



CATCHAT

July 2004 – Version 4.1

www.CheetahInternational.com

Hotline: 800.829.CATS

Tech News

Hello everyone - My name is Greg Richardson and I joined Cheetah International full time in April (I did some contracting work aiding in the leadership transition a few years ago). I have just recently come from the technology division of an industry-leading Human Resource consulting company where I worked as an Account Manager and served clients such as Microsoft, UBS/Paine Webber, Enterprise Rent-a-Car, Winn Dixie, Nissan, HSBC Bank, and the list goes on!

I have come aboard with Cheetah to direct the technical support, testing and development teams.

Things have been quite exciting in my first 90 days! In addition to visiting the Illinois state convention and meeting you all in Chicago and New York, I moved to Tucson for 7 weeks to finalize the transition of the tech support team to our Denver office.

Some of the changes that you may have noticed:

- File conversions happening FAST - Our automated conversion utility allowed us to wipe out a *four-month* TurboCAT to SmartCAT file conversion backlog in one evening and move forward turning them back in **usually under 48 hours!**
- Increased phone quality – we have transitioned from analog phone systems to a fully digital Voice-Over-IP system. What the heck does this all mean? **We can hear each other MUCH better** on the phones and **our call logging and routing system is state-of-the-art!**
- New voices! – With our transition, we bade a fond farewell to John Moore and Marty Stewart. New members to the team are: Will Williamson, Jason Vallery, Corey Papastathis, and Janelle Dirstine.
- GREATLY increased response-time – We are already **getting lots of positive feedback** that your **calls are answered on the first try and/or getting messages returned promptly.** This will continue to improve as we hire 2 more support staff in the coming weeks.

Greg L. Richardson
Director of Development, Testing and Technical Support
800.829.CATS Ext.1022

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What's in the Next Release?

We are **excited** to have the **latest release back from the developers**. It looks **really great!** We are testing the heck out of it.

Among the improvements in this release:

- Smart Word Endings
- Smart Punctuation
- Page Image ASCII Export Line Spacing
- Zoom/Font Size
- Single spacing line numbers
- Highlighting shorter replaced text
- Hot Key Switching
- Get File/Include Notes
- Old Dictionaries (Pre TurboCAT 6.0) Conversion
- Speaker ID/Spacing/Caps
- Large Font Display Echo
- Transcribe Notes/Display Trouble
- Save As/Work Directory
- StyleSheet Conversion Utility
- Updated Help/About address info
- Font Size Change. Update Screen
- Dictionary Import, Post Process
- New Job Filename set to Date
- Split Paragraph/Double Letters
- Import Transcript/Line Spacing
- Shift Arrow/No Message
- Double Word Check
- Page/Line # Settings
- End of File/Page Break
- Paging Factor/Lines per
- Custom Colors/Saving Settings
- Get File/Import Notes
- Realtime/All Caps
- Paragraph Spacing/Add Lines
- Replace with ` Char/Lockup
- Include File/Margin Line
- 25 Lines per Page Stylesheet Default
- Page Number/Apart from Header
- Globals in Realtime
- RTF/Corrected Conflicts
- Find/Replace cursor position

Once testing is complete a Postcard announcing the release and availability to download will be mailed to all **SmartCAT systems that are on Maintenance**. As always, the Release Notes (what's new and changed) will be posted on our Website along with the release date in case you didn't get the postcard. This update will be available for download by all licensed SmartCAT System Owners.

P.S. Given the large nature of this release, and that we are doing an exceptionally thorough job of testing it, we don't have a hard release date as of yet. **However, if you are just dying to get your hands on these features *RIGHT NOW*, drop me a line and we'll get you on board as a beta tester!**

For info please call:
Greg L. Richardson
800.869.6986 x.1022

How to Get Your Call Returned!

Though we have brought on a new staff and trained them, upgraded our entire telephonic system to cutting-edge technology and increased our staffing, we still occasionally hear, "I left a message with Tech Support and never got a call back."

