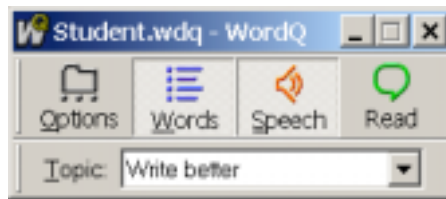


User Guide

WordQ™

Writing made easier.



- 1 Predict it
- 2 Hear it
- 3 Choose it
- 4 Review it
- 5 Correct it
- 6 Write it now!

WordQ™ Writing Aid Software

Version 1 / Microsoft® Windows®



Contents

<i>Chapter 1: Installation</i>	4
Hardware Requirements	4
Sound cards	4
Install from WordQ CD	4
Special Considerations	5
Password or access codes	5
Backup	5
Using 'What's This?' Help	5
<i>Chapter 2: A Quick Tour of WordQ</i>	6
Welcome to WordQ	6
Using WordQ for the first time	7
<i>Chapter 3: Setting Up Users</i>	8
Create a new user vocabulary	8
Promote your personal words	9
Open another user vocabulary	9
Create a new user vocabulary based on the current user vocabulary	9
Create a user vocabulary with specific vocabulary needs	10
Delete a user vocabulary	10
<i>Chapter 4: Writing with Word Prediction</i>	11
Introduction to word prediction	11
Turn prediction on and off	12
Select a word from the list	13
Display different word endings	13
Undo a selection	13
Type numbers	13
Use topic words	14
Options to change the word list look and position	14
Options to enhance prediction and punctuation	16
Options to select words	17
<i>Chapter 5: Using Text-to-Speech Feedback</i>	18
About text-to-speech feedback and prompting	18
Turn speech on and off	19
Hear what you type	19
Hear predicted words in the list	20
Hear Windows interface objects	20
Hear spelling suggestions in MS Word	21
Proofread your text in MS Word, WordPad, Notepad, and Outlook	21
Read in Web browsers and non-Microsoft applications	22
Change voice settings	22
Change the pronunciation of a word	23

- Chapter 6: Using Hot Keys* 24
 - Assign hot keys 24
 - Quickly view hot keys assigned to the button bar 24
- Chapter 7: Customizing Vocabulary* 25
 - Modify your main words 25
 - Review misspelled or unrecognized words 26
 - Create a topic list 26
 - Undo changes to your vocabulary 27
- Chapter 8: Troubleshooting* 28
 - Contact 28
 - Windows compatibility 28
 - Application compatibility 29
 - Speech Limitations 29
- License Agreement* 30

Chapter 1: Installation

Hardware Requirements

WordQ™ software has been designed for individual workstations with single or multiple users. That is, only one user may run a single installation of WordQ software at a time. However, that copy of WordQ software may open and run more than one user vocabulary file. There are no limits on the number of user vocabulary files used with one WordQ installation.

WordQ software may be installed directly on an individual workstation or it may be installed on a network with an installation in each user's network workspace (User drive). Thus, many simultaneous users may be served with multiple WordQ software installations on a network. On a network, WordQ software must be installed by the System Administrator who must ensure the user has full read and write privileges with the \Wordq subdirectory.

The hardware requirements are:

- Pentium 133 or faster processor
- at least 64 MB RAM; 128 MB RAM is suggested

Sound cards

Any sound card may be used, although cards that support multiple output channels are required if other software is used that fully occupies a sound channel (e.g., RealPlayer). Competing sound applications must be turned off while using WordQ with single-channel sound cards. External speakers may be used, but headphones are suggested for classroom use. Text-to-speech voices are included with a telephone frequency range suitable for lower quality headsets.

Install from WordQ CD

1. Insert the WordQ software CD.
2. If the CD Autoplay feature is turned on, you will be prompted to choose Install WordQ or to cancel the installation.
3. If the CD Autoplay feature is turned off, view the contents of the CD by double-clicking on My Computer and then on the WordQ CD icon. Then double-click on the Setup.exe file.
4. Follow the online instructions that are presented.
5. The following software will be installed:
 - WordQ™ application for Windows 95/98/ME/NT/2000
 - Microsoft® Active Accessibility® Version 1.3
 - Microsoft® SAPI 4.0a drivers
 - Microsoft® Text-to-speech Engine
 - Microsoft® Speech Control Panel

During the installation you may be prompted to locate certain files relating to the Microsoft® SAPI 4.0a drivers. If so, choose 'Skip Files' when prompted in the window that pops up. After completing the installation, locate the \Wordq\Speech_Engine folder and double-click the file 'spchapi.exe' to install these drivers.

Important: Windows 2000

Microsoft® Active Accessibility® is fully implemented in Windows 2000. If you are prompted during the installation to overwrite files that are older than existing files, choose No to all in response to this prompt.

Special Considerations

Windows 95

There may be problems in using some of the speech features to read the text of menu items, options, buttons, Desktop icons, and lists. This relates to the use of Microsoft® Active Accessibility® which provides that speech capability. Even if you are currently running Internet Explorer 5 or 5.5, you must have had Internet Explorer 4.01 Service Pack 2 installed at some point on your computer. The explanation is rather complicated as is the solution which involves uninstalling the current Internet Explorer, installing IE 4.01 SP2, then re-installing IE 5.0 or 5.5. Please refer to the Microsoft support note at <http://www.microsoft.com/enable/msaa/ieak.htm#one>.

Internet Explorer 4.01 SP2 can be downloaded from:

http://www.microsoft.com/msdownload/iebuild/ie4sp2_win32/en/61260.htm

Windows NT 4.0

See notes above for Windows 95 which also apply for Windows NT 4.0.

In Windows NT 4.0 Active Accessibility cannot be installed unless NT Service Pack 6 (SP6) is installed.

The current WordQ version is limited to one user per installation. If another user tries to log on, then the New User dialog box is presented each time.

Windows 2000

WordQ software must be installed by the System Administrator.

Microsoft® Active Accessibility® is fully implemented in Windows 2000. Therefore, you may be prompted during the installation to overwrite files that are older than existing files. IMPORTANT: Choose No to all in response to this prompt.

The end-user must be given WRITE privileges in \WordQ directory by the System Administrator so that user files can be saved.

Password or access codes

There are no password codes in the current version of WordQ software. WordQ software is, however, protected by a registration code that must be entered the first time that you run WordQ.

Backup

User vocabulary files are automatically saved whenever WordQ software is properly shutdown. The user can also manually save their vocabulary files.

Topic lists are included within a user's vocabulary but may be exported and saved as simple text files for sharing with other users.

Typically, user vocabulary files are stored within a subdirectory within the WordQ directory. However, the user may choose to save their vocabulary file in another location such as a secure network location with automated backup processes.

Using 'What's This?' Help

When you are working in a dialog box and you want information about an option, simply right-click on the option and choose *What's This?* from the pop-up menu. A ScreenTip for the option will appear.

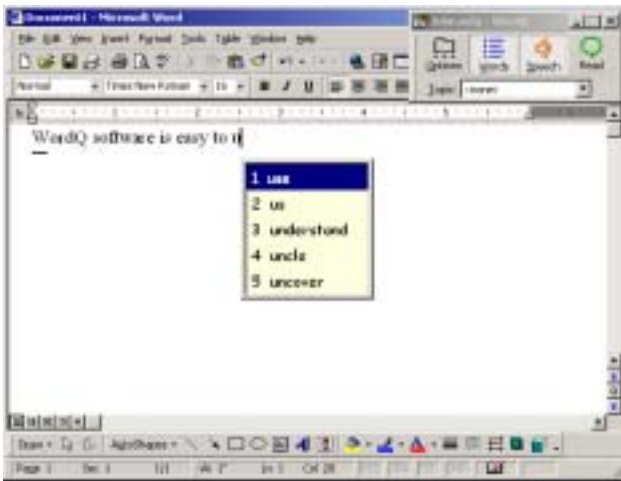
You may also press the **F1** key to display a help description.

Chapter 2: A Quick Tour of WordQ

Welcome to WordQ

WordQ writing aid software is used along with standard word processing software. It suggests words for you to use and provides spoken feedback. Users of all ages who have problems writing and editing can benefit.

The design of WordQ software follows from advice by educators to keep it simple and to focus on providing prompts or cues to help you choose words and self-detect writing errors. It is intended for use along with other compensation strategies that are taught.



WordQ continuously presents a list of correctly spelled words as you type. When you see the word you want to use, you can choose it with a single keystroke or with the mouse. You can also display a word with its different word endings. If you need help deciding which word to use, each word can be read aloud before you make a selection. Using knowledge about the last word that you wrote, WordQ software also suggests relevant next words in your sentence.

The success of word prediction for spelling assistance depends strongly upon the dictionary and the prediction algorithm. WordQ software has an

underlying dictionary of approximately 60,000 words containing a powerful knowledge base of how words are used. This was developed by analyzing written text from various sources, including stories by students at different age levels. Both a Canadian dictionary and a US dictionary are included. These dictionaries also contain hundreds of proper names as well as towns, cities, provinces and states localized for Canada and the US.

A smaller user vocabulary reflects your personal writing style. This user vocabulary continually adapts as you write and improves its performance as you use it. This vocabulary ensures words are suggested that you regularly use and understand, thus reducing confusion. A number of initial user vocabularies are included based upon starting, intermediate, and advanced writing styles. You can further customize your user vocabulary by adding novel words and by importing text files.

You can also create and use groups of words called topics, such as your favourite sport, the family pet, or general math concepts. When you write about one of your topics, its words are more likely to be suggested.

