



# EntegrOS Smart Client Frequently Asked Questions (FAQ)

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Category	Question	Answer
<b>Compatibility</b>	What kind of video content can I play?	All major video & audio codecs
	Do I need Windows® OS?	No
	Does Smart Client use Citrix?	No
	What screen resolutions do you support?	Up to 2560 x 1600
	Can I attach bluetooth devices to Smart Client?	Yes
	Can I connect to my existing servers?	Yes
	Can I run Macintosh® applications?	Yes
	Can I run Smart Client with Windows®/Mac® side by side?	Yes
	Can I use my existing hardware?	Yes
	Can I use my existing software?	Yes
	Can I use Smart Client in parallel with Citrix?	Yes
	Can I use Smart Client in parallel with terminal services?	Yes
	Does Smart Client support active directory?	Yes
	Does Smart Client support multiple languages?	Yes
	Does Smart Client support touch screens?	Yes
	Does Smart Client support VDI?	Yes
Can I run the OS on a laptop?	Yes	
<b>Features</b>	What is cloud computing?	Dynamically scalable resources as a service over the internet
	Are your applications integrated?	Yes
	Can I do video and audio conferencing?	Yes
	Can I share files with other users?	Yes
	Can I use active directory to authenticate users?	Yes
	Can Smart Client play high definition content?	Yes
	Will I still be able to run my Windows® applications?	Yes
<b>Financial</b>	How many servers do I need?	1 per 800 users
	What is the lead time for delivery?	14 days
	What are your terms of business?	50% deposit with order. Balance 48 hours before delivery.
	What other savings can I make apart from cost?	Electrical, support, environmental.
	How much does it weigh?	Less than 1 kg
	Are there discounts for bulk purchase?	No
	Do I have to buy a screen, keyboard and mouse?	No
	How do I place an order?	Send a purchase order and deposit
	How much does it cost?	US\$399 per unit
	Does Smart Client come with a manufacturer warranty?	Yes
	Is there a user handbook to follow?	Yes
	Do you have annual support contracts?	Yes, annual fee of US\$50 per Smart Client.
Do I need to buy licenses?	Yes, for a one-time fee of US\$50 per Smart Client.	
<b>Security</b>	What encryption routines do you use?	128 bit military strength
	How do you manage the authentication?	Central, LDAP compliant authentication system.
	What happens if someone steals my Smart Client?	No data is lost as no data is stored in it
	How do you control security for each Smart Client?	Unique hardware identifier + usernames / passwords
<b>Specification</b>	How big is a typical Smart Client unit?	0.6 litres
	How big is the operating system?	Approx 100MB
	How much electricity does a Smart Client use?	As low as 9 watts, maximum 30 watts.
	Why do I not need a hard disk?	Data is stored centrally
	What operating system do you use?	Entegros is our product
	What is the specification of the Smart Client unit?	Intel Dual Core Atom processor. 1GB RAM expandable to 2GB.
	Is this a thin client?	No
	Why do I not need a firewall and anti-virus software?	No software is stored on the Smart Client
	How often will I need to replace Smart Client?	Operational life time of 6-10 years
	How is it different to Citrix?	OS & applications are processed locally
	What kind of database do you use?	Smart Client is database neutral
	How scaleable is Smart Client?	Totally
<b>Support</b>	What happens if the Smart Client hardware breaks down?	12 month warranty or replace with no down time
	What training will I receive?	End user and Level 1 training
	What is technical support response time like?	Level 2 support response time is 2-4 hours based on agreement
	What support staff will I need?	One person can easily manages 100's of Smart Clients
	What happens if the server goes down?	Plug in additional servers for additional reliability
	What happens if the internet goes down?	Smart Client server runs in LAN so applications can continue
	How are system updates rolled out?	Via our Smart Applications store every 2 weeks
	Can I install this myself?	Yes
	Do you support IBM® i-series?	Yes
Do you support multiple sites?	Yes	

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