

XPe FAQ

1. How do you protect the TeleCLIENT TC8xxx XPe thin clients from virus attacks?

There are a few ways to improve the vulnerability of XPe thin clients.

(a) EWF (Enhanced Write Filter) is included in our TeleCLIENT TC8xxx XPe thin clients and when enabled, it prevents any persistent writes to the local storage/flash and will return the TeleCLIENT to its original state after reboot.

(b) If an image is corrupted by a virus, you can upgrade/reflash the XPe image via our PXE enabled BIOS. This also allows the TeleCLIENT to be upgraded with the latest security patches and service packs from Microsoft. You can view and download the latest patches from our website at www.televideo.com under the support section.

2. How do I upgrade the firmware on the TeleCLIENT TC8xxx XPe thin clients?

You can purchase Altiris Deployment Solution for Clients, which allows for a PXE boot server firmware upgrade. You can also use Norton's Ghost application that allows for upgrades on a individual TeleCLIENT basis. TeleManager Management software will allow for firmware upgrade in Q3 2004. You can learn more about Altiris at www.altiris.com and about Norton's Ghost at www.symantec.com.

3. How do I upgrade the security patches?

We will provide the security patches on our website, www.televideo.com, under the support section.

4. What does the EWF do?

EWF provides a means for protecting a volume from writes. All writes to an EWF-protected volume are redirected to an overlay. These writes are cached in the overlay and made available as part of the volume. The overlay is in random access memory (RAM). Therefore when the unit is rebooted, all the writes are erased from RAM.

5. How do I save the settings on the TeleCLIENT? The terminal setting changes are not saved when I restart.

If EWF is enabled, you cannot save any changes. You must log on as Administrator. Make sure EWF manager is on to apply the changes and click the Commit button to save the changes. You must then restart.

6. What is the difference between Windows XP Professional SP1 and Windows XP Embedded with SP1?

Windows XP Embedded with SP1 is optimized for the embedded market, while Windows XP Professional with SP1 is optimized for the desktop computing environment. Windows XP Embedded with SP1 includes a subset of Windows XP Professional with SP1 that is relevant to embedded devices. Additionally, it includes embedded-specific features and technologies that are not found in Windows XP Professional SP1. You can learn more about XPe at <http://www.microsoft.com/windows/Embedded/xp/default.asp>.

7. How do I enable auto logon on the TeleCLIENT TC8xxx XPe thin clients.

You can do this by changing the registry. Please see the registry guide at <http://www.winguides.com/registry/display.php/13/> to enable the client auto logon. TeleManager also provides this feature as well.

8. Does TeleManager work on TeleCLIENT TC8xxx XPe thin clients?

Currently, TeleManager 4.00 has limited support. Features include WOL, VNC and remotely adding RDP and ICA sessions. Look out for more features on TeleManager in Q2 2004 for our XPe thin clients. We recommend purchasing Altiris Deployment Solution for Clients to fully manage our XPe thin clients.

9. Can I install a local application on the TeleCLIENT?

You can install device drivers from the Microsoft shared directory through the network. You can also install local applications as long as there is enough storage/flash memory. We also provide custom images. Please see your TeleVideo salesperson for details on customized XPe thin clients.

10. Can I reset the TeleCLIENT to factory default?

Our TeleCLIENT does not support factory default like our WinCE thin clients. You must re-install the original XPe image to obtain factory default.

11. Can I increase the RAM memory or local flash storage?

Yes, our standard TeleCLIENT TC8xxx XPe thin clients come with 256MB RAM and 192MB Flash. You can increase either memory up to 512MB. Memory must be purchased and installed at the factory, or the warranty will be voided.

12. Can I disable PXE boot?

No, there is no option to disable PXE boot. You can go to the CMOS settings during boot up, by pressing "ESC" key. Then choose the number "2" or "4" option. During the next reboot, TeleCLIENT will not PXE boot.

13. What components/services/modules are included in the TeleCLIENT TC8xxx XPe thin clients?

You can view all the services and modules that are included in our standard 192MB and 256MB flash XPe thin clients by going to the Products section on our website www.televideo.com. Go to the TC8xxx XPe thin clients and click on "What inside XPe?".

14. Is Java Virtual Machine included in your TeleCLIENT?

Yes, we include Microsoft's JVM as standard in our XPe thin clients.

15. What version of Internet Explorer and Media Player is included?

We currently install Microsoft's Internet Explorer 6.0 and Media Player 6.4 (192MB flash) and/or 8.0 (256MB flash). We also include JVM and Adobe PDF viewers.

16. Why should I buy an XPe thin client vs. a WinCE thin client?

We have a comparison chart available at our website at www.televideo.com, under the product section. Click on the link WinCE vs. XPe. Basically, if you require extensive device drivers, local applications and a full Internet Explorer with plug-ins, we recommend you purchasing our TeleCLIENT TC8xxx XPe thin clients.