WordQ software spell checks your writing, but it does not replace the word processor's spell checker. When it encounters unfamiliar and misspelled words, it saves them for you to review at a later time. You can then delete a misspelled word or add a novel word to your vocabulary. Only correctly spelled words and those that you specifically add to your vocabulary are shown in the word list.

WordQ software combines visual and speech feedback to provide prompts or cues to help you make choices and to self-detect mistakes. Letter echo confirms typing a character. Word echo helps you self-identify spelling errors and confirms your selection of a predicted word. Sentence echo helps you hear the word flow in a sentence to decide whether the right words and punctuation are used.

A special text-reading mode helps you proofread. With Microsoft Word, WordPad, Notepad, or Outlook, text can be highlighted and spoken word-by-word within that application.

Using WordQ for the first time

1. Start WordQ

The first time that you use WordQ, you will need to create your own user vocabulary file. This involves selecting the writing vocabulary that you want to use, and then naming your user vocabulary file.

WordQ has several initial vocabularies from which you can choose. The vocabularies support different levels of writing, as well as, differences in Canadian and US spelling of words. Use these vocabularies to help get you started, but as you use WordQ, you will notice that your vocabulary will build and adapt to your personal needs.

The main initial vocabularies include Starter, Intermediate, and Advanced. For additional information on these vocabularies see Chapter 3.

Two windows will then appear. One window will display the WordQ control buttons and the other will be a small window for predicted words.



2. Start your writing application

Start a writing application such as Microsoft Word. The word list will appear at the text cursor.

Whenever you switch to another writing application, the word list will automatically move to the location of the text cursor.

3. Begin typing

Type the first letter of a word to begin your sentence. (WordQ automatically capitalizes the first word of each subsequent sentence)

Words will appear in the word list. If the word that you want is in the list, select it by typing the number in front of it. If your word is not in the list, continue typing until your word appears.

As soon as you select a word, it will be typed into your application. It will also be spoken aloud to confirm your selection. WordQ will then display the words that are most likely to follow the previous word.


You don't have to select words that WordQ suggests. You can type as you would normally and only refer to the word list when you are stuck.

If there is no sound from your speakers, please ensure that they are connected and powered on. Also, ensure that the volume is adjusted on both the speakers and in Windows. The location of the volume control may vary with different sound cards, but typically it is found in the Start Menu, Start>Programs>Accessories>Entertainment>Volume Control.

4. Complete your sentence

End your sentence by typing a period, question mark or exclamation point. WordQ will automatically add a space and capitalize the next word for you. The entire sentence will be spoken.

5. Read your sentence

Select the Read button . The sentence will be highlighted. Press the *Spacebar* and it will be spoken, highlighting each word as it is spoken.

Press the *Esc* key or *click* in the text with your mouse to resume writing.

Chapter 3: Setting Up Users





Create a new user vocabulary


To create a new user vocabulary


1. Select User from the Options menu on the WordQ button bar, and then select New...
2. Choose a vocabulary that matches your writing level. This is only a starting point - WordQ adapts to your own writing as you use it.



WordQ includes several writing vocabularies with support for Canadian and US spelling:

-  **Starter:** This vocabulary is for people who are starting to write. It includes about 5,000 words commonly used by writers up to grade 3 level.
-  **Intermediate:** This vocabulary is for people who are writing at an intermediate level. It includes about 10,500 words commonly used by writers at a grade 2 to 8 level.
-  **Advanced:** This vocabulary is for people who are writing at an advanced level. It includes about 15,000 words commonly used by writers at a grade 7 level and above.
-  **Blank:** There are no words associated with this template. This template is used when you want to create your own list of words, rather than start from one of the other vocabularies. See Create a user vocabulary with specific vocabulary needs.

 **Standard Core:** This template is used when you want to start with a limited number of words. It includes function words, days, months, numbers, colors, and provinces or states. See Create a user vocabulary with specific vocabulary needs.

 **Function Word Core:** This template is used when you want to start with a profile that contains function words only. This template includes about 500 function words. See Create a user vocabulary with specific vocabulary needs.

3. Enter a filename, such as your own name, to create a user file. Your user file will contain a copy of the vocabulary and selected options will be set for you.



4. If you wish, you can modify your vocabulary and settings, or allow WordQ to adapt to your writing style as you use it.

You can have more than one user vocabulary.

Promote your personal words

You can easily promote personal words or phrases that are important to you so that they are more likely to be predicted, for example, names of family and friends and locations. While WordQ does include many common names, it does not initially know which ones are important to you.

1. Select My Words... from the Options menu on the WordQ button bar. Then click the Main tab.
2. Type a word or short phrase (up to 30 characters) in the edit box New Word, and then select Add or press *Enter*.

You may add any number of words that you want. Be careful with your spelling as words are not spell checked at this time.

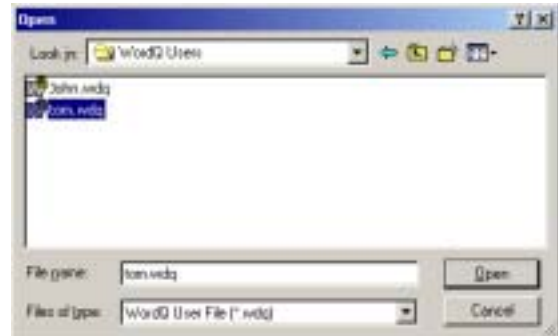
You may notice that your word may already be in the vocabulary (shown in the Words that I use list); when you select Add, that word will be promoted.

3. Select Close to accept your words.

Open another user vocabulary

To open another user vocabulary

1. Select User from the Options menu on the WordQ button bar, and then select Open...



2. Select a user vocabulary name and press Open.
3. You will then be asked whether you want to save any changes to the previous user file before opening the selected user file.

Create a new user vocabulary based on the current user vocabulary

To create a new user vocabulary based on the current user vocabulary

1. Select User from the Options menu on the WordQ button bar, and then select Save As...
2. Type a different user name and press Save.
3. The vocabulary and settings from the existing user vocabulary will be copied to the new user vocabulary. You can modify these as necessary.

Create a user vocabulary with specific vocabulary needs

You may want to limit your writing vocabulary to the words that you know, or a specific set of words that you are learning.

To create a user vocabulary with a limited vocabulary

1. Select User from the Options menu on the WordQ button bar, and then select New...
2. Begin with the Blank, Standard Core or Function Word Core.
3. Add your own words to your vocabulary, and remove any words you do not want to use. See Chapter 6: Modify your main words.

To keep your vocabulary from learning new words

1. Select Prediction... from the Options menu.
2. Select the Prediction tab.
 - *Uncheck* Predict new words that I use
 - *Uncheck* Adapt predictions based on how I combine words

To predict words from only your vocabulary

1. Select Prediction... from the Options menu.
2. Select the Prediction tab.
 - *Uncheck* Predict words from the WordQ Dictionary

Delete a user vocabulary

To delete a user vocabulary

1. Select User from the Options menu on the WordQ button bar, and then select Open ...
2. Select a user vocabulary file name from the Open... dialog box and press the *Delete* key on your keyboard.

Chapter 4: Writing with Word Prediction

Introduction to word prediction

Prediction dictionary and user vocabularies at different age and grade levels

The success of word prediction for spelling assistance depends strongly upon the dictionary and the prediction algorithm. WordQ software has an underlying dictionary of approximately 60,000 words containing a powerful knowledge base of how words are used. This was developed by analyzing written text from various sources, including stories by students at different age levels.

While a larger dictionary is possible, the instances of word usage beyond the 60,000 words are so small that the potential confusion of a truly misspelled word existing as some obscure word outweighs the value of including obscure words.

Both a Canadian dictionary and a US dictionary are included. Both dictionaries also contain hundreds of proper names as well as towns, cities, provinces and states localized for Canada and the US.

Word prediction actually occurs within what is called a *user vocabulary*. This is a smaller set of words that represents your working memory. Several initial user vocabularies are included with WordQ at different writing and age levels.

WordQ first requires you choose an initial vocabulary. Then WordQ can optionally self-adapt with use. All vocabularies link to the background dictionary and its associated knowledge base. Thus, even if a Blank vocabulary is used, any words added to it will automatically have known word knowledge. As you progress, you can continue with your own user vocabulary, which will adapt with you.

As you begin typing, words that complete the first letter(s) are predicted based upon frequency of use. The next word, however, is predicted based upon the likelihood of following the previous word. In some cases, such as following a function word (e.g., "to"), the number of possibilities is vast and you would likely

need to select another letter. However, at this point the words that complete that letter are chosen from words that follow the previous word. This quickly limits the possibilities to very likely words as well as words in the correct form (e.g., present or past tense). WordQ also considers prior use of a function or content word to adjust the prediction.

When you type a word outside of your vocabulary, it may be correctly spelled, it may be a spelling error, or it may be a novel word. If the word is correctly spelled and is in the the WordQ dictionary, it may be added to your user vocabulary automatically (an optional setting). If the dictionary rejects the word, WordQ saves it for you to review at a later time. You can then delete a misspelled word or add a novel word to your vocabulary. Only correctly spelled words and those that you specifically add to your vocabulary are shown in the word list.

Prediction options

There are four options associated with WordQ word prediction:

- *Correctly spelled words* can be automatically added to your user vocabulary. Novel and misspelled words are put aside for you to review.
- *Words outside your user vocabulary* can be predicted from the WordQ dictionary.
- *Next words* that follow the last word typed/ selected can be predicted. While this optional feature has certain market appeal, its value may be over-rated and it should be used with some caution as it may lead you down an easy but incorrect path. Predicting the next word following some function words, such as "the" is not always useful, but predicting the next word after a content word may be more useful. Some function-function word combinations are highly likely, such as "in the" and such word pairs are included as single predicted items in the standard core component of all user vocabularies.