On the other side of the fence, we get calls that say, "Hi, please call me at (303).555-1234." When we receive impartial phone numbers with no name or system ID, we are unable to return the call (we always go through our database trying to figure out who it **could** be, but can't always get a good number).

Things that can contribute to not receiving a call back:

- Leaving incomplete information: Be sure to leave your name, telephone number, system number (twice is preferred). Please speak **SLOWLY and CLEARLY** (are we sounding like court reporters yet!?)
- Call us from a land-line rather than a cell phone as cell phones have been known to cut out right as you are leaving vital information!
- Also, please leave your time zone in your message. We have had situations where we get several long-calls in the late evening and are loath to call back at midnight and wake you up in a non-emergency scenario!

Tech Corner: Tech Tips!

EASY WINDOWS TIP!!

For the easiest way to display your files in My Computer and Windows Explorer, do the following:

- Click on the Start Button**
- Click on Programs**
- Click on Accessories**
- Click on Windows Explorer**
- Click on View**
- Click on Details**

Now,

- Click on Tools**
- Click on Folder Options**
- Click on the tab called View**
- Uncheck the box Hide Extensions for Known File Types**
- Click Apply to All Folders**

ADVANCED USER TURBOCAT TIP!!

To maximize your memory settings, make sure your **Autoexec.bat** contains:

```
@echo off
prompt $p$b
c:\windows\smartdrv.exe 512 /x
```

and your **Config.sys** contains:

```
device=C:\windows\himem.sys
device=C:\windows\emm386.exe ram 1024
dos=high,umb
files=60
buffers=40
```

<Note> The emm386 line may be different if a socket io card is installed, and if so, do NOT change it.

TURBOCAT TIP!!

When you click on your TurboCAT icon, does it ask you to register Zipkey? Do you find it annoying? If you've answered yes to both of these questions:

- Right Click** on your **TurboCAT Icon**
- Click** on the tab called **Program**
- Change** the Command Line to read:
c:\cheetah\turboexec

Send your Email address to us at cats@caption.com to receive CATCHAT and TRAINING NOTICES via e-mail

Technical Support Policy – Time and Fees

Standard Support Hours 7:00 AM MST – 6:00 PM MST

After Hours/Emergency Support Hours: 6:00 PM MST – 7:00 AM MST

- » Authorized users of On-Maintenance systems are entitled to unlimited technical support during “Standard Support Hours” at no charge.
- » Authorized users of On-Maintenance systems are entitled to “After Hours/Emergency Support” at no charge.
- » Authorized users of On-Maintenance systems that choose to contact Cheetah outside of “Standard Support Hours” for non-emergency support will be charged the posted fee of \$25 per 15 minutes.
- » Authorized users of Off-Maintenance systems may contact Cheetah for support during “Standard Support Hours” as a Billable Call for any type of assistance. Billable Calls during Standard Hours is \$35 for the first 15 minutes and \$25 for each 15-minute interval thereafter.
- » Authorized users of Off-Maintenance systems may contact Cheetah after hours for Emergency Support ONLY as a billable call. Billable Calls during After Hours for Emergency assistance is \$50 for the first 15 minutes and \$40 for each 15-minute interval thereafter.

Please refer to website at www.cheetahinternational.com for additional information.

All users may obtain no-charge tech support by emailing us at support@cheetahinternational.com

Cheetah International Wants YOU!

Want a Change of Pace? Secondary Income?

TRAINERS:

Cheetah is looking to hire SmartCAT trainers all over the U.S. to conduct Beginner/Intermediate and Advanced SmartCAT training. TurboCAT experience preferred.

DENVER/METRO COURT REPORTERS:

Additionally, if you're a Court Reporter or Captioner in the Denver Area, we're looking for experienced users of Cheetah Software to add to our team!

