



PaperPort Watson – Intelligent Search Agent

PaperPort Release 11.0

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www.nuance.com

Watson Release 2.3

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General Questions

1. **Why use PaperPort Watson?**

PaperPort Watson gives you a new way of finding useful information by proactively seeking, gathering and delivering information while you surf the Internet or when you direct PaperPort Watson with specific search terms. PaperPort Watson utilizes the PaperPort All-in-One Search, the Internet and other popular desktop search utilities all at the same time.

PaperPort Watson is an Intelligent Search Agent because it provides related information based on the contents of a web page and allows you to gain access to a wealth of information in context, without the trouble of searching. For example, PaperPort Watson can be used to find useful information regarding a news story or press release you are reading online through multiple additional sources such as desktop files, emails, and other websites, all without you having to do anything.

2. **How does PaperPort Watson determine when to retrieve related information?**

PaperPort Watson is designed to anticipate a user's information needs, and always be ready with information they would find useful in the context of ongoing web browsing. PaperPort Watson will never get in the way of your work: it will wait for you to pause before it begins searching. PaperPort Watson won't ever pop up and distract you -PaperPort Watson is available only when you need it.

PaperPort Watson initiates a search whenever a user loads a web page. It updates its results when you have been browsing for a few minutes or when

the web page being viewed has changed significantly. PaperPort Watson also won't search while you're typing or interacting with a Web site, ensuring you and your work always come first. PaperPort Watson will never initiate a search based on secure content on its own. Your privacy is important to us.

By default, PaperPort Watson is "always-on". This means that as you browse websites, PaperPort Watson automatically searches for information related to your work.

In addition, users can manipulate PaperPort Watson for direct control over when PaperPort Watson searches. By clicking the 'X' icon in the PaperPort Watson title bar to close the application users can pause PaperPort Watson from searching from any open website. When the lightbulb icon in the system tray is clicked, PaperPort Watson will return to the foreground and resume searching.

3. How does PaperPort Watson know what to find?

PaperPort Watson uses a sophisticated combination of application-level semantics and statistical language analysis techniques to arrive at a characterization of web page you are viewing. PaperPort Watson understands what the user is focused on in a web page. PaperPort Watson understands how to separate the "clutter" surrounding an article on a Web page from the article itself and can focus on its content, instead of the clutter surrounding it. It uses this structure to focus its inquiry on the most important concepts of your web page.

Once PaperPort Watson has determined the key concepts of the website, it turns to the resources it is connected with to find related content. PaperPort Watson sends complex queries to the search engines, research repositories, and websites to which it's connected. It analyzes the results retrieved to see if they really match the document a user is editing. In fact, in its pursuit of truly relevant information, it may query information sources multiple times, until it is satisfied with the results it displays.

PaperPort Watson Results

1. How relevant are PaperPort Watson's search results

PaperPort Watson knows just enough about what you're working on to find better information than any search engine could on its own. Language only means something in context. When you ask for "china," it's useful to know if you're setting the table, or considering economic policies. Because PaperPort Watson understands the context in which you are working it can consistently outperform search engines. Search engines know nothing more about what you need than exactly what you tell them. They respond to what you say, not to what you mean.

PaperPort Watson consistently retrieves documents relevant to the content its users are viewing across all of the supported applications. In studies we've run in our labs, we found over 9 of the top 10 documents PaperPort Watson retrieves are judged relevant to the document being viewed by independent expert searchers. These same experts found they could only get 5 of the top 10 documents to be relevant, using the same search engines PaperPort Watson does on their own.

Not stopping at relevance, we delved further and found that PaperPort Watson consistently retrieves documents its users find useful in the context of the tasks in which they are working. PaperPort Watson does best when websites contain at least a paragraph of text. You can use PaperPort Watson's refinement capabilities (using "refine search" to focus the results, or by selecting elements of your active web page to focus PaperPort Watson) to further boost the relevance of information PaperPort Watson finds. This is particularly useful for web pages that cover multiple topics.

2. Where does PaperPort Watson go on my desktop?

PaperPort Watson's user interface can be configured in 3 ways – docked left, docked right, and custom docked. In addition, there is an Auto-Hide functionality. All of these options appear under the View menu inside PaperPort Watson. Once you've chosen which docking configuration you are comfortable with, Auto-Hide allows you to call upon PaperPort Watson's findings simply by moving your mouse to the edge of your screen. In this manner, you can make the most effective use of both PaperPort Watson and your screen "real estate."

3. How can I tell PaperPort Watson what to find for me

- **Focus** – Focus results on your highlighted text
Using PaperPort Watson's "Focus" feature, you can tell PaperPort Watson to find you resources that pertain to a specific topic you've highlighted in your document or web page. It's really easy. All you have to do is highlight the relevant text, and then click on PaperPort Watson's "Focus" icon.
- **Refine** – Refine results by typing in keywords
Using PaperPort Watson's "Refine results" feature, you can discover search results that are much more relevant than you would find by going directly to a search engine. Why? Because PaperPort Watson knows what you're working on – your context – so it builds very specific queries.

