



DRAGON

Dragon NaturallySpeaking 11.5

Frequently Asked Questions

1. What's new in the latest version of Dragon NaturallySpeaking?

- a. To see what's new in Dragon NaturallySpeaking 11.5, go to <http://www.nuance.com/dragon/whats-new-upgrade/index.htm>.

2. How can I get Dragon NaturallySpeaking 11.5?

- a. **If you are a NEW Dragon NaturallySpeaking customer**, you can purchase Dragon NaturallySpeaking 11.5 directly from our Web site – <http://www.nuance.com/dragon/whats-new-upgrade/index.htm> – or through our various retail partners. If you are a corporate customer, please contact sales here: <http://www.nuance.com/dragon/contact-sales/index.htm>
- b. **If you are an existing customer with Dragon NaturallySpeaking 11**, you are entitled to a free update to version 11.5! This free update will be available as a download in the coming weeks. If you registered your Dragon software, you will receive a notification when the download is available. Otherwise, check here – <http://www.nuance.com/dragon/whats-new-upgrade/index.htm> – for updates on download availability.

You can also request a DVD of the Dragon 11.5 upgrade for a cost of \$29.99, which covers the DVD and shipping/handling charges. Please contact the Nuance Customer Service team at 800-654-1187 to place your order. (A receipt of purchase is required).

- c. **If you are an existing customer with Dragon NaturallySpeaking 9 or 10**, you can purchase an upgrade to Dragon NaturallySpeaking 11.5 directly from our Web site – <http://www.nuance.com/dragon/whats-new-upgrade/index.htm>. If you are a corporate customer, please contact sales here: <http://www.nuance.com/dragon/contact-sales/index.htm>

3. I am a Dragon NaturallySpeaking 11 user and I want to get the upgrade to 11.5 now.

a. Can I just download Dragon 11.5 now, as a Dragon 11 customer?

If you would like to update from Dragon NaturallySpeaking 11 to 11.5, you can download the free, quick and simple smart update when it becomes available in a few weeks. If you need it more immediately, you can also order a DVD of the full product, for a fee of \$29.99. Contact the Nuance Customer Service team at 800-654-1187 to purchase the Dragon NaturallySpeaking 11.5 DVD. A receipt of purchase is required.

b. Why do I have to pay for a DVD if I'm already a customer?

We charge a fee for DVDs to cover the cost of manufacturing, shipping and handling. This is the same price that we regularly charge for replacement DVDs. If you do not want to incur a fee for the DVD, you can get a free downloadable upgrade in the coming weeks.

c. Why do I have to wait for the free upgrade?

We are offering a "smart application upgrade" for Dragon NaturallySpeaking, which provides a much smaller download and faster upgrade process, while still providing all of the benefits of the new version. Updating an existing installation is more complex than a new installation, which increases the time needed to ensure this upgrade meets the high standards that we set for Dragon.

4. I recently purchased Dragon NaturallySpeaking 11 – do I need to exchange it for this new version? What should I do?

a. You do not need to exchange a recent purchase of Dragon NaturallySpeaking 11.

You will receive a free update in the coming weeks. If you registered your software, you will be notified when the free update is available. You can also purchase a DVD if you'd like the update sooner. See questions #2 and #3 above. If you still have questions, please contact our Customer Service team at 800-654-1187.

5. I'm having trouble purchasing Dragon NaturallySpeaking 11.5 from your Web site– who can I contact for help?

- a.** If you are having trouble placing an order online or have general questions regarding this release, please contact our Customer Service team at 800-654-1187. If you have placed an order through our online store and have questions regarding that order, please call our online store at 888-372-1908.

6. Are you offering any special pricing on these new product versions?

- a.** Full pricing information is included here:

Dragon NaturallySpeaking 11.5

New Purchase Pricing

- Dragon Home Edition - \$99.99
- Dragon Premium Edition - \$199.99

- Download - \$179.99 (does not include headset)
 - Wireless - \$299.99
 - Mobile - \$299.99
 - 2-Pak - \$349.99 (Save \$50)
 - 5-Pak - \$799.99 (Save \$200)
- Dragon Professional Edition - \$599.99
 - Wireless - \$699.99
- Dragon Legal Edition - \$799.99

Upgrade Pricing

For registered Dragon 11 users

- Dragon 11 Basics, Home, Premium, Professional and Legal
 - **Update to 11.5, same edition – Free update via download!**
- Dragon 11 Basics and Home
 - To Premium 11.5 - \$49.99 (does not include headset)

For registered v.9 and v.10 users

- Dragon 9 or 10 Essentials, Standard, Preferred Users
 - To Premium 11.5 - \$99.99
 - Wireless 11.5 - \$199.99
- Dragon 9 or 10 Professional Users
 - To Professional 11.5 - \$199.99
- Dragon 9 or 10 Legal Users
 - To Legal 11.5 - \$199.99

7. Will you also update Dragon Dictate for Mac with the features included in Dragon NaturallySpeaking 11.5?

- a. At this time, we are offering an update specifically for users of our PC-based product. Our goal is to offer Mac and PC customers the same great experience with speech recognition regardless of their platform. Since acquiring MacSpeech and launching Dragon Dictate for Mac last year, our development team has continued efforts to integrate many features of Dragon NaturallySpeaking across platforms to bring improved accuracy as well as top-notch command and control capabilities to Mac users. These development efforts will continue as we bring new versions of Dragon Dictate to market.

8. What if I have Dragon NaturallySpeaking for the PC, but I want to switch to Dragon Dictate for Mac, or vice-versa? Do you have any special offers?

- a. We do not have any cross-platform offers at this time.