e-CourtReporter, LLC and e-Power Video Tutorials Present:

e-Tips Newsletter

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Experience is that marvelous thing that lets you recognize a mistake when you make it again.

Please keep in mind that because of the volume of e-mail we receive and the fact that we are volunteering our time for this free newsletter, we can't routinely answer individual questions by phone or e-mail, nor can we consult on individual problems or purchasing decisions.

**Advantage Software
Tech Support
24/7/365
1-800-800-1759**

Norton 360:
Outstanding Protection

Protection of precious data, especially your transcripts, notes and WAV files, is one of the prime concerns for court reporters. A new security and performance program called Norton 360 is fantastic at helping you to do just that.

We've had articles in the past recommending antivirus programs, about preventing spyware and identity phishing, dealing with spam, defragging, backing up to CDs and flash drives. Now for the first time I'm ready to recommend one program that will help you manage all of these things, Norton 360.

Many people have found that some antivirus programs can cause a drag on system performance such that they may need to be disabled during realtime transcription, or even uninstalled. Well, Symantec had just such performance problems in mind when they created Norton 360 from scratch. I've found in tests on three of my computers, two with Windows XP and one with Vista, that they have done just that. It runs seamlessly in the background and has not caused me any problems. Norton 360 works on Windows XP and Vista. The price includes installation on up to three different computers.

One of my favorite parts of the program is the backup feature. You can back up onto your internal hard drive, an external hard drive, CD, DVD, or USB drive. For years I've used automatic backup software to back up to external hard drives. In addition to these automatic backups, I use Norton 360 to manually back up to CDs and DVDs. The more backups you create and the more often you do it, the less likelihood of ever losing any of your important files.

I'd like to take a moment and mention that, if your computer has a DVD-Recorder, backing up to DVDs is great because they store much more data than CDs. DVDs store from 4.38 gigabytes up to 15.9 GB for double-sided/double layer disks. If you've felt CDs just didn't have enough room for transcripts including WAV files, you'll love backing up to DVDs, which offer at least 6 times more space than CDs. Also, DVDs are now very affordable to buy in bulk.

Updated e-Power Video Tutorials: e-Tip Special
(These prices are only available as part of the e-Tip special.)

Because of the great response we received,
we've decided to extend the upgrade offer for Keith's e-Power Video Tutorials.
Please use this order form for trade-ins or for new purchases while the sale lasts.

Description	Sale Price	Trade-In Price
Keyboard Magic (.4 CEU) 2nd Ed. (Updated & Expanded, 2007)	_____ $59.95	_____ $20
Interactive Realtime Transcription (.4 CEU) 2nd Ed. (Updated & Expanded, 2006)	_____ $59.95	_____ $20
Form Fields & Automatic Indexing (.4 CEU) 2nd Ed. (Updated & Expanded, 2007)	_____ $59.95	_____ $20
Automatic Number Conversion (.3 CEU) 2nd Ed. (Updated, 2007)	_____ $59.95	_____ $20
Translation Magic (.3 CEU) 2007 Edition	_____ $59.95	_____ $20
A Total Eclipse Overview (.6 CEU) 2007 Edition	_____ $59.95	_____ $20
A Total Eclipse Mini-Tour (.1 CEU) 2007 Edition	_____ $19.95	_____ $10

Shipping & Handling, $5 per disk (Outside USA, add additional $6)
   (Within USA, shipping is capped at $15, if ordering 3 or more tutorials)   _____

California residents, add 8.25% sales tax   _____

Total: (Checks only, please!)   _____

**Note: We cannot ship orders that do not include shipping/handling fees,
nor can we ship California orders unless state sales tax is included.
For trade-ins, please keep your CD case(s) and just send in your current disk(s).
Your original installation code(s) will work with the updated disks.**

Name: _____

Address: _____

City: _____   State: _____   ZIP Code _____

Telephone: _____   e-mail:_____

**Mail to: e-CourtReporter, LLC - 17781 W Cape Jasmine Road, Fair Oaks Ranch, CA 91387
For more info on this and other e-Power Tutorials, visit: www.KVincent.com**

