

**Steve Berkson:
HELPING PUT OUT FIRES FROM THE SIDELINES WITH DRAGON**

When Steve Berkson broke his wrist in the fall of 2001, the firefighter and hazardous materials technician feared the looming drudgery of doing busy work while sidelined. Unless he could generate reports and emails, he wouldn't be able to do much else while his wrist healed.

"There were some significant projects available for me to work on, but not if I couldn't type or write easily," he recalls.

Then Berkson discovered Dragon NaturallySpeaking and suddenly he had a way to put his expertise to good use and take on more meaningful projects. He began using Dragon to write reports and work on research into hazardous materials response issues, department response programs, and a new alert system for the fire department. Dragon was his ever-present companion when he wrote emails and generated reports, and it was there to support him while doing online research.

"I was able to use Dragon to dictate notes from my research, and I used it to open and control my web browser," he explains. "And I could make a positive impact on the community by continuing to make valuable contributions to the fire department."



After his wrist healed, Berkson returned to his regular duties and stopped working in an office every day, but Dragon remained with him at home, where he runs a web design business on the side. "If I have an opportunity to use it, I do," he says. He relies on Dragon for emails, notes that recap client meetings, proposals, help documents for clients, contracts, and more.

Berkson finds that not only is dictating his thoughts faster than typing, but it also gives him a holistic approach to writing. He explains: "I can think more about what I'm about to dictate because I can look at the whole document, rather than just the last sentence. I can read what I've written instead of looking at the keys or the cursor, and I can spot problems sooner and fix them before I'm done."

About Nuance Communications, Inc.

Nuance Communications is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. Dragon speech recognition software gives computer users complete voice control of their digital world. With Dragon as a personal assistant, computer users can accomplish more on their PC or Mac than they ever imagined possible. For more information, visit www.nuance.com/dragon.