



## Reduce technical support costs with emergency built-in browser

When PCs lose their online connectivity, users lose their time and patience. Soon you begin to feel their pain as they inevitably must call for technical support. Not only does the downed connection present you with a complex problem and lengthy support session, but it also disables your most cost-effective resource: the Internet. With a reliable Web browser that can launch even when the PC will not boot, users can always access online support and minimize one of the most common and expensive problems fielded by your technical support teams.

### **Phoenix FirstWare™ Connect is an always-available Internet browser built into the core of the PC.**

As part of the Phoenix Core Managed Environment (cME™), it runs independently of the operating system (OS). In the event that a PC or its Internet connection fails, users can launch this emergency browser at the touch of a button and enjoy all of the functionality of their existing communications and browser software. This architecture ensures that users can reach technical support Web sites to help themselves, even when the OS will not boot.

Because it resides in the secure host protected area (HPA) of the hard drive, Phoenix FirstWare Connect is safe from virus attacks, corruption, and other disasters. The HPA is also used to store patches, updates, new hardware drivers, or other files that users might need to make their PCs function properly. The download area appears as a removable drive containing the files, which users can then retrieve through their preferred PC interface such as Microsoft® Windows® Explorer. This unique browser provides immediate access to the information and files customers need, eliminating long waits for software CDs in the mail and reducing the demand on your technical support centers.

**Ease technical support burden** — Because it provides quick, emergency access to the Internet, Phoenix FirstWare Connect ensures that users can easily get to online self-help when their PCs or connections fail. This access directs users to more cost-effective resources and significantly reduces the amount and duration of costly phone calls to your technical support technicians.

**Ensure continuous service** — Many users can solve their PC problems through currently available online resources. However, connection failures pose a special obstacle by disrupting the most convenient means to fix them. Phoenix FirstWare Connect enables access to technical support Web sites anytime, anywhere. This capability improves customer satisfaction and loyalty, as well as your service reputation.

**Extend profitable offerings** — By making your Web-based technical support always available, you can customize your services and create higher-margin, fee-based offerings. You can also sell additional services that customers might want when they access your online technical support.

## The Phoenix advantage

Phoenix FirstWare Connect is the only browser that can access the Internet when the operating system (OS) will not boot. Only available from Phoenix, this software helps your products and services rise above the crowd.

**Ready and waiting** — Activates during the boot process and utilizes a familiar mouse-driven interface to sign on to the Internet, providing online access when PCs or connections fail. The browser can also be used as an emergency thin client to access corporate networks.

**Safe and sound** — Resides in the host protected area (HPA), the most secure part of the hard drive. Impervious to user error, malicious attacks, and other disasters, the HPA ensures that Phoenix FirstWare Connect will always launch, even when the user's system will not.

**Current and compatible** — Supports Internet standards such as HTML, Cascading Style Sheets (CSS), and Secure Sockets Layer (SSL), so no modifications to your Web sites are required. Phoenix FirstWare Connect enables users to view and access the same online help as common Windows-based browsers when normal access methods do not work.

The highly reliable Internet connection enabled by Phoenix FirstWare Connect gives your customers 24-hour online access, helping them troubleshoot common problems and reducing your technical support requirements.

Phoenix FirstWare Connect provides several advantages to popular browsers such as Microsoft Internet Explorer and Netscape Navigator. However, because it is an emergency browsing option, it does not support all related standards and technologies.

Feature	Phoenix FirstWare Connect	Netscape	Microsoft Internet Explorer
Independent of operating system	•		
Independent communication support	•		
Download manager included	•		
Java Virtual Machine included	•	•	
HTML 4.01, HTTP 1.1, CSS 2, SSL 3.0, DOM 2 support	•	•	•

For the latest technical specifications visit us at [www.phoenix.com](http://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

- Significantly reduces technical support costs
- Improves customer satisfaction and loyalty
- Provides additional sources of revenue
- Differentiates products from competitors

## Benefits for businesses and computer users

- Ensures continuous access to online technical support
- Eliminates wait for application CDs to arrive in the mail
- Reduces IT costs by redirecting help desk queries to self-help methods

## 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