Re-enter the information as mentioned before except press TAB after the password and enter the mail server name for your E-mail address (This might be something like pop.hotmail.com). Press the text insert button to get this text into the correct text box.

Use your Mouse Pointer/Scroll ⊕ **Mouse Navigation** to move to and click on the correct Protocol of your e-mail address and then click on Connect. ⌁ **Mouse Click** ⊕
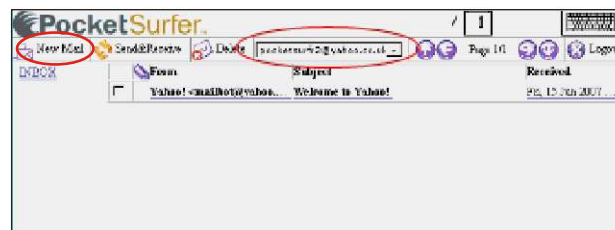
Composing an Email:

1.Once you are logged onto your email client on your PocketSurfer2, for example your yahoo mail, you will see the following screen on your PocketSurfer2:
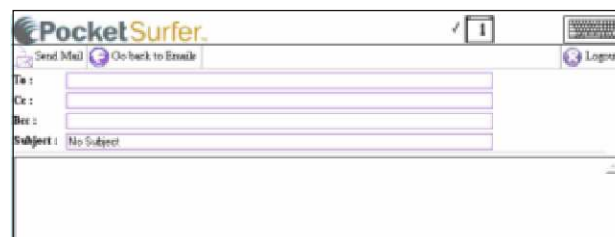

2. Position the Mouse Pointer/Scroll on NEW e-mail (top left corner).
If you have multiple e-mail addresses stored in the system, please ensure that your correct e-mail address shows in the top of the screen - encircled.

3.You will see the following screen for composing a New-email:

Use your Mouse Pointer/Scroll to move to and click inside the first field "To" and type in the email address(s)

- After typing hit the **TAB** key you will see the email address inside the **TO** field

- Continue on to typing the Email addresses in the **CC** field, if any and then hit **TAB** key again.

- And then type in the Subject and hit the TAB key again you will see the subject inside the Subject field.

- Your cursor will be now inside the body of the email.

Now type in your message, keep using the Enter key for long sentences or for moving down to the next line.
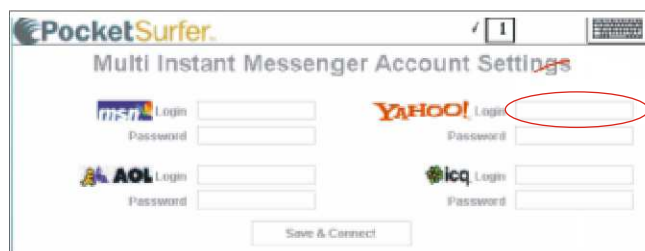
Instant Messenger

Click on Setup:
1. The following screen will appear:

2. Position the Mouse Pointer/Scroll [Mouse Navigation] on the desired messenger service and mouse click [icon] inside the username field.

3. For example for setting up **Yahoo! Web Messenger** you would enter your username in the "Login" field - encircled in red in the image below:

For entering the Username, type your username (you will see it appear in the top left corner of your screen) and press 'TAB' [TAB] to insert text and move the cursor to the next box, password.

4. Type in your password and press 'Enter' [Enter] to insert.
Click on save to connect
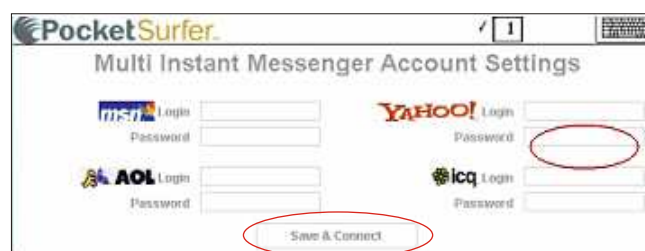
6. Once you are in Yahoo! Web Messenger, use the Mouse Pointer/Scroll 🔿 Mouse Navigation to choose a friend/buddy and mouse click 🔵 to select.

7. The name will appear highlighted, then mouse click 🔵 on Message to begin a conversation.

8. Scroll down using the Mouse Pointer/Scroll and mouse click in the space provided to create a cursor.

9. Type text and press 'Enter' ⏎ Enter To press enter on page (and insert text) and submit text to site to insert and send. (Note: the'Send' button is on the far right of the screen therefore you need to scroll to the right to click on it, but pressing 'Enter'(⏎) after typing text will automatically send your message)

Tip: After initially creating the cursor in the text box, there is no need to scroll down or across. Simply type text and press 'Enter' ⏎ Enter To press enter on page (and insert text) and submit text to site to send message.

AOL Messenger, **MSN Messenger** and **ICQ Messenger** all have similar log-in functions and once logged in originally, there is no need to log-in again as your information will be saved.

