



**Q: Why do I need the PocketSurfer2?**

A: The PocketSurfer2 allows you fast and convenient access to communication content and commerce, from anywhere.

If you are not at your desktop, but need to communicate with a friend or colleague via email or instant messaging, the PocketSurfer2 is the ideal tool. Mobile HTML email with attachments can be downloaded in a matter of moments using the PocketSurfer.

The PocketSurfer2 allows access to over 100 billion pages of content on the web, with the same look and feel as your desktop. Whether it is news, weather, sports or entertainment content, the PocketSurfer2 allows you to access it any time. Students can use the PocketSurfer2 to help with their homework; litigators can access case law while at court; estate agents can look up property listings, while standing at a customer's doorstep; or, you could just look up recipe ideas for dinner, while on the bus.

The PocketSurfer2 is also a very powerful commerce tool. You can look up the status of your Ebay auction, compare prices online while in the store, check the trade shares, access your banking, book your flights.

The PocketSurfer2 allows you to choose when and where. Nothing else in the market allows you such powerful mobile functionality.

**Q: What's the difference between the internet access I already have on my mobile phone or my PDA, and the PocketSurfer2?**

A: Most mobile and smart phones only have restricted access to the web, with limited functionality and an unfamiliar experience. Many won't even support Java Script, SSL secure functionality, the ability to open email attachments or other complex web functionality. The PocketSurfer2 however gives you all of this functionality with the familiarity of your desktop.

Even the limited user-experience provided by mobile phones or smart phones is so slow that pages often take 50-90 seconds, making them truly unusable. The PocketSurfer2 delivers web pages in 5 to 7 seconds, making it the world's fastest handheld web-access device.



The Pocketsurfer2 also negates the usability issues surrounding the small screens and numeric keyboards on other devices.

For the average usage level, the PocketSurfer2 offers web-access for free, with no recurring monthly fees to anybody, while competitive products require significant monthly fees and long-term contracts.

**Q: Why would I carry an extra device?**

A: Your phone does not provide the functionality delivered by the PocketSurfer2. Most people generally prefer very small phones, and change them often. This becomes more expensive and difficult on a bulky all-in-one smart phone. Also most mobile phone screens are not made for the 100 billion pages of content on the real-web, unlike the large screen offered on the PocketSurfer2.

In a multi-tasking environment, you can talk on your mobile phone while checking information on the PocketSurfer2 at the same time – all-in-one devices don't allow you to talk and web at the same time.

Studies show that a large proportion of the population will carry multiple devices if justified by economic or singular-functionality. For example, many people carry an extra redundant mobile phone, while others carry multimedia phones and MP3 players. DataWind allows you to choose a phone at the size or price you want, without compromising either of these requirements by bundling a data device into it. The PocketSurfer2 is a dedicated web-access device, giving you the power of communication, content and commerce, anytime and anywhere, for free.

**Q: What's the advantage of the PocketSurfer2, over my laptop with Wireless Card?**

A: Handheld devices like the PocketSurfer2 offer convenience associated with form-factor and instant access that cannot be delivered by a laptop. An estate agent standing in a customer's yard would find the PocketSurfer2 more convenient, than trying to boot up the laptop, and figuring out, where to place it. At a restaurant, the table may not have sufficient space for a laptop, while there will always be space for a handheld PocketSurfer2. In the back of a taxi, or while standing in line at the airport, the PocketSurfer2 is ideal. The monthly data



fees for using a laptop with wireless card are prohibitive, especially when compared with the PocketSurfer2's free-usage.

**Q: Is GPRS sufficient? Don't I need 3G?**

A: GPRS gives you much broader coverage than 3G networks. Even on GPRS, the PocketSurfer2 is faster than most handheld devices running on EDGE or UMTS 3G, eliminating the need for an expensive 3G modem, which would significantly increase the cost of the device.

**Q: Free internet access – how is that possible?**

A: DataWind's patented breakthrough technology covers 14 patents and 240 claims, reduces data bandwidth/airtime consumption by such a significant amount that it can be covered through revenue by sponsored links and premium services. For basic usage, DataWind pays all the fees necessary to the operator, so the user pays nothing.

**Q: For how long is it free?**

Each user is given 20 hours per month at no charge, for the first year. After the first year, the maximum charge for the full second year for the average-user will be £40. Heavy users can upgrade their free-usage plans to unlimited-usage for only £5.99/month. In the future, DataWind will strive to eliminate any fees associated with heavy usage and multiple years.

**Q: But isn't WiFi access free for my laptop?**

A: No. At most hotels, airports and other places where you would need to access the web, WiFi access fees are very expensive. Additionally, WiFi coverage is very limited, and is not available in most places, like in a taxi.

