

WebTV -- FAQs

<http://www.webtv.com/ns/tune/faq.html> (as of 9/9/98)

1. What does WebTV® have to offer me?

Simply, better TV. Because of the way WebTV and television work together, since you decide what to watch. You're in control of your viewing experience. With access to the Internet, e-mail, and special WebTV features, a whole new world of entertainment and information is available to you at any time.

2. How do I hook up WebTV to my television?

WebTV is so easy to install, most subscribers are browsing the Internet within 15 minutes of opening the box. WebTV®'s Internet Terminal and WebTV® Plus Receiver hooks up just like a VCR to any standard audiovisual (composite) or high-resolution (S-video) input. WebTV can work with cable, VCR and DSS. On some older TVs, an optional RF adapter is required. Then simply plug in your phone jack and use the remote control. That's all it takes.

3. Will I need to install a special phone line?

No. The Internet Terminal and the WebTV Plus Receiver are both designed to hook up to your current phone line.

4. What is the cost of a WebTV Internet Terminal and WebTV Plus Receiver?

A WebTV Internet Terminal is around \$99. A WebTV Plus Receiver is around \$199. Both include a wireless remote control, audio/video cable, 25 feet of phone line and an RJ11 phone-line splitter. An optional, wireless keyboard is available for about \$70. It also comes with the required batteries.

5. Do I need a computer to use WebTV?

With WebTV, you don't need a computer. WebTV is designed to hook up to your television and current phone line.

6. Why WebTV instead of a computer?

WebTV offers a variety of special entertainment features you can't get on a computer, only TV. Unlike a computer, WebTV comes with free service upgrades so you don't have to worry about new



software. Most important, WebTV is a fun and affordable way to explore television and the Internet at the same time.

#### 7. What is the WebTV® Plus System?

The WebTV Plus system is comprised of the WebTV Plus Receiver, distributed by Sony, Philips and Mitsubishi, and the WebTV Plus Network. The WebTV Plus System provides an Enhanced Television experience by giving people a better way to choose which shows to watch and to enjoy more entertainment, information and services that uniquely complement those shows.

The key benefits of the WebTV Plus System:

Gives viewers more control over what to watch

- Offline TV Listings provide instant access to full 24 hours of TV Listings

- Updated daily and customized to local cable and broadcast system  
Improved Internet experience

- A 1.1 GB hard drive enables local storage of information and applications for immediate access to information and features without having to connect to the network service and wait for the information to be downloaded.

- Fast connection speeds through a 56Kflex Rockwell modem

- Integrated printer port supports popular HP and Canon printers

Enhanced TV programming through integration of TV and Internet

- WebPIP lets users view Web pages and TV programming simultaneously on the same screen, without a special picture-in-picture TV

- TV Crossover Links complement and enhance TV programs by providing an instant way for viewers to access integrated Web sites that are directly related to many of the most popular TV programs.

#### 8. How is the WebTV Plus System different than the original WebTV System?

The original WebTV Internet Terminal remains an easy, affordable way to access entertainment and information on your TV using the power of the Internet. The new WebTV Plus system more tightly integrates Internet and television programming to dramatically enhance the TV viewing experience. It is a higher performance system that does all of what WebTV does plus it provides: TV Listings to help users find out what's on TV and go there quickly; WebPIP to give the ability to simultaneously view the Internet and TV; and TV Crossover Links for direct access to entertainment and information that uniquely complements TV shows.

9. If I already have a WebTV can I access the WebTV Plus Network?

The WebTV Plus Network is only available in conjunction with the WebTV Plus Receiver. The Receiver has several key components, such as a cable-ready tuner, hard drive, and 3D graphics engine, that enable it to exclusively run the WebTV Plus Network.

10. Does WebTV Plus support everything the original product does?

Yes, the WebTV Plus Network has everything in WebTV plus TV Listings, WebPIP, and TV Crossover Links. The WebTV Plus Receiver supports everything the WebTV Internet Terminal supports except for a PC keyboard input.