Using Yahoo! Calendar as an Organiser:
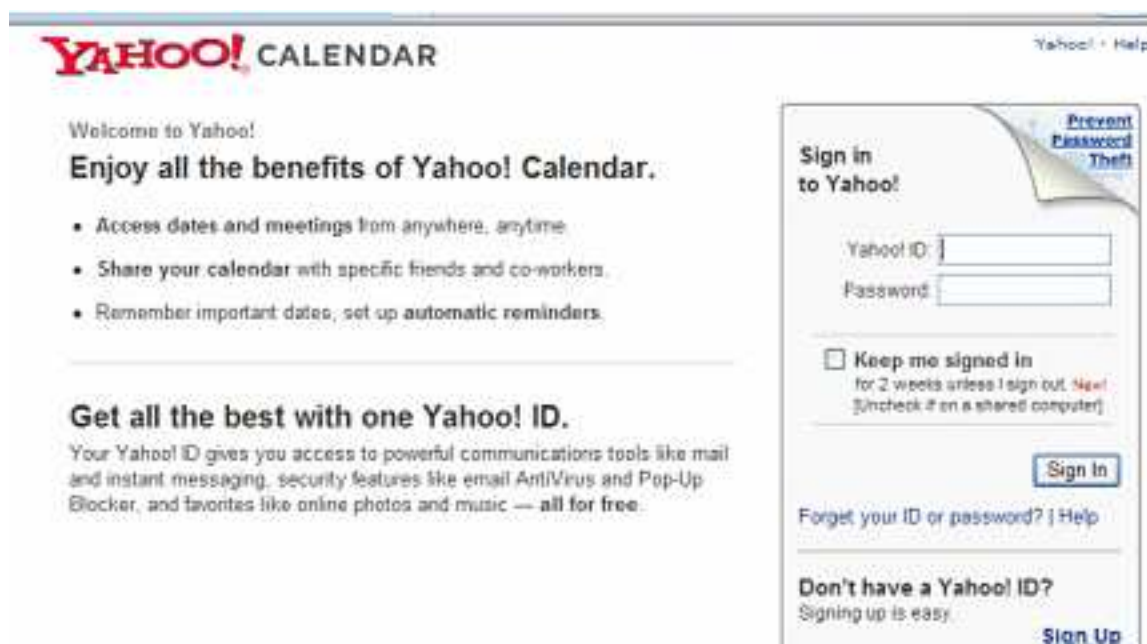
Yahoo! Calendar is one of many free online organisers. It can be used for a day-to-day schedule, to-do lists, and address book for contact information. Yahoo Calendar is a good organising tool since it is online and can be accessed from anywhere and at any time. If the device is lost, the information that you enter into the Yahoo! Calendar will not be lost since it is stored in your web-based Yahoo! account.

1. From the Yahoo! home page, click on the organisers link to get the screen
   below. Or, type in www.calendar.yahoo.com on your homepage and hit the GO GO Go To New URL Press after typing URL button.

2. The following screen will appear for signing in to Yahoo Calendar.

3. Use the Mouse Pointer/Scroll 🔿 Mouse Navigation to scroll down and across in order to insert Yahoo! ID and password.

(If you do not have an existing yahoo account, you would need to create one)

4. Using the Mouse Pointer/Scroll [Mouse Navigation] , scroll down and across to access your calendar.

5. Use the Mouse Pointer/Scroll [Mouse Navigation] and the mouse click to organize your timetable, events and tasks.

6. For example, to choose 8:00, point with the Mouse Pointer/Scroll [Mouse Navigation] and the mouse click 🖱 on 8:00

7. When inserting text, click on the desired text box to place the cursor, type text (Remember, text always appears at the top left if you are in Batch mode!)and then press to insert text [TEXT INSERT] . To choose from a drop box, point the Mouse Pointer/Scroll [Mouse Navigation] at the arrow and mouse click 🖱 to access the drop down options. Then point at your

Accessing Yahoo Address Book from your PocketSurfer2:

1. Follow the steps above for Yahoo Calendar up to Step 3. Once you have signed in, the following screen will appear:

2. Using the Mouse Pointer/Scroll [Mouse Navigation] to position the mouse on the, Addresses link at the top left of the page - encircled and mouse click to select.

3. Using the Mouse Pointer/Scroll [Mouse Navigation] to scroll down and across to edit addresses or mouse click 🖱 on 'Add Contact' – encircled to add a contact to your Address list.
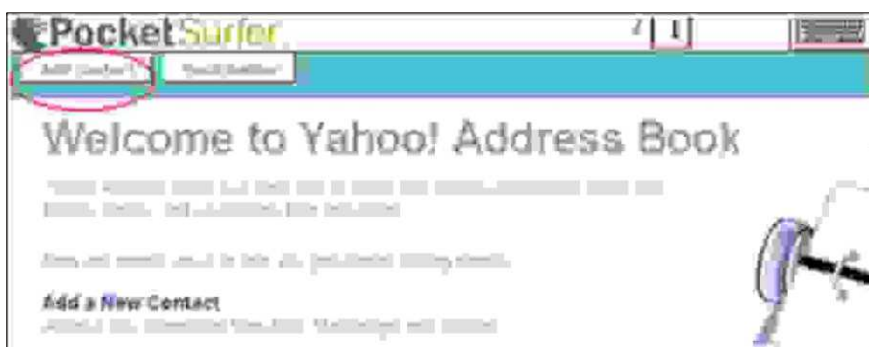
Chapter 9

Remote PC Access

Remote PC Access

With Remote Access PC you can access your PC, Desktop or Mac anytime, anywhere by simply clicking on one easy link provided on your PocketSurfer2 homepage.

You actually view your PC on your PocketSurfer2 and see exactly what you are doing - live, as long as you are online. No longer do you have to carry around your bulky laptop while traveling, at a friend's house or on the road, as the convenient and compact PocketSurfer2 allows you to check files, emails etc., anywhere in the world. Furthermore, you can access your computer at work from the comforts of your own home.

You will first need to configure your PC for remote access. This will be a one time set up only and once completed; you will be able to access your PC anytime-anywhere right from your PocketSurfer2.

