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WinScribe Digital Dictation System

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 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.

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

WinScribe is **NOT** a transcription service. All typing is done by an in-house transcriptionist or typist.

The Transcription Interface

The transcription Application is the window through which transcriptionists may view and select work from the WinScribe Server.

Whether at work, at home, or on the far side of the world transcriptionists can log-in to all the benefits of WinScribe. Transcriptionists may work 'on-line' or 'off-line' (with or without a connection to the WinScribe SQL database), connect to multiple WinScribe servers as required and maintain the highest level of productivity at all times.

True Support for Remote Transcription

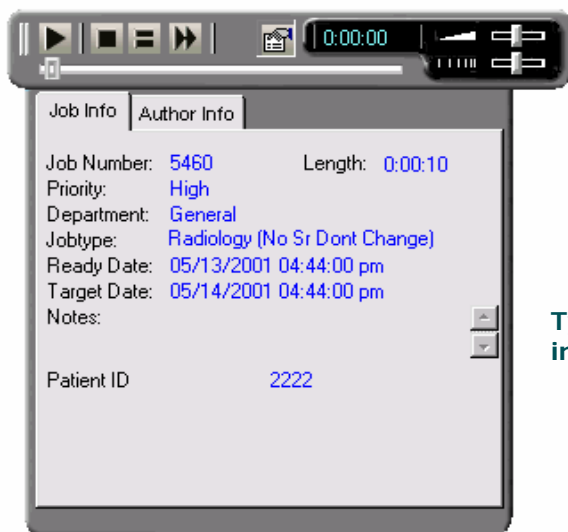
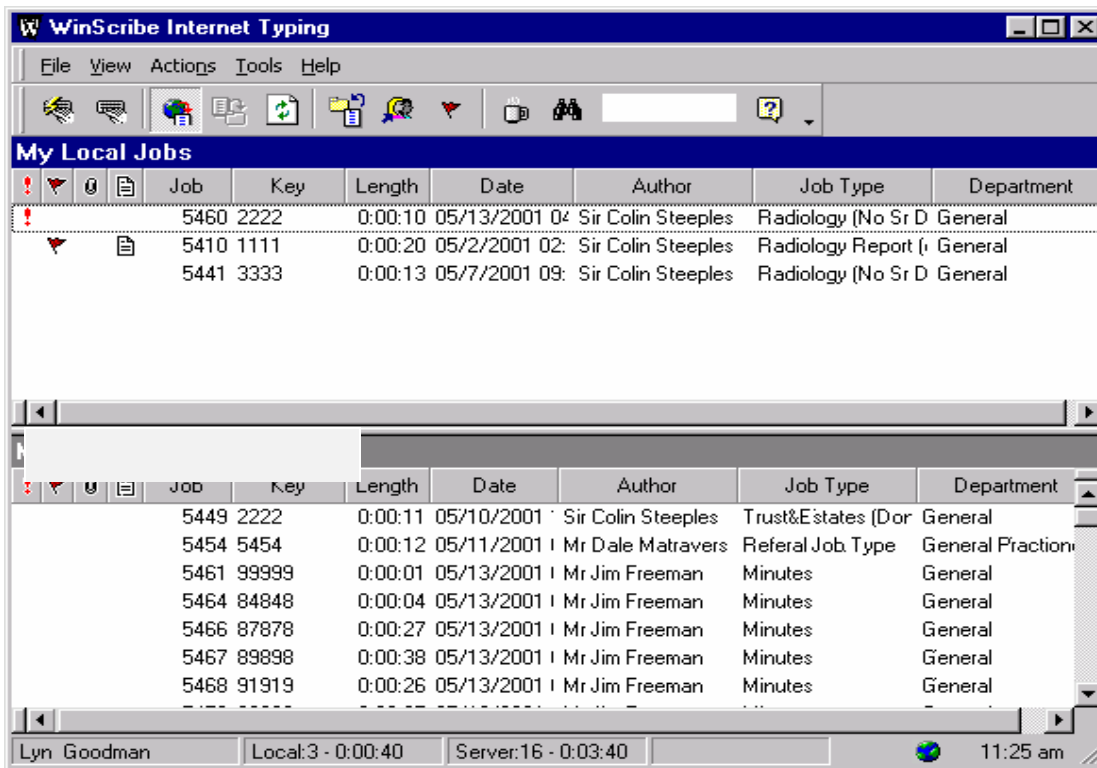
The WinScribe typist application is functional over the LAN / WAN or worldwide web. By supporting true HTTPS encryption WinScribe can eliminate the need for VPN connectivity for remote transcriptionists.

Integration with Popular Word Processing and Document Management Systems

WinScribe is integrated with popular word processing packages with support for Microsoft Word and Word Perfect. It can even be programmed to open and populate templates for the transcriptionist, saving repetitive keystrokes, effort and time. Using the inbuilt VB Scripting support the WinScribe transcription application serves to integrate with most professional document management systems on the market.

WinScribe's transcription macro feature allows third party products to be seamlessly and quickly integrated. For example macros can be used to insert demographic information into a document or application; insert standard texts, route documents for signature and more.

Regardless of location, the Internet Typist Application serves to bring transcriptionists into one virtual room, breaking the barriers of the office walls.



Internet Transcription Play bar

Typists always have information regarding author

Unlimited number of transcriptionists: Only the licensed number of transcriptionists can use the system at any one point in time (PHONE /LAN / WAN / INTERNET Transcription Client software). Transcriptionist licensing within WinScribe is concurrent. If desired additional transcription licensing can be added by ordering and requesting additional 'transcription concurrent licenses', please refer to the final section in the document for detailed pricing information.

Transcribe dictation via any Windows PC: No need for centralized transcriptionist groups. Transcriptionists may be stationed anywhere across a LAN/WAN/VPN or ISP based dialup connection. WinScribe does support telephone-based transcription if desired via any standard touchtone telephone.

Foot pedal and/or mouse/keyboard control for dictation playback: WinScribe supports most transcription hardware on the market today (various footpedals / headsets etc) and hardware settings may be configured to individual transcriptionist preferences.

Macros to automatically open document templates: Job templates automatically load when a transcriptionist selects a job for transcription - improving transcriptionist productivity.

Configurable rewind, forward & pause rewind settings: Allows transcriptionist to configure WinScribe to work the way they do.

Single or multiple group membership options: Transcriptionists can simultaneously belong to as many transcription groups as necessary as determined by the System Managers.

Full job and author details available with each job: Transcriptionists can see at a glance job and author details saving time if they need to contact an author.

Scrollbar and position indicator to show current position in job: Allows the transcriptionist to "see" their position on playback.

Context sensitive help available at any time: Help is available at anytime saving calls to supervisors/System Manager.

Find option with multiple search criteria: WinScribe has a very powerful search engine that allows transcriptionists to search for jobs by author name, department Id, job type, key field or job number.

Notes field attached for each job: Transcriptionists can see at a glance any special notes associated with any job.

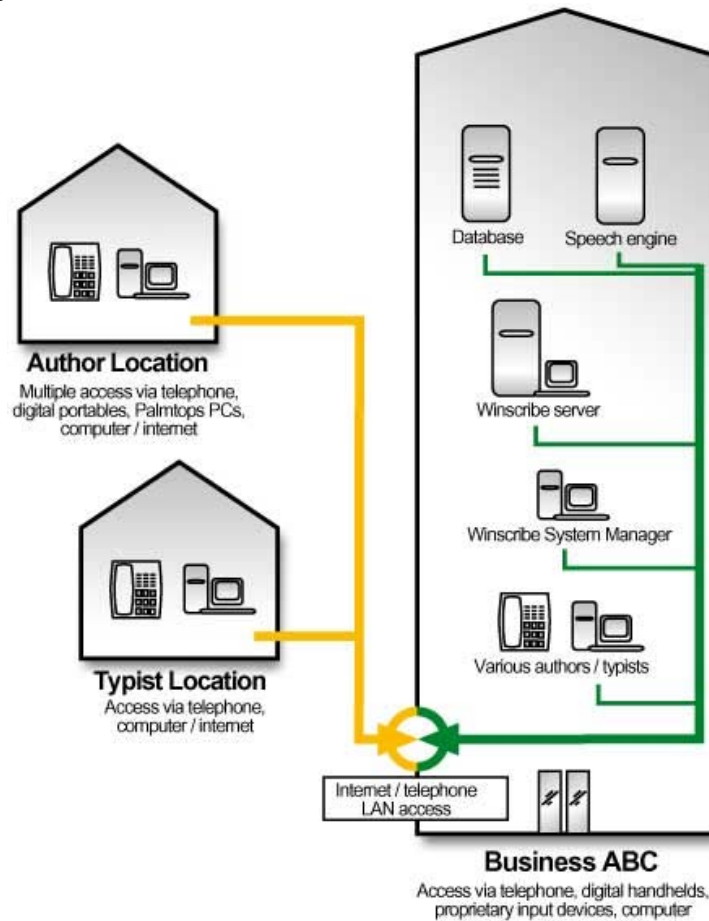
Priority job notification: Priority jobs are color-coded.

Increase/decrease playback speed with pitch control: Playback speed can be increased or slowed down to 50% of the recorded speed.

The Author Interface

WinScribe Authors are productive using the method that best suits their style. Telephone dictation, support for legacy systems, the latest digital handheld devices and the power of the WinScribe Author program come together to give Authors the benefits they need from a true open standards based workflow system. In the office, at home or on the road, WinScribe allows the author to dictate faster, more cost effectively and in total confidence 24 hours a day, 7 days a week.

The author is free to create dictation from any telephone, PC or digital handheld without having to be concerned about proofreading, correction, formatting and printing documents.



Powerful Telephone Interface

The telephone author is a truly unique feature of WinScribe's design. An author-reviewer can access the system and dictate new jobs, edit open jobs and review jobs from any landline or mobile telephone in the world.

Secure Dictation

Utilizing Secure Socket Layer (SSL) technology, all transmissions of voice files and data between sites can be completely encrypted and are unreadable to any person or group trying to "intercept" the transmission. SSL encryption is the industry standard and is commonly used in Internet applications that require security and privacy for sensitive data. By supporting HTTPS connectivity a virtual private network (VPN) is not required for remote authors dictating via a PC Microphone or Digital Handheld device.

