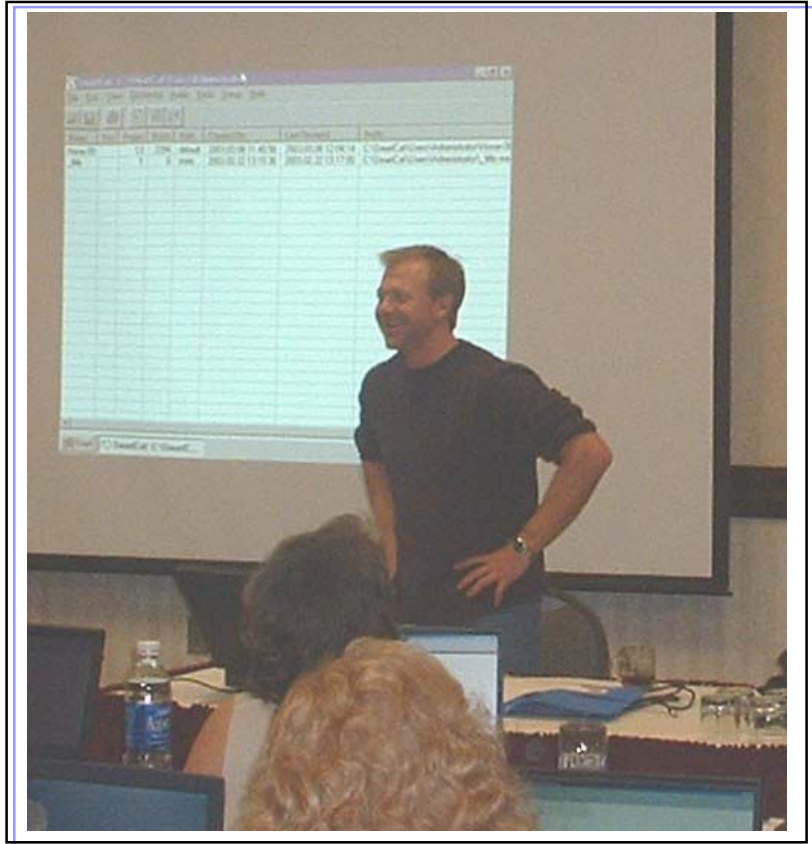
Corporate Mailing Address:  
40 N. Swan Ste #112  
Tucson, AZ 85711

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  
Laurie Willson - National Sales Director  
Rich Cushman – Director of Software Engineering  
Rita Kuczynski – Controller

## 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



San Francisco Training – March 2003



### “Using SmartCAT” Registration Form

Name: \_\_\_\_\_ Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_  
 Phone (Work): \_\_\_\_\_ (Home, Other): \_\_\_\_\_ Email: \_\_\_\_\_ Fax: \_\_\_\_\_  
 May 2, 3, 4, 2003 Double Tree Club Hotel, Palatine, IL  
 May 16, 17, 18, 2003 Embassy Suites Miami-Airport, Miami, FL  
 Training Day Registration:     Registration (On-Service) @ \$185     Registration (Off Service) @ \$285  
 Training Day and Hands On Practice Day     Registration (On-Service) @ \$370     Registration (Off Service) @ \$570  
 Eligible for Early Registration Discount of \$30 per Training (More than 14 days before the training)  
 Will attend the SmartCAT Orientation on Friday Evening (No Charge)

**Total Attached or Authorized Charge to Credit Card \$ \_\_\_\_\_**

Visa/Master Charge                       AmEx                       Discover   
 Credit Card No. \_\_\_\_\_ Name as it Appears on Card: \_\_\_\_\_  
 Exp: \_\_\_\_\_ 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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CatChat  
Cheetah International, Inc.  
40 N. Swan Ste 112  
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*SmartCAT Training Information Included*