1. As a first step, from your PC, go to the homepage of LogMeIn www.logmein.com.
- Click on "Create an account"
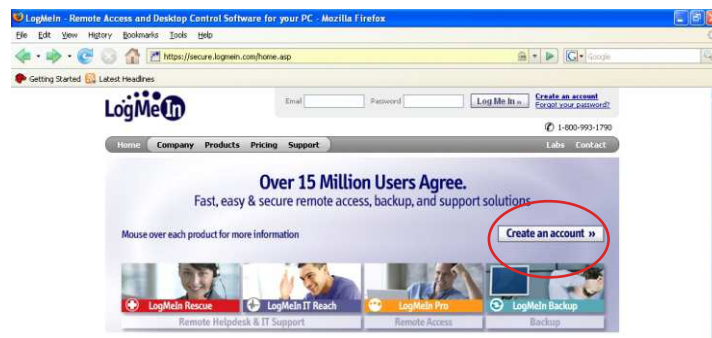
2. You will now be on the Registration page:
   - Enter your Email/Password Information and select the "GO" button
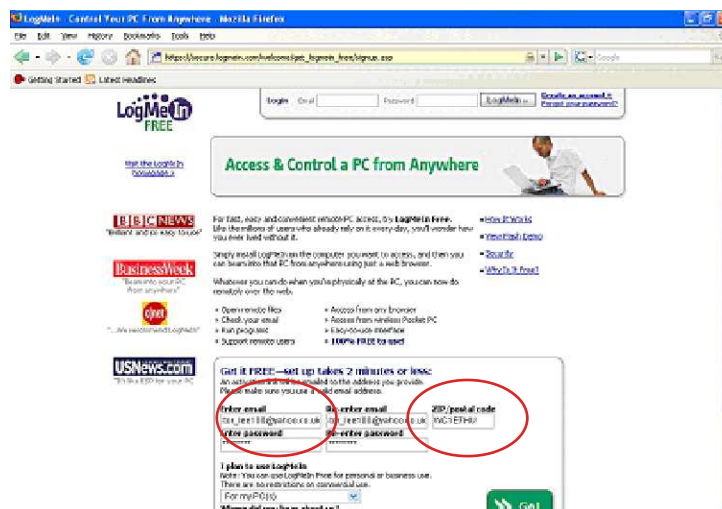
3. Click on the option "Add Computer" :
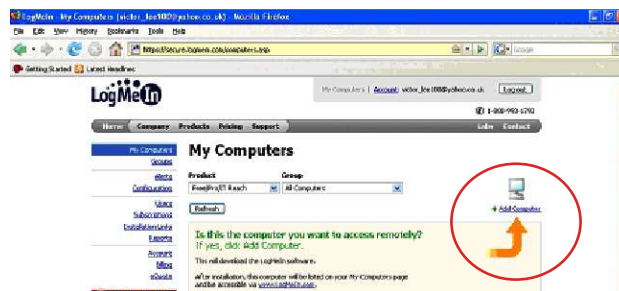
4. This will initiate a software download to your Computer. You can also install the software from the CD provided with the box.
Download the software on your PC:

5. Once the download is completed, click on the "Next" option

6. Select on the "I Agree" option (after reading through the terms and conditions).

7. Complete the setup process and the click "Next" option

8. Give a Nick Name/ Computer description. This name will be used for identifying the computer which you are going to remotely access from your PocketSurfer2

9. Enter in a "Computer Access Code". This is to give unique password to your PC which you will be remotely accessing.
   (Note : Remember your username and password. It's vital information to access your PC.

 Then click on "Next".

10. Select a destination/ folder to save the software
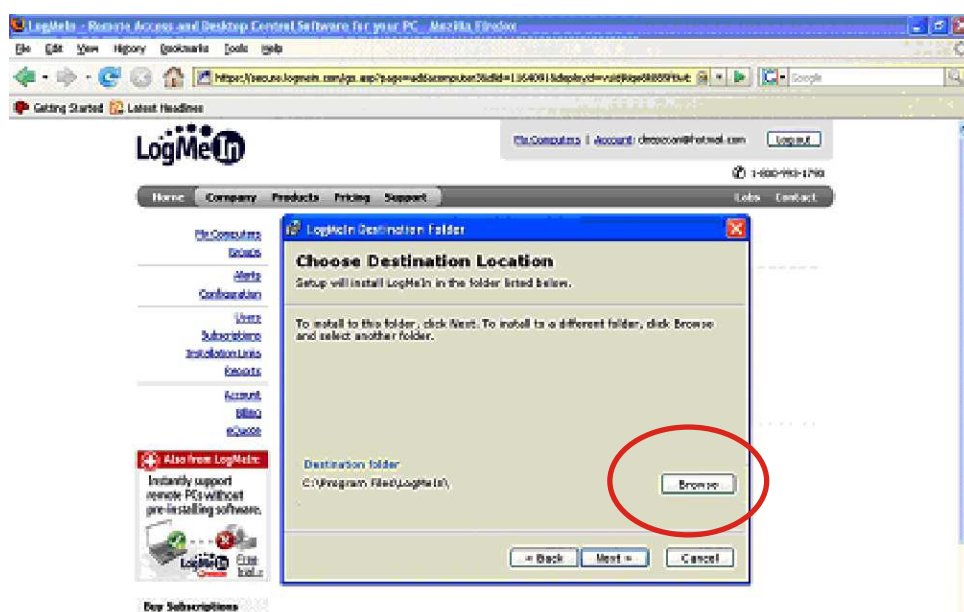
11. The software will now get installed on your PC :

12. Check for the "Setup Completed" message for successful installation of LogMeIn software onto your PC. Click Finish.

13. The computer description/ nickname which you gave to your computer will be displayed on the screen. For example we have given "SMARTBOX" as the name to the PC. A white square symbol will appear in your task bar. It shows that currently you are enabled and online to remotely access your PC.
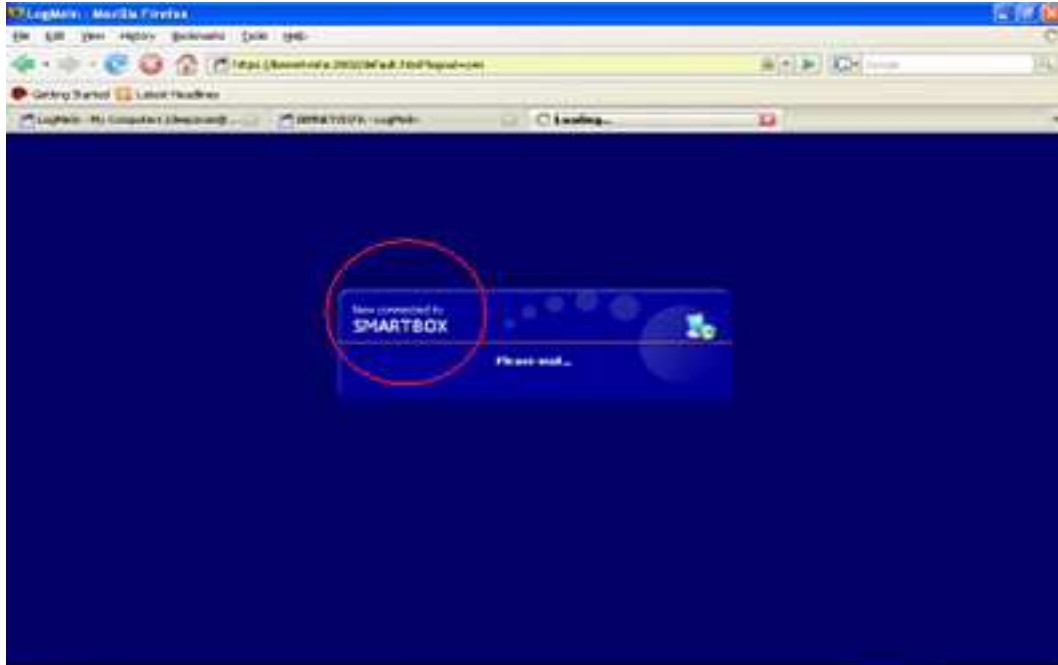
You are now ready to access your PC via your PocketSurfer2