Compatibility with Legacy Systems

WinScribe supports many legacy dictation / transcription devices from Dictaphone, Philips and Lanier, all transparent to the user.



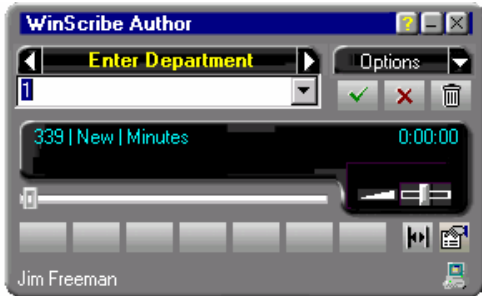
Support for Multiple Input Devices

Complete integration of the telephone is just one of the features of WinScribe's Author interface.

It also has the ability to fully integrate with other specialist dictation devices including Philips SpeechMikes, Digital Portables and Pocket PC's.



Authors may also record jobs while off-line and transmit jobs over the Internet for typing when they choose. Authoring can continue while jobs are being transmitted. The Author software "talks" to the WinScribe Server via the IIS (Internet Information Server) in a secure environment.



Unlimited number of author-reviewers – reviewers: [New author-reviewers can be added to the system in seconds without hardwiring or system upgrade.](#)

Three levels of voice prompts; beginner, normal or expert: **Author-reviewers learn the telephone interface at their own pace and capabilities.**

Record-Insert: Author-reviewers can insert voice without overwriting any portion of the recording. Unlike tapes, the author-reviewers can add to the recording anywhere they want.

Record-Overwrite: Author-reviewers can overwrite any part of the recording.

Cut & paste dictation: Allows creation of complex job type not unlike word-processing functionality.

Pause, rewind and forward control: Multiple speeds (fast, slow and go to beginning or end) makes reviewing dictation easy.

Adjustable rewind and forward settings: Author-reviewers can adjust default settings at any time to personalize the interface to work the way they do.

Set/cancel/go to multiple bookmarks: Bookmarks give author-reviewers the ability to jump to any part of job, making editing and reviewing easy.

Context sensitive help available at any time: Help is always available for author-reviewers reducing support calls to supervisors/System Managers.

Set priority status for job type: Jobs can be marked with high priority where necessary.

Automatic prioritization based on job type: All job types have an 'expected turnaround', based on priority, author, department and job type.

Automatic dictation routing to the right transcriptionist for the job: Jobs are routed to transcriptionists automatically depending on author and job type ensuring only transcriptionist with access to an author's work will receive it.

Increase/decrease playback speed and volume: Playback and volume can be personalized by the author.

Change security codes: Author-reviewers can change their security code at anytime.

Dictate, edit, review or review only access: Author-reviewers can be configured to dictate only, review only, edit, or combination of all three.

Dictation via any networked Windows PC: WinScribe can be installed in any Microsoft based PC Network and can operate via the Intranet or Internet utilizing the standard HTTP or HTTPS (encrypted) protocols.

Enquire on dictation status: Allows author-reviewers to check on their own work status, therefore eliminating calls to transcriptionists/System Managers by author-reviewers (online dictation status enquiry).

Notes field for each job: Special instructions for transcription can be placed into a 'notes' field.

Compatible with standard barcode readers, handheld and foot control dictation devices: Virtually any peripheral device can be used with WinScribe giving the users many options that best meet their needs.

NOTE: WINSCRIBE DOES NOT LICENSE ANY PC BASED AUTHOR INTERFACE – YOU CAN HAVE UNLIMITED AUTHORS USING THE LAN/WAN or INTERNET CLIENT APPLICATION –THERE IS NO ADDITIONAL CHARGE TO ADD NEW AUTHORS TO THE SYSTEM (with regard to licensing). AUTHORS MAY NEED ADDITIONAL HARDWARE (such as portable digital recorders if desired).

The Author "Internet Importer" Application



Portability & Compatibility

For those authors who prefer the portability of handheld dictation devices or Pocket PC's the WinScribe Internet Importer is the perfect solution. The Internet Importer will work seamlessly with the Olympus D3000, Compaq IPAQ, Philips and Grundig digital recorders and many other brands.

Intelligent Routing

The Internet Importer intelligently imports files so that all of WinScribe's standard routing rules apply. Routing for speech recognition, review, transcription by a specific typist are just a few examples of the possibilities.

Internet/Intranet Download

Whether working on site or offsite from home or another office WinScribe Internet Importer allows the author to automatically download dictation making it available for transcription within minutes no matter where the author is located. The Internet Importer can scan multiple network folders and download files to a WinScribe server(s), whether the server is local (Intranet) or remote (Internet).

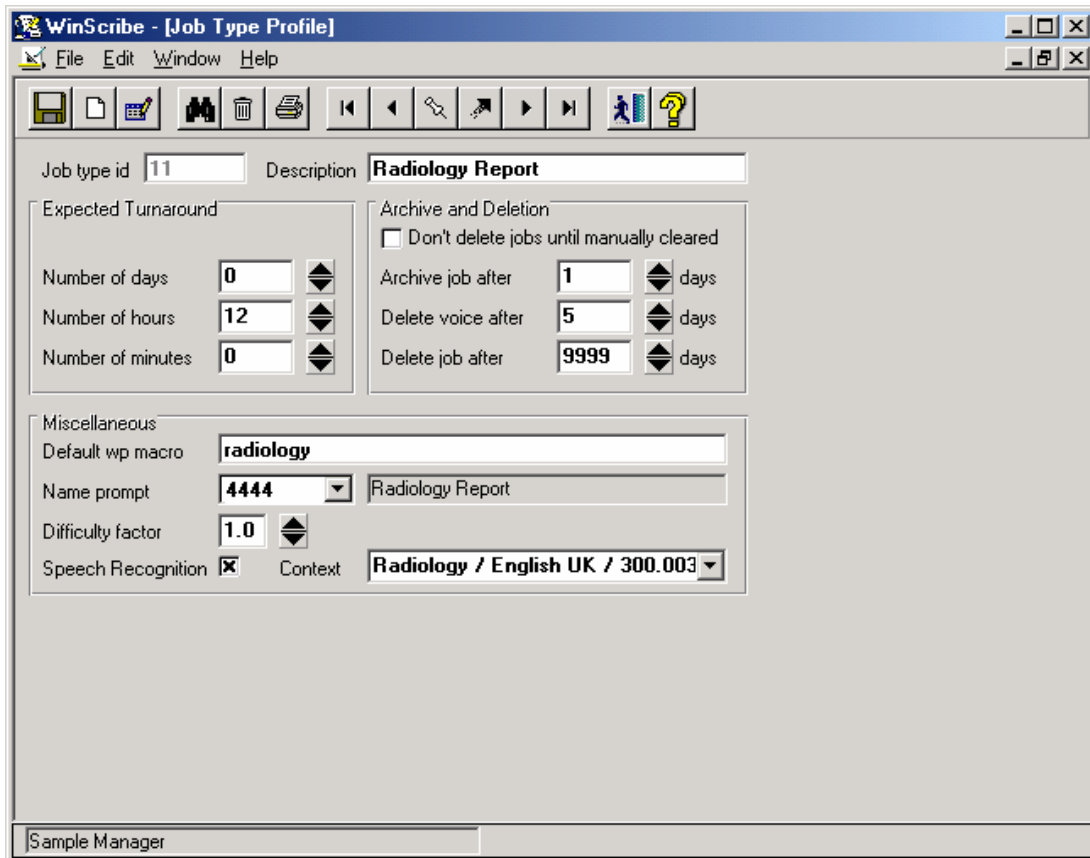
Secure Internet Transport

When required the Internet Importer can be setup to use Secure Socket Layer (SSL) technology, making all transmissions of voice files and data between sites completely encrypted and unreadable to any person or group trying to "intercept" the transmission. SSL encryption is the industry standard and is commonly used in Internet applications that require security and privacy for sensitive data.

Completely configurable

The WinScribe solution is designed and built completely upon open standards – as such its use can be adapted to any specific need of an organization. The heart of WinScribe is really the “Work Type” or “Job Type”. Supporting unlimited job types ensures that WinScribe can be adapted to best suit your individual Author and Department requirements.

Some Authors may for example prefer to dictate via standard touch-tone telephones, others may be positioned in front of a Radiology PACS system, utilizing the WinScribe Author Application and high quality microphones. Similarly wireless dictation using the likes of a Compaq IPAQ may be more suitable for those doctors on ward rounds – the choices are nearly endless and unlimited.



Screen-Shot of a Job Type Screen

Every Job Type in WinScribe (there can be unlimited Job Types) is allocated it's own required turn-around time.

Every Job Type is also configured for a UNIQUE archive and deletion process (post transcription) if required.

The example above shows a “Radiology Report”.

What about requesting information and structured dictation?

Every different Job Type in WinScribe can also extract information from an Author both visually and verbally! For instance, when dictating a *History and Physical* – WinScribe can prompt the Author for SPECIFIC information; another example may be to prompt a Radiologist to “Barcode Now”. The choices here are again fairly unlimited.

Each job type can also have an associated MACRO name – this functions to ‘launch’ a DOCUMENT TEMPLATE that is used by the organization when a transcriptionist commences work on a new job of this Job Type.

WinScribe automatically allocates each job an ‘expected turnaround time’ and places the job in the appropriate transcriptionists queue (Skills Based Routing) in the order it is to be typed. As jobs move closer to their expected turnaround, their relative position changes dynamically so that each job will at some time be at the “top of the queue”.

The key to prioritizing work with WinScribe is in setting up each job type with an ideal time in which jobs of that work type should be completed.

In WinScribe this is termed as the “Expected Turnaround”. Notice in the Expected Turnaround panel (see above) that you may choose to set the expected turnaround time in days, hours or minutes, you may also use a combination of these. If the System Manager decides that a particular job type is not being processed soon enough, then it is a simple matter of adjusting the expected turnaround time to suit. In the event that an author has an urgent job, he or she may mark the job as a priority job (if they have the appropriate user rights), and the job will be placed at the top of the appropriate transcriptionist’s group queue.

Flow through of the completed job to the transcription pool

The macro name is added to the job type profile so that when the transcriptionist selects a job for typing a command is sent to the word processor to execute that macro, this in turn opens the document template.

Example:

When a transcriptionist receives or chooses a ‘Purchase Agreement’ – WinScribe will launch her word processor application and the appropriate Document Template in use by the organization – this is a unique feature of WinScribe. WinScribe can also be used to automatically POPULATE that document template with demographics where possible.