Bridge 2.0, Free & Easy Realtime Viewing Software
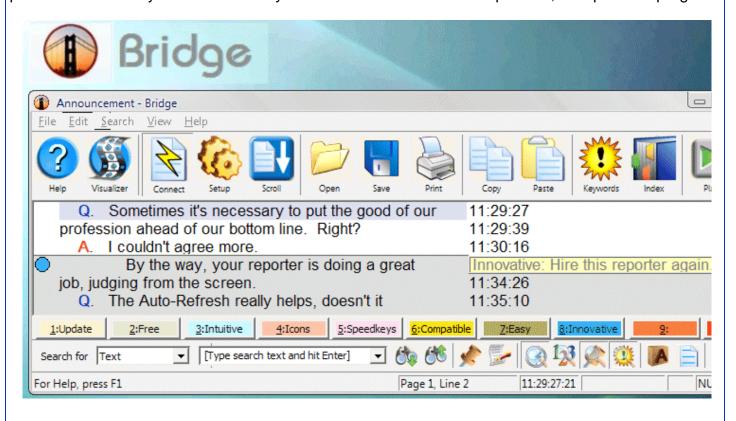## - Keith Vincent -

Keith Vincent

With apologies to Stephen Hawking, here's A Brief History of Real Time.

In the beginning, realtime transcription software was neither free nor easy. Each court reporting program sold its own client software. All were proprietary, all came with a price, and none could receive input from any other CAT program. Then, In 1990, Advantage Software offered the first free realtime viewing program. Within a few years, a standard protocol evolved, making it possible for any reporter to output to any client software such as LiveNote, Bridge and Summation. This was an enormous step forward that made possible the realtime connectivity we enjoy today.

The next step was to take the rough out of rough draft. So in 1998, Advantage Software introduced the Bridge/LawBridge Auto-Refresh protocol. Finally, corrections anywhere on the reporter's screen could automatically be retransmitted to client screens. The interface info for the Bridge/LawBridge protocol was made freely and publicly available to all vendors.

Now realtime transcription is so that important that some folks try to be middlemen in depositions and charge attorneys for realtime connection tokens. Others are developing new, proprietary protocols and asking reporters to pay. Advantage Software has responded by building a new and better Bridge for realtime transcription, and one that is still free.

In truth, most judges and attorneys just want to watch realtime transcription and perhaps perform a few easy functions. They do not need or want an expensive, complicated program.

Free and Easy Realtime Viewing Software (continued from page 3)

Bridge 2.0 is an easy-to-use realtime viewing program. It works with all CAT Systems, because it defaults to using the standard CaseView protocol – but it's at its best – and you'll look better – when using the Bridge protocol because Auto-Refresh is supported. Connect via typical realtime cables or networks or wirelessly – easy.

With Bridge, most functions are accessible through both menus and toolbar icons. So a client can use mouse or keyboard commands, whichever is preferred. There's a good chance you won't have to learn new speedkeys because the ones from other realtime viewers probably work in Bridge, too.

At least 20 built-in Visualizer movies teach you to use Bridge. That's in addition to the Help system, electronic manual and keyboard charts. Each Visualizer is short, and typically takes no more than 1 minute to watch. Most Visualizers are designed to be watched without loudspeakers or earphones so that a client can view a short movie without worrying about disturbing others.

With Bridge, the realtime input is always visible at the bottom of the screen. To move back in the text, just use the up and down arrows. The realtime window will automatically split, if necessary, so that an upper pane retains focus for notes, marks, and issues, while a bottom pane always lets you see what has just been said. To auto-scroll to the end, just press the End key or click on the Scroll icon.

To mark a spot, just press the spacebar or click on the push pin icon at the bottom of the screen. To insert issue codes, just click on a color-coded button at the bottom of the screen, or use the speedkeys Ctrl 1, Ctrl 2, etc. To make a note, just move to a line and start typing. You can also press the Enter key or the Insert key or click on the Notepad icon. There are usually 2 or 3 ways to do anything, so Bridge naturally responds to the way you tend to work.

With Bridge, there's no dialogue that covers up text when you want to find something. The Search bar is always open at the bottom of the screen, just one click away -- or you can use the speedkey, Ctrl F, to find text, location, notes, marks, issues, as well as Question, Answers, and Speaker paragraphs. Naturally, you can search for specific text or spots in a Bridge document, but there's also an abundance of quick searches, each with its own speedkey. Of course, there are short Visualizer movies to show you how to take advantage of the powerful and easy search features that are built into Bridge.