15. Then on the PocketSurfer2, click on the Remote Access PC option on the screen

16. You will enter the LogMeIn homepage. Fill in your email and password, the same account information which you used earlier to create your account.
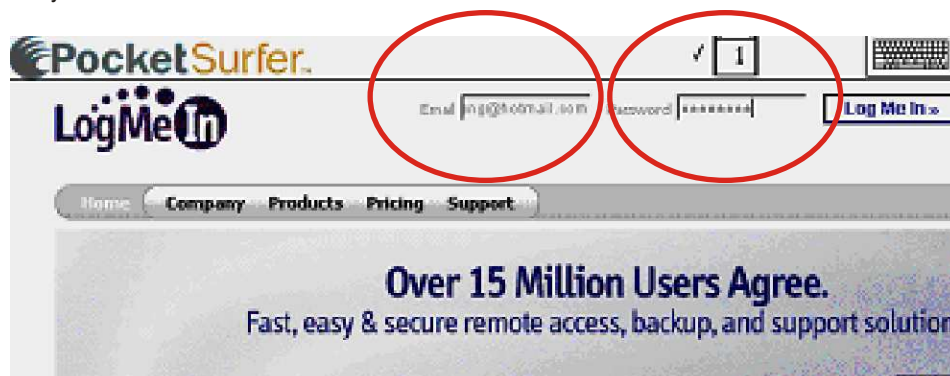
17. The name which you gave to your computer will appear on the screen

18. Click on the "Computer Name and start remotely accessing your PC.

19. If you have a User name and Password for your PC. Please enter the details to complete this process.

20. After typing the user name and password info, this page appears on the screen. Select the "Remote Control" option in the 1st dialog box
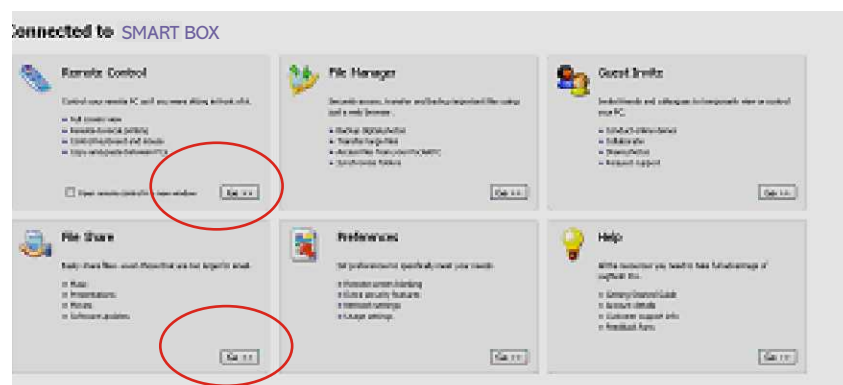
21. You will now see your PC desktop on your PockedtSurfer2 screen:
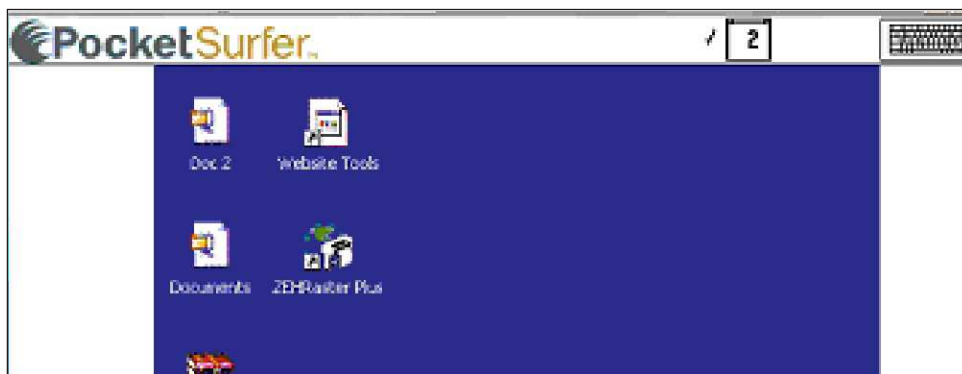
You will have access to all your documents, files and folders etc.. that are on your PC

To Log off, click on the Menu on the top left corner of your screen and select the "End Remote Control" option.
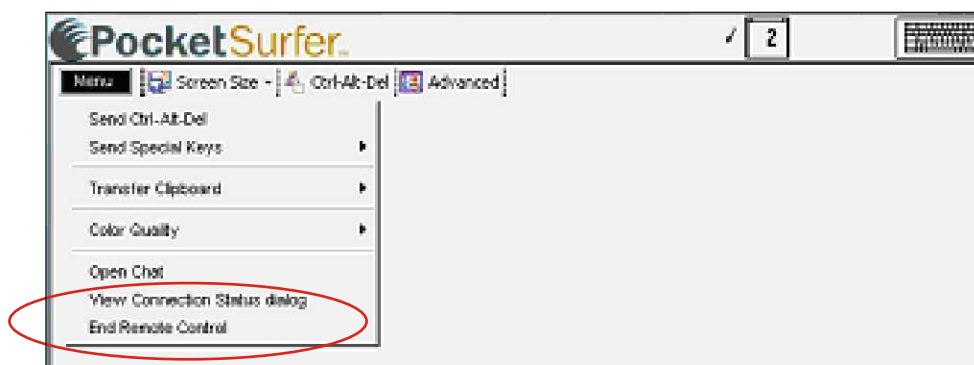
Chapter 10

Features _____

Features

There are many free resources on the web. Here are some of the key features that you can use online on your PocketSurfer2 to make your mobile web access experience more enjoyable.