Management of the WinScribe System

The WinScribe System Manager Interface can be best described as the window through which the system manager administers users and monitors workflow on the server. With WinScribe's built-in Administrative tools it is easy to stay in control. These features aid workflow management and allow work priorities to be changed easily and quickly.

WinScribe takes the hard work out of managing dictation in today's transcription environment.

There are five main screens:

Users – Creation and management of user profiles

Maintenance – Managing Job Types, Transcriptionists Groups, Departments, System Settings, Prompt Recording etc.

Reports – Reporting on system performance and invoicing

Alarms – Alarm monitoring and setup (for example work approaching or exceeding turn-around time).

Jobs – A real-time view of your system – for example – Jobs being dictated now, Backlog jobs by Transcriptionist or Transcription Group.

The Web/System Manager Interface

Unlimited number of System Managers: Unlimited System Managers can log on simultaneously. System Management users are NOT licensed, you can have any number of System Managers on the LAN/WAN – each with different user rights as required.

Access via any networked or Internet connected Windows PC: System Managers can logon from anywhere across the network or via the Internet.

Prompt recorder for the telephone interface: Allows the System Manager to record unlimited prompts.

As discussed WinScribe authors may choose to dictate via a standard touch-tone telephone – as such to enable ease of use System Managers may record a unlimited number of 'Voice Prompts' for the systems utilization. Voice Prompts need to be *recorded for items such as DEPARTMENT NAMES, JOB TYPES and for STRUCTURED DICTATION*. A System Manager may record a prompt such as:

"Please record the Patients Name and Date of Birth"

This recorded prompt is given a unique prompt ID, and may be 'called' by a specific Job Type. For instance, an Author picks up a standard phone, enters his appropriate *User ID* and *Security Code*, Selects a *Job Type*, and is then prompted to *"Please record the Patients Name and Date of Birth"* – prior to commencing the main body of the dictated report.

Up to ten configurable fields for each job type: Allows System Managers to create any imaginable job type and therefore are able to request author-reviewers input the correct information related to the job i.e. Customer account code, matter number etc.

Job priorities change dynamically, as they become overdue: All work is prioritized or scheduled for typing based on its expected turnaround time. All jobs continue to push to the top priority.

Full job tracking and inquiry: All job monitoring is done in real time. System Managers can see exactly what work is in the system at any time.

Fast find jobs using multiple search criteria: WinScribe has a very powerful search engine. Jobs can be found by author name, job type, job number, department, transcriptionist group, transcriptionist and key fields.

Alarms to monitor and warn when predetermined system/user conditions occur: System Managers can set up alarms that warn them of such things as overdue jobs for authors, departments, job type etc.

Multiple reports showing productivity, input/output by user department job type

Itemized statements for billing by department, author etc: WinScribe offers billing as standard. Invoices can be created for any job type.

Context sensitive help available at any time: Help is always available for System Managers.

Edit job routing, priority and settings: Jobs can be viewed by the System Managers and reprioritized for example.

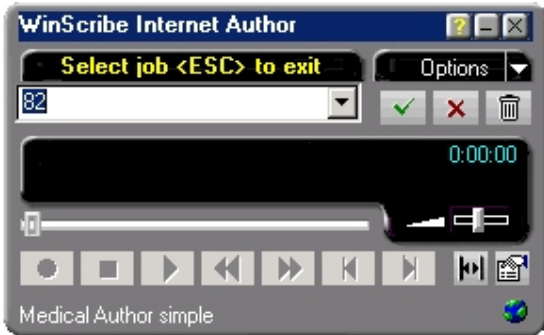
Multiple security levels: Managers can act as full System Managers, supervisors or departmental type supervisors.

It is a common trait for Authors dictating via the telephone interface to leave a phone "off hook" thereby utilizing a telephone dictation port. These settings are configurable by the end user to automatically "log off" a telephone author or transcriptionist after a variable 'time-out' period (both the Author and Transcriptionist telephone interfaces allow a variable log-off feature).

When dictating via a touch-tone telephone Authors may choose to receive a WinScribe Job Number, a unique identifier of that job record taken in real time from the WinScribe SQL database. Authors are completely aware that the job has been saved and is in the transcription pool. At any time authors may utilize the Job Number to "pull back" a job for review (or modification depending upon the job status).

When dictating via the PC interface work is typically uploaded to the WinScribe server immediately after dictation is 'completed'. If the Author chooses to exit the Author application prior to the dictation being "uploaded" to the server, he or she will receive a visual warning of the event.

At any stage via the WinScribe PC author application an author can enquire as the status of his / her dictation - this is an extremely useful and unique feature of the WinScribe product.



Job	Created	Department	Job Type	Key	Status
82	04-Jun-02 12:16:00	Medical Department	Medical Integrated	4000	Waiting For A Typist
81	12-Nov-01 1:15:00	Medical Department	Medical Simple	81	Waiting For A Typist
77	31-May-02 6:21:00	Medical Department	Medical Simple	77	Completed
55	28-May-02 3:54:00	Medical Department	Medical Integrated		Completed
22	23-May-02 4:40:00	Medical Department	Bill of Account	898908908908	Waiting For A Typist
21	24-May-02 2:36:00	Medical Department	Bill of Account		In Typists Personal
20	24-May-02 2:36:00	Medical Department	Bill of Account		In Typists Personal
19	24-May-02 2:16:00	Medical Department	Bill of Account		Completed

Transcriptionists have the ability to place work – “on hold” – allowing an author to give them feedback as to information in the job – this is the normal chain of events when the transcriber wants to let the author know that something is missing (as opposed to a normal review and sign).



Authors can dictate via many differing devices – including – but not limited to the following:

- Any DTMF touch-tone telephone
- Specialist dictation stations and telephones
- Cellular phones
- Conference Telephone Stations (such as Polycom Boardroom Stations)

- Digital handheld devices such as the Olympus DS3000 series
- The WinScribe Internet Author Application
- PDA devices such as the Compaq IPAQ and HP series



(devices based on the Pocket PC Operating System - in both an online or offline environment, or integrated with Wireless Networking IEEE802.11b).

WinScribe has exception integration ability with the Olympus DS3000 digital handheld, the author simply dictates, and from any download location (even over the internet) plugs the device in – the WinScribe Importer application will audibly inform the author when the work has been successfully uploaded (via HTTPS) to the WinScribe server!

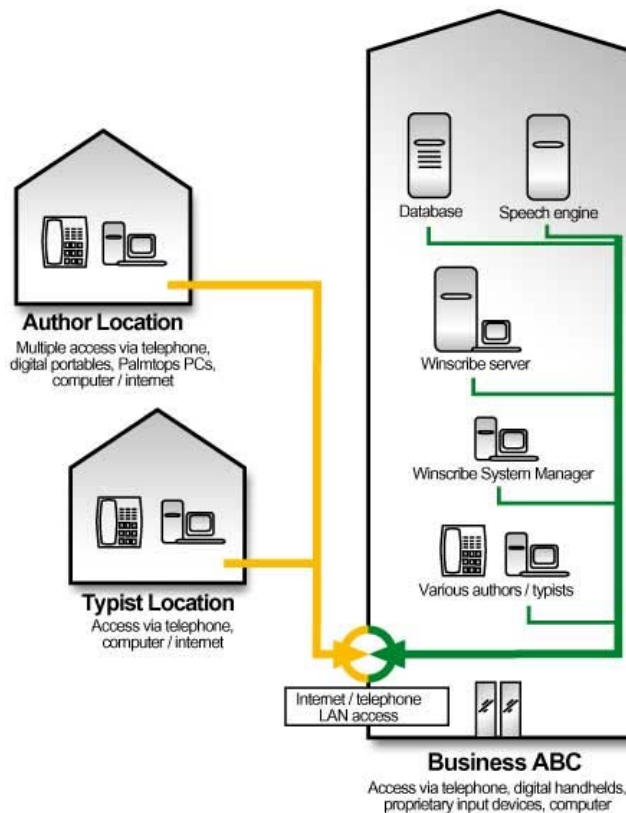
The Key to the seamless integration is the variable AUTHOR ID and WORKTYPE. An author can dictate various kinds of reports during the day (approximately 1.5 hours of dictation for an 8MB flash memory card) and then connect the DS3000 to its USB Cable. The dictated work is automatically downloaded and distributing for transcription appropriately. The author does not even need to touch a PC keyboard!

Telephone Dictation – Ease of Use

The telephone author is a truly unique feature of WinScribe's design. An author-reviewer can access the system and dictate new or open jobs, review jobs etc, from any telephone in the world.

Please refer to the AUTHOR USER GUIDE – Provided with this response for your information.

Options for remote transcriptionist



Remote SECURE Transcription – without the need for a VPN

The WinScribe Internet Transcription application is designed to communicate with a WinScribe server from anywhere, over the LAN, the WAN or the World Wide Web. The application will seamlessly communicate with the WinScribe server, without sacrificing security or functionality.

The Internet Transcription application includes inbuilt support for HTTPS connectivity to a WinScribe database, additionally it can support NT Authentication (in addition to the standard WinScribe user ID and Password).

The Internet Transcription application is easily installed over the internet by a remote transcriptionist. The transcriptionist simply browses to a secure WinScribe website, and follows a 'one click' install process. During the installation her computer is automatically configured to 'talk' with an appropriate WinScribe Server.

As this is a distributed application subsequent updates to the Internet Transcription application are automatically downloaded upon connection to a WinScribe server – ensuring the application remains current with the latest software variant without the need for costly re-installation or remote technical support / installation.

As secure transcription can be achieved without the need for a third party VPN the use of the WinScribe Internet Transcription application can provide considerable cost savings.

The Internet Transcription application is utilized on the LAN / WAN or Internet, and all communications between the Transcription PC and the WinScribe SQL server occur via the Microsoft IIS (Internet Information Server) platform.

Detailed pricing for the Transcription application is provided in the final section of this document.

The screenshot shows the WinScribe Internet Typing application window. It features a menu bar (File, View, Actions, Tools, Help) and a toolbar with various icons. Below the toolbar are two main sections: 'My Local Jobs' and 'My Server Jobs', each containing a table of transcription jobs.