- *Word combinations* can be automatically learned and your user vocabulary updated with this knowledge. If you who have trouble with grammar you should not activate this option.

Customized topic-specific vocabularies

Customizing a vocabulary for specific needs is done at two levels. A user vocabulary may be customized for an overall writing style by importing samples of text files. Importing text is similar to the adaptation that occurs naturally over time, but it is done quickly. You can start with a blank vocabulary or a core function word vocabulary to have a vocabulary completely customized to your own writing style.

When text files are imported, they are automatically analysed for word usage and the word prediction will then take on the writing style of the source documents. There are no limits on the number of user vocabularies that may be created.


You can also create and use groups of words called topics, such as your favourite sport, the family pet, or general math concepts. Topic words are essentially user vocabulary words that are singled out for boosting in the prediction process. Because they are user vocabulary words, they will have word usage data and hence they will be shown only when appropriate.

When creating a topic list, novel words are automatically added to your user vocabulary without spell checking.

While only one topic active can be active at a time, there are no limits on the number of topics that you use. You can switch between topics at any time (e.g., between sentences or paragraphs). When a topic is active, words within that topic are more likely to appear.

Turn prediction on and off

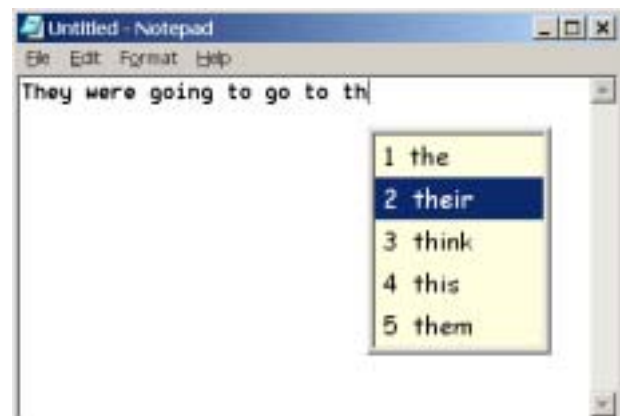
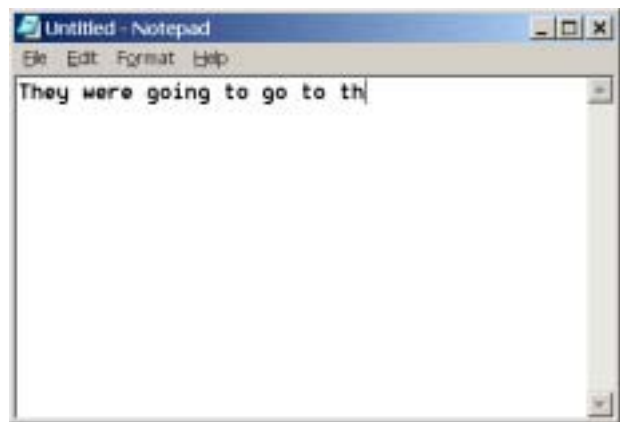
To turn prediction on and off

Press the Words button , or the hot key assigned to this button (default = F9), to toggle the word prediction on and off.

The word list is hidden when prediction is turned off.

To selectively use word prediction

You may choose to have the word list hidden most of the time and show it only when you have difficulty with a word. You can show the word list at any point in the word that you are typing.



Select a word from the list

To select a word

Select a word in one of the following ways:

- Type the number in front of the word.
- Click on the word with the mouse.
- Use the ↓ key to step through each word in a vertical list. Use the → key with a horizontal list. Then use the *Enter* key to select the desired word.

The selected word will be typed into your application.

Display different word endings

Word endings are displayed differently depending on whether you choose to have WordQ automatically add a space after you select a predicted word or whether you manually press *Spacebar*.

To display different word endings with auto spacing

Select the root word that you want. Then press the *Backspace* key until the list displays the word with different endings, for example: ing, ed, es, ies, and ly.

To display different word endings with manual spacing

Select the root word that you want. All word forms beginning with that root word are now shown. In some cases you may need to press the *Backspace* key. Select one of these words if desired, or press *Spacebar* to go on to type your next word.

Undo a selection

To undo a selection

You can undo the last word that you selected from the list. Press the *Esc* key and that word will be removed from your document.

If you do not undo a word immediately following its selection, you will need to use the standard editing features of your application to remove the word.

Type numbers

To type numbers

Type numbers in one of the following ways:

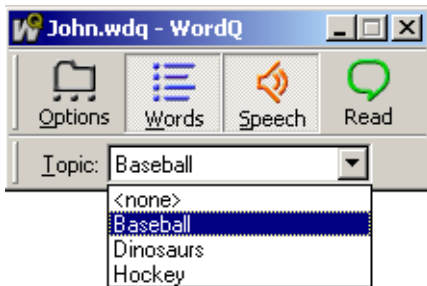
- If you select words with the number line along the top row of the keyboard, then use the numeric keypad to type your numbers.
- If you select words with the numeric keypad, then use the number line along the top row of the keyboard to type your numbers. OR
- Hide the word list using its hot key (default = *F9*) to type numbers and show it again when you are done by pressing the hot key again.

Use topic words

You can easily add and use topics to emphasize words in the prediction process. While only one topic active can be at a time, there are no limits on the number of topics that you use. You can switch between topics at any time.

See Chapter 7: Create a topic list for instructions on creating your own topic list or adding topic lists that have already been created.

When a topic is active, words within that topic are more likely to appear.



To switch to a particular topic

1. Use your mouse to point to and select a topic from the dropdown list in the WordQ button bar. OR

Press the hot key assigned to this button (default = *F12*), followed by \downarrow to move through the list, and *Enter* to select topic.

2. Click back in your writing application and return to typing.

To turn off a topic

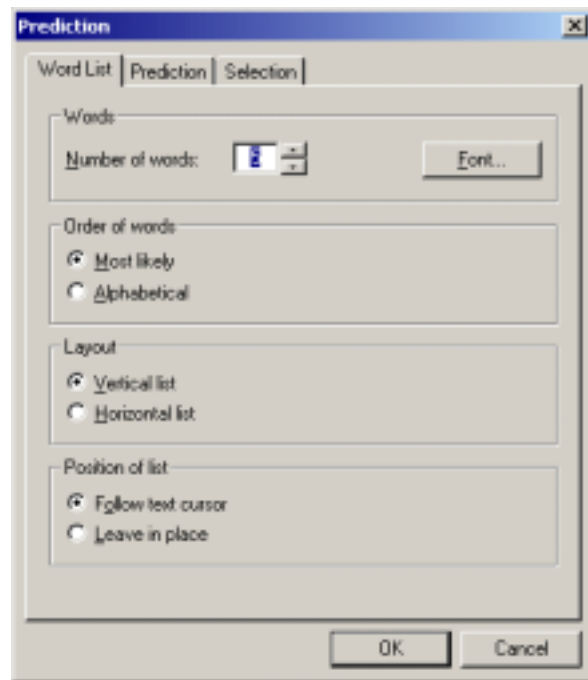
1. Choose another topic, or choose *<none>* as a topic. OR
2. Click back in your writing application and return to typing.

Options to change the word list look and position

You may change various features that affect how the word list is displayed.

Select Prediction... from the Options menu on the WordQ button bar.

Then click the Word List tab.



Number of predicted words

Enter the number of words that you want to display in the word list. You can choose from 1 to 9 words. For young children, 3 words are suggested. For others, 5 words are suggested.

Font

Select the Font button to change the size and type of font used in the word list. You may choose any font, size, and style that you like. It is suggested that you choose a size similar to the text size used in your application.

The changes you make will be visible when you close the Prediction dialog.



Order of words

Select either:

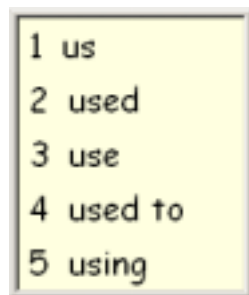
- Most likely to display predicted words in order of most likely use, beginning with the most likely word.
- Alphabetical order to display predicted words in alphabetical order.

Changing the layout of the word list

Select either:

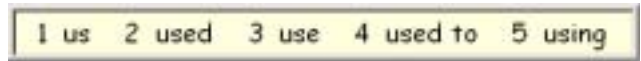
- Vertical list to display predicted words in a single column.

This is generally preferred because it is easier to read and select from a vertical list of choices.



- Horizontal list to display predicted words in a single row.

This layout is useful if you fix the word list in place when there is limited screen space. However, some people have difficulty reading and selecting from a horizontal list of choices.



Position of the word list

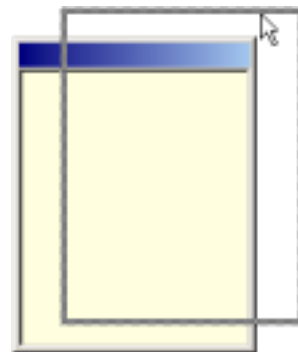
Select either:

- Follow text cursor to have the prediction word list follow the text insertion cursor as you type.

The word list follows below the text cursor except at the bottom of the screen when it automatically moves above the text cursor.

- Leave in place to have the prediction word list remain in one location as you type.

You can drag the list to another location using the title bar that is shown only when this option is selected. Some users prefer the window at the bottom of the screen in a fixed location so that it is easier to glance between the list and their keyboard.