Chat:

A dependable way to interact with people from around the world, from anywhere and at anytime. You can chat with one person, or even many at the same time. Chat permits communication with unlimited amount of people in a fast and easy method.

The IM Link on the Homepage gives you quick access to all your favourite Internet Messenger services like Yahoo, MSN, AOL and ICQ. For detailed IM set up instructions, please refer to Chapter 8. Register any POP3, IMAP or HTTP or web-based e-mail in this e-mail client. You may also store up to 10 different e-mail addresses here and view them all.

E-Fax :

This innovative new feature allows you to send and receive faxes without the everyday hassles and without any expense.
It's fax at your finger tips; fast, easy and reliable. Just type in your recipient, personal information and the message you want to send. Receiving faxes on your Pocketsurfer2 is Free, here's how :

1 Choose any of the leading providers of e-fax services, such as e-fax or J2 etc.
2. Once you have created a free account, you will be now able to receive your faxes via you e-mail. You will be assigned a default fax number.
3. To choose your own fax number, you'd have to sign up for the premium service which mostly has a monthly cost to it.
The premium service also allows you to send faxes using the internet and hence you could send faxes from your Pocketsurfer2.

Sports :

Missed the last soccer game and want to know the highlights? With the PocketSurfer2 you have access to all the sports coverage that you need to keep you up to date. Wherever you are, you can find out any information on recent games, scores, players, news and more.

Weather :

Making plans for tomorrow and need to know how the weather will be. With the PocketSurfer2 find out accurate weather forecasts for the days to come. Be prepared before planning a trip, a game, or any outdoor activity.

Online Storage : 25 GB

Another great feature on the PocketSurfer2 is the link to mediamax.com. This handy site is a free online storage space site that offers you 25 GB FREE just for registering. You are able to share music, videos and photos with everyone. A link to this site is provided on your PocketSurfer2 homepage.

Thinkfree Office :

1GB Online Word Document, Spreadsheets, Presentations :

ThinkFree Office is a Microsoft® Office compatible application suite comprised of word processing, spreadsheets and presentation graphics software-all usable online and accessible right from your PocketSurfer2 Homepage. Access your documents anytime-anywhere.

One touch Email :

You may register any POP3, IMAP or HTTP or web-based e-mail in the e-mail client. You may also store up to 10 different e-mail addresses here and view them all. For detailed instructions on setting up your email client, refer to Chapter 8.

Chapter 11

FREQUENTLY ASKED QUESTIONS (FAQ)

Does the internet on the PocketSurfer2 look any different than how it looks like on my home or Office PC?

The PocketSurfer2 does not change the way you access the internet, or the look-n-feel of the internet that you experience on a PC - it just makes the internet mobile for you, so that you can wirelessly access the web anytime-anywhere at a guaranteed speed of less than 5-7 seconds a page.

START-UP :

Q: How Do I turn my Pocketsurfer2 ON?
Press the 'ON' button (which is located at the top left corner of your device). If the device does not turn on, hold the 'ON' button for a couple of seconds.

Q: How do I connect to the internet once I turn On the device?
Once you turn on the PocketSurfer2, click on Mouse Pointer 🔘 button to connect to internet. There are two Mouse Pointers – one located in the centre of the Mouse Navigation button and one on the left hand side of the Shift Key.

Q: How can I browse the internet on the PocketSurfer2, say I want to go to the Yahoo Website?
E.g. For the website www.yahoo.com you need to only enter the suffix "yahoo" and press the 'GO' button. Similarly, for www.hotmail.com just enter the suffix "hotmail" and press the 'GO' Key.

Q: How can I scroll the mouse on the PocketSurfer2?
Use the Mouse Navigator button to move the mouse around on the screen To scroll an entire page, use the Shift + Mouse Navigator.

Why is the cost of the Pocketsurfer2 so low compared to other handhelds?

Competitive products are not only expensive, but require customers to be locked into long term expensive monthly contracts, in-order to subsidize the cost of the hardware. DataWind's PocketSurfer2 is affordable, with no need for Lengthy contracts.

PocketSurfer2

On / Off

Go Button

Navigation Key

REGISTRATION :

Q: I have received my PocketSurfer2 today, how do I activate my service and How Do I complete the registration process?

In order to activate your service, please call the nationwide customer support line at: 0-844-999-0990. You can complete the registration at the same time that you call or, by filling in your personal information while going through the Tutorial when using the PocketSurfer2 the first time.

FEATURES :

Q. What Operating System does the Pocket Surfer2 devices run?

DataWind provides a proprietary operating system (OS) for its PocketSurfer2. The combination of the OS as a platform for browsing the internet, combined with the hardware and a powerful back-end patented server acceleration technology, provides the fastest mobile internet access experience.

Q. How much compression does the PocketSurfer2 offer?

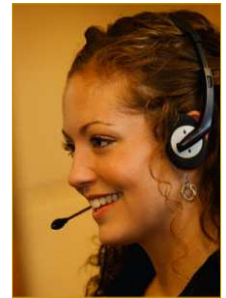Data compression on the PocketSurfer2 reduces the amount of data sent through the mobile phone signal to improve your wireless data download time by a factor of 4 to 10 times and the web is seen in its original format, original layout and full graphics within guaranteed page views of 5-7 seconds. The exact level of data compression varies on which website you are viewing.