11. If my TV does not have PIP capabilities can I still take advantage of WebPIP?

WebPIP works with any TV and enables customers to simultaneously view Web and TV programming on the same screen through a picture-in-picture window.

12. What's the difference between TV Home and TV Listings?

TV Home is the launch pad for the WebTV Plus Network and helps you find out what to watch NOW. TV Listings provides a full 24 hours of listings and helps you PLAN what to watch.

13. What's the difference between TV Home and Web Home?

TV Home is the launch pad for the WebTV Plus Network and is instantly available. It provides access to all the WebTV Plus features, including direct access to the Internet. Web Home is reached after connecting online and provides a no-compromise Internet experience, with email, local services, a best of the web directory and search.

14. If I'm in a remote area of the US will I still get localized TV listings?

Yes. WebTV Plus detects which area you are in and which cable system you are likely to be using. Users can verify and change this information to ensure accuracy.

15. What if I do not have cable? Will the TV integration still work?

What channels will I see?

If you don't have cable, WebTV Plus will work with the standard over the air broadcast you receive.

16. Why an IR Blaster in WebTV Plus Receivers? What does it do for me?

The IR Blaster feature of the WebTV Plus Receiver enables the receiver to control other devices connected to your television. For example, when you use the WebTV Plus Receiver to tune your TV to a premium cable channel like HBO, the receiver will automatically send the appropriate commands to your cable box -- you don't need to fumble with multiple remote controls. In the future, the IR Blaster functionality will allow you to simply and easily program your VCR using the TV Listings feature.

17. Why did you include a tuner in WebTV Plus Receivers?

The built-in, 3-in-1 cable-ready stereo tuner not only gives viewers instant channel tuning on the TV Home page and TV Listings page, it also is a key element of the picture-in-picture feature that allows viewers to simultaneously view TV programs and Web pages.

18. Why a hard drive? Will users be able to download and store files like they do on a computer?

The hard drive provides a number of benefits including increased performance, local storage of information received by the Video Modem, and in the future, offline access to key applications such as email and interactive games.

Users cannot download files to the hard drive in the same way that they do on a computer. WebTV Plus provides the management and storage of information for users.

19. Will users be able to read and compose email offline?

Not at this time. This is a capability we're considering for delivery next year.

20. What is video email?

Early next year, WebTV Plus will allow customer to send video from their camcorders and digital cameras to people all over the world.

21. What happens if I receive a phone call while I'm using WebTV?

If you have call waiting and receive a phone call while you're online, both the Internet Terminal and the WebTV Plus Receiver can be set up to pause, allowing your phone to ring. After you complete your call, you can simply reconnect and return to the Web page you were previously viewing.

22. Will I see any special charges on my phone bill?

In most cases, WebTV is a local call.

23. How does WebTV know where I am?

When WebTV is first turned on, it automatically dials an 800 number. Using a form of Caller ID, WebTV determines your location, hangs up, then dials a local access number to connect you with the Internet. Check the WebTV phone book to find out if local access is available in your area. In some cases, local access is not available or is a toll call, in which case, the OpenISP feature is the best way to get WebTV. You can find out more about OpenISP at <http://www.webtv.net/openisp/>.

24. Are there additional charges for more than one user?

No. The WebTV Network and WebTV Plus services support up to six individual e-mail accounts as part of our monthly service fee.

25. What is the cost of service, and what are the terms of commitment?

The WebTV Network is a flat rate of \$19.95 per month and WebTV Plus Network is \$24.95 a month. There are no service contracts. The WebTV Network and WebTV Plus Network includes up to six e-mail accounts.

26. How do I sign up with WebTV?

After simple hook-up to the television and phone line, customers need only press the "Web" button (or "Power" button for the Philips Magnavox remotes), and WebTV will guide you through a simple sign-on process. To register, you will be asked for your name, address, phone number, your preferred e-mail address and credit card number.

