

## Now U R — FAQs

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### What do I need to access my virtual workstation?

You need a browser and a high-speed internet connection.

A high-speed internet connection is necessary to make you feel like you're sitting right at your virtual workstation when you move your mouse, type on your keyboard, etc.

A browser like Internet Explorer, Firefox, or Safari is all you need to interact with your workstation. We use a Flash plugin to your browser for the fancy stuff.

### What size or kind of machine do I need?

All we require is a browser, so you can run it on any hardware and operating system you want. As long as your browser can support the latest Flash plugin, you don't have to change a thing. Old hardware is fine. That's actually one of the reasons for a virtual workstation. Keep your personal hardware simple and clean and use our virtual workstation's processing power and fancy features.

We don't use up any of your machine's disk space, so that's not an issue. Of course you can choose to copy files from your virtual workstation to the machine(s) you use for access. That's under your control. We keep the files on your virtual machine's drives at our site. We keep them secure and back them up continuously.

Your virtual workstation uses the processing power and memory of our beefy servers. You need just enough power and memory on the machines you use for access to run the browser efficiently. 512MB of memory is plenty. We are confirming whether you can get by with 256MB or even less memory, although that will depend on your operating system.

As far as screen resolution goes, the virtual workstation defaults to 1024x768, but you can change it. You can set it as low as 800x600 if you are accessing it from a similar resolution machine and do not want to scroll the desktop.

## Can I use a Mac?

Sure, you can use either Safari or FireFox on your Mac to access your virtual workstation. Mac users can use Windows software with exactly the same features and performance as Windows machines have.

## Can I have more than one virtual workstation?

Yes. You can have as many workstations as you want, in the configurations that you need.

You can only test drive a single workstation at a time. That is in addition to the workstations you have purchased.

## Can multiple workstations be networked together to share programs and files?

You bet. We make it easy. There is a "Fabs" tab that shows networked workstations.

A "Fab" is a group of workstations that can share information and see each other. They are on a secure network that no one else can see. A Fab has a shared drive so you can decide whether to place your files on your own workstation's home drive or on the Fab's shared drive. We want teams to be "Fab"ulously productive, secure, etc.

Part of the question was about sharing programs. When you purchase a workstation to add to your Fab(s), you pick a machine configuration. That configuration comes with preloaded software so we can take care of software licensing requirements for you. You don't have to worry about sharing programs in that sense. A great benefit of this is that if you keep a workstation turned off for a calendar month, you don't have to pay the monthly software rental for that workstation. If your workstation is powered on, select it and click "Suspend". The cool animation video shows you walking over to your workstation to turn it off.

## What about helping my computer-challenged aunt in Phoenix?

She's picked a nice warm place to live, so you don't have to help her with that. But it sounds like you're getting a phone call whenever she has problems with her computer.

You've got to set her up with the minimum: any new or old computer that has a browser. Sorry, but a TV and a keyboard won't work. She'll want to watch TV while she checks her email, anyway. Put a shortcut on her desktop to her browser, and make our page the home page of her browser.

Purchase a workstation for her in your own Fab. Since you're the owner of the Fab, if she ever has a problem you can view her workstation when she is using it. You can even move the mouse and type on the keyboard for her. Of course, explain what's going on before you do that to her.

## I created a document during a test drive and saved it to my desktop. Where is it?

If you saved it in "My Documents" or on the "Desktop", it should be visible in one of those places, and you will need to navigate there (see below for assistance). All of a user's files are stored in their Home, which is the "H:" drive, and all of the standard normal folders like "My Documents" are directed to this drive. You can see this by looking at 'Start' -> 'My Computer'.

If you create documents during a test drive, don't expect them to stay there. We clean out workstations between test drives. It's kind of like trying a car at a dealer. You want it clean

before your turn at driving it. So please don't leave any valuable jewelry, because it'll get tossed.

If you created a document during a test drive and can not find it, you may have put it on your Desktop instead of in My Documents. Or vice-versa. Go to 'Start' -> 'My Documents' and look there first. If it is not there, you can click the icon in the toolbar that shows a folder with an up arrow. This will take you to the "Desktop" folder. You should see your document there.

## Is the financial information on my hard drive available?

This is an interesting question, because the answer depends on whether you are trying to share information or keep it secured. You have many ways to do both: You can keep your documents "sealed" within the Fab or allow them to be copied in/out by yourself. You can share files within the Fab or keep each workstation separate. You can even keep all of your documents encrypted with your own private key by default (our recommendation). You can also publish documents out to the internet.