**Q: Am I signing another contract to get this device or in any way adding to my monthly phone bill by adding one more handheld device?**

There are no catches - using the PocketSurfer2 in the UK is free.

When you buy the PocketSurfer2, you do not sign up for any contracts or pay any monthly fees to enjoy the fast mobile web access that the PocketSurfer2 offers.



**Q: What's the difference between the PocketSurfer2 and the first PocketSurfer?**

A: The first PocketSurfer was launched in the U.S. about two years ago. It was a Bluetooth product that was sold as an accessory to a mobile phone (utilizing the phone as a modem for internet connectivity). The PocketSurfer2 is a completely independent stand-alone unit with embedded GPRS modem and SIM. It does not require any separate phone or accessory in order to provide web access. The PocketSurfer2 also embeds a GPS module, providing location-based services, which were not available on the previous generation.

The keyboard on the PocketSurfer2 is much larger, has a backlight, extra rows for numeric keys and has convenient easy access buttons for email, search, GPS and other common functions. The new keyboard even has multi-language accents and special symbols to cover all European languages. An improved screen and stylish design add to the significant improvements offered in the PocketSurfer2.

An upgraded processor and further enhancements in DataWind's technology increase the speed of the PocketSurfer2 by 40% over the previous generation.

The business model for the PocketSurfer2 is very different than the previous generation. The previous generation product required a mobile phone, a data plan from the operator and monthly fees to DataWind. The PocketSurfer2 eliminates all of this to deliver to fast and free access to the real web.

**Q: How can the PocketSurfer2 download a page so quickly?**

A: The PocketSurfer2 relies on DataWind's backend acceleration technology, which couples the handheld device with the power of a high-end server with proportionally infinite bandwidth. It is like having the power of a monster server in the palm of your hand. This combination reduces page size - hence data consumption by factors of 10x to 30x, resulting in a proportional speed increase.

**Q: Is online banking/shopping/share-trading/betting safe on my PocketSurfer2?**

A: Yes, using the PocketSurfer2 you can carry out all your online transactions securely.

**Q. What Operating System does the PocketSurfer2 run?**

A: The PocketSurfer2 uses the web as its operating system (OS), with the ability to conduct all forms of computing possible on a web-platform. The combination of



the Web OS as a platform for browsing the internet, combined with the hardware together delivers the power 100 billion pages of applications in the palm of your hand.

**Q. Can users synchronise corporate data locally at their workstations?**

Yes. The PocketSurfer2 provides you with free Remote PC access software, which once configured on your PC, will allow you remote access to that PC from your PocketSurfer2...it's that simple.

**Q: How do I manage my email addresses with PocketSurfer2?**

With the new PocketSurfer2 one touch email client, you can manage multiple email addresses online, anytime-anywhere. Email platforms supported include Imap, POP3 and HTTP. HTML rich email is also delivered with graphics and live links, along with the ability to view large attachments.

**Q. Can I access maps on the PocketSurfer2?**

The PocketSurfer2 is GPS enabled, providing you location-based information, on rich graphical maps, including the ability to get directions and find businesses around you.

**Q: Is the PocketSurfer2 a Personal Digital Assistant (PDA)?**

The PocketSurfer2 is a dedicated Internet device, and provides access to web based PDA functions such as calendars, address books and to-do lists.

**Q. Apart from secure, fast mobile web access, what other features does the PocketSurfer2 offer?**

A. Other than the fastest mobile web experience – guaranteed speed of under seven seconds per web page, the Pocketsurfer2 also offers IM – Internet Messenger, One touch email (with email attachments), free online spreadsheets and Word document working platform, free 25 GB of free online web space, free remote PC access from your PocketSurfer2 and many other features to make your mobile web access experience more enjoyable.

**Q: Can I use my PocketSurfer2 outside the UK?**

A: Roaming outside the network coverage area is not covered by free usage. To be able to use the roaming feature, you would need to enable roaming on your unit by contacting customer service. All roaming fees will be charged on a credit card.

**Q: Is there a referral discount?**

A: Yes, you can download a manufacturer's mail-in rebate coupon, from our website and mail it within 30 days of your purchase to receive a discount on your second purchase.

**Q: How long does the battery last? What is average life of the battery?**

A: The battery life is 5 hours active usage and 5 days on standby.

**Q: How long does it take to recharge the PocketSurfer2?**

A: It takes four hours to charge before first use and about three hours to recharge completely after that.

**Q: How much does it weigh?**

At just 172gms, the PocketSurfer2 is still lighter than most PDAs and mobile phones. It fits easily in your coat/ jacket pocket.