My Local Jobs								
Job	Key	Length	Date	Author	Job Type	Department		
5460	2222	0:00:10	05/13/2001 04	Sir Colin Steeples	Radiology (No Sr D	General		
5410	1111	0:00:20	05/2/2001 02	Sir Colin Steeples	Radiology Report (General		
5441	3333	0:00:13	05/7/2001 09	Sir Colin Steeples	Radiology (No Sr D	General		

My Server Jobs								
Job	Key	Length	Date	Author	Job Type	Department		
5449	2222	0:00:11	05/10/2001	Sir Colin Steeples	Trust&Estates (Dor	General		
5454	5454	0:00:12	05/11/2001	Mr Dale Matravers	Referral Job Type	General Fraction		
5461	99999	0:00:01	05/13/2001	Mr Jim Freeman	Minutes	General		
5464	84848	0:00:04	05/13/2001	Mr Jim Freeman	Minutes	General		
5466	87878	0:00:27	05/13/2001	Mr Jim Freeman	Minutes	General		
5467	89898	0:00:38	05/13/2001	Mr Jim Freeman	Minutes	General		
5468	91919	0:00:26	05/13/2001	Mr Jim Freeman	Minutes	General		

At the bottom of the window, there is a status bar showing the user name 'Lyn Goodman', local time 'Local:3 - 0:00:40', server time 'Server:16 - 0:03:40', and the current time '11:25 am'.

What interface capabilities does WinScribe support ?

WinScribe Integrates with third party systems seamlessly utilizing the inbuilt WinScribe VB and JAVA scripting ability. The aim of the WinScribe Script ability is to allow third party systems to be quickly and easily integrated with minimum cost to the end user – whilst providing maximum flexibility. Further investigation is suggested in this area as we would like to discuss exactly the functionality you desire, allowing us to prepare a “Scope of Work” identifying your key requirements, setting deliverables and a final quote for any custom integrations or features desired.

WinScribe Speech Recognition Integration

On average, we speak seven times faster than we can type. As a result, transcribing recorded speech is a time consuming and error prone task. Add in the difficulty of finding experienced and skilled transcription / secretarial staff, and it is easy to see why so many companies are looking for ways of improving productivity and accuracy.

Speech Recognition technology has been available for several years, but until recently did not provide a compelling business case for implementation. Older versions of speech recognition required the author to change their dictation habits to suit the technology, while still producing less than desirable results (often not producing productivity gains at all).

WinScribe's Server Based Recognition addresses both of these issues to deliver the promise of this exciting technology. Server Based Recognition is carried out after the author has completed the dictation. No special words or phrases are required so the authors work practices are completely unaffected.

Server Based Recognition uses its special knowledge of the recorded dictation to select an appropriate recognition profile and dictionary to use to substantially increase the recognition rate. To ensure ongoing improvement in recognition rate, Server Based Recognition also processes the completed document to automatically add unknown words and phrases to the dictionary.

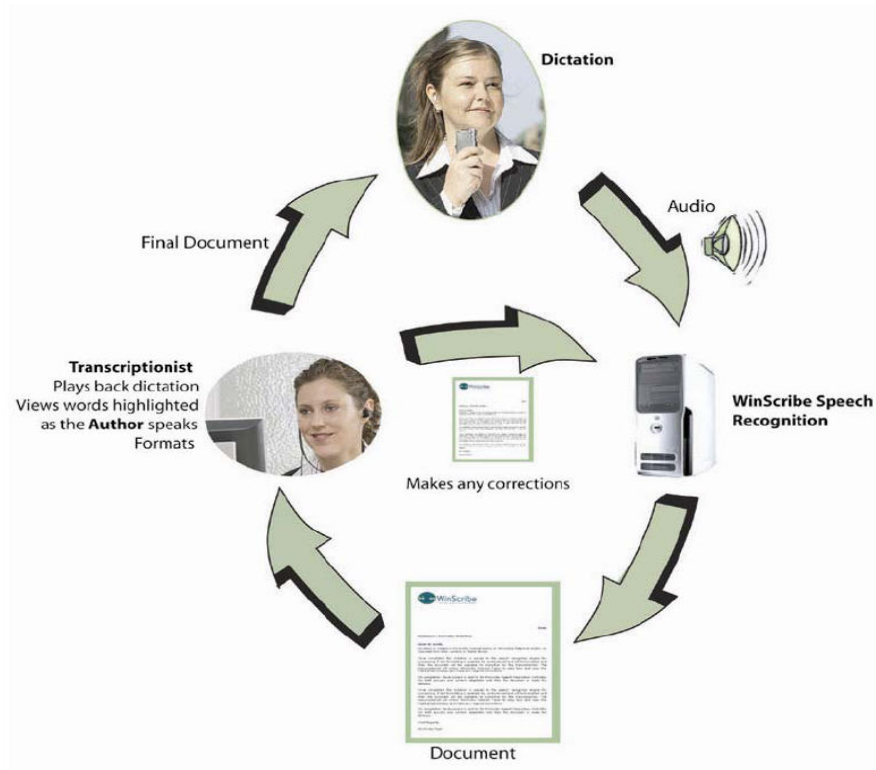
Transcription/Secretarial staff don't need to transcribe the document, but instead, proof read the recognized text, correcting any errors as they go.

With WinScribe's optional Text Processing module for Server Based Recognition, the recognized text can even be pre-formatted prior to proof reading to further enhance productivity. Recognized text is scanned by the Text Processing module, to identify sections, headings, lists, missing punctuation, and even to standardized common words and phrases.

Text processing eliminates the need for tedious and repetitive formatting, correction or standardization of grammar, and even reorganizing of sections to conform to company standards.

General vocabularies are available in many languages including US English, UK English, Australian English, Indian English, SE Asian English, German, Spanish, French, Italian and Dutch. A number of specialist vocabularies are also available.

Speech Recognition Workflow Diagram



Productivity-reporting modules

The WinScribe System management application provides excellent inbuilt reporting capability and a wide range of report data, examples of reports available are documented below. Additionally the WinScribe database (SQL Server) is "open" allowing user defined custom reports to be generated and produced in third party applications such as Crystal Reporting TM.

Report	Purpose
Logfile	The logfile report is used to keep track of the adds, changes and deletions made to WinScribe by the system manger(s). For example, if a System Manager were to delete an author, an entry is recorded in the logfile. Under WinScribe settings the system manger may select which actions are logged and for how long the report is maintained.
Input Output	The input output report shows the number of jobs dictated the number of jobs typed and the average turnaround time on either an hourly, daily or monthly basis. There are additional options for printing the report by department, job type, transcriptionist group or author and a further option to print all or a range of departments, job types etc.
Transcriptionist	The transcriptionists report produces accurate information about when a transcriptionist logs on/off WinScribe, how much time the transcriptionist is inactive, time spent on breaks, time spent working, shows the time spent on each job, how long the voice file is, how long the job took to type, it's difficulty factor and the revenue/cost to type the job. This information can be produced for all transcriptionists or a range of transcriptionists. The report can be produced based on time of day, day of month or monthly basis with the option to select a range of dates to print or to print all records.
Invoicing	The invoicing report provides summary or detailed statement on jobs that have been typed. This can be produced for a range of dates, produced by department, job type, transcriptionist group etc. Certainly many government departments and health providers require this report type for inter-departmental billing. Legal firms have for a long time used manual systems to account to their clients for typing costs.
Disk	The disk report looks at the total size of the WinScribe server hard disk drive and calculates the percentage of storage space in use. You may select a date range or display all records.

Last Used	This report allows the System Manager to see when transcriptionists or author-reviewers last accessed WinScribe. The report may be sorted by Id, name, department or date.
Calls	The Calls report shows the telephone port usage and is useful for monitoring port utilization. It includes port used, caller Id, call count, call duration and highest port used statistics. It may be printed for a range of dates and show summary or detailed information.

Technical Overview

WinScribe utilizes the Windows 2000 or 2003 Server operating system. Network protocols that can be used include HTTP, HTTPS, TCP/IP, NetBEUI, named pipes and IPX/SPX, allowing for integration to almost any type of PC network.

WinScribe connects to your telephone system (PABX) via the Dialogic Line Card (DSP) and standard analogue extension ports. Author-reviewers can dial into the system from any telephone or cellular phone and dictate/review work. The number of author-reviewers expected to use the system determines the number of voice port connections required.

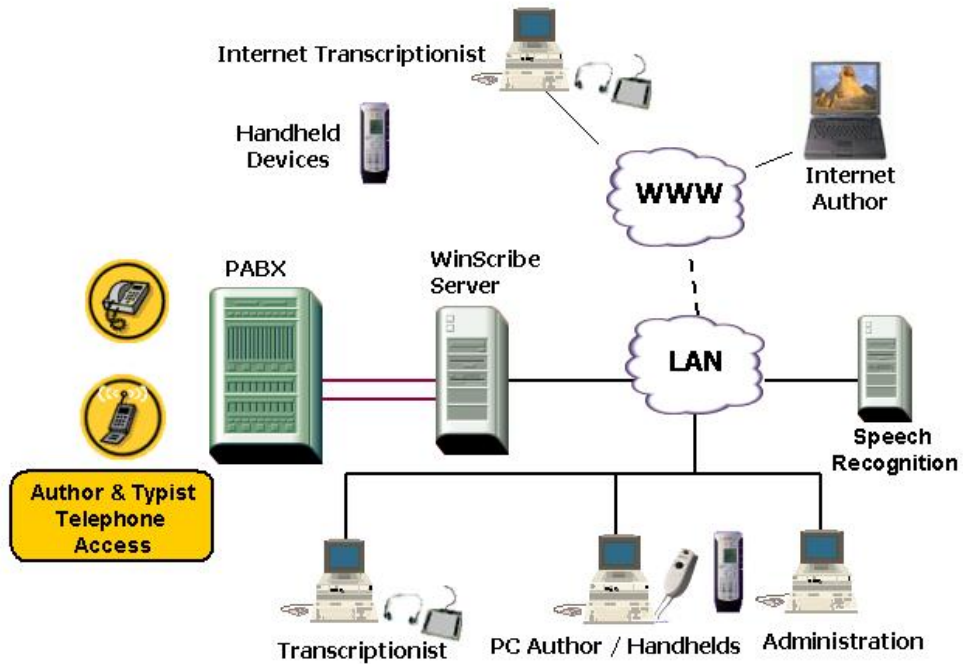
The DSP board(s) provide the physical connection from the customer telephone system (PABX) to the server as well as handling DTMF (touch tone telephone keypad) signaling. This is used to control the playback and recording of dictation.