What level of security does the PocketSurfer2 offer?

You can access https:// sites and other secure sites (SSLs, VPNs) and do your day to day banking, trade stocks, access other financial and personal information securely on your PocketSurfer2. The process is fully encrypted from start to finish.

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

A. Other than the fastest mobile web experience with guaranteed speeds of under 5 to 7 seconds per web page, the Pocketsurfer2 also offers IM (Internet Messenger) One touch email (with ALL email attachments), Free online Spreadsheet and Word document working platform, Free 25 GB of free online web space, free remote PC access from your PocketSurfer2 and (host of) many other features to make your mobile web access experience more enjoyable.

How big is the screen of the PocketSurfer2? How do you compare it to other handheld internet-access gadgets?

The PocketSurfer2 delivers a full-screen 640 pixel VGA-width user experience, requiring minimal horizontal scrolling. With competitive products, small screen sizes, result in re-formatted scrunched-up pages that do not resemble the user's desktop experience. If the pages are not re-formatted, they require significant scrolling, making usage very difficult. While, when they are re-formatted, content becomes difficult to locate and navigate.

Q. Will my users need to synchronise corporate data locally at their workstations?

No. the PocketSurfer2 provides you with a 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 long does the battery last and what is the average life of the battery?

The battery life is 5 hours active usage and 5 days standby usage. The battery takes approximately 5 hours to fully charge on the first charge and 2 hours for a full charge after that. The battery should last for several years if the PocketSurfer2 is properly handled and maintained.

Q: Can I make a phone call using the PocketSurfer2?

No. The PocketSurfer2 cannot be used as a phone. It is designed to deliver fast internet access anytime-anywhere and that is what it does best.

Q: Can I connect my phone to the PocketSurfer2?

No. The PocketSurfer2 cannot be connected to your phone.

Q: Can I print using the USB Port?

No. The USB Port on your device is meant only for charging the Unit.

Q: Is the device waterproof?

No. The PocketSurfer2 is not meant to be exposed to water or moisture.
Try to keep it dry and protected from water and moisture.

Q: Can I really carry it in my Pocket?

Yes, you can carry it in your pocket. At just 172gms, the PocketSurfer2 is still lighter than most PDA's and Cell phones. It easily fits in your coat/ jacket pocket.

Q. How can you afford to give the data service for _free_?

With next-generation packet networks, the cost to the carrier, and hence the consumer is no longer the amount of time spent online, but instead the number of packets (megabytes of bandwidth) consumed. DataWind's solution consumes significantly less bandwidth, thereby creating savings for both the carrier and the customer. DataWind's web acceleration technology works hand in hand with Data compression. Data is compressed before it is sent through the airwaves. This means that you use less airtime and so it costs much less to use. In fact it uses so little; DataWind is offering its customer's for free. We pre-program the PocketSurfer2 with the correct settings to access the UK mobile network and pre-pay for service on this network so the end user can surf for FREE anywhere in the UK for up to 20 hours / month for 1 year.

Q: What is the <u>storage capacity</u> of the PocketSurfer2?

PocketSurfer2 provides a link to mediamax.com. This handy site is a free online storage space site that offers you 25 GB FREE just for registering. With just a one click you are able to share music, videos and photos with everyone.

Q: When I am in remote areas I sometimes get the signal "Network busy". What does this mean?

This occurs when too many users are trying to access the same carrier network in the same area. Generally, the message goes away in a few seconds. If you do happen to get this message, wait a little while and try again.

Q: How can I check the Serial No. of my PocketSurfer2?

In order to check the serial number of the device you can press FUNC + S

Function + S
= Serial Number   FUNC

Q: How can I close or stop POP-UPS on my PocketSurfer2?

Click on the X button or change its settings by going to the Personal settings and disabling the pop-up option altogether.

Close Pop Ups &
Multiple Layers

Q: Is Online banking/Shopping/ Stock trading/ Betting safe on my PocketSurfer2?

Yes, you can access secure sites like https:// sites and Banking, Stocks and all other web sites even with SSLs. The PocketSurfer2 does not restrict access to any website; it delivers the complete desktop web experience: Full HTML web pages, graphics, java - applets, java-scripts, active-X controls, cookies, pop-ups, PDF files and more.

Q: Can I access multiple email accounts on the PocketSurfer2?

Yes. With the PocketSurfer2 you can access multiple email accounts; With just one single click you get access to all your emails from up to 10 accounts.

Q: Can I view attachments on a PocketSurfer2?

Yes. Other than all your MS office documents formats such as Word, Excel, PDF and .txt files, you can also view images such as .tiff, jpg, bmp, gif and .png and many more

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

With the new PocketSurfer2 one touch email client, you can manage your email addresses online, anytime-anywhere. You can add/remove email accounts (up to 10) and set up on line meetings, access your online calendars, address books (check with your email service provider for more details on the features provided).

Q. Can I access maps on the PocketSurfer 2?

With the PocketSurfer2 you can access maps online, for example yahoo maps, Google maps, access the UK Tube maps etc.

Q: Where can I locate service packs and hot fixes?

You do not need to worry about upgrading the software, looking for service packs or hot fixes. As technology improves or fixes are implemented for known bugs, software upgrades are automatically conducted online in the background transparent to you.

Q: How can I go to the web page which I had visited earlier?

To toggle between the pages press the "back" and "forward" button (Insert Symbol "Check the history option in the Setting (shortcut key)" or Simply hold down the GO button to see the list of pages you visited (History).

Q: What happens if I am unable to view a web page (Page Download error)

- Check the address you typed.
- Re-type the address.
- Check opening another web page.
- Ensure that internet is connected on the PocketSurfer2.
- Press the refresh key.

Q: How do I use the thumb keyboard for text insertion?

There are 2 ways of entering text on the PocketSurfer2.

1.Text Entry: Batch Mode

The PocketSurfer2 will be in default Batch mode and this will be confirmed with a 'T' on the top right corner of the screen before being inserted in a text-box or before getting a URL.