Please send resumes to:

Greg L. Richardson
8120 Sheridan Blvd #C-206
Westminster, CO 80003

Or email: cats@cheetahinternational.com

To Introduce the New Team

Corey Papastathis, QA & Technical Support Process Consultant

Corey is a Certified Software Test Professional by the International Institute for Software Testing. He has tested web applications for such clients as AOL, Microsoft, United Bank of Switzerland, and Enterprise Rent-A-Car. During employment as the Quality Assurance Team Lead of an Industry Leading Human Resource Consulting company, Corey designed a process that helped the company improve quality throughout all development stages. After leaving them, he went into the non-profit sector in hopes of making a difference in his community. He helped bring technology and technology education to over 50 Non-Profits and Schools last year. Corey has come on board here at Cheetah to help improve the quality of our software and our support.

Janelle Dirstine, Administrative Assistant

Janelle Dirstine moved to the north Denver area nearly five years ago upon finishing her two BAs at Naropa University in Boulder. She rejoined the workforce as a case manager for low income and homeless families in a human services agency. She served in multiple capacities at the agency, but finally decided to pursue a Masters in Counseling at Regis University. Currently she is working for Cheetah International on a part-time basis as an administrative assistant and volunteers for a Therapeutic Horse Back Riding Center in Arvada, CO, and is a full time student.

Despite her personal idiosyncrasies, we're very grateful to have the comic and administrative help! She also has a very cute doggie named Abby, two cats, Fiona and Phoebe, and is considering adopting a horse named the Danish Cowboy. The End. <Editor's note: Can any of you tell that Janelle wrote this?>

Will Williamson, Technical Support, IT

Hello,

I have just recently moved from Dallas, TX to Boulder, CO. I joined the Cheetah International team June 1st, 2004, for IT/Tech Support. I have my MCSE, MCP, and A+ certifications from Southern Methodist University. I worked at a small business as a Network Administrator installing custom servers and workstations for corporate environments. I was a Server Administrator for a nationwide Internet Service Provider and an Administrator/HelpDesk for a large newspaper. My interests so far have been: Kung Fu, Motocross, Mountain Biking, Online Gaming, Stained Glass, and working out. I look forward to supporting everyone on our software.

Greg L Richardson, Director of Development, Testing and Tech Support

Hello all! I've been aggressively hiring and training a new team (as well as trying to learn the software myself!) traveling to state conferences and am sincerely enjoying the challenges of re-establishing Cheetah as the Top-Tier service provider. I have a background in tech support, accounting/finance and large-scale technical account management.

My free time (ha!) is spent with my girlfriend, Ali, doing lots of volunteer work, playing trumpet, pursuing my spiritual path, going on long-meditation retreats and trying to do a little skydiving here and there.

If there's anything that I can do to be of help, please don't hesitate to call!

SmartCAT Training Plans and Program

SmartCAT Training ! ALL HANDS ON !

We've listened to what you have asked for and incorporated it into our training sessions. Many of our recent students felt " like I could do an entire job." Just call us for locations, suggest your region, or we can set up sessions tailored *just for you*. In your office? Your staff? We can be creative to meet your needs.

“JUST LIKE TURBOCAT” . This is said many times by our trainers during our SmartCAT training sessions.

MUCH LESS of a LEARNING CURVE!!

**ALSO-YOU CAN BE IN A
USER GROUP OF REPORTERS THAT
KNOW HOW TO USE SMARTCAT**

YES- YOU CAN JOIN

<p align="center"><u>CHICAGO - NCRA</u> Wednesday, July 28 NCRA Training session Call NCRA or Mark Thomas 800-869-6986 ext 1006</p>	<p align="center"><u>SEATTLE, WASHINGTON</u> August 28th & 29th, call Mark 1-800-869-6986 ext 1006</p>
<p align="center"><u>CHICAGO – POST-NCRA</u> August 3rd & August 4th Near the O'Hare Airport 1 ½ days of hands on training there is room for YOU ! <i>Ask at our booth- or call 800-869-6986x1006</i></p>	<p align="center"><u>HOUSTON, TEXAS</u> Watch website for location information www.CheetahInternational.com 1-800-869-6986 ext 1006</p>
<p align="center"><u>RALEIGH, NORTH CAROLINA</u> August 14th & 15th call Mark 1-800-869-6986 ext 1006 or visit www.cheetahinternational.com</p>	<p align="center"><u>LONG ISLAND, NYOR CT</u> Watch website for location information www.CheetahInternational.com call Mark 1-800-869-6986 ext 1006</p> <p align="center"><u>DENVER, COLORADO</u> NO-CHARGE TO ON-MAINTENANCE SYSTEMS Insert Dates Here</p>



The Next SmartCAT Update

Yes, we are still fine-tuning and improving on SmartCAT based on your wants and desires. The next Update is almost done.

