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# *The Ten Most Commonly Asked Questions*

*regarding*

## **LANtastic<sup>®</sup> for Windows<sup>®</sup> 95**

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### **1. Does Power Suite work with LANtastic for Windows 95**

Yes! With LANtastic for Windows 95, your customers can still enjoy the powerful communications features of LANtastic Power Suite while migrating to Windows 95. LANtastic for Windows 95 enables you to run most Power Suite applications on Windows 95 computers. You can have basic BitCom<sup>™</sup>/BitFax<sup>™</sup> functionality, as long as the fax/modem server is a local device on a DOS/Windows PC. However, BitCom/BitFax is 16-bit software and will not fully utilize the 32-bit capabilities in Windows 95.

The Cheyenne<sup>®</sup> BitShare<sup>™</sup> client module in Power Suite also works on a PC running LANtastic for Windows 95. If the client is running on a Windows 95 PC, LANtastic must be the primary network log on. The Cheyenne BitShare server portion of Power Suite will not run on a Windows 95 PC, due to its DOS TSR architecture. However, you can still use this function by setting up a DOS or Windows PC as the modem server.

The Lotus<sup>®</sup> cc:Mail<sup>™</sup> and Lotus Organizer<sup>™</sup> clients work well with LANtastic for Windows 95 when properly set up. To assure proper setup, please refer to the Windows 95 product bulletin on our World Wide Web site at <http://www.artisoft.com>, or request a copy from our **FaxReturn<sup>SM</sup>** service by dialing 520-884-1397 from you fax telephone handset. Select #2 at the prompt for a complete listing of available bulletins.

### **2. When is LANtastic for Windows 95 going to be available?**

LANtastic for Windows 95 software was released to Artisoft production on December 16, 1995. We began building software kits on December 19, and customer shipments began on December 20, 1995. The software will be readily available through Artisoft's authorized distributors worldwide during the first week of January 1996.

LANtastic for Windows 95 Starter Kits, including software, cables and two plug-and-play NodeRunner Pro<sup>™</sup> Combo network adapters, are scheduled for shipment to distribution on January 22, 1996. LANtastic for Windows 95 Add-On Kits, including software, cable and one plug-and-play NodeRunner Pro Combo or UTP network adapter, are also scheduled for shipment to distribution on January 22, 1996.

### **3. What new features are going to be in LANtastic for Windows 95?**

For information about specific features in LANtastic for Windows 95, please refer to the Products section of Artisoft's World Wide Web Home Page, or dial the Arti-Fact<sup>SM</sup> Bulletin Board Service or FaxReturn service.

### **4. Will upgrades or conversions be available?**

Upgrades to LANtastic for Windows 95 are available to all current LANtastic 5.0, 6.0 and Simply LANtastic customers at special promotional prices through December 31, 1995. For more information, contact Artisoft's Sales Consultation Center at 1-800-846-9726 (in U.S. only). Customers outside the United States should contact their local Artisoft distributor or international Artisoft sales office. A complete list of Artisoft international sales offices is included on the last page of this document.

**5. At what prices will the new software be sold?**

LANtastic for Windows 95 pricing is as follows: (all prices are in U.S. dollars)

[EMBED PRICING EXCEL OBJECT]

**6. What hardware do you recommend to run LANtastic for Windows 95?**

Our tests indicate that small and growing businesses running Windows 95 need more than the recommended memory requirements specified by Microsoft. For any LANtastic client, we recommend using at least a 386DX33 processor with a minimum of 8MB RAM. For any LANtastic server, we recommend at least a 486DX33 processor with a minimum of 8MB RAM, but encourage you to use 16MB or more. You'll also need at least 6MB of free hard disk space.

We also recommend that you use Artisoft's plug-and-play NodeRunner Pro network adapters. LANtastic for Windows 95 will work with industry-standard network interface cards supported with Windows 95.