The answer also depends on what the *owner* of the Fab has decided. If you are a user of the virtual workstation, but not the owner of the Fab, you can only do what the owner allows.

If the owner decided to prevent copying, you cannot copy files in either direction. The owner can even restrict the copy/paste feature to prevent you from copying information piecemeal. In this scenario, the owner has decided that his intellectual property or confidential information must not leave the confines of the workstation. If the workstation is part of a Fab (workstations networked together), the owner has decided that the information can be shared within the Fab, but not outside it.

If the owner decided to allow copying, you can copy files in one or possibly both directions. There are times when you just want to have a copy somewhere you can access when you are offline or because working with it in your Treo is easier than controlling a full workstation

## Is this a peer-to-peer system?

The technical answer is "no", but Now U R lets you set up shared work areas that you can use for peer-to-peer communication among the workstations within a Fab. In many ways it is

superior to peer-to-peer approaches because you can choose who you want to share with and what you want to share. You do not expose any information outside your presence in the Fab you are using for a particular sharing purpose... neither your access machine nor your information in any other Now U R Fab.

Users in one Fab cannot access another Fab. The networks are isolated. There is no way to travel from one to the other. If you want to share information, do it within a Fab. We can also divide a Fab into zones, with "access control lists" that state which zones are completely isolated from other zones, and which some zones can see other zones. Some people need very serious security. We can provide it.

## Who do you expect to use this? Individuals, small businesses, or large corporations?

Yes, all of the above. Our goal is to make virtual workstations and Fabs so affordable that individuals can save money as well as businesses.

We take care of software installs, software updates, security, backups, viruses, and networking. We want to prove that we can manage a virtual computer more cost effectively than an individual can do it themselves. Because our low monthly rental for software includes upgrade costs, an individual can compare that to buying the software then upgrading (and upgrading, and upgrading...). We absolutely know that we backup your information more often than you do.

We can handle small businesses because typical Fabs (workstations networked together) are designed to handle up to 50 workstations. We can provision workstations and networks in minutes. There's no way the best IT department money can buy can deliver that kind of service using physical workstations.

We can also handle large (or small) companies that need hundreds, thousands, or any number of workstations in a Fab. This is not an off-the-shelf purchase, so please contact us directly if this is what you need.

## My clients guard their information so carefully that they look over my shoulder the whole time. Can you help?

This is one of those lose/lose situations that has a simple win/win solution.

We know it's irritating to have someone hovering over you, and that you're not going to be working at peak efficiency that way. And we also know that the customer that is paying your bills is carefully guarding something he cannot afford to lose, whether it's proprietary intellectual property or confidential financial information. There is a more productive way to achieve the same goals, but it's up to the customer to set it up.

The customer must own the virtual workstation and then grant you the right to use it. The customer does not give you passwords, but simply invites you to view and drive his virtual workstation. Both of you are in two separate physical locations accessing the same virtual workstation from two separate machines. Since the customer is the owner, he can cut you off at any time.

The customer is more productive because he can watch what you are doing on the virtual workstation in some large background window while he works productively in some smaller foreground window on email, spreadsheets, or whatever he needs to do. Maybe he has two monitors and dedicates one of them to watch the virtual workstation. When you need him to type in a password or need some kind of input from him, he simply clicks on that window and types. There's no way you can see the password he's typing on the keyboard, and since you share the same cursor, you can't move the mouse or manipulate the keyboard without him noticing. He can even disconnect you for a few seconds if he wants to. The customer is happy because he's both productive and secure.

So what's in it for you? Sure he's watching you, but he's not hovering over your shoulder. You saved time and money by not having to travel to your customer's site. You can even play opera in the background to get your productivity humming without offending the client. You get the picture. Both parties can be more productive while verifying that security is tightly enforced. This has got to be the better way.

## How much does it cost?

You are charged per-minute for using a computer and per-month for storage and for any retail software licenses on your computers. Our entry package is \$10 a month, which includes a full office suite, 5 hours of included computer-usage time, and 1GB of disk space. Additional time is about a penny a minute. We even suspend your workstation for you when you've been idle for a while. We don't lose any of your information. When you turn it back on, you'll be exactly where you left off. We're serious about keeping your costs down.