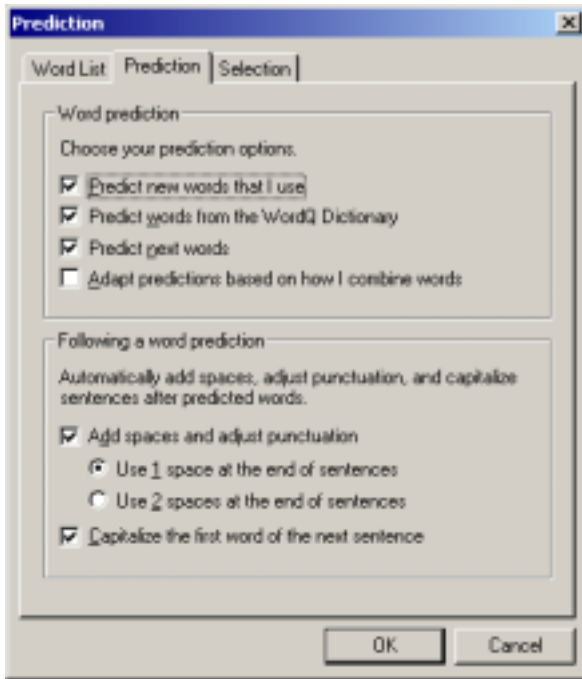


Options to enhance prediction and punctuation

You can choose options to enhance the prediction and punctuation capabilities of WordQ.

Select Prediction... from the Options menu on the WordQ button bar.

Then click the Prediction tab.



Word prediction

Select one or more of the following options:

- Predict new words that I use enables WordQ to automatically add correctly spelled words to your vocabulary. Novel and misspelled words are put aside for you to review. See Review misspelled or unrecognized words.
- Predict words from the WordQ Dictionary looks for words in the WordQ Dictionary when appropriate words cannot be found in your vocabulary.
- Predict next words displays the words that are most likely to follow the word you have just selected.

- Adapt predictions based on how I combine words enables WordQ to learn which words you use to follow one another. If you have trouble with grammar, you may want to leave this option unchecked.

Following a word prediction

If you are used to typing the spacebar after every word, do not choose the options below. You will have an added advantage of seeing different word endings that you may choose before pressing the spacebar.

Select one or more of the following options:

- Add spaces and adjust punctuation. You can choose to let WordQ automatically add a space after you select a predicted word. When you type a punctuation mark, WordQ will remove this training space, place the punctuation and add any necessary spaces. You may also choose to:
 - Add 1 space after you end a sentence. This is the common rule in desktop publishing when using proportional fonts.
 - Add 2 spaces after you end a sentence.

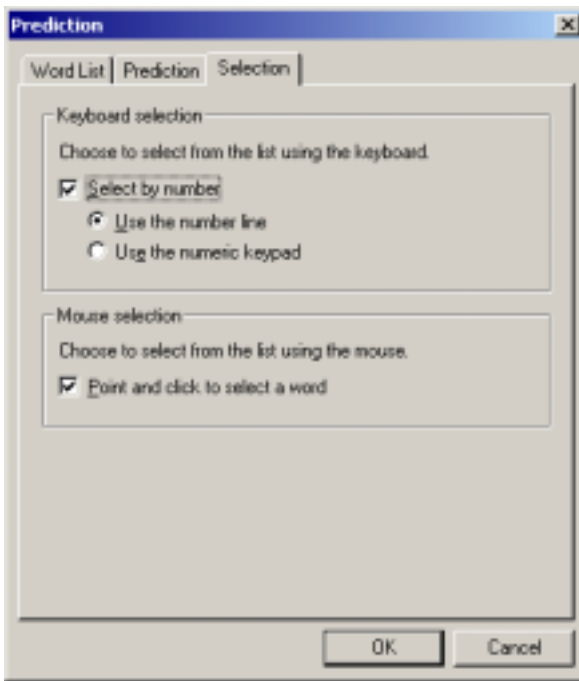
You may also choose to:

- Capitalize the first word of the next sentence. This option is only available when the previous option is selected, and only works if you immediately begin typing the next sentence after typing an end-of-sentence mark.

Options to select words

You may select words from the list by keyboard or with the mouse.

To change the selection method, select Prediction... from the Options menu on the WordQ button bar. Then click the Selection tab.



Keyboard selection by numbers

When this option is selected, numbers will appear beside predicted words. Select either:

- Use the number line to select your word. The keypad is used to type numbers.
- Use the numeric keypad to select your word. The number line is used to type numbers.

Mouse selection

You can select from the list using the mouse or other pointing device. Point to a word to highlight it. If you are using speech feedback, the word will be spoken. Click to select the desired word.

Chapter 5: Using Text-to-Speech Feedback

About text-to-speech feedback and prompting

WordQ software combines visual and speech feedback to provide prompts or cues to help you make choices and to self-detect mistakes. It is based on the assumption that if you have a learning difficulty then your oral skills are generally better than your reading skills. The feedback allows you to use your general language sense to catch errors in grammar, spelling and punctuation that might otherwise go unrecognized.

Predicted words

The word list presents predicted word choices as a visual prompt of possible words that might be appropriate. To help you review these choices, you can step through the list by simply pressing the down arrow key (with a vertical list; the right arrow key with a horizontal list). Each word is highlighted and spoken emphasizing the visual/auditory shape associated with a word. This is important when you have difficulty reading a word based on its individual letters. A mouse may also be used to highlight and speak a word.

The prediction word list itself includes additional cues that should be learned. When the word list goes blank while you are typing, it is a cue that you are making a typing mistake because no correctly spelled word matches that sequence of letters. Alternatively, you may be typing a novel word. If the word list starts showing words that you do not understand, it is a cue that you are using words beyond your vocabulary (if that prediction option is active) and you may have made a spelling mistake. In that case you should back up and try some other letters.

Typing echo

In addition to allowing you to see and hear word choices, you can have letters, words, and sentences spoken as you type. Any combination of these may be used:

- Letter echo helps you self-detect whether the letter just typed is the one that you wanted. When not paying attention to the screen, you can quickly hear a typing error.
- Word echo helps you self-detect two things. First, after selecting a suggested word, word echo helps you confirm your selection. Second, if you fully type out a word, then word echo helps you know whether it was spelled correctly—it won't sound right if misspelled. If vowels are left out, the word will be spoken out letter-by-letter. This complements visual cues presented by some word processors that underline spelling errors.
- Sentence echo helps you hear how words flow in a sentence and self-detect whether word order is correct, whether words are missing, and whether suitable punctuation is present. Also, if you never hear a sentence echoed, that is a cue in itself that you have left out sentence punctuation.

Reading text

The final level of prompting is proofreading the text at a sentence level. This level is fully available in Microsoft Word, WordPad, Notepad, and Outlook. A Read mode, activated by pressing the WordQ Read button or its corresponding hotkey (default = *F11*), will highlight the sentence where the cursor is located emphasizing that this is the sentence being reviewed. You can quickly move to other sentences with the up and down arrow keys.

You then begin reading the sentence by pressing the *spacebar*. The sentence is then spoken with each word highlighted word-by-word, again emphasizing the visual/auditory shape of each word. All of this is done directly in the word processor application. At the end of the sentence, the sentence is highlighted again so that you do not lose your place. You can repeat reading the sentence.

At any time while reading, you can pause with the *spacebar*. You can also step through the sentence word-by-word by using the right and left arrow keys to


help locate an error. To exit the Read mode, press the Read button again, press *Esc*, or click anywhere with the mouse.

Another reviewing option is to highlight the text (e.g., several sentences or just a few words) first and then press the Read button. In this case, the highlighted selection is read with word-by-word highlighting and the Read mode is automatically exited when the selection is read.

When other applications are used (e.g., WordPerfect, Internet Explorer, Inspiration), word-by-word highlighting is not available and you must manually highlight the text. If you want word-by-word highlighting, you can easily copy and paste the text into Notepad or WordPad for reading.

Turn speech on and off

To turn speech on and off

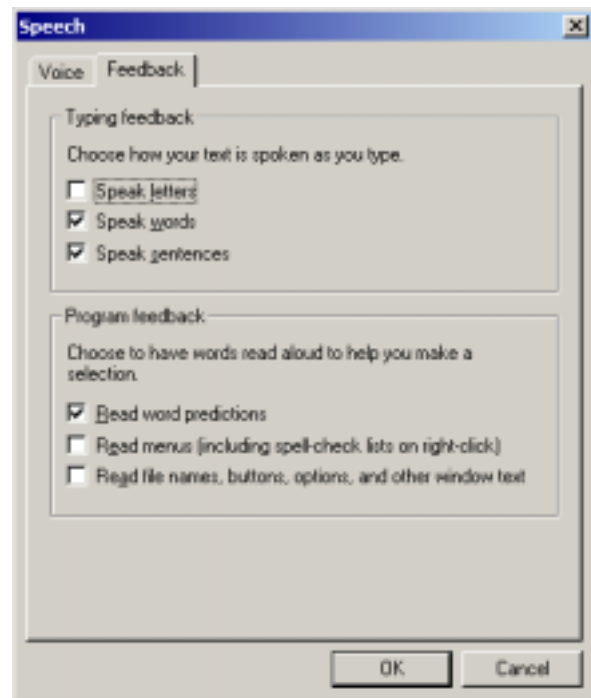
Press the Speech button  or the hot key assigned to this button (default = F10), to toggle speech on and off.

If there is no sound from your speakers, please ensure that they are connected and powered on. Also, ensure that the volume is adjusted both on the speakers and in Windows. The Windows volume control is typically located in Start>Programs>Accessories>Entertainment>Volume Control, but this may vary with different sound cards.

Hear what you type

Select Speech... from the Options menu on the WordQ button bar.