4. How do I get a document from the PaperPort Watson Search Results to the PaperPort Desktop?

You can drag and drop any document from the PaperPort Watson Search Results directly to the PaperPort Desktop. When PDF Create! (included with PaperPort Professional) is present, any web page will be converted to a PDF document and delivered to the PaperPort Desktop. While most pages will

convert in a matter of second some conversions may take more time due to the content and download speed of the web page. If the document is an application file it will be copied to the PaperPort Desktop as an application file.

System Requirements and Software Compatibility

1. What are the system requirements for PaperPort Watson?

PaperPort Watson is 6MB and requires:

- 13MB on disk
- Windows 2000, XP or 2003
- 256MB of RAM or greater
- 766MHz CPU or greater
- A broadband Internet connection is highly recommended

2. What desktop applications does PaperPort Watson integrate with?

PaperPort Watson works with:

- PaperPort All-in-One Search
- Microsoft Internet Explorer 6.0 and higher
- Mozilla Firefox 1.04 and higher
- Google Desktop Search
- X1 Desktop Search
- Yahoo! Desktop Search
- MSN Search Toolbar with Windows Desktop Search

3. How do I get a web page to be automatically converted to a PDF document?

ScanSoft PDF Create! from Nuance must be installed on your machine. Go to www.nuance.com for more information about ScanSoft PDF Create!.

4. How do I request integration with applications not on this list?

Send email to features@intellect.com.

Information Sources

1. Does PaperPort Watson work on non-English language documents?

Yes, however, PaperPort Watson's analysis algorithms are optimized for US English.

2. Why does PaperPort Watson use the information sources it does?

PaperPort Watson is configured to work with pre-defined information sources that provide the best user experience and the most relevant information on a wide variety of topics. The information resources included are the ones we believe have broad applicability.

If you upgrade to Watson Professional you can tell PaperPort Watson to search different sources by using the Information Sources Wizard. Select "Info Sources..." from the PaperPort Watson "Tools" menu. You can move sources from the list of available sources (to the left) into folders called "Information Groups" (to the right). You can see what sources your copy of PaperPort Watson is configured to search by browsing the available Information Groups. By removing sources, you can limit the places PaperPort Watson looks, focusing it further on only the sources of most benefit to you.

3. How can I configure Watson Professional to search information sources not on the list of available sources?

Watson Professional is an upgrade from PaperPort Watson. You can use the "Specify a Web Site or Domain" tool in the "Information Sources Wizard" to focus Watson Professional to search parts of what's known as "the surface web." The surface Web can be accessed using classic web search engines.

Watson Professional uses specific connectors in order to search internal corporate databases or subscription sources, known as "the deep web." There are a number of connectors already built, and do regularly respond to requests to add specific sources. If you have specific sources in mind, please e-mail your requests to sales@intellext.com or call Intellext at 312-896-2769. We may already have connectors built for your sources and would be happy to share them with you.

How do I use the "Specify a Web Site or Domain" tool in Watson Professional?

Watson Professional is an upgrade from PaperPort Watson. Select "Info Sources..." from the Watson Professional "Tools" menu. Then double-click on "Specify a Web Site or Domain" tool, in the "Create and Information Source" section. Enter a Web Site address or Internet Domain (sorry, no directories or scripts can be entered here, see above question), and then name this source. For example to search intellext.com, you would type

intellect.com as the first box, and then name it, by typing Intellect in the second box. When you click OK, the new site or domain will be added to the list of available sources. You can then move your new source into an "Information Group" by selecting the group you'd like to add it to, and clicking the "Add >>" button. Click Ok, and Watson Professional will start searching the web site or internet domain you specified.

4. Will Watson Professional continue to work with PaperPort?

Yes. Watson Professional will continue to work with PaperPort, and provide all the same features for collecting and organizing information. Watson Professional will support the PaperPort All-in-One Index as an information source and when PDF Create! is present the drag-and-drop of web page search results to the PaperPort Desktop will create a PDF file.

Privacy and Security

1. Does PaperPort Watson collect any information about me?

PaperPort Watson is smart, but has no memory. PaperPort Watson neither stores nor transmits personal information. We don't track the links you click, or the pages you view, so information about what you are looking at never comes back to us. However, PaperPort Watson does collect anonymous usage statistics for the purposes of improving our application. For more detail, please review our [Privacy Policy](#).

Uninstalling PaperPort Watson

1. How do I uninstall PaperPort Watson?

To uninstall PaperPort Watson, open your Control Panel, select Add/Remove Programs, scroll down to PaperPort Watson, select Change, click Next, then select Remove. This will launch the uninstall program and remove PaperPort Watson from your computer.

Feedback

1. How do I contact Technical Support?

Please direct support requests to support@intellect.com.

2. How do I request a new feature?

Please direct feature requests to features@intellect.com.

3. Where do I send comments and general questions?

Please send comments and general questions to info@intellect.com.