



Put costly returns on hold – not your customers – with built-in hardware diagnostics

When PC system failures lead to lengthy technical support calls and many unnecessary returns, driving up your support and warranty costs. Many times, these problems originate in software – something the user could solve with a little help – and not in hardware at all. What you need is a way to rapidly determine the nature of the failure before choosing a course of action. By providing an onboard diagnostic utility with your PCs, you can help users identify problems immediately and avoid returning their PCs for simple software problems.

Phoenix FirstWare™ Check is a simple, hardware diagnostic utility built into the core of the PC.

As part of the Phoenix Core Managed Environment (cME™), it performs high-level tests to detect significant problems with various PC components when systems crash or fail. With a streamlined interface and one-button activation that requires no boot disk, Phoenix FirstWare Check ensures that technical support personnel can easily guide users through a short, three-minute assessment of the hardware to speed problem evaluation and resolution.

Phoenix FirstWare Check inspects six areas of the PC: motherboard, memory, hard drive, processor, video card, and the secure host protected area (HPA) of the hard drive, where the Phoenix FirstWare Check utility resides. Significant faults with the integrity of these components are reported right away, enabling your technical support teams to instantly identify most of the problems that lead to returned merchandise authorizations (RMAs) and many no-trouble-found (NTF) returns. Technicians can troubleshoot PCs that pass this initial hardware test – the majority of those tested – with confidence that they will not have to create an RMA.

Slash technical support costs — A simple hardware check accelerates diagnosis and shortens support calls involving failures that first-line technicians cannot fix. It also drastically reduces the number of costly, unnecessary RMAs for software-only issues, reducing your warranty costs in the process.

Provide standout products — Core-level diagnostics for PCs typically require software that runs only through Microsoft® Windows®. Phoenix FirstWare Check – built into the core of the PC and running in the tamperproof cME space – tests hardware without requiring users locate boot CDs or load additional software. This differentiating technology boosts your reputation for PC quality and innovation.

Put customers at ease — PC users often assume that system failures involve hardware defects, when in fact most can be traced back to software errors or conflicts. Ruling out hardware problems at the outset eases users' concerns, raises their confidence in your services, and increases their satisfaction in your products. Ultimately, built-in diagnostics put both you and your customers back in business safer and sooner.

The Phoenix advantage

Phoenix FirstWare Check is the only PC diagnostic utility that provides built-in access to several critical hardware tests without the need for additional CDs. Proven Phoenix technology gives your customers distinct benefits not available from other sources.

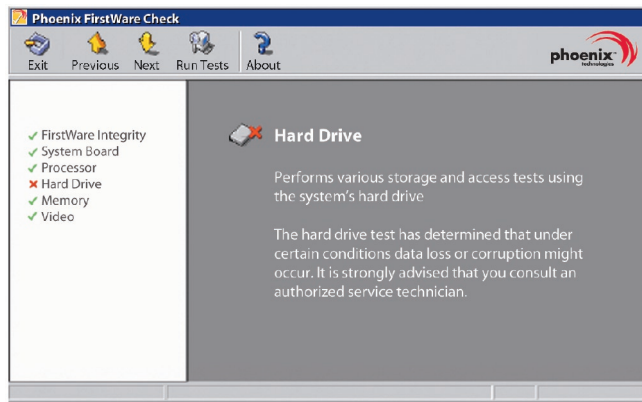
Direct diagnostics — Unlike diagnostic applications that run from Microsoft Windows and access hardware through Windows drivers – which themselves can be defective or cause conflicts – Phoenix FirstWare Check communicates directly with PC components for more accurate examination and assessment.

Always-available software — Phoenix FirstWare Check resides in the HPA, the most secure part of the hard drive. Impervious to user error, malicious attacks, and other disasters, the HPA ensures that the diagnostic utility can always be accessed, even when the PC will not boot.

Recognized performance — Phoenix FirstWare Check emerged from the industry-leading Phoenix BIOS technology, capitalizing on more than 20 years of Phoenix experience making software that initializes and validates PC hardware.

The unmatched functionality and reliability of Phoenix FirstWare Check provides a simple, yet powerful system-level diagnostic utility for technical support teams to quickly identify faulty hardware.

The simplicity of the Phoenix FirstWare Check utility ensures that users and technical support staff can perform fast and easy hardware diagnostics.



For the latest technical specifications visit us at www.phoenix.com

Phoenix @ the Core

Phoenix Technologies core system software helped launch the PC industry more than 20 years ago. Today, we have extended this leadership beyond the PC to a wide range of platforms and other digital devices. The Phoenix Core Managed Environment (cME) provides the industry's only common software environment that delivers a simpler, more secure, and more reliable experience for users.

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Benefits for OEMs, system builders, and resellers

- Drastically reduce technical support and warranty costs
- Eliminate unnecessary and inefficient product returns
- Boost customer loyalty
- Differentiate your PCs with a built-in diagnostic utility

Benefits for businesses and computer users

- Significantly reduce in-house IT support costs
- Speed problem diagnosis and time to recovery with a simple, user-friendly utility
- Allay fears of serious hardware failures
- Develop user confidence in the quality and reliability of your PCs

Phoenix cME-certified applications deliver real value

Phoenix FirstWare Assistant
Add instant-on access to critical business information on your mobile PC

Phoenix FirstWare Check
Dramatically reduces support calls with built-in hardware diagnostics

Phoenix FirstWare Connect
Connects a PC to the Internet even when the OS cannot

Phoenix FirstWare Recover
Restores the original factory OS without a boot disk or recovery CD

Phoenix FirstWare Recover Pro
Autorestores a PC to any specified restore point, including user data

Phoenix FirstWare Vault
Reinstalls factory-configured software from its secure storage area