

# Mentor for Windows 2000

Understand and use Microsoft's new operating system, no training required

## 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
- Accelerated return on investment
- Greater user confidence with all of Microsoft Windows 2000's capabilities—without training or assistance
- Reduces Help Desk costs by 40% or more
- High levels of user satisfaction

### The Mentor way turns people into power users of Windows 2000

Mentor™ for Windows® 2000 delivers three hours of multimedia demonstrations covering everything users need to work with their new operating system confidently and efficiently. Among the subjects covered are the basics of the Windows 2000 operating system; managing files and folders; working with programs; printing; searching files or folders; using network resources; using the Internet; customizing the desktop; and working remotely.

### Using all of Windows 2000's capabilities while working is the surest way to success

Windows 2000 is the latest generation operating system from Microsoft®. There are several differences between it and previous Microsoft operating systems, principally its integrated Web capabilities and expanded support for mobile users.

While Windows 2000 offers attractive benefits, it presents a challenge for those involved in an upgrade. 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.

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 Windows 2000 smoothes every step in the upgrade process and continuously supports users at their desktops. Memorizing—even for infrequently used functions—is not an issue because Mentor is instantly on call with friendly demonstrations that quickly get users over humps and hurdles.

Mentor for Windows 2000 has more than 160 “JITs,” or “just-in-time,” communication units covering the full range of functions and options. There are two types of JITs. “Conceptuals,” averaging 3½ minutes, deliver the big picture. Using dynamic animated visuals with sound, Conceptuals explain what Windows 2000 is and how it differs from earlier Microsoft operating systems. “How-to’s,” averaging 45 to 60 seconds, demonstrate step by step how to perform both basic and advanced tasks. Users gain confidence and proficiency as they work, without taking a class, opening a manual or calling the Help Desk.

### Important facts

- 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 smarter way to use any software. It is a natural, intuitive approach that utilizes dynamic visuals with sound to speed up the assimilation of knowledge. Fast assimilation leads to rapid gains in productivity and an accelerated ROI for the Windows 2000 deployment. 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. Or, 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. With Windows 2000, Mentor is accessible from the Task Bar, the Start Menu or desktop icon—so users keep on working because help is never more than a click away. 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.

**With Mentor, users can be ready for Windows 2000 even before day one**

Making sure users are receptive and ready for their new software is very important to the success of a rollout or upgrade. The right preparation accelerates the benefits organizations seek in their new software. The Mentor Pre-Rollout Communications Program is an option that facilitates these goals.

The program consists of a series of e-mails sent to each user's desktop just days before the Windows 2000 upgrade. The e-mails feature a URL that takes users to the corporate intranet to watch a daily multimedia demo introducing them to another feature of Windows 2000. The final e-mail takes them directly to Mentor for Windows 2000, so they know to go first to their Mentor for answers, not the Help Desk.

**System requirements**

Client computers must meet the following minimum requirements:

- Microsoft Windows® 95, 98, 2000, Me or NT 4.0 (Service Pack 3.0 or greater)
- 486 66 MHz processor or greater 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
- The Mentor Pre-Rollout program also requires access to corporate e-mail, Internet Explorer 4.0 or Netscape Navigator 4.0, and intranet access

**Try Mentor yourself**

You can experience Mentor's natural way to achieve success by logging on to [www.trymentor.com](http://www.trymentor.com). Or you can get additional information about Mentor for Windows 2000 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 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."*

**Now Available  
Mentor™ for Windows Millennium Edition**

*Windows Me was designed specifically for individual users to make computing user-friendly, with an easy-to-use interface and enhanced multimedia features; Mentor's click-and-play multimedia demonstrations make learning Windows Me even easier. From Windows basics to Internet access to customizing the desktop, Mentor covers everything anyone needs to use the system from day one, including system maintenance, faxing, and troubleshooting.*

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