Send your Email address to us at cats@caption.com to receive CATCHAT and TRAINING NOTICES via e-mail

SmartCAT Training CEUs & Maintenance Service

Our customer training approach at Cheetah International is based on what you have indicated as your needs are to become proficient in Cheetah products. You have told us that learning to use SmartCAT is number one. You have asked us to be flexible in how and where we deliver training.

While we provide product resources, such as the SmartCAT electronic manual and the help files, as well as technical support via the telephone, you have indicated that you want more hands on and in-depth training. You have also told us that you don't want to take a lot of time away from your busy schedules and that we also need to be cost conscious. Some have expressed interest in remote learning, such as an online-based experience and/or a video training.

We will begin work on the remote learning opportunities some time in the next six months, but first we will offer classroom/lab education. Many of you want hands-on training and you want this near where you work or live. Training around the country, possibly in your neighborhood, has been scheduled for two (2) weekends of each month for at least the next three months. There is a fee for this education in order to cover our trainer and travel expenses. We will work to keep the costs as low as we can. We are looking for suggestions as to where you would like training seminars scheduled. Please feel free to contact us via email or telephone with your suggestions. These training sessions are set up for between 10 and 20 people. We need a minimum of 10 registrations to move ahead and won't over-stuff the room with more than 20 trainees tops. This seems to be the optimum number for all concerned.

For those of you who would like to get started sooner than we are training in your area, we offer classes in Denver once per month, usually the third weekend. The class is tailored so that you can come in Friday evening and get out Sunday afternoon. This training is at no charge for on-maintenance users. We will conduct these classes with even small attendance, but please go online or call us as early as possible so that we can provide the best possible training experience for you.

We also have individual sessions available in some areas of the country for one-on-one or one-on-three or -four. Please let me know if you wish to entertain this option, I can help you. Actually, I know of several groups of two SmartCAT Users around the U.S. where I might be able to get a small session going with a couple of more interested Users. Please let us hear from you.

On that note, we are also seeking SmartCAT trainers around the country. If you are interested in becoming a certified SmartCAT trainer please give us a call at 800-829-2278 Ext 1006 or drop us an email at markt@cheetahinternational.com.

Why should I pay for maintenance service contracts? This question is asked somewhat frequently. Most of our customers that have remained with our maintenance service agreements say just the fact that they received SmartCAT Windows based CAT software was enough. The pluses of Maintenance Service is of course the tech support calls, but primarily, Cheetah International allocates enormous funds from this revenue stream to build and up date your software to keep it State-of-the-Art. SmartCAT has numerous features in the next update as stated previously in this newsletter, updates that will SAVE YOU TIME. Saving you time and helping you make more money, spending the extra time with family or however you want to spend your time is very important to you...and that makes it important to us. We listen to you throughout the year for ideas that can help you. The best way for us to deliver a better product year in and year out is have you join in the "team" of all of us within the Maintenance Service Program. Cheetah International can help you more efficiently in numerous ways while you're involved with the Service aspect, including keeping in touch. We need many of you to contact us to update your files. Have you moved, changes jobs, or phone numbers? Please Call us in August, tell us your thoughts on Maintenance Service Agreements, and let us help you. Call 800-869-6986 ext 2303 NOW, please.



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Sales: 877-333-CATS
Customer Service
800-829-CATS

Tech Support:
800-869-6986

Administration:
800-829-2287 Ext. 1005

**CatChat
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800-829-CATS**

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***Everything You Wanted To Know
About Cheetah and More!***

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