Then click the Feedback tab.



To hear what you type

Select one or more of the following options:

- Speak letters helps you confirm which character you have typed. Each letter is spoken as you type it.
- Speak words helps you detect spelling errors. Each word that you type or select is spoken.
- Speak sentences helps you hear the word flow in a sentence to decide whether the proper words and punctuation have been used.

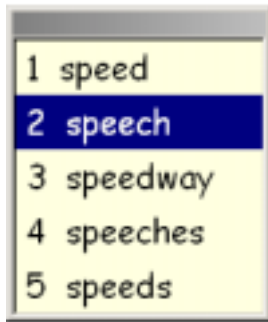
Hear predicted words in the list

Select Speech... from the Options menu on the WordQ button bar.

Then click the Feedback tab.

To hear predicted words in the list

Select Read word predictions to have words read aloud when you point to them with the mouse, or as you step through the list.

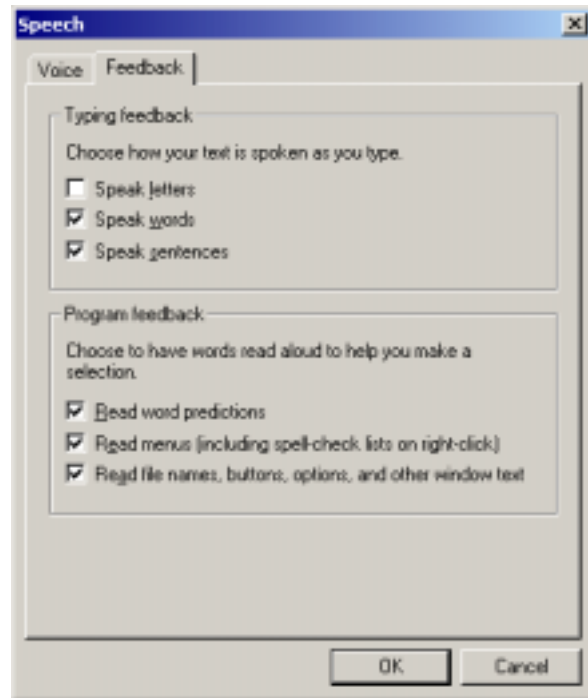


- Use the ↓ key to step down a vertical word list. Press *Enter* to select a word, or *Esc* to stop reading the list.
- Use the → key to step across a horizontal word list. Press *Enter* to select a word, or *Esc* to stop reading the list.

Hear Windows interface objects

Select Speech... from the Options menu on the WordQ button bar.

Then click the Feedback tab.



To hear menus

Select Read menus to hear items spoken when you point to them. This includes items in pop-up menus such as the spelling suggestions provided by Microsoft Word. Use the right mouse button to display these.

A limitation of Windows is that some pop-up menus cannot be spoken. This includes the grammar suggestions in Microsoft Word.

To hear file names, buttons, options and other window text

Select Read file names, buttons, options and other window text to hear the names of these objects. This includes desktop icons and file lists.

Hear spelling suggestions in MS Word

Select Speech... from the Options menu on the WordQ button bar. Then click the Feedback tab.

To hear spelling suggestions


Select Read menus to hear pop-up menus such as the spelling suggestions provided by Microsoft Word. Use the right mouse button to display these.

A limitation of Windows is that some pop-up menus cannot be spoken. This includes the grammar suggestions in Microsoft Word.

Proofread your text in MS Word, WordPad, Notepad, and Outlook

Use WordQ to proofread your current sentence or a selected block of text. Words are highlighted as they are spoken.

To read a sentence


1. Position the text cursor at the sentence that you want to read.
2. Press the Read button  or the hot key assigned to this button (default = F11).




3. The sentence is highlighted.
4. Press *Spacebar* to begin speaking the sentence. Each word is highlighted as it is read.
5. The sentence is highlighted again after it has been read.

6. You may then:
 - Stop proofreading by pressing the *Esc* key.
 - Read the sentence again by pressing *Spacebar*.
 - Go to the previous or next sentence by pressing \uparrow or \downarrow .
 - Read individual words by pressing \rightarrow or \leftarrow .

To read selected text

1. Select the block of text to read.
2. Press the Read button  or the hot key assigned to this button (default = F11).
3. The text is spoken immediately. Each word is highlighted as it is read.

To read at your own pace

1. Press the Read button  or the hot key assigned to this button (default = F11).
2. Press \downarrow or \uparrow to move to the sentence that you want to read.
3. Press \rightarrow or \leftarrow to read one word at a time.

To cancel or stop reading

1. Press the *Esc* key or click the mouse button at any time to stop reading.

To pause/resume reading


1. Press *Spacebar* to pause reading of your text.
2. Press *Spacebar* again to resume reading.

Read in Web browsers and non-Microsoft applications

WordQ can read selected text in Web browsers and non-Microsoft editors and applications.

However, the words will not be highlighted as they are read.

To read selected text

1. Select the text to read. In a web browser, use your mouse to select text by dragging over the text.
2. Press the Read button  or the hot key assigned to this button (default = F11).
3. The word list will temporarily disappear and the text will be spoken immediately.

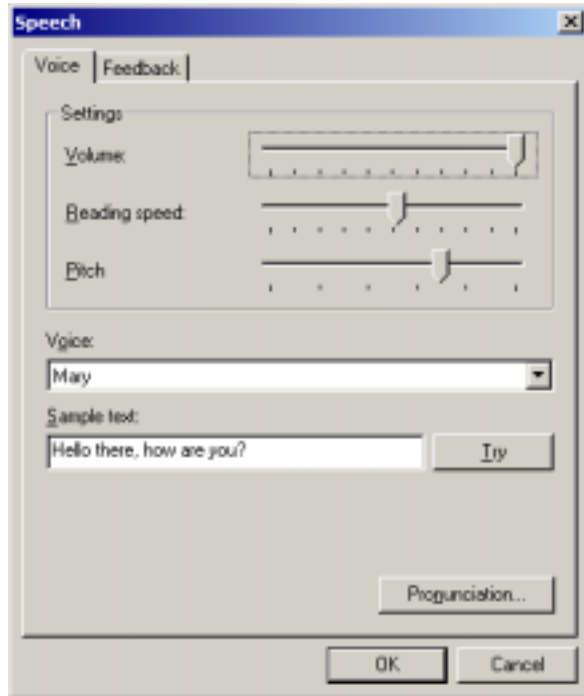
To cancel or stop reading

Press the *Esc* key or click the mouse button at any time to stop reading.

Change voice settings

You may change various settings that affect how the reading voice sounds.

Select Speech... from the Options menu on the WordQ button bar.



To adjust the voice

Adjust one or more of these sliders:

- Volume adjusts the speech volume. The maximum volume is the current Windows volume setting.
- Reading Speed adjusts the reading speed of the selected voice.
- Pitch adjusts the pitch of the selected voice.

To change the reading voice

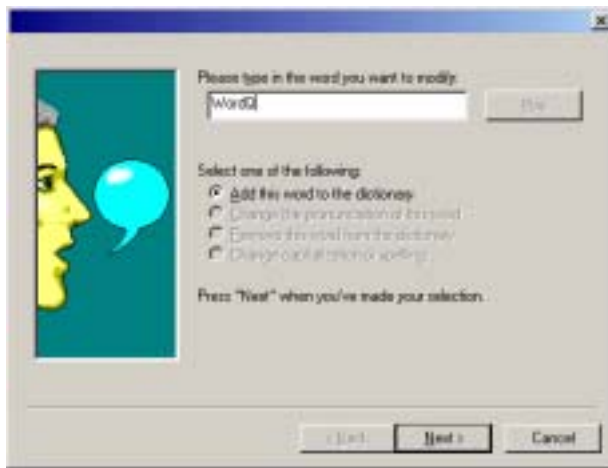
1. Choose from the list of available voices.
2. Press the Try button to hear how the voice sounds with its selected settings.

Change the pronunciation of a word

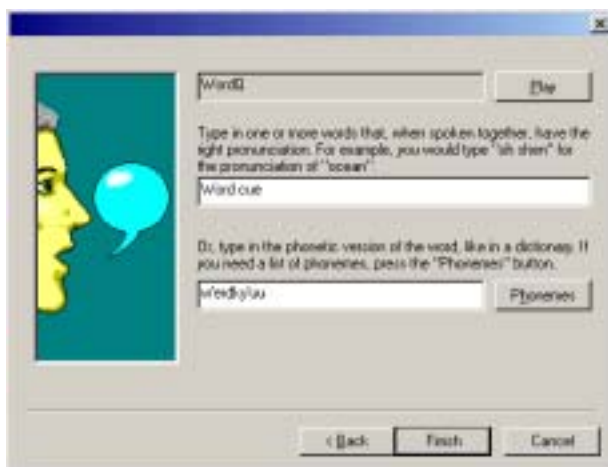
Select Speech... from the Options menu on the WordQ button bar. Then click the Voice tab.

To change the pronunciation

1. Press the Pronunciation... button to start the Microsoft Speech editor.
2. Type the word that you would like pronounced differently. Press Next.