Dialogic boards are typically supplied in 4 or 12 port configurations, each port requiring an analog telephone port. We will only supply PCI interface cards – protecting your investment in the technology – as Intel (the owner of Dialogic) have ceased to support ISA cards in their new motherboard chipsets.

The number of author-reviewers that may dictate simultaneously (via the telephone interface) is directly related to the number of ports installed in a server. Please note that you are NOT required to use telephone dictation / transcription – WinScribe will function completely on an IP based network if required (using the PC based Author / Transcription software).

WinScribe also connects to your PC network. Author-reviewers, Transcriptionists, and System Managers can use any PC across the Local Area Network (LAN) or Wide Area Network (WAN) (or internet). The three *client* applications can access the WinScribe system – this design is referred to as *Client/Server* Architecture.

Digital Dictation



In addition to installing the appropriate client application, users also require additional equipment as follows.

Author-reviewers

PC Author-reviewer Client Software

Soundcard

Microphone of any description

Speakers or headset

Optional Foot-pedal (if 'hands-free' is required)

Transcriptionists

Transcriptionist Runtime License

Soundcard

Foot-pedal

Headset

System Managers

System Manager Client Software

Soundcard

Microphone of any description

The WinScribe Server

WinScribe Server: Windows 2000 or 2003 multithreaded 32-bit service

Number of telephone ports from 2 to 400.

Dictation storage from 20 to 4,000 hours – based upon size of installed Hard Disk Drives (HDD).

Disk and voice port redundancy (optional): There are many options available for redundancy, from simple disk mirroring to RAID 5 disk arrays.

Automatic deletion of archive directory: WinScribe housekeeps the archiving and deletion of voice files dependent on configurable parameters.

Expandable in single port increments. WinScribe licenses the TELEPHONE PORT, and you can add additional port licensing as required – in addition you may need to add Dialogic hardware – typically 4 or 12 port cards.

Customizing: WinScribe has integrated third party products such as various manufacturers digital handsets and older style proprietary 'transcribe stations'.

Hardware Requirements for WinScribe

System Configuration Overview

By design, WinScribe is a digital dictation system that not only works with existing PC networks, but also via any Telephone System, thus allowing customers to utilize their existing PABX and computer systems.

The WinScribe Server system maintenance functions are self-automated – it is advised however that the system is 'kept up to date' with the latest Microsoft Security patches and service packs at all times.

All functions within WinScribe are aimed at providing zero downtime for users – even in the event of a complete LAN failure the Authors may continue to dictate (offline) – and transcriptionists may continue to transcribe (offline). VB Scripting interfaces can include inbuilt fail-over, or 'retry' settings in the event of a lost database connection etc.

WinScribe Server requirements in the PC Network

The number of users (managers, author & transcriptionists) and storage needs of the client largely determine the configuration and server specification needed to run WinScribe. In smaller sites (1 to 20 users) it may be possible to use the customer's existing server providing the server has the spare capacity. In larger sites (20 users plus) a dedicated server is recommended using Windows 2003 Server.

WinScribe employs a client, server based architecture where the server technology is Intel based and conforms to the following minimum specification (see below). Note that WinScribe is bundled with MSDE 2000 however SQL Server can be utilized as a replacement. Recommended Operating System software for the WinScribe server is Microsoft.

The server you intend using must have the following minimum requirements:

- Windows 2000 Server or 2003 Server with all Service Packs and updates applied.
- Internet Information Server (IIS) version 5.0 or later if installing WinScribe Web Components (Internet Clients) on a Windows 2000 Server. Internet Information Server (IIS) version 6.0 or later if installing WinScribe Web Components (Internet Clients) on for Windows 2003 Server.
- .NET Framework 1.1
- MDAC 2.7
- Active Directory if want to use single sign-on features
- Dialogic Telephony card with enough ports to accommodate dictation needs (only required for telephone dictation)
- Hard drive partitioned such that the OS and IIS are installed on the C partition (at least 20 GB), allowing installation of the WinScribe server, WinScribe client components and the SQL database on the D partition. D partition should be the larger of the two as dictation voice files will be stored there until archived.

Security Warning To ensure that the system is protected against all known malicious attacks, it is a good idea to visit the Microsoft security Web Site at <http://www.microsoft.com/security/> and install the latest patches.

- **Pentium 4/2.0 GHz or higher**
- 256 megabytes (MB) of RAM recommended minimum; more memory generally improves responsiveness, average sites will require at least 512MB Ram. **We strongly recommend a least 2 GB RAM.**
- 2GB hard disk with a minimum of 800MB of free space for installing WinScribe components. See next page for full details on recommendations for author dictation storage space.

Security Note, for security purposes, Microsoft recommends that all drives used with IIS be formatted with NTFS, also the working directories that are created during the **WinScribe Web Components installation should be on a separate partition to the operating system.**

- VGA Monitor, CD ROM Drive, Keyboard & Mouse
- 100Mbit network card, **TCP/IP protocol & a static IP address**
- If connecting WinScribe directly to the Internet a **public IP address** from your Internet Service provider (only required if Internet clients are being used remotely over the Internet)
- High-speed network/Internet connection
- Certificate of Authority (CA) if users will be accessing WinScribe components via the Internet. This provides 128-bit encryption and will have a URL of https://
- SQL 2000 SP3 or can use MSDE 2000 (Microsoft Desktop Edition) which ships free with WinScribe. Note there is a 5 concurrent user and a 2GB limitation on database size with MSDE.
- DB2KMGR (shareware) to manage the WinScribe database unless SQL Enterprise Manager is already in place

A backup solution and a RAID configuration for redundancy

Voice Disk Storage requirements

The following example may be used as a basis for calculating storage needs.

One hour of dictation requires 14 MB of disk space using the compressed Dialogic ADPCM format. Therefore a 2.0Gb drive provides approximately 140 hours of voice storage.

With size configurations and cost effectiveness of PC disk storage today, there is virtually no limit to the number of voice storage hours that can be accommodated. The WinScribe Archive and Deletion process ensures the server maintains optimum performance levels.

WinScribe author-reviewers telephone requirements

The WinScribe Author-reviewers telephone interface provides dictation from any touch-tone or cellular telephone.

WinScribe Author Telephone interface is scaleable from a single port to 400 ports. Each port requires an analog extension on the customers telephone system (PABX), except were a digital interface is used.

Please note that many authors may use digital handheld devices or the LAN/WAN/INTERNET client applications – therefore REDUCING the 'Port Requirements'.

WinScribe Intranet / Internet PC Author-reviewers hardware requirements

The Author PC interface offers an easy to use graphical environment. Author-reviewers can control their dictation using a mouse or handheld microphone / mouse (for example the Philips SpeechMike range) connected to a Sound Blaster or compatible sound card or a USB input device. The Author may also choose to use a foot-pedal if hands-free is a requirement (for example in a Pathology application).

Authors control their dictation using a mouse and microphone/speakers connected to a Sound Blaster or compatible sound card or USB port. Alternatively, various models of the Philips SpeechMike, or other types of microphones may be used and / or USB or standard foot controls for hands-free dictation can be used.

- Local Administrator rights to install application
- Windows XP
- Pentium III/1.0 GHz or higher CPU. **NOTE: If speech-recognition dictation will be done on this computer, a Pentium 4/2.0 GHz or higher CPU is strongly advised.**
- 512 MB of RAM recommended minimum; more memory generally improves responsiveness. **NOTE: If speech-recognition dictation will be done on this computer, you will need at least 1 GB of RAM.**
- 1GB hard disk with a minimum of 8MB of free space.
- VGA Monitor, Keyboard & Mouse, CD ROM Drive or access to a network CD ROM
- Network Card (100Mbit recommended)
- Internet Explorer version 5.0 or higher
- 56K modem or more ideally a high speed Internet connection for remote or mobile users

- Sound Blaster or compatible sound card and headset
- Games Port or USB foot control (optional). Dictation playback can be controlled with keyboard shortcuts (Internet Author only)
- Games Port on the sound card, or a USB port depending on the type of foot control
- Handheld SpeechMike or SpeechMike Pro dictation microphone (optional)
- Digital Recorder (optional)
- Authors that choose to use the Internet Author Application must have Internet Explorer (IE) installed.

Additionally the 'Internet Author' PC will require as a minimum an Internet Service Provider (ISP) dial up connection and 56K modem. DSL or more efficient connection methods to the Internet / Intranet will prove advantageous for those authors with extremely high traffic demands.

PC Intranet / Internet Transcriptionist hardware requirements

The Transcriptionist PC interface offers an easy to use graphical environment. The transcriptionist controls dictation playback using a standard foot-pedal adapted to connect to the games port on a Sound Blaster or compatible sound card (or a supported USB foot-pedal). Any suitable headset may be used.

The WinScribe Transcriptionist PC interface provides a concurrent user license arrangement on the LAN/WAN. Internet Transcription should be considered as a 'seat license' that can be re-allocated.

Warning Microsoft Internet Explorer I.E. Version 5.0 or above is required for WinScribe Internet clients, if using the browser provided by AOL (America Online) or any other browser supplied by an ISP, you must install I.E. as well. Internet Explorer comes free with every version of Windows.

- Local Administrator rights to install application
- Windows XP
- Pentium III/1.0 GHz or higher CPU. Pentium III/1.0 GHz or higher CPU.
NOTE: If speech-recognition correction will be done on this computer, a Pentium 4/2.0 GHz or higher CPU is strongly advised.
- 512 MB of RAM recommended minimum; more memory generally improves responsiveness. **NOTE: If speech-recognition correction will be done on this computer, you will need at least 1 GB of RAM.**
- 1GB hard disk with a minimum of 8MB of free space.
- VGA Monitor, Keyboard & Mouse, CD ROM Drive or access to a network CD ROM
- Network Card (100Mbit recommended)
- Internet Explorer version 5.0 or higher
- 56K modem or more ideally a high speed Internet connection for remote or mobile users
- Sound Blaster or compatible sound card and headset

- Games Port or USB foot control (optional).
- Games Port on the sound card, or USB port depending on the type of foot control

Transcriptionists that choose to use the Internet Transcription Application must have Internet Explorer (IE) installed.