In this mode simply start typing the text and the text will appear on the top left corner of the screen.
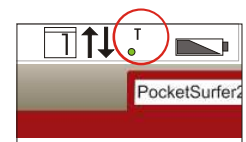
2.Text-Entry: Direct Mode

By pressing the FUNC key followed immediately by the T key, you enable the Direct-Text-Entry-Mode. This can be confirmed by the 'C' on the top right corner of the screen.
In this mode each character is automatically sent and placed on the web page. Simply, start typing and the text will appear in the Text-box that contains the cursor.
 If you don't see the text (after a couple of seconds delay), appearing in the Text-box, please ensure that the cursor is in the Text-box.

GO

Forward/Backward
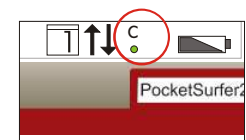
Q: How can I go to a new website on the PocketSurfer2?

Type the URL (web address) and it will appear on the top left corner of the screen. Press the GO key to go to the website.

Q: Is the PocketSurfer2 available only in English?

The Web is available in all languages, the PocketSurfer2 Supports all languages across the Web. The Keyboard imprint is only available in English.

SETTINGS:

Q: How can I access my PC Remotely using the PocketSurfer2?

With Remote Access PC you can access your PC, Desktop or Mac anytime, anywhere by simply clicking on one easy link provided by your PocketSurfer2 homepage.

Refer the User Manual for stepwise instructions on how to set up your account. With logmein.com you actually view your PC on your PocketSurfer2 and see exactly what you are doing live as long as you are online.

Q: How can I set-up my Email on the PocketSurfer2?

The first time that you click on this link, you will see a log-in screen. At this time, you will not have registered any e-mail addresses. You may register any POP3, IMAP or HTTP or web-based e-mail in this e-mail client. You may also store up to 10 different e-mail addresses here and view them all. Refer the User Manual for detailed set up instructions.

Q: How can I set-up my Instant Messaging (IM) on the PocketSurfer2?

Instant Messaging (IM) accounts can be set-up by clicking on the IM link on the homepage and following the instructions on the screen. For detailed stepwise instructions on how to set up your IM and familiarize yourself with it, refer the User Manual.
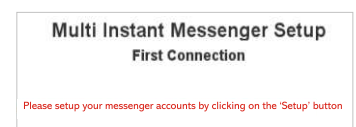
Q: Can I play games on the device?

While board games will work on the device, fast-moving flash games may not be appropriate.

**Q: Will video work on the device?**

While video will work, due to limitations of current cellular networks, the speed is only 2 or 3 seconds per frame (network dependent).

Q: Can I receive or send faxes on the PocketSurfer2…How can I set-up the e-fax?

1. There are several free online e-fax services available that you can access anytime-anywhere using your PocketSurfer2.

2. Once you have created a free e-fax account, you will be able to receive your faxes via e-mail. You will be assigned a default fax number.

3. To choose your own fax number, you'd have to sign up for the premium service which most probably has a monthly cost to it. The premium service also allows you to send faxes using the internet and hence you could send faxes from your PocketSurfer2.
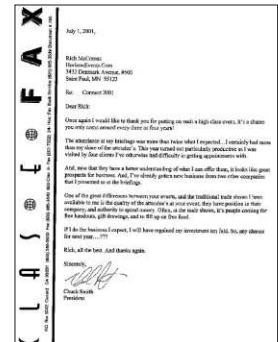
Q: Is the PocketSurfer2 a Personal Digital Assistant (PDA) and what is the main difference?

PDAs focus on several applications from contact information to calendars and schedules. The primary focus is not Internet access. PocketSurfer2's main focus is to deliver the real Web experience to the user, faster than any other wireless Web technology.

No other PDA, Smart Phone or Wireless Phone in the world delivers the real web to a mobile environment, in a usable format or speed.

The PocketSurfer2 also provides access to any web enabled PDA functions such as calendars and address books.

Q: How do I upgrade my free usage package? What if 20 hours a month is not enough for me, what do I do?

If you use up your 20 hours up in a month, your PocketSurfe2 will stop you from surfing any more. You will not be charged extra nor will you be permitted to surf any more that month. You will be offered an opportunity at that point in time to upgrade to an unlimited usage plan for only £5.99 /month. There is no contract or credit check for this plan; however a credit card is required to pay for this plans. This can be done at the moment you hit 20 hours or by calling the customer service line 0-844- 999-0990 at any time and giving the required information.

Q: The 20 hours / month for free is great. But, what happens <u>after the first year</u>?

The second year's fee is £39.95 for the same 12 months with 20 hours a month usage plan. You can also upgrade to the unlimited plan for just £ 5.99 per month

Q: Can I use my PocketSurfer2 <u>outside of the United Kingdom</u>?

1. Roaming outside the network coverage area is not covered by FREE usage.
2. Roaming is not enabled in your Pocketsurfer2.
3. To be able to use the roaming feature, you would need to enable roaming on your unit by contacting customer service.
4. All roaming fees £7.99 per hour will be charged on a credit card provided to DataWind online or through our customer service team.

Q: Where can I buy a <u>case or a cover</u> for the PocketSurfer2? Do you sell accessories such as: car chargers, leather cases, pouches etc?

Please contact your nearest PocketSurfer2 retailer or, call your Nationwide customer support line at 0-844-999-0990

<u>CONTACT:</u>

Q: Who do I contact for <u>customer care service and support</u>?

You can call the nationwide customer support line at: 0-844-999-0990 or send an Email to: support@datawind.com

Q: Who is the <u>manufacturer</u> of the Pocketsurfer2?

DataWind Ltd is the manufacturer of the Pocketsurfer2.   Here are the contact details:

Widget UK Ltd.
PO BOX 349
Stevenage Sg1 9AD ,
London
United Kingdom
Tel: 0 844 999 0990,
Email: support@datawind.com

MARKETING/FEEDBACK:

Q: One of my friends wants to buy a PocketSurfer2 as well, is there a referral discount that they can get?

