

Mentor for Netscape Navigator

Mentor enables users to get the most from an important e-business tool

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**
- **Rollout of Netscape Navigator proceeds faster and finishes earlier**
- **Accelerated return on investment**
- **Greater user confidence with all of Netscape Navigator's capabilities—without training or assistance**
- **Reduces Help Desk costs by 40% or more**
- **High levels of user satisfaction**

Mentor ensures that users at all levels are successful with Netscape Navigator

Mentor™ for Netscape Navigator® delivers nearly two hours of multimedia demonstrations for novices and veterans alike covering everything people need to work with one of the most widely used browsers and an important e-business tool. Mentor for Netscape Navigator covers the full range of the browser's features and builds an understanding of how Netscape Navigator evolved. Among the subjects covered are setting up Navigator (basic and advanced), smart browsing, tools and bookmarks, working with Web pages, and "hot tips" that make users faster and more efficient. In addition, users are able to build deeper understanding of Netscape Navigator because Mentor answers questions such as:

- What are the Internet and the World Wide Web?
- How did the Internet begin?
- What is Netscape Navigator?
- What's important to know about security and e-commerce?
- What is a Netscape community?

With Mentor for Netscape Navigator, everyone is a success—IT, HR, Help Desk and end user

Netscape Navigator is a superior alternative for browsing, e-mail, search, downloads, plug-ins and other capabilities that are vital to today's e-commerce

environment. While Netscape Navigator offers attractive benefits, it presents a challenge for those involved in the rollout. 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 also benefits IT, HR, Help Desk and Knowledge Management personnel, who are responsible for getting users up to speed as quickly as possible.

Mentor for Netscape Navigator smoothes every step in the rollout process and continuously supports users at their desktops. Understanding is immediate and 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 Netscape Navigator has more than 60 "JITs" ("just-in-time" multimedia units) covering the full range of functions and options of the browser. There are two types of JITs. "Conceptuals," averaging 3½ minutes, deliver the big picture. Using dynamic animated visuals with sound, Conceptuals explain what Netscape Navigator is and how it fits into the broader world of the Internet and e-commerce.



“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. The reason Mentor is so effective is that it delivers just the information and guidance users need, just when they need it. This is the way people want to learn. And, this is what Mentor does.

Important facts

- Over 6 million Mentor seat licenses have been distributed worldwide to make users successful with software.
- Many of the most successful companies in the world 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.
- Despite the comprehensive coverage of Mentor for Netscape Navigator, the entire program occupies less than 12 MB.



Mentor makes the rollout painless and the browser as easy to use 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 uses sight and sound to speed up the assimilation of knowledge. Fast assimilation leads to rapid gains in productivity and an accelerated ROI for the Netscape Navigator deployment.

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 Netscape Navigator to get an answer. And Mentor’s searchable database makes answers easy to find.

Mentor’s combination of dynamic visuals and sound arrives seamlessly at the desk-top 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, on your intranet or across the Internet at connection speeds as low as 28.8 Kbps. Mentor uses advanced streaming and compression technology to deliver real-time multimedia online without downloading.

Mentor can accelerate success not only with Netscape, but with any software application. In addition, Mentor is the only off-the-shelf multimedia system that is easily customized to match a company’s needs. And, in a matter of a few months, an entirely new Mentor can be created to aid in the deployment of proprietary applications.

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) operating system
- Netscape Navigator
- 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

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 Netscape Navigator 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.”

Mentor Media Group, Inc.
111 Glover Avenue
Norwalk, CT 06850
203-847-5555

© 2001 Mentor Media Group, Inc.
Mentor and the Mentor logo are trade names and trademarks of Mentor Media Group, Inc. All other trademarks, registered marks and service marks are the property of their respective owners. All rights reserved.