**7. Will you continue to offer LANtastic 32-bit Client for Windows 95?**

The LANtastic 32-bit Client for Windows 95 was released to the public on October 18, 1995 to enable LANtastic customers to connect Windows 95 PCs to their existing LANtastic network. With the release of LANtastic for Windows 95, customers will be able to secure enhanced client software and configure their Windows 95 PCs as servers on LANtastic networks. As a result, we discontinued the availability of LANtastic 32-bit Client for Windows 95 from Artisoft's Bulletin Board Service (BBS) and World Wide Web Home Page as of December 20, 1995.

Artisoft will continue to offer fee-based, Priority 900 Support for LANtastic 32-bit Client for Windows 95. To access this service, call 900-555-TECH (8324). This service is available only in the United States.

**8. How does LANtastic for Windows 95 compare to the native networking features in Windows 95?**

Award-winning LANtastic is the only network solution specifically designed for small and growing businesses. With nearly four million users worldwide, LANtastic is the most popular network for small business because of its easy-to-use interface, intuitive administration tools, reliability, scalability and security. And, LANtastic is the most adaptable network software for growing, mixed environments of DOS, Windows, OS/2<sup>®</sup> and Windows 95 platforms.

A unique feature of LANtastic for Windows 95 is its ability to share the computer resources that are attached to DOS-based PCs running LANtastic, a feature that Microsoft networking products don't have. LANtastic's product design provides a solid foundation for added power, performance and function. Microsoft is positioning Windows 95 as a low-end, desktop solution with network connectivity and NT as their business networking solution. As a result, Windows 95 doesn't include three key features that small and growing businesses need: *performance, scalability and security*.

LANtastic is designed with comprehensive built-in security features typically found only on network servers such as the Microsoft<sup>®</sup> NT Server or Novell<sup>®</sup> NetWare<sup>®</sup>. In the near future, we will offer Apple Macintosh client-server networking capabilities. We're also developing a new, advanced file system technology that will offer very efficient disk space utilization, easier file administration, and reliable performance that we expect will rival NT Server or NetWare.

The LANtastic for Windows 95 system includes a new LANtastic Custom Control Panel, which allows users to customize tabs and buttons displaying as much or as little information as they want. Users can change settings to suit their needs for color, tab names, icons and applications, all from the Control Panel. In addition, users can drag and drop up to 100 different application icons onto 16 user-definable tabbed pages, and set password protection for each page. Through the Custom Control Panel, Artisoft's value-added

Resellers can incorporate their logo or company information into "about" screens, and add their applications or utilities to provide a custom solution for the end user.

These capabilities provide small businesses with an easy-to-use, affordable, reliable and powerful network that will grow with them as their growing business network demands. There's no need move to Microsoft's more complex, sophisticated Windows NT Server or Novell's NetWare product lines when high performance, security and network growth are key network requirements, because LANtastic networks have all these features. And with LANtastic networking, users can preserve their existing investments in DOS, Windows and OS/2 platforms, while growing their businesses and networks.

Below is a matrix of features small businesses need and how LANtastic for Windows 95 and Windows 95 networking address these needs.

**[EMBED EXCEL FEATURES OBJECT]**

\* Available second quarter, calendar year 1996.

**9. Will Simply LANtastic, LANtastic Home Network or LANtastic 5.0 run on Windows 95?**

Simply LANtastic, LANtastic Home Network and LANtastic 5.0 are not supported on platforms running Windows 95. Customers using Simply LANtastic, Home Network or LANtastic 5.0 who are migrating to Windows 95 should purchase the applicable LANtastic for Windows 95 Upgrade software package for complete 32-bit client and server networking on their LANtastic network.

**10. How can I receive technical assistance for LANtastic for Windows 95?**

LANtastic Premier<sup>SM</sup> Partners and LANtastic Advantage<sup>SM</sup> Partners are an excellent source of personalized help. Call us at 1-800-846-9726 and we'll be pleased to put you in touch with a partner near you. In addition, Artisoft provides complimentary and fee-based technical support services available for LANtastic for Windows 95. These services are listed below. Prices, specifications and services are subject to change without notice.