Yes, you can download a manufacturer's mail-in rebate coupon for a 2nd unit, from our website and mail it back within 30 days of your purchase to receive a discount off your 2nd unit purchase.
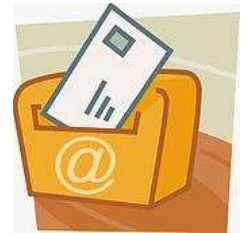
Q: Any special deals for corporate consumers?

Please contact your local reseller for, or visit www.pocketsurfe.co.uk for more information.

Q: I love this device and I want to give a testimonial?

The following link will guide you to an online form where you can send in your testimonial.

Q: Does the PocketSurfer2 come in any other color than black?

The PocketSurfer2 only comes in one standard Black finish; however, if you have a need for several thousand Fuschia PocketSurfer2's, feel free to give us a call.

COMPARISON:

Q: My Cell phone also gives me internet access (although I never tried to use it) so why should I use the PocketSurfer2?

Actually, most mobile phones only can access WAP sites, which is not the true internet.

- They also have really small screens and keypads.

- Some Smart phones can access some websites, but most won't be able to do things like shop online, open attachments to e-mails, check into a flight, banking, etc.

- In general, most handheld devices cannot deliver the full web experience. For example, upon reading the fine-print, they'll reveal, that they: Cannot view Java applets, Java-Scripts, image maps, animated images, background colours/image, font colours, style-sheets or plug-ins.

 - They not only require to go through a new learning-curve, but require content providers to re-create existing web content for each different device.

DataWind, on the other hand, delivers the complete desktop web experience: Full HTML web pages, graphics, java - applets, java-scripts, active-X controls, cookies, pop-ups, PDF files and more. It requires no new learning curve or recreation of content

Your PocketSurfer2 downloads most web pages in under 5-7 seconds, unlike the 50-90 seconds your conventional phone might take.

Q: How do you <u>compare</u> the PocketSurfer2 to a Blackberry or a Sidekick?
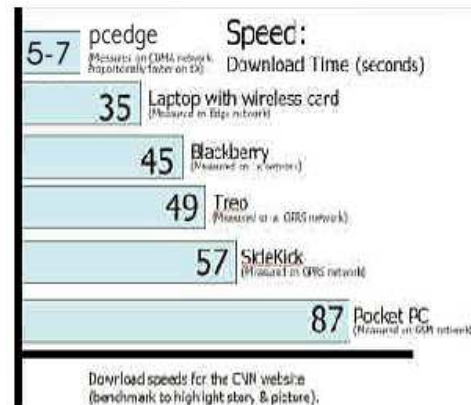
PocketSurfer2
(DataWind)

PocketSurfer2 is backed by a patented data compression / acceleration technology, which allows end-users to experience a faster, richer mobile internet experience by sending less data through standard GPRS mobile data signals to the PocketSurfer2. Sending less data means a faster user experience, while our technology ensures that the user experience remains the same.

The PocketSurfer2 has an in-built GPRS modem and SIM card which will allow it to work anywhere that there is a GPRS signal. (which is in most places around the world).

Q: My PocketSurfer2 does not turn <u>ON</u> and all the <u>keys are frozen</u> as well. What do I do?

<u>Try the following</u>:

1. Charge your PocketSurfer2 for one hour and then try restarting it.
2. Try to reset the unit, by taking pointed pin and gently insert it in the hole provided at the top of the keyboard, on top of and a bit to the left of the digit "1".

Q: My <u>Screen went black</u> all of a sudden and now the device won't turn ON. What do I do?

Pin-reset hole

Try to reset the unit, by taking a pointed pin and insert it in the hole provided at the top left of the keyboard, on top of and a bit to the left of the digit "1".

If this option does not work and if you'd like to speak to someone about service or support, you can call the nationwide customer support at: 0-844-999-0990 or Email: support@datawind.com

Q: My Pocketsurfer2 fell and the <u>screen cracked</u>, what is your replacement policy?

For detailed information on the warranty, please refer to the detailed warranty policy in your user manual or visit: <u>WWW.POCKETSURFER.CO.UK/MANUAL</u>

Q: My PocketSurfer2 is not charging?

1. Unplug the charger from the PocketSurfer2 and try charging it again.
2. Check the Power Outlet to make sure that it is active
3. Check your USB power cord for any cuts or fractures in the wire
4. Check the charging socket, located on the left-middle side, to make sure it is not damaged
If the unit still does not charge, call the Nationwide Customer support line at
0-844-999-0990

Q: The screen on the PocketSurfer2 is flickering?

Turn the Unit off and Restart the device after a minute or so. Check to make sure the device was not exposed to moisture. If still the problem occurs contact the Nationwide Customer support line at:0-844-999-0990

Q: I am unable to connect to the internet on the PocketSurfer2?

Try re-starting your device and try to reset the unit, by taking pointed pin and gently insert it in the hole provided at the top of the keyboard, and a bit to the left of the digit "1", if you are still not able to connect, call technical support at:
0-844- 999-0990 or Email: support@datawind.com

WARRANTY AND POLICIES:

Q. What is the warranty term? Can I buy extended warranty?

The standard warranty term for the PocketSurfer2 is 1 Year from the date of purchase. Please contact your retailer where you purchased the PocketSurfer2 from to inquire about purchasing extended warranties.

Q: I want to return my PocketSurfer2. Who do I contact?

For all Replacement, Repair, Service and Return issues, please contact your local retailer where you purchased the unit from. You can also call the Nationwide customer support at: 0-844- 999-0990 or Email: support@datawind.com

Q: What do I do if my PocketSurfer2 is lost or stolen?

Please contact the ISP technical support at 0-844-999-0990 to report the problem and have your service disabled.
Or if you are not able to call, please Email: support@datawind.com
You can also contact your local retailer where you had purchased the unit from.

Q: I love this product and I want to work for your company, How should start from where i start.

A: Please send in your resume to support@datawind.com

Widget UK Ltd.
PO BOX 349 Stevenage Sg1 9AD
London, United Kingdom
Tel: 0 844 999 0990
Email: support@DataWind.com