

Mentor for Internet Explorer 5

The sure route to success with higher level capabilities on the World Wide Web

The Mentor™ difference

Features

- A single, integrated, always-available solution
- A fast, natural way for users to succeed
- Easy to follow show-and-tell approach
- Accessible anywhere, anytime
- Immediate and ongoing support
- Multimedia demonstrations without leaving the application

Benefits

- End users are more productive, more quickly
- Rollouts proceed faster and finish earlier
- Greater user confidence with all of the features of Microsoft Internet Explorer 5 and Outlook Express— without training or assistance
- Reduces Help Desk costs by 40% or more
- High levels of user satisfaction

With Mentor, Explorer 5 unlocks the full power of the Web for users

Mentor™ for Internet Explorer® 5 delivers nearly two hours of multimedia demonstrations on every aspect of Internet Explorer 5 and Outlook® Express, including how to search the Web, employ security features, develop personal Web pages, perform downloads and create, send and manage e-mail.

From IT to HR to end user, Mentor is the answer for everyone

Virtually every day, the World Wide Web becomes more important to individuals and organizations in every field of endeavor. New generation browsers are driving expanded capabilities, but user unfamiliarity and uncertainty often hinder fuller utilization of expanded features and functions. This is the user challenge that every organization has to solve. Quite simply, the focus on getting users to *learn* software has to change. Instead, the more effective approach is to give users the information and guidance they need exactly when they need it to be *successful* with the software or system. This approach benefits IT, HR, Help Desk and Knowledge Management personnel, who are responsible for getting users up to speed as quickly as possible.

Mentor for Internet Explorer 5 addresses all of these issues in a single system designed to ensure a successful upgrade. The ultimate goals of greater user proficiency and productivity are reached quickly and easily. Even without classroom training, users can see how to use their new software the moment it's installed. Memorizing—even for infrequently used functions—is not an issue because Mentor is always there to refresh and remind.

The most effective way to make users successful with software is to deliver just the information and guidance they need, just when they need it. This is the way people want to learn. And, this is what Mentor does.

Mentor for Internet Explorer 5 has more than 100 "JITs," or "just-in-time," communication units covering the full range of Internet Explorer 5's functions and options. There are two types of JITs. "Conceptuals," averaging 3½ minutes, deliver the big picture. Using dynamic visuals with sound, Conceptuals enrich users' understanding by conveying higher-level concepts and explaining the principles and structure of the new software. "How-to's," averaging 45 to 60 seconds, demonstrate step by step how to perform specific tasks and get things done quickly. "How-to's" cover every aspect of functions and new features for Internet Explorer 5 and Outlook Express.

Important facts

- Despite the comprehensive coverage of Mentor for Internet Explorer 5, the entire program occupies less than 13 MB.
- Over 6 million Mentor seat licenses have been distributed worldwide to make users successful with software.
- Many of the world's most successful companies rely on Mentor to make users successful. These include IBM, DaimlerChrysler, 3M, GE Capital, DuPont, Colgate-Palmolive, Duke Energy, Reuters, Goodyear, Canon, ExxonMobil, Verizon and Bayer.



Mentor makes the migration painless and as easy as hear it, see it, do it

Mentor is a single, integrated, always available solution for helping users gain confidence and achieve success quickly. That's because Mentor is a fundamentally different and better way to use software. It is a natural, intuitive approach that uses dynamic visuals with sound to speed up the assimilation of knowledge. Fast assimilation leads to rapid gains in productivity. Mentor is applicable not only for Microsoft® products, but for other leading software applications as well. In addition, Mentor is

the only off-the-shelf, multimedia system that is easily customized to match clients' needs. And, in a matter of a few months, an entirely new Mentor can be created to aid in the deployment of proprietary applications.

Mentor is accessible anywhere, anytime from users' PCs, so they always have instant access. Like a personal trainer, Mentor is always ready with friendly guidance and the exact answer to the immediate question. Without requiring any modification to the application, Mentor is always just one click away. This enables users to keep on working because they don't have to leave Internet Explorer 5 to get an answer. Mentor's searchable database makes answers easy to find.

Mentor uses advanced streaming and compression technology to deliver real-time multimedia without downloading. Mentor's combination of dynamic visuals and sound arrives seamlessly at the desktop for greater levels of success and increased productivity. Mentor is there for users whenever and wherever they need it. And, it comes however they need it: from a local hard drive or CD-ROM, through the LAN, across the Web, or on your intranet at a connection speed as low as 28.8 Kbps.

System requirements

Client computers must meet the following minimum requirements:

- Microsoft Windows® 95, 98, 2000, Me or Windows NT 4.0 (Service Pack 3 or greater)
- Internet Explorer 3 or greater, Netscape Navigator 3 or greater
- 486 66 MHz processor with 24 MB of RAM
- 8-bit (256-color) display at 640 x 480 resolution
- SoundBlaster® or compatible audio device
- 28.8 Kbps modem or network connection

Try Mentor yourself

You can experience Mentor's natural way to achieve success by logging on to www.trymentor.com. Or you can get additional information about Mentor for Internet Explorer 5 by calling us at 1-203-847-5555 or contacting a qualified Mentor Business Partner.

What our clients are saying

Jack Hill, Goodyear Tire and Rubber's manager of office systems technology: "We were attracted by the way Mentor used video that was synchronized with the audio. It was also economical, not only in price but in the way it used very little space on the hard drive to present a lot of useful information."

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