'Internet Explorer' is NOT used by the transcriptionist – however a component of IE (that is registered upon installation) is utilized by the WinScribe Client.

Additionally the 'Internet Transcription' PC will require as a minimum an Internet Service Provider (ISP) dial up connection and 56K modem. DSL or more efficient connection methods to the Internet / Intranet will prove advantageous for those transcriptionists with extremely high traffic demands.

System Manager hardware requirements

The System Maintenance interface provides the ability to manage the dictation workload from any PC on the LAN/WAN. A standard microphone and speakers connected to the games port of a Sound Blaster or compatible sound card is required to record phone prompts (only with the telephone interface).

WinScribe System Maintenance interface is bundled free (unlimited users) when purchasing a license for the WinScribe Transcriptionist interface.

- Local Administrator rights to install application
- Windows XP Professional
- Pentium III/1.0 GHz or higher CPU
- 512 MB of RAM recommended minimum; more memory generally improves responsiveness.
- 1GB hard disk with a minimum of 50MB of free space.
- VGA Monitor
- Keyboard & Mouse
- Network card (100Mbit recommended)
- CD ROM Drive
- Sound Blaster or compatible sound card (for recording prompts only – can be excluded) with microphone and speakers

Hardware Requirements - Summary

WinScribe utilizes the Windows 2000 or 2004 Server operating systems.

WinScribe connects to the customer's telephone system (PABX) via the Dialogic Line Card (DSP) and standard analogue extension ports. Author-reviewers can dial into the system from any telephone or cellphone and dictate/review work. The number of author-reviewers expected to use the system determines the number of voice port connections required.

Limitations of the types or number of dictated and transcribed

WinScribe does not limit the number of dictated report types, each report may have its own unique 'settings' as discussed previously in this document.

Handling 'normal' or 'canned' reports

There are multiple ways to handle "normal" reports, one of the most common means is to simply create a Job Type for a specific normal report, for example – a "normal chest examination" – the author simply selects this report type – dictates any "modifications" of specific information required. The report is routed to an appropriate transcriptionist pre-populated with the "normal" information. The transcriptionist simply adjusts the report for any dictated modifications (if any) prior to the report being sent to the author for signoff.

System storage and capabilities

With WinScribe the voice file and job data (author details, job length, typing time etc) may be kept indefinitely.

The archive and deletion parameters allow the System Manager to set a storage period for completed jobs before archiving them.

They may then be restored from the archive directory (or removable media).

Once in the archive directory, jobs and their associated data files may be backed up onto tape or some other permanent storage media.

WinScribe will automatically delete the contents of the archive directory after a predetermined period. This is a configurable setting (per Job Type), which is part of the WinScribe server installation.

Hardware Requirements for Dragon Server Side

The specification of individual computers depends on the number of servers installed and the distribution of services over the available hardware.

Services and Servers

The following services and servers are required on one or more machines.

WinScribe Speech Recognition Controller

- Microsoft Windows 2000 or greater
- IIS
- Web Services Enhancements
- MSMQ
- WinScribe Speech Recognition Controller

Database server

- Microsoft SQL server 2000 sp3a

License Server

- WinScribe License Server

WinScribe Dictation Server

- WinScribe Dictation Software and Web Manager

- WinScribe Submitter

Dragon Speech Recognition Engine

- WinScribe Adapter for Dragon Speech Server

Hardware Considerations

When deciding on the number and configuration of computers for the installation, take into account the following considerations:

- In large installations, you should not run the Speech Recognition Engine and WinScribe Speech Recognition Controller on the same server.
- Intensive Reporting should not be run against any production database during working hours as performance will be impacted.
- Since speech recognition is an intensive task, no other tasks or system services should be run on the same server.

Network Requirements

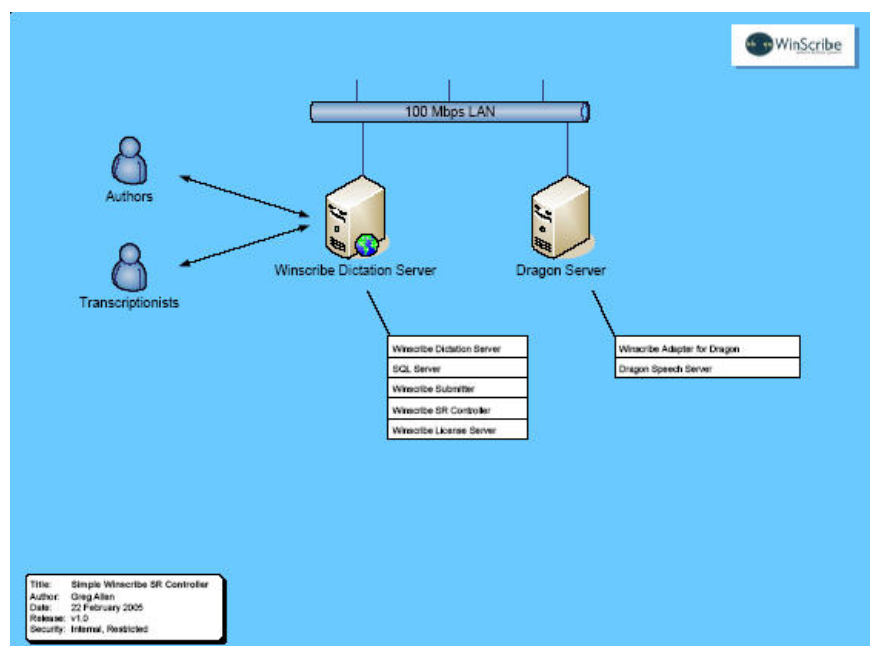
Please note that the WinScribe Dictation server and the WinScribe Speech Recognition Controller require local area network connectivity in order to operate correctly.

- A network with a transfer rate of at least 100 Mbit/s is strongly recommended.
- TCP/IP protocol is required on all workstations and servers running WinScribe applications or services.
- Servers are uniquely identifiable via DNS.

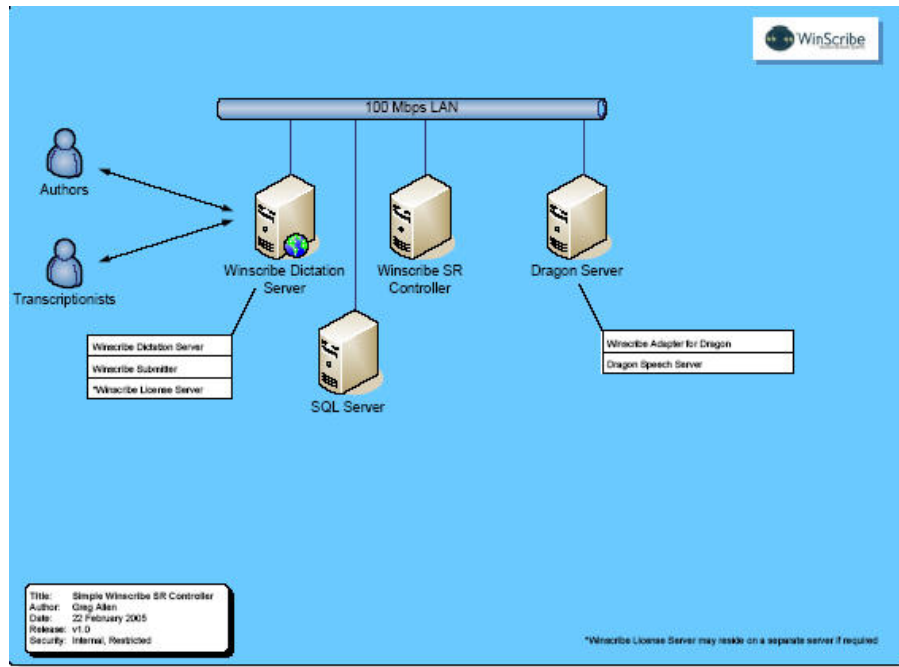
Typical Network Configurations

The following diagrams illustrate typical network configurations for small, medium and large sites.

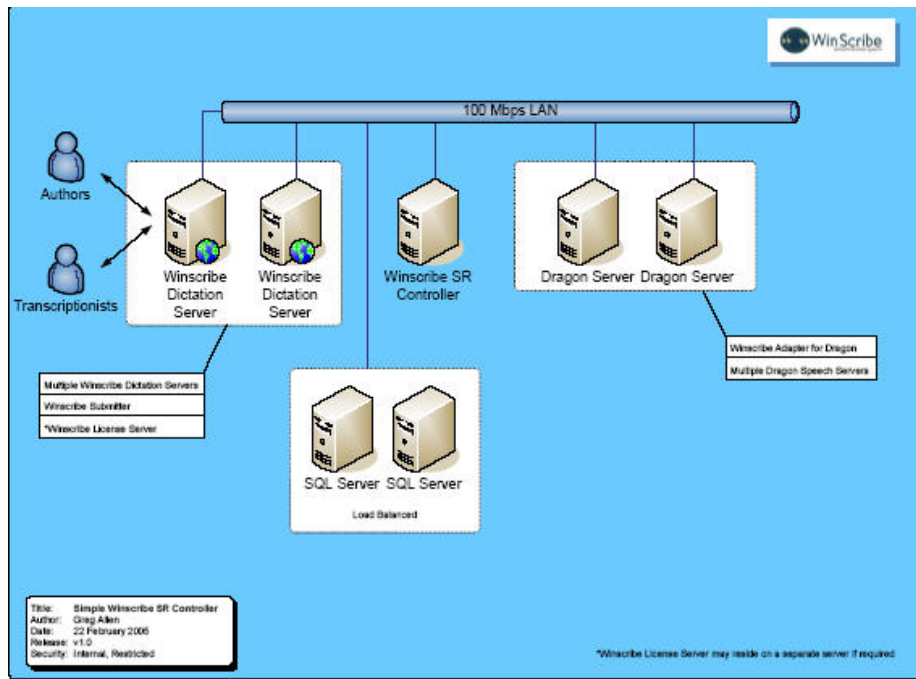
Small Installation (1 to 10 authors)



Medium Installation (11 to 20 authors)



Large Installation (20 or more authors)



Documentation

Below is the cost of the documentation including reference manuals and user guides.