3. Type in one or more words that when spoken, have the proper pronunciation. Press Finish.

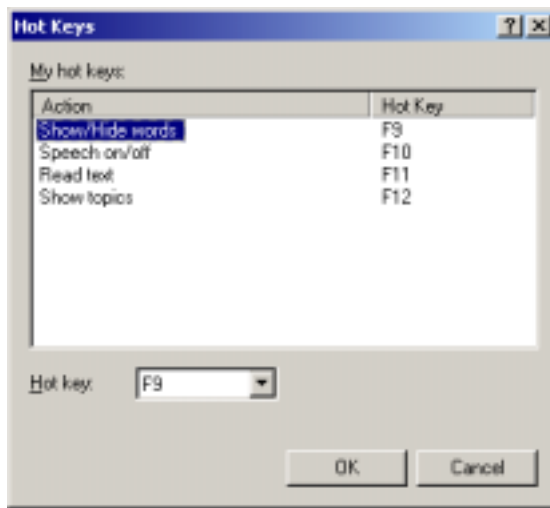


Chapter 6: Using Hot Keys

Assign hot keys

Hot keys provide quick access to selected WordQ features.

Select Hot Keys... from the Options menu on the WordQ button bar.



To change a hot key

- Click on the desired Action.
 - Show or hide the word list
 - Turn speech on or off
 - Read the text
 - Show the list of topics
- Choose a hot key from the drop down list. A function key (F1 to F12) or Ctrl + number (1 to 9) can be used.

- Repeat for all actions that you wish to change. Press OK when done. If you have assigned the same hot key to more than one action, you will be prompted to select a different hot key for each action.

WordQ hot keys will override any hot keys in the applications that you use.

Quickly view hot keys assigned to the button bar

You can quickly view the hot keys assigned to the Words, Speech, and Read buttons.

To view assigned hot keys

- Click on the WordQ window to make it active.
- Point to the desired button and pause. You will see a box containing a description of the button action and the assigned hot key.



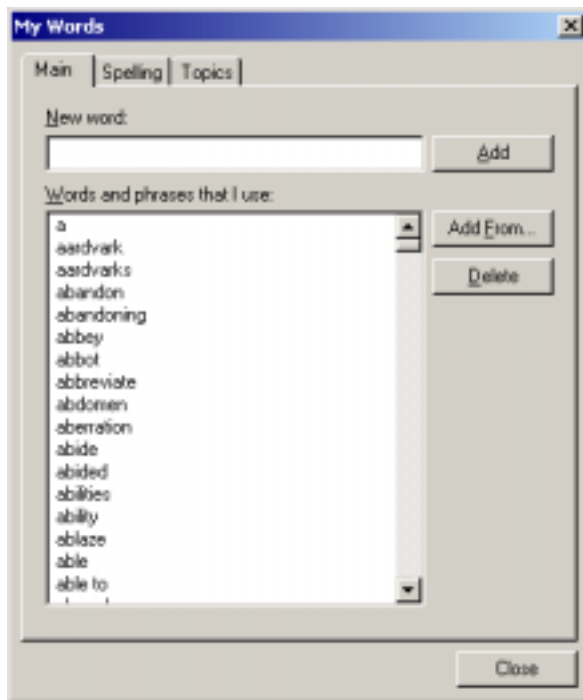
Chapter 7: Customizing Vocabulary

Modify your main words

You can add personal words or phrases to your WordQ vocabulary such as the names of family and friends. While WordQ includes many common names, adding your own names helps WordQ identify ones that are important to you.

You can also choose to add your words as you type. WordQ will automatically learn them.

Select My Words... from the Options menu on the WordQ button bar. Then click the Main tab.



To add a word or a phrase

1. Type a word or short phrase (up to 30 characters) in the New Word box and then select Add or press *Enter*.

2. You may add any number of words that you want. Be careful with your spelling, as words are not checked for spelling at this time.
3. If the word is already in the list, it will be highlighted for you.
4. Select Close to accept your words.

To add words from a text file

1. Select the Add From... button. This displays the Add From dialog box.
2. Go to the directory where your text file (*.txt) is located, and select the file containing your words.

Use Notepad to create this text file, or save your word processing file in a text format (*.txt).

3. The words in the file will be merged with your main words.

Words will be checked for proper spelling, and misspelled or novel words will be set aside. See Review misspelled or unrecognized words below.

To add words as you type

1. Select Prediction... from the Options menu on the WordQ button bar, and then click the Prediction tab. Ensure that the following option is set:
 - *check* Predict new words that I use
2. Type your words into any word processor. Your words will automatically be added to your vocabulary as you type.

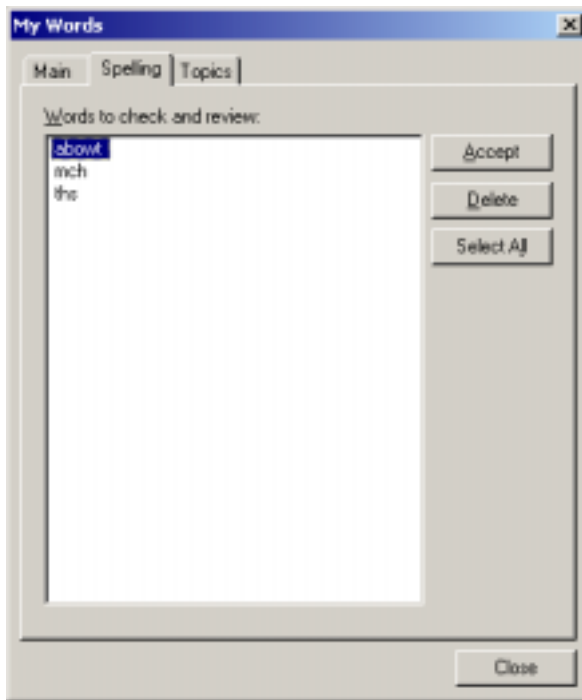
The words will be checked for proper spelling. Misspelled words and unrecognized words will be put aside for you to review later.

Review misspelled or unrecognized words

Misspelled and unrecognized words that you type are put aside for you to review.

Select My Words... from the Options menu on the WordQ button bar. Then click the Spelling tab.

You will see a list of words that may be misspelled or not found in the WordQ Dictionary such as proper names and acronyms. Review this list of words for proper spelling.



To accept words for prediction

1. Select the words you would like to add to your main list of words. You can select a range of words with the common Windows *Shift+click* action. Select separate words with *Ctrl+click*.
2. Click the Accept button to add the selected words to your main list of words. The words will now be used in word prediction.
3. Click Close when done.

To delete misspelled words

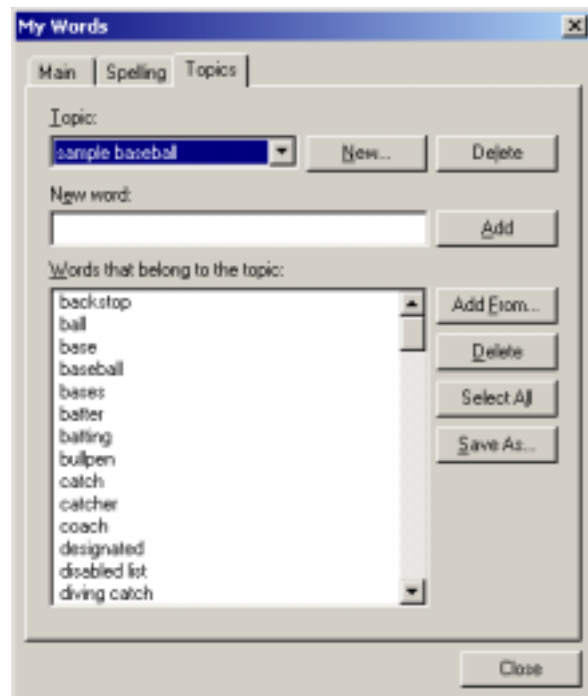
1. Select words by clicking on them. Select a range of words with the common Windows *Shift+click* action. Select separate words with *Ctrl+click*.
2. Click the Delete button to remove selected words from the list.
3. Click Close when done.

Leaving words in the spelling list does not affect word prediction. You may accept or delete words at any time.

Create a topic list

Topics allow you to identify groups of words that belong together. Use these when you write about a specific topic. This will give the words associated with the topic a higher priority in the prediction process.

Select My Words... from the Options menu on the WordQ button bar. Then click the Topics tab.



To view a topic list

Click on the drop-down Topic list and select a topic to view it. The list is blank if no topics have been created.

To create a topic

1. Click on the New... button.
2. Type in a Topic Name and press OK in the pop-up dialog.
3. Add words one-by-one or from a text file.

To add topic words one-by-one

1. Type in New word and click Add or press *Enter*.
2. The word will be copied to the list and placed in alphabetical order.
3. Repeat for all topic words.

To add topic words from a text file

1. Select the Add From... button. This will display the Add From dialog box.
2. The directory (/wordq/topics/) contains sample topics saved as text files (*.txt). Browse to the directory where your topic file is located, and then select your file.
3. Your words in the file will be merged with the current topic.

Topic files contain one word or a short phrase per line and are best created as a text file (.txt) with Notepad.

To save topic words as a text file

1. Select the Save As... button. This will display the Save As dialog box.
2. Browse to the directory where you want to save your topic file. You may save your topic in the directory (/wordq/topics/) that includes sample topics.
3. Give your file a name. The filename can be the same as the topic name, or you may choose another name.
4. Your topic will be saved as a text file (*.txt). Each word or phrase will be put on a separate line. You may view this file with Notepad.

To delete words from a topic

1. Select words by clicking on them. Select a range of words with the common Windows *Shift+click* action. Select separate words with *Ctrl+click*.
2. Click the Delete button to remove selected words from the list.

To delete a topic list

1. Select a topic from the drop-down Topic list.
2. Click on the Delete button.

Undo changes to your vocabulary

To undo unwanted changes to your vocabulary, close or exit WordQ and click on No when prompted to save you file. Open WordQ again to use your original vocabulary.

