

# The new Surf Easy 2011

Frequently asked questions about the transition to the new version of Surf Easy

## Introduction

We will soon be releasing the all new **Surf Easy Desktop 2011**. This new version will replace the current Surf Easy Desktop v2 title, and will become the flagship software title in the Surf Easy range for running your internet cafe user terminals and kiosks.

This document answers some questions about the new version and the upgrade process.

## Why is a new version being released?

Surf Easy Desktop Edition v2 was originally created in 2004, and since then there have been significant changes to PC platforms, operating systems, third-party applications, the internet, and end-user usage. The current Desktop v2 is written in a programming language and format that has now become outdated as it lacks the ability to take advantage of new features and benefits of modern operating systems such as Windows 7 (not to mention the next version of Windows which is already in development).

Since 2003 there have also been significant changes to the needs of end-users. It is critically important that we continue to develop our software to meet those new and changing needs. This requires us to make a significant investment in developing and programming new features, new billing methods, new databases, and new security protections.

So to ensure a feature-rich, high-quality software platform, with a modern feel, it became essential that we write a new version of our Surf Easy user terminal software.

Ultimately, our continual focus on development and improvement of the Surf Easy software will help ensure the long term profitability of your internet café business.

## What editions of Surf Easy are being upgraded?

At this stage it is only Surf Easy Desktop Edition that is being upgraded. The new Surf Easy Desktop 2011 also replaces the old Surf Easy Freedom Edition.

Surf Easy Self-Serve Edition and Serve Easy POS Cashier Edition will remain on their current versions. Surf Easy Desktop and Surf Easy Desktop 2011 will continue to function normally with Self-Serve and Cashier POS editions.



## When will the new edition be released?

We currently estimate the new version of Surf Easy Desktop will be released in late February 2011. However, this is subject to change depending on the outcomes of testing and development.

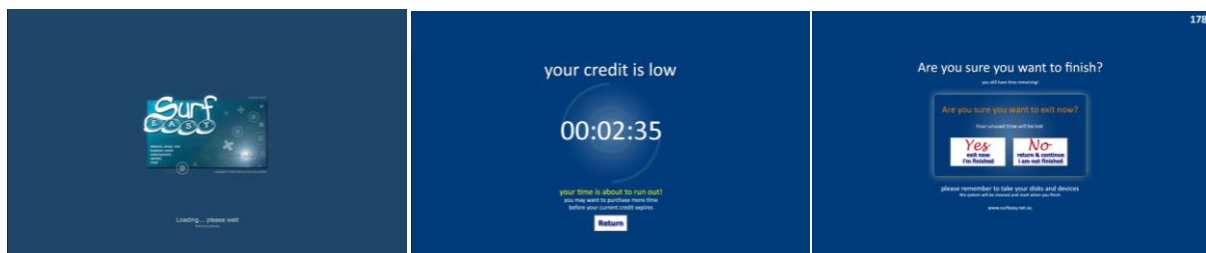
## Will updates continue for the current Surf Easy Desktop v2?

No. Once the new version of Surf Easy Desktop 2011 is released there will be no more updates to the old version of Surf Easy Desktop v2.

## What new features and benefits are there with Surf Easy 2011?

The new Surf Easy Desktop 2011 will offer the following improvements and new features:

- ✓ VoIP service with per call user billing.
- ✓ SMS service for users to send paid text messages to any Australian mobile phone.
- ✓ Fax service for users to send paid fax messages to any Australian fax number.
- ✓ New user session toolbar which now always appears on-top and application dockable.
- ✓ New and improved screens with better graphics and artwork.
- ✓ SMS Alert Service expanded to include alerts for individual user terminals.
- ✓ Information Kiosk mode, merging Surf Easy Freedom Edition into one title.
- ✓ Print billing for multiple printers, plus differential volume printing pricing.
- ✓ Centralised management of wait-screen pictures for easier updates to screens.
- ✓ Centralised setting management for remotely changing configuration.
- ✓ New streamlined database structure for faster software response times.
- ✓ New database backup & restore features, plus the ability to easily transfer data & settings between PCs.
- ✓ Improved desktop and start menu shortcut management.
- ✓ Improved Web Portal reporting and new functionality.
- ✓ Optional extra to completely change the software skin, for seamless rebranding



*Some draft sample screen shots from Desktop 2011*



## Will all the new features be available upon first release?

No. Some of the new features listed above will not be fully functional or available for some months, but will be released via free updates as they are completed. However, the significant changes to the back-end functionality and visual screen appearance will be fully functional from the first release of Surf Easy 2011.

## Do I have to upgrade?

No. If you are currently running Surf Easy Desktop v2 then you can continue to run that software and do not need to upgrade. The upgrade is optional. (See the next point as well).

## Will Arinda continue to support Desktop v2?

Yes, Arinda will continue to provide technical support for terminals running Desktop v2 for clients subscribed to a Support Plan. Arinda will also continue to operate its central servers and databases necessary for clients to run Desktop v2.

However no new updates, changes, improvements, or bug fixes will be released for v2 once the 2011 version is released.

## What is involved in upgrading?

It is possible to upgrade simply by performing an online upgrade via the portal. However, there are several new features and significant changes in the software that will require additional settings to be configured. There are also changes to the way that the shortcut and desktop icons are created and managed.

For these reasons we recommend that clients who want to upgrade to Surf Easy 2011 actually completely re-install their PC from Windows up. This will result in the cleanest install for better system performance and improved reboot speeds.

## What is the cost to upgrade?

Rather than having to buy a new licence for the new software, we will be offering clients a substantial discount if they want to upgrade their existing Surf Easy licences to the new edition. All clients will be able to upgrade their existing Surf Easy licenses for just 25% of the retail price for new licenses. For example, if you want to upgrade 10 existing Surf Easy terminals then you will only pay 25% of the retail price that applies to 10 new Surf Easy software licenses.



## Are there any other costs associated with the new 2011 version?

The new version introduces a VoIP service, and an end-user fax and SMS service. These services are optional, and separate fees and charges apply for their use.

Surf Easy 2011 also introduces a lot of changes and improvements to the portal functionality, and this has increased the data transfer and storage rates for our central servers. For this reason we are introducing a new charge for portal access for customers who want to use the portal to generate access codes, store usage data, or to store historical revenue data. This new service subscription (known as CAS for User Terminals) is an annual subscription that is required if you want to use the more advanced features of the portal.

## I only recently purchased v2. Can I get a free upgrade to 2011?

Yes. For clients who purchased Surf Easy Desktop v2 licences after 1 January 2011 will automatically receive a free upgrade to Surf Easy 2011.

## I thought I received free updates. Why do I have to pay to upgrade?

The easiest example we can use to help you understand the concept of updates versus upgrades in Surf Easy is to consider Microsoft Windows. If you own Windows XP then you can access all the updates released for XP for free, but when Windows 7 is released you need to purchase a new license to use the new Windows 7 version.

It's the same with Surf Easy. All customers who purchase a Surf Easy licence do receive free updates for the life of that product. However, updates do not include upgrades to new versions.

An update is simply a minor release or change to the product to fix bugs, improvement functionality, or to add minor new features. But an upgrade is a significant change to the software platform that requires thousands of hours of programming – it is almost like writing the program again from scratch, and it is often done in a newer programming language with new third party components that we have to purchase and license separately at significant expense.

For these reasons it is essential that we charge for upgrades. But we will continue to offer customers free updates for their licensed products.

## Contact Us

If you would like any more information then please feel free to call our sales team on **1300 882 780** during business hours.