**Telephone Support**

**Priority 900 Support (U.S. only)**

(900) 555-TECH (8324)

There's no waiting on this line, and you work with expert Artisoft technicians. The cost, billed to your phone number, is \$2.50 per minute. Service is available Monday through Friday, 6 a.m. to 9 p.m., and Saturday, 7 a.m. to 5 p.m., Mountain Time, excluding holidays.

**Priority 800 Support (U.S. and Canada)**

(800) 293-3936

This is the same priority service available through the 900 line, and it's especially convenient if you prefer to use a credit card. The cost, billed to Visa, Master Card or American Express, is \$2.50 per minute. Priority 800 Support is available at the same times as Priority 900 Support.

**Standard Support**

(520) 670-7000

Get help with LANtastic for Windows 95 software from a qualified Artisoft technician. Available Monday through Friday, from 7 a.m. to 5 p.m., Mountain Time. If there is a wait for this personal help, you can explore the ARRTS automated help system, described below, without losing your place in line.

**AARTS**

(Artisoft Automated Remote Troubleshooting System)

(520) 670-7000

This automated system walks you through standard networking situations and solutions. Explore this system while you wait for personalized technical consulting. You'll be automatically routed out of ARRTS when a technician becomes available. After normal business hours, listen to the the recorded options and press "9" after the appropriate prompt to access AARTS.

**Complimentary Support Services**

**Arti-Facts BBS**

Use your modem to call Artisoft's Arti-Facts BBS.

For 9600 baud communications, call (520) 884-8648 in the U.S. and Canada.

For 14.4k baud communications, call (520) 884-9675.

To get the most from your first dial-up session, download the following files:

- BLTS.ZIP, which gives you all of Artisoft's technical bulletins in on compressed file.
- BBSLIST.TXT, which lists all of the files available on the BBS.

**Artisoft's CompuServe® Forum**

To use this service, you must have CompuServe access. At the CompuServe ! prompt, type GO ARTISOFT <Enter> to download the latest drivers, solutions and technical bulletins.

**FTP Site**

*ftp.artisoft.com*

Technical bulletins, tutorials and troubleshooting tips can be downloaded from Artisoft's FTP site. Log in with user name "anonymous" and use your e-mail address as your password.

**World Wide Web**

<http://www.artisoft.com>

Technical bulletins, tutorials and an on-line troubleshooting system are also available from Artisoft's WWW site.

**FaxReturn Service**

520-884-1397

Call from a fax machine telephone handset to automatically receive technical bulletins. Select #2 at the prompt for a complete listing of available bulletins.

**Artisoft World Wide Offices**

**Australia**

Artisoft Australia  
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4-10 Bridge St.  
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**Benelux**

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BBS: 31 (0)30-2412716  
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**Canada**

Artisoft Canada  
10 Carlson Court #590  
Etobicoke, Ontario  
Canada M9W 6L2  
**Sales:** Tel: 416-213-8600, Fax: 416-213-8602

**Support:** Tel: 800-293-3936\* (U.S. support center)  
BBS: 520-884-8648 (U.S. support center)

\*See the section called "Priority 800 Support (U.S. and Canada)" for billing information.

**France**

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92600 Asnieres-Sur-Seine

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Tel: 33 (1) 46 88 08 18

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Germany

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BBS: 49-89-580-98-47

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(For technical support, please call 44 (1923) 20-84-78 in the United Kingdom. Long distance fees may apply.)

**Italy**

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Japan 101

Tel: 81-03-5687-9451

BBS: Nifty LAN vendor forum

Fax: 81-03-5687-9455

**Mexico**

Artisoft Mexico

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Tercer Piso

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Mexico City Mexico 03810

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Technical Support: 44 (1923)20-84-73

**United States**

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*For U.S. telephone support information, please refer to the section called "Telephone support" above.*

**Any more questions?**

The Artisoft Sales Consultation Center is available to answer them from 6:00 a.m. to 5:00 p.m. MST Monday through Friday at 1-800-846-9726 (U.S. and Canada). Outside the U.S. and Canada, or for information regarding the availability of localized versions of LANtastic for Windows 95, contact your Artisoft Reseller or the Artisoft international office nearest you as listed above.

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