Chapter 8: Troubleshooting

Contact

Please see www.wordq.com for the latest documentation on known issues with WordQ or contact:

Quillsoft Ltd.
 190 Silver Birch Ave.
 Toronto, Ontario M4E 3L5
 Tel: (416) 698-0111
 Fax: (416) 698-1555
 e-mail: support@wordq.com; support@quillsoft.ca

Windows compatibility

WordQ is developed for use with Windows 95, 98, ME, NT, or 2000. Known compatibility issues are described in this section.

Windows 95

There may be problems in using some of the speech features to read the text of menu items, options, buttons, Desktop icons, and lists. This relates to the use of Microsoft® Active Accessibility® which provides that speech capability. Even if you are currently running Internet Explorer 5 or 5.5, you must have had Internet Explorer 4.01 Service Pack 2 installed at some point on your computer. The explanation is rather complicated as is the solution which involves uninstalling the current Internet Explorer, installing IE 4.01 SP2, then re-installing IE 5.0 or 5.5. Please refer to the Microsoft support note at <http://www.microsoft.com/enable/msaa/ieak.htm#one>.

Internet Explorer 4.01 SP2 can be downloaded from:
http://www.microsoft.com/msdownload/iebuild/ie4sp2_win32/en/61260.htm

Windows 98/ME

The only known problems that exist with Windows 98/ME relate to incompatibility of current user

vocabularies with those used in beta versions of WordQ.

Microsoft® Active Accessibility® is fully supported in Windows 98 and ME.

Windows NT 4.0

There may be problems in using some of the speech features to read the text of menu items, options, buttons, Desktop icons, and lists. This relates to the use of Microsoft® Active Accessibility® which provides that speech capability. Even if you are currently running Internet Explorer 5 or 5.5, you must have had Internet Explorer 4.01 Service Pack 2 installed at some point on your computer. The explanation is rather complicated as is the solution which involves uninstalling the current Internet Explorer, installing IE 4.01 SP2, then re-installing IE 5.0 or 5.5. Please refer to the Microsoft support note at <http://www.microsoft.com/enable/msaa/ieak.htm#one>.

Internet Explorer 4.01 SP2 can be downloaded from:
http://www.microsoft.com/msdownload/iebuild/ie4sp2_win32/en/61260.htm

In Windows NT 4.0, Active Accessibility cannot be installed unless NT Service Pack 6 (SP6) is installed.

The current WordQ version is limited to one user per installation. If another user tries to log on, then the New User dialog box is presented each time.

Windows 2000

WordQ software must be installed by the System Administrator.

Microsoft® Active Accessibility® is fully implemented in Windows 2000. Therefore, you may be prompted during the installation to overwrite files that are older than existing files. IMPORTANT: Choose No to all in response to this prompt.

The end-user must be given WRITE privileges in \WordQ directory by the System Administrator so that user files can be saved.

Application compatibility

The following lists known compatibility issues with specific applications:

Corel WordPerfect 6.0, Suite 8, 2000;
Microsoft Works 4.5, 6.0; Microsoft IE 4.01,
5.0, 5.5; Microsoft Outlook Express;
Netscape; Inspiration

WordQ is unable to highlight text word-by-word as it reads. To use the Read function, highlight your text and then select the Read button.

Microsoft Outlook 97, 98, 2000

If you use HTML format, the Read function is only available when you use Microsoft Word to edit your e-mail messages. The Read function is always available when you use Plain Text or Rich Text message format.

Microsoft Word for Windows 95, Version 7.0

WordQ is unable to highlight text word-by-word as it reads. To use the Read function, highlight your text and then select the Read button. Your text remains highlighted.

The prediction list is unable to follow the cursor.

WordQ is able to read the text of menu items, but not buttons, icons, and lists.

MS Word 97 add-in to Dragon NaturallySpeaking

When using this add-in version, selection by numbers is not available.

MS Word 2000 original, 9.0.3821 SR-1

Words you select from the list will be missing letters if the word list is touching the Word 2000 title bar or any part of the window border. Please reposition the word list so that it is not touching the window border. This does not appear to be a problem in Word 2000 9.0.2720.

Speech Limitations

1. The Read function, which helps you proofread your text, may be limited in some non-Microsoft programs.
2. WordQ is unable to read back a line of text that exceeds 2000 characters in length. You will receive the message, "Unable to read the text." To avoid this, please turn on the word wrap feature of your application.
3. Documents containing special formatting features such as tables and embedded objects do not show proper highlighting when read.
4. Words that immediately follow a /, \, (, or ", are not highlighted when read.
5. Speech feedback is not be available when RealPlayer or another media player is also running. This depends on the type of soundcard and whether it supports multiple channels of output. You should shut down all programs that use your sound card.

License Agreement

© 2001 Bloorview MacMillan Children's Centre. All Rights reserved.
WordQ is a trademark of Bloorview MacMillan Children's Centre

WordQ™ User Guide
Version 1.0 for use with Microsoft Windows

END-USER LICENSE AGREEMENT FOR WORDQ™ WRITING AID SOFTWARE

IMPORTANT-READ CAREFULLY:

This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Quillsoft Ltd. ("Quillsoft"), for the Quillsoft software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation (collectively, "SOFTWARE PRODUCT"). By installing, copying, or otherwise using the SOFTWARE PRODUCT, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, then DO NOT install or use the SOFTWARE PRODUCT, you may, however, return it to your place of purchase for a full refund.

By selecting the "I accept the agreement" option at the bottom of the window that contains this license agreement, you are indicating that you have read and agree to its terms. If you are not willing to abide by the terms of this license agreement, select the "I don't accept the agreement" option and exit the application by clicking the Cancel button.

TITLE AND COPYRIGHT

The SOFTWARE PRODUCT is licensed for manufacture and distribution by Quillsoft Ltd. ("Licensor") from Bloorview MacMillan Children's Centre ("Developer") (350 Rumsey Road, Toronto, ON Canada M4G 1R8). Bloorview MacMillan Children's Centre owns all right, title and interest including all patent, copyright, trade-mark, trade secret and any other intellectual property and proprietary rights in and to the SOFTWARE PRODUCT. Therefore, you must treat the SOFTWARE PRODUCT like any other copyrighted material. You will not do anything to contest or prejudice Bloorview MacMillan Children's Centre's title to the intellectual property rights in the SOFTWARE PRODUCT.

SOFTWARE PRODUCT LICENSE

The SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE PRODUCT is licensed, not sold.

1) GRANT OF LICENSE

This EULA grants you, the registered computer software user, the following rights:

- APPLICATIONS SOFTWARE. The SOFTWARE PRODUCT may be used only by you. You may install and use one copy of the SOFTWARE PRODUCT, or any prior version thereof for the same operating system, on a single computer but only for use in the

number of written language(s) for which you have acquired rights therefore and selected at time of first installation.

- INSTALLATION. The SOFTWARE PRODUCT is distributed to You by electronic download or on self-installing media as described in the Documentation. You will need to install the SOFTWARE PRODUCT on properly configured and compatible computer equipment according to the Documentation. You will also need to ensure that all required data is in proper format and no other software or equipment having an adverse impact on the SOFTWARE PRODUCT are present.
 - STORAGE/NETWORK USE. You may also store or install a copy of the SOFTWARE PRODUCT on a storage device, such as a network server, used only to install or run the SOFTWARE PRODUCT on your other computers over an internal network; however, you must acquire and dedicate a distinct license for each user using the SOFTWARE PRODUCT from the storage device. Any given license for the SOFTWARE PRODUCT may not be shared or used concurrently or otherwise on different computers or by different users in a given organization.
 - EVALUATION PERIOD. If You have received this software as a "Demonstration Version" (i.e., without the purchase of an unlocking serial number), and once You accept this Agreement, You will obtain a temporary "Evaluation License" to install, store, load, execute, display and evaluate the SOFTWARE PRODUCT for thirty (30) days. The Evaluation License does not authorize You to make productive use of the SOFTWARE PRODUCT. At the end of the Evaluation Period, the SOFTWARE PRODUCT will cease to function and must be uninstalled unless You obtain a license to use the SOFTWARE PRODUCT according to this Agreement by agreeing to pay any unpaid License Fees for the SOFTWARE PRODUCT.
 - DISASTER RECOVERY EXCEPTION. In the event of a bona fide disaster such as a fire, flood, earthquake or civil disturbance, You may relocate and Use the SOFTWARE PRODUCT on a back-up configuration substantially equivalent to the Licensed Operating Environment for a period not to exceed sixty (60) days. You may also temporarily appoint an independent disaster recovery center as an Authorized Operator during the pendency of the emergency. Upon completion of the emergency, You will return the SOFTWARE PRODUCT to the original environment and certify the deletion of all copies from the back-up equipment. You will need to make and store in a safe place archival copies of valuable software or data that would be needed if a disaster occurred.
- 2) DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS
- ACADEMIC EDITION SOFTWARE. If the SOFTWARE PRODUCT is identified as "Academic Edition" or "Educational Copy" or "AE," you must be a "Qualified Educational User" to use the SOFTWARE PRODUCT. If you are not a Qualified Educational User, you have no rights under this EULA. To determine whether you are a Qualified Educational User, please contact Quillsoft Ltd.