Copy and Paste, Print, Report, Export Text and Annotations, Play Multimedia – Bridge makes it all easy.
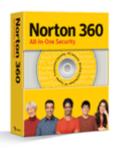
A better Bridge for realtime transcription. It's here today, and it's free. By the way, Eclipse support covers Bridge, too. For others, there's a nominal call fee; but because Bridge is easy, you probably won't even need support.

Advantage Software's whole history is about giving reporters and clients the best possible programs. So all realtime software vendors are invited to take advantage of the Auto-Refresh open standard that Eclipse users have enjoyed since 1998.

**No matter what CAT system you use,
you're invited to download Bridge 2.0 from the Advantage Software website
and make unlimited copies to give to judges, attorneys, and realtime clients.**
www.eclipsecat.com

Norton 360 (continued from page 1)

Norton 360 prompts you to insert additional disks until all of your files are backed up. I'm going to include step-by-step instructions for backing up to CDs/DVDs at the bottom of the article.

Norton 360 also includes 2GB of free online storage you can back up to as well. Online storage is perfect if your home or office was somehow destroyed. Since I live in the fire-stricken part of Southern California, I can really appreciate that. You could, for instance, use your online storage to back up your dictionary and all of your completed transcripts and know that they will always be safe and available should you need them. For an additional fee, you can increase the online storage up to 25GB for $69.99 per year.

If you already have an Antivirus program you are perfectly happy with and just need a program for backups only, you may want to try Norton Save & Restore or Genie Backup Manager Home. These programs are much more sophisticated and have many more backup features and are also for the more advanced user but also come highly recommended.

There is one word of warning. Do not install Norton 360 onto a computer that already has an antivirus program such as Norton or McAffee. Those programs must be uninstalled first. To uninstall Norton Antivirus, you will need to download an uninstall program from Symantec by going to: http://www.symantec.com. Then search for Norton Removal Tool.

The menus in Norton 360 are simple and easy to understand. The main section includes PC Security such as virus scanning, Transaction Security, Backup and Recovery and PC Tuneup. You won't get endless irritating messages, but you will be reminded to schedule virus scans, make backups, etc. This program was designed for users with average computer abilities to be able to use. Advanced users may find things just a little too simple. For me, that's not a problem.

While Norton 360 includes the Norton Antivirus program, it also includes antispyware, antiphishing, antirootkit protection, a firewall and more. Norton 360 will also automatically defragment your hard drive and clean up other temporary files and clutter that may slow your computer down.

The user guide is a mere 30 pages and only includes the bare minimum of details; use the in-program Help instead, which is much more detailed. There is also live chat support available and e-mail support.

I'm always conscious of how fragile computer hard drives are, how susceptible our computers are to viruses or corruption, and just how easily everything can be wiped out. The one huge thing missing before in all-in-one security suites was a backup function. Norton 360 brings it all together. I highly recommend Norton 360 and believe that it will serve you well if you decide to use it.

Norton 360 (continued from page 5)

Step-by-step instructions:

To include a file in a backup

1. At the top right of the main window, click Tasks & Settings.

2. In the Tasks & Settings window, at the right, click Change Backup Settings.

3. In the Backup window, to the right of the Files heading, click Add a file.

4. In the file selection window that appears, navigate to file that you want to add, click to select it, and then click Open. Multiple files may be selected by shift-clicking.

5. In the Backup window, click OK.

6. In the Tasks & Settings window, click Close.

Note: If you plan on backing up to CDs/DVDs do not select "automatic" under backup schedule. Otherwise, when you select specific files, it will attempt to back up the same files each time you make a new disk. Be sure to select Manual backup.

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To restore files

1. In the Norton 360 main window, near the top right, click Tasks & Settings.

2. In the Tasks & Settings window, click Restore.

3. In the Restore Information window, optionally do one or more of the following:

4. Change where to restore from.

      Change what to restore.

      Change where to restore the files to.

      Click Restore.

5. Follow the on-screen instructions to finish restoring your files.

Note: Do not copy files directly from the backup discs back to your PC, as you may inadvertently copy only part of a file that may be split between backup discs. Instead, use the Norton 360 restore feature.