27. How can I prevent my child from accessing certain sites on the Internet?

There are two WebTV features that restrict access to mature content on the Internet; SurfWatch® and Kid Friendly. Either can be selected for a child's account in order to limit access to mature content on the Internet.

28. What is SurfWatch?

SurfWatch is a special content-filtering software available in the WebTV Network and WebTV Plus Network. When activated, SurfWatch software limits access to Web sites that may contain inappropriate content for children. Additional security enables parents to prevent children from sending and/or receiving e-mail. These features are free to all WebTV Network subscribers.

29. What is Kid Friendly?

Kid Friendly is a complimentary service from WebTV that makes the Internet a fun and safe environment for children. Here, kids can browse a multitude of Web sites that have all been pre-screened for children's viewing. Complete with games and rich learning material, grown-ups may just get a kick out of Kid Friendly too.

30. How do WebTV's Internet Terminal and the WebTV Plus Receiver compare to a PC?

The WebTV Internet Terminal was not designed to replace or compete with a computer. Rather, WebTV gives you the optimal combination and integration of television and the Internet. However, if we compare the speed and quality of Internet access, the WebTV unit is superior in many ways.

First, the Internet Terminal comes equipped with a 33.6 Kbps modem, the WebTV Plus Receiver a 56k capable modem. No software to load and no configuration required means faster operation overall. WebTV caches, transcodes and reorganizes Web data and more efficiently utilizes the telephone line so that in many cases the experience is faster than a PC. Secondly, the WebTV unit was designed to work in concert with the WebTV Network so that the system is optimized for high performance.

The WebTV unit also delivers D-1 studio master (broadcast quality) images to any television and uses a state-of-the-art 64-bit MIPS,

RISC processor. All of which means exceptionally high-quality Internet access.

31. Can I choose my own Internet Service Provider?

Yes. WebTV's OpenISP™ feature allows users to choose any compatible Internet Service Provider (ISP) if they are located in a rural area or if they already have an Internet Service Provider for their personal computers. OpenISP is especially helpful to subscribers who would normally pay toll-call charges to connect to the WebTV Network. Customers who choose to access the WebTV Network service through the OpenISP option will receive a reduced rate of \$9.95 per month, in addition to their Internet Service Provider rate. For more information about this service, just go to <http://www.webtv.net/openisp/>.

32. Does the unit use Netscape® or Microsoft Internet Explorer®?

Neither. WebTV uses a browser designed exclusively for the TV, and is compatible with virtually all Web pages formatted for Netscape Navigator 4.0, and for Microsoft Internet Explorer for Windows® 4.0 and Macintosh 3.0. WebTV service updates will ensure that WebTV remains compatible with these standards. See Features and Specs for more information on Internet compatibility.

33. Why is access to the Internet or a specific Web site sometimes slow?

As the popularity of the Internet increases and more people come online, you may experience periods of slower access speeds. A comparison may be drawn to a sports car in rush-hour traffic. The car may be capable of high speeds, but road conditions will not allow you to pass. The more people who attempt to access a particular site, the slower the site. A poor-quality phone connection will also cause a slight delay.

34. Can I store information from the Internet?

Yes. WebTV allows you to store up to 600 links to Web sites in an area called Favorites. Just select your favorite site from the saved list and you'll instantly go to that Web site.

35. What are the lights on the front of the machine for?

Green (Power) -- lets the user know the Internet Terminal is on.

Yellow (Connected) -- lets the user know when and if the terminal is connected to the Internet. Red (Message) -- notifies the user of unread or new e-mail messages.

36. Can I hook up a printer?

Yes. With a recent upgrade, printer drivers were downloaded directly to customers WebTV units providing them with the software needed to activate the printing option. WebTV subscribers with an Internet Terminal need to purchase a printer adapter from Sony or Philips, a 1284-compliant parallel printer cable, and any Hewlett-Packard DeskJet 400 or 600 series color printer. Users will then be able to easily print e-mail, news articles and favorite Web pages in full-color.