Documentation Costs				
DOCUMENT OR MATERIAL	TYPE OF DOCUMENT	# OF BASE COPIES	UNIT COST	COMMENTS
Installation Guide	Reference	1	\$50	One copy is included with initial purchase. Unit Cost is for purchase of additional units.
Author Instruction Guide	Instruction/ User Guide	1	\$10	One copy is included with initial purchase. Unit Cost is for purchase of additional units.
Typist Instruction Guide	Instruction/ User Guide	1	\$10	One copy is included with initial purchase. Unit Cost is for purchase of additional units.
Web Manager Guide	Reference	1	\$55	One copy is included with initial purchase. Unit Cost is for purchase of additional units.
WinScribe Importer Guide	Instruction/ User Guide		\$10	One copy is included with initial purchase. Unit Cost is for purchase of additional units.

Installation Guide

This guide describes how to install WinScribe. This manual is written with the assumption that you are already familiar with Microsoft Windows and is written for those who will install WinScribe.

Author Instruction Guide

This guide offers details about features and usage of the Author application.

Typist Instruction Guide

This guide offers details about features and usage of the Typist application.

Web Manager Guide

This guide offers details about features and usage of the Web Manager application.

WinScribe Importer Guide

This guide offers details about features and usage of the Importer application.

WinScribe Inc has fully trained Zephyr-TEC Corp. – who are authorized Sales, Service and Support partners.

WinScribe Inc provides 24 Hour support to their Sales Partners – via telephone, fax, dedicated support representatives and a highly advanced internet based contact and support center – allowing remote support of any WinScribe implementation worldwide.

End-user License Agreement (EULA)

END-USER LICENSE AGREEMENT

SERVER LICENSE FOR WINSCRIBE DIGITAL DICTATION

IMPORTANT-READ CAREFULLY: This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and WinScribe Inc Limited for the software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("Product").

An amendment or addendum to this EULA may accompany the Product. YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY INSTALLING, COPYING, OR OTHERWISE USING THE PRODUCT. IF YOU DO NOT AGREE, DO NOT INSTALL OR USE THE PRODUCT; YOU MAY RETURN IT TO YOUR PLACE OF PURCHASE FOR A FULL REFUND.

The Product may contain the following software:

- "Server Software" provides services or functionality on your server (your computers capable of running the Server Software are "Servers");
- "Client Software" allows an electronic device ("Device") to access or utilize the Server Software.
- "Telephony Software" allows a telephone device ("Phone") to access or utilize the Server Software.
- "Export Software" allows dictation jobs recorded in the Products database to be exported for transcription by a third party product.

1. GRANT OF LICENSE.

a) WinScribe grants you the following rights provided you comply with all terms and conditions of this EULA:

- i) Installation: Server Software. You may install and use one copy of the Server Software on a single Server, or you may install components of the Server Software across multiple servers, providing that all components access a single WinScribe database. Client Software. You may install the Client Software on any Device.
- ii) WinScribe Typist Access License ("TAL") Requirements. TALs that you acquire may be used only in conjunction with your Server Software. You must acquire a separate TAL for each Typist that will concurrently access or otherwise utilize the services of the Server Software.
- iii) WinScribe Phone Access License ("PAL") Requirements. PALs that you acquire may be used only in conjunction with your Server Software. You must acquire a separate PAL for each Phone that will concurrently access or otherwise utilize the services of the Server Software.
- iv) WinScribe Export Access License ("EAL") Requirements. EALs that you acquire may be used only in conjunction with your Server Software. You must acquire a separate EAL for each thousand (1,000) minutes of dictation you expect to export per month.
- v) Installation Of Server Software On Passive Fail-Over Server. If the Server Software is used in a clustered environment, you may use the Server Software on a temporary basis on a Server or Servers that are employed only for fail-over support.
- vi) "Multiplexing." Hardware or software that reduces the number of Devices directly accessing or using the Server Software does not reduce the number of required TALs. The number you need is based on the number of distinct inputs to the hardware or software "front end."

b) Reservation of Rights. WinScribe reserves all rights not expressly granted to you in this EULA.

2. NO RENTAL.

You may not rent, lease or lend the Product.

3. UPGRADES.

To use a Product identified as an upgrade, you must first be licensed for the product identified by WinScribe as eligible for the upgrade. After upgrading, you may no longer use the product that formed the basis for your upgrade eligibility.

4. ADDITIONAL SOFTWARE / COMPONENT LICENSES.

This EULA applies to updates or supplements to the original Product provided by WinScribe, unless we provide other terms along with the update or supplement. The Product may contain certain components (each, a "Component") that included a separate end user license agreement (a "Component Agreement"). The terms of any Component Agreement are herein incorporated by reference to this EULA; in the event of any inconsistencies between this EULA and any Component Agreement, the terms of this EULA shall prevail.

5. TRANSFER.

Internal. You may move the Server Software to a different Server or Servers. Transfer to Third Party. The initial user of the Product may make a one-time transfer of the Product to another end user. The transfer has to include all component parts, media, printed materials, this EULA, and if applicable, the Certificate of Authenticity. The transfer may not be an indirect transfer, such as a consignment. Prior to the transfer, the end user receiving the transferred Product must agree to all the EULA terms.

6. LIMITATION ON REVERSE ENGINEERING, DECOMPILATION, AND DISASSEMBLY.

You may not reverse engineer, decompile, or disassemble the Product, except and only to the extent that it is expressly permitted by applicable law notwithstanding this limitation.

7. TERMINATION.

Without prejudice to any other rights, WinScribe may cancel this EULA if you do not abide by the terms and conditions of this EULA, in which case you must destroy all copies of the Product and all of its component parts.

8. CONSENT TO USE OF DATA.

You agree that WinScribe and its affiliates may collect and use technical information you provide as a part of support services related to the Product. WinScribe agrees not to use this information in a form that personally identifies you.

9. NOT FOR RESALE SOFTWARE.

Product identified as "Demonstration", "Not for Resale" or "NFR", may not be resold, transferred or used for any purpose other than demonstration, test or evaluation.

10. LIMITED WARRANTY.

WinScribe warrants that the Product will perform substantially in accordance with the accompanying materials for a period of ninety days from the date of receipt.

If an implied warranty or condition is created by your state/jurisdiction and federal or state/provincial law prohibits disclaimer of it, you also have an implied warranty or condition, BUT ONLY AS TO DEFECTS DISCOVERED DURING THE PERIOD OF THIS LIMITED WARRANTY (NINETY DAYS). AS TO ANY DEFECTS DISCOVERED AFTER THE NINETY (90) DAY PERIOD, THERE IS NO WARRANTY OR CONDITION OF ANY KIND. Some states/jurisdictions do not allow limitations on how long an implied warranty or condition lasts, so the above limitation may not apply to you.

Any supplements or updates to the Product, including without limitation, any (if any) service packs or hot fixes provided to you after the expiration of the ninety day Limited Warranty period are not covered by any warranty or condition, express, implied or statutory.

LIMITATION ON REMEDIES; NO CONSEQUENTIAL OR OTHER DAMAGES.

Your exclusive remedy for any breach of this Limited Warranty is as set forth below. Except for any refund elected by WinScribe, YOU ARE NOT ENTITLED TO ANY DAMAGES, INCLUDING BUT NOT LIMITED TO CONSEQUENTIAL DAMAGES, if the Product does not meet WinScribe's Limited Warranty, and, to the maximum extent allowed by applicable law, even if any remedy fails of its essential purpose. The terms of Section 12 below ("Exclusion of Incidental, Consequential and Certain Other Damages") are also incorporated into this Limited Warranty. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Limited Warranty gives you specific legal rights. You may have others which vary from state/jurisdiction to state/jurisdiction.

YOUR EXCLUSIVE REMEDY.

WinScribe's and its suppliers' entire liability and your exclusive remedy shall be, at WinScribe's option from time to time exercised subject to applicable law, (a) return of the price paid (if any) for the Product, or (b) repair or replacement of the Product, that does not meet this Limited Warranty and that is returned to WinScribe with a copy of your receipt. You will receive the remedy elected by WinScribe without charge, except that you are responsible for any expenses you may incur (e.g. cost of shipping the Product to WinScribe). This Limited Warranty is void if failure of the Product has resulted from accident, abuse, misapplication, abnormal use or a virus. Any replacement Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Outside the United States or Canada, neither these remedies nor any product support services offered by WinScribe are available without proof of purchase from an authorized international source. To exercise your remedy, contact: WinScribe, Attn. WinScribe Sales / 157-161 Hurstmere Road / Takapuna / Auckland / New Zealand, or the WinScribe subsidiary serving your country.

11. DISCLAIMER OF WARRANTIES.

The Limited Warranty that appears above is the only express warranty made to you and is provided in lieu of any other express warranties (if any) created by any documentation or packaging. Except for the Limited Warranty and to the maximum extent permitted by applicable law, WinScribe and its suppliers provide the Product and Support Services (if any) AS IS AND WITH ALL FAULTS, and hereby disclaim all other warranties and conditions, either express, implied or statutory, including, but not limited to, any (if any) implied warranties, duties or conditions of merchantability, of fitness for a particular purpose, of accuracy or completeness of responses, of results, of workmanlike effort, of lack of viruses, and of lack of negligence, all with regard to the Product, and the provision of or failure to provide Support Services. ALSO, THERE IS NO WARRANTY OR CONDITION OF TITLE, QUIET ENJOYMENT, QUIET POSSESSION, CORRESPONDENCE TO DESCRIPTION OR NON-INFRINGEMENT WITH REGARD TO THE PRODUCT.

12. EXCLUSION OF INCIDENTAL, CONSEQUENTIAL AND CERTAIN OTHER DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WINSCRIBE OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY, FOR FAILURE TO MEET ANY DUTY INCLUDING OF GOOD FAITH OR OF REASONABLE CARE, FOR NEGLIGENCE, AND FOR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER) ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT, THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS EULA, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY

OF WINScribe OR ANY SUPPLIER, AND EVEN IF WINScribe OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

13. LIMITATION OF LIABILITY AND REMEDIES.

Notwithstanding any damages that you might incur for any reason whatsoever (including, without limitation, all damages referenced above and all direct or general damages), the entire liability of WinScribe and any of its suppliers under any provision of this EULA and your exclusive remedy for all of the foregoing (except for any remedy of repair or replacement elected by WinScribe with respect to any breach of the Limited Warranty) shall be limited to the greater of the amount actually paid by you for the Product or U.S.\$5.00. The foregoing limitations, exclusions and disclaimers (including Sections 10, 11 and 12 above) shall apply to the maximum extent permitted by applicable law, even if any remedy fails its essential purpose.