- **LIMITATIONS ON REVERSE ENGINEERING, DECOMPILATION, AND DISASSEMBLY.** You may not modify, reverse engineer, decompile, or disassemble the SOFTWARE PRODUCT, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation of components. The SOFTWARE PRODUCT is licensed as a single product. Its component parts may not be separated for use on more than one computer.
- **NOT FOR RESALE SOFTWARE.** If the SOFTWARE PRODUCT is labeled "Not for Resale" or "NFR" or "Demonstration Copy", then, notwithstanding other sections of this EULA, you may not use the SOFTWARE PRODUCT for commercial purposes nor sell, or otherwise transfer it for value. Commercial purposes include the use of the SOFTWARE PRODUCT in the creation of publicly distributed documents.
- **RENTAL.** You may not rent, lease, or lend the SOFTWARE PRODUCT to any party without written permission by the Licensor.
- **SOFTWARE TRANSFER.** You may permanently transfer all of your rights under this EULA, provided you (a) retain no copies, (b) transfer all of the SOFTWARE PRODUCT (including all component parts, the media and printed materials, any upgrades, this EULA, and, if applicable, the Certificate of Authenticity), and (c) the recipient agrees in writing to abide by all of the terms of this EULA. If the SOFTWARE PRODUCT is an upgrade, any transfer must include all prior versions of the SOFTWARE PRODUCT and all of your rights therein, if any.

3) SUPPORT SERVICES

Quillsoft may provide you with support services related to the SOFTWARE PRODUCT ("Support Services"). Bloorview MacMillan Children's Centre is under no obligation to provide any installation, training, maintenance or support to the End User.

Any supplemental software code provided to you as part of the Support Services shall be considered part of the SOFTWARE PRODUCT and subject to the terms and conditions of this EULA. With respect to technical information you provide to the Quillsoft as part of the Support Services, Quillsoft and the Developer may use such information for its business purpose, including for product updates and development. Quillsoft and the Developer will not utilize such technical information in a form that personally identifies you.

- **ON-LINE SERVICE.** You may obtain assistance for error correction and advice on the use and operation of the most current version of the SOFTWARE PRODUCT through the designated online system. If you submit a request for technical support You will need to provide sufficient information for Licensor to replicate and diagnose the reported problem.
- **UPDATES.** You may obtain copies of each revision or "Update" to the Licensed Program and associated Documentation that Licensor generally distributes to the public by paying prices from time to time announced by Licensor. The Licensor's designation of an item as a new version or an enhancement rather than an Update shall be conclusive unless clearly erroneous. Updates may be available on diskette, or CD, or as a download from Licensor's designated online system. You agree to install all Updates promptly, since the Licensor will only provide Product Support for the most recent version of the SOFTWARE PRODUCT, incorporating all prior Updates.
- **CERTAIN CONDITIONS.** Licensor shall not be obligated to provide Product Support if: (i) the reported error was caused by

unauthorized changes in SOFTWARE PRODUCT source code, program parameters or other user adjustable features; (ii) the error results from operator error, errors in data or software not supplied by Licensor or use that exceeds the Permitted Use or is not in accordance with the Documentation, or (iii) the error is in a prior release that was corrected through issuance of an Update that You have not yet installed.

- **TERMINATION.** Without prejudice to any of the Licensor's other rights, the Licensor may terminate this EULA if you fail to comply with the terms and conditions of this EULA. In such event, you must destroy all copies of the SOFTWARE PRODUCT and all of its component parts; to this end you grant to the Licensor the right to, with or without notice, monitor your Internet accessible activities for the purpose of verifying SOFTWARE PRODUCT performance and/or your compliance with the terms hereof, including, but not limited to, the remote monitoring and verification of your implementation, use and duplication of the SOFTWARE PRODUCT.

4) PRICE AND PAYMENT

- **PRICE.** You agree to pay Licensor the applicable License Fee determined by reference to Licensor's published prices at the time this SOFTWARE PRODUCT was ordered. Payment of the License Fee entitles You to Use the SOFTWARE PRODUCT in accordance with this Agreement during the stated Term.
- **PAYMENT.** Unless otherwise stated on Licensor's invoice, the applicable fees and shipping charges are payable by You promptly upon delivery. You will pay all sales, use, value-added, GST, personal property or other governmental tax or levy associated with this transaction (including interest and penalties imposed thereon) other than taxes based on the net income or profits of Licensor. If You fail to pay any amount when due, Your license to Use the SOFTWARE PRODUCT will automatically terminate and You will pay all costs of enforcement, including reasonable legal fees.

5) LIMITED WARRANTIES

Quillsoft warrants that the media on which the SOFTWARE is supplied is free of defects in materials and workmanship, and will provide to you at no charge, within 90 days of purchase, a replacement copy of the SOFTWARE upon return of any defective media.

THE WARRANTIES CONTAINED IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES AND CONDITIONS EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED REPRESENTATIONS, WARRANTIES AND CONDITIONS OF MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE, WHETHER ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE.

QUILLSOFT DOES NOT REPRESENT OR WARRANT THAT:

- THE OPERATION OF THE SOFTWARE OR THE PERFORMANCE OF THE SOFTWARE IS ERROR FREE OR WILL MEET ALL YOUR SPECIFIC REQUIREMENTS; OR
- ALL PROGRAMMING ERRORS CAN BE CORRECTED OR FOUND IN ORDER TO BE CORRECTED.

This limited warranty gives you specific legal rights, and you may have other rights, which vary according to local laws. Because some states and provinces do not allow the exclusion or limitation

of implied warranties, the above warranty exclusions or limitations may not apply to you.

6) DISCLAIMERS

IN NO EVENT SHALL QUILLSOFT OR THEIR RESPECTIVE DIRECTORS, EMPLOYEES, OR REPRESENTATIVES BE LIABLE FOR ANY LOST REVENUES OR PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION, OR ANY OTHER INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT EVEN IF QUILLSOFT HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION PROTECTS LICENSOR AND ANY DISTRIBUTOR OR RESELLER FROM WHOM YOU OBTAINED THE SOFTWARE PRODUCT. Because some states and provinces do not allow the exclusion or limitation of liability for consequential or incidental damages, the above exclusions or limitations may not apply to you.

THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS IN THIS AGREEMENT SHALL APPLY IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION OR DEMAND, INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT OR ANY OTHER LEGAL THEORY, AND SHALL SURVIVE ANY FUNDAMENTAL BREACH OR BREACHES AND/OR FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT, OR OF ANY REMEDY CONTAINED IN THIS AGREEMENT.

IN NO EVENT SHALL QUILLSOFT'S LIABILITY TO YOU IN CONNECTION WITH THE SOFTWARE PRODUCT EXCEED THE FEES PAID BY YOU FOR THE SOFTWARE PRODUCT.

BLOORVIEW MACMILLAN CHILDREN'S CENTRE MAKES NO REPRESENTATION, WARRANTY OR CONDITION OF ANY KIND UNDER THIS AGREEMENT, WHETHER EXPRESSED OR IMPLIED, ARISING BY STATUTE OR OTHERWISE IN LAW, OR FROM A COURSE OF DEALING OR USAGE OF TRADE, INCLUDING WITHOUT LIMITATION, REPRESENTATIONS, CONDITIONS AND WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS.

7) GOVERNING LAW

This Agreement shall be governed by the laws of the Province of Ontario, Canada, and the parties hereby exclude the applicability of the U.N. Convention on Contracts for the International Sale of Goods.

8) EXPORT REGULATIONS

The transfer of technology across national boundaries is regulated by the U.S. Government. You agree not to export or re-export the SOFTWARE PRODUCT without first obtaining any required export license or governmental approval. You will not directly or indirectly export or re-export (including by transmission) any regulated technology to any country to which such activity is restricted by U.S. regulation or statute, without the prior written consent, if required, of the Bureau of Export Administration of the U.S. Department of Commerce. This provision and the assurances made herein shall survive termination of this Agreement.

9) U.S. GOVERNMENT RESTRICTED RIGHTS

The SOFTWARE PRODUCT (including Documentation) is provided with RESTRICTED RIGHTS. Use, duplication or disclosure by the Government is subject to restrictions as set forth in the Rights in Commercial Computer Software clause at DFARS 227.7202-3 or subparagraphs (c)(1) and (2) of the Commercial Computer Software - Restricted Rights clause at 48 CFR 52.227-19, as

applicable. The Contractor/manufacturer is Quillsoft Ltd., with offices at 190 Silver Birch Ave., Toronto, Ontario M4E 3L5 CANADA.

10) MISCELLANEOUS

This EULA constitutes the entire and exclusive agreement between the parties with respect to the subject matter hereof and supersedes all other communications, whether written or oral. This document and Your acceptance of this agreement through installation of the SOFTWARE PRODUCT shall be considered an original document admissible into evidence unless the document's authenticity is genuinely placed in question. You may issue a purchase order, but it will have no substantive effect on our Agreement. This Agreement may be modified or amended only by a writing signed by an authorized representative of Licensor. It is agreed that sales representatives and distributors of the SOFTWARE PRODUCT have no authority to alter this Agreement. Any provision found by a tribunal of competent jurisdiction to be illegal or unenforceable shall be automatically conformed to the minimum requirements of law and all other provisions shall remain in full force and effect. Waiver of any provision hereof in one instance shall not preclude enforcement of it on future occasions. Headings are for reference purposes only and have no substantive effect.

ADDRESS INFORMATION

Quillsoft Ltd.
190 Silver Birch Ave.
Toronto, Ontario
CANADA M4E 3L5
Tel: (416) 698-0111
Tel: (416) 698-1555
Web site: <http://www.wordq.com>

Support: support@wordq.com; support@quillsoft.ca
Sales: sales@wordq.com; sales@quillsoft.ca
General enquiry: admin@wordq.com; admin@quillsoft.ca

Bloorview MacMillan Children's Centre
350 Rumsey Road
Toronto, Ontario
CANADA M4G 1R8

WordQ software was developed by Bloorview MacMillan Children's Centre with support from the Ontario Rehabilitation Technology Consortium (supported by the Ontario Ministry of Health).