14. INDEMNITY

WinScribe agrees to defend you from and against any third party claims alleging that the Product infringes or misappropriates any patent, copyright, trademark or trade secret and will pay all final judgments awarded or settlements entered into on such claims. In the event the Product is held or is believed by WinScribe to infringe, WinScribe may, at its sole option and expense, elect to (a) modify the Product so that they are non-infringing; (b) replace the Product with non-infringing Product which are functionally and aesthetically equivalent; (c) obtain a license for you to continue to use the Product; or if none of (a), (b), or (c) is commercially reasonable, then as a last resort, (d) WinScribe shall accept return of the Product and refund to you the price paid for the Product.

15. APPLICABLE LAW.

If you acquired this Product in the United States, this EULA is governed by the laws of the State of Illinois. If you acquired this Product in Canada, unless expressly prohibited by local law, this EULA is governed by the laws in force in the Province of Ontario, Canada; and, in respect of any dispute which may arise hereunder, you consent to the jurisdiction of the federal and provincial courts sitting in Toronto, Ontario. If you acquired this Product in the United Kingdom, this EULA is governed by the laws of the United Kingdom. If this Product was acquired outside North America or the United Kingdom, then local law may apply.

16. ENTIRE AGREEMENT.

This EULA, including any addendum or amendment to this EULA which is included with the Product, are the entire agreement between you and WinScribe relating to the Product and the Support Services (if any) and they supersede all prior or contemporaneous oral or written communications, proposals and representations with respect to the Product or any other subject matter covered by this EULA. To the extent the terms of any WinScribe policies or programs for Support Services conflict with the terms of this EULA, the terms of this EULA shall prevail.

17. COPYRIGHT.

The Product is protected by copyright and other intellectual property laws and treaties. WinScribe or its suppliers own the title, copyright, and other intellectual property rights in the Product. The Product is licensed, not sold.

Software Assurance

IN consideration of payment by the Customer of the Annual Software Assurance fees as set out in Schedule One, ZTEC agrees to provide any updates or upgrades in respect of software supplied by ZTEC as outlined in Schedule Two of the agreement, to the Customer at the location as set out in Schedule Three of the agreement.

The purchase price payable by the Customer for the Software Assurance rights set forth herein shall be invoiced annually in advance to the Customer. Customer's right to receive upgrades under the agreement become effective only upon receipt of (a) a copy of the agreement signed by the Customer and (b) payment in full of the invoiced price for each invoiced period.

Customer shall receive all commercially released updates/upgrades to the licensed products specified in Schedule Two during the effective term of the agreement. Licensed products shall be shipped to the customer within 60 days of the commercial release by WinScribe Inc.

If (and only if) Instruction Guides or documentation are updated by WinScribe with a new update or release, one copy of each of the following documentation will be provided to the Customer at no charge: System Manager Instruction Guide, Web Manager Guide, Installation Guide, Author Instruction Guide and Typist Instruction Guide.

Technical Support Agreement

BETWEEN Zephyr-TEC Corp. ("ZTEC") at 9631 Business Center Drive, Suite B, Rancho Cucamonga, CA 91730

AND Customer ("the Customer") at _____, State.

THE PARTIES AGREE:

1. IN consideration of payment by the Customer of the Annual Technical Support fees as set out in Schedule One, ZTEC agrees to provide remedial software support services in respect of software supplied by ZTEC as outlined in Schedule Two of the agreement, to the Customer at the location as set out in Schedule Three of the agreement.

2. ON receipt of a request for support during the hours of service as outlined in Schedule Four of the agreement, ZTEC undertakes to respond to the problem via its remote help desk facility and commence the appropriate corrective action, or where necessary, dispatch a service engineer to the location specified in the agreement at the earliest available opportunity.

3. The agreement does not cover:

- (i) Re-configuration (adds, moves and changes) of software for new services or facilities requested by the Customer;
- (ii) Work resulting from changes made or required to be made to the LAN;
- (iii) Cost to repair damage to the system as described in Section 7 hereof;
- (iv) Costs associated with non-remote service calls;

- (v) Costs associated with damage to the system as a result of Force Majeure (as detailed in Section 8 and 13 hereof).

Such re-configuration or work will be chargeable at the rates specified in Schedule Five.

4. SUBSEQUENT to receipt of notification from the Customer that the software is malfunctioning, ZTEC engineers shall during the Hours of Service outlined in Schedule Four of the agreement, make such repairs and adjustments as may be necessary to restore the system to its normal operating condition. This service may be performed remotely, or on site at the sole discretion of ZTEC. All shipping charges, if applicable, are payable by the Customer.

5. WHERE the equipment is installed at a location greater than 20 miles from ZTEC's Service Center, service calls will be subject to travel and living expenses, chargeable at the then current rates for such services as quoted by ZTEC. The ZTEC Service Center is located in 9631 Business Center Drive, Suite B, Rancho Cucamonga, CA 91730.

6. CORRECTIVE software support requested outside the Hours of Service specified in Schedule Four, will be chargeable to the Customer at the rates for such services specified in Schedule Five.

7. SHOULD there be a requirement to restore the system and the system is not able to be restored from backup due to the failure of the customer to maintain adequate backup procedures the restore will be chargeable at the rates specified in Schedule 5. Adequate backup procedures include but are not limited to performing a routine (hourly, daily, weekly, etc.) back up of the WinScribe server and database files to a tape drive, CD ROM or other backup media or to a remote network drive.

8. ZTEC shall under no circumstances be responsible or liable for any incidental, indirect or consequential damages in connection with or arising out of the agreement or the services provided hereunder, or directly or indirectly arising from the Customers use of the software, neither shall ZTEC be liable for such consequences arising from failure to perform its obligations hereunder and delays for reasons beyond its control or for any causes in the nature of force majeure (see Section 13a). Furthermore, damage to the system resulting from events in the nature of force majeure is not covered by the agreement.

9. The agreement shall be for a term of:

9.1 *Software Assurance*: Three years from the **(start date of agreement)** and may thereafter be renewed annually on payment of a further annual maintenance fee, such fee to be of an amount notified by ZTEC to the Customer on renewal of the agreement.

9.2 *Technical Support*: One year from the **(start date of agreement)** and may thereafter be renewed annually on payment of a further annual maintenance fee, such fee to be of an amount notified by ZTEC to the Customer on renewal of the agreement.

10. ZTEC reserves the right to at its own expense have sub-contractors perform the services agreed to be provided hereunder or any part of such services without in any way detracting from ZTEC's primary obligation to supply the services specified in the agreement. ZTEC shall inform the Customer of all sub-contractors used. All sub-contractors are Zephyr-TEC's responsibility.

11. ANY differences and/or disputes which may arise between ZTEC and the Customer in connection with the agreement shall be referred to Arbitration in accordance with the Arbitration Act 1908 or any amendment thereof being in force.

12. The agreement is not transferable or assignable by the Customer or ZTEC except with the express written permission of the other party.

13. DEFINITIONS

- a. Force Majeure includes acts of God, strikes, lockouts, riots, acts of war, epidemics, governmental action after the date of the agreement, fire, communication line failures, power failures or surges, earthquakes or other disasters.
- b. Respond shall be defined as: ZTEC will acknowledge the fault as logged with the ZTEC Helpdesk within four hours of a fault being logged. Critical faults (system down) will receive priority. Repair time is on a best efforts basis.
- c. Software services shall be defined as: fault investigation/resolution and general consultation.
- d. Corrective maintenance shall be defined as replacement or repair of any faulty hardware component supplied by ZTEC (limited to foot pedals and gooseneck microphones) under warranty. The foot pedal and gooseneck microphones carry a one-year manufacturers warranty.

14. DISCLAIMER: It is expressly understood that Zephyr-TEC does not create, modify or manufacture the WinScribe software or any peripheral (footpedal, headsets, microphones).

15. GOVERNANCE: The agreement will be governed by the laws of the State of California.

Schedules to Software Assurance and Technical Support

Schedule One –Software Assurance and Support Fees:

WinScribe Software Assurance Fees:

The current annual Software Assurance fee is \$130 per year per typist license. Software Assurance must be purchased for any additional order for Typist licenses (prorated) purchased subsequent to this contract. The contract is for a minimum period of three years per typist license after which Software Assurance can be purchased on an optional basis.

WinScribe Technical Support Fees:

Current Technical Support fees are 20% of all licensed items. Technical Support (prorated) must be purchased for any additional orders for Typist licenses during the initial term of the contract (12 months). It is payable annually in advance and is for a **minimum of 12 months** after which Technical Support can be purchased on an optional basis. Technical Support provides for telephone, email or web technical support for one year from date of approval for services and is renewable.

You may purchase our Technical Support package at the time of purchase or at a later date. Technical support is LIMITED to the WinScribe or speech applications. We will not provide any technical assistance for Microsoft Office or any other applications or peripherals used by the end user except those products or services purchased directly from ZTEC.

Schedule Two - Description of Software and Hardware:

To be entered

Schedule Three - Location of premises in which equipment is situated:

Customer in _____, State

Schedule Four - Hours Of Service (Technical Support):

8.30am to 4:30pm (Pacific Time), Monday to Friday except on Public Holidays. 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.

Upon request and quotation, additional support hours are available including 24/7.

Schedule Five -Additional Support Charges:

(These prices are subject to change.)

a. During the Hours of Service:

Support provided by telephone, e-mail or web during the defined Hours of Service (see Schedule Four) is covered by the annual Technical Support agreement.

On-site support and/or software reconfiguration during business hours is chargeable in 15 minute increments at \$175 per hour. A minimum charge of \$175 applies. Travel, Accommodation and Expenses will apply. We will require a valid credit card or Purchase Order authorizing the additional onsite support prior to coming onsite.

b. After Hours:

Telephone support, software reconfiguration and consultation after hours are chargeable by the hour or part thereof at \$200 per hour. A minimum charge of \$200 applies.

On-site support, software reconfiguration and consultation after hours are chargeable by the hour or part thereof at \$200 per hour. A minimum charge of \$200 applies. Travel, Accommodation and Expenses will apply. We will require a valid credit card or Purchase Order authorizing the additional onsite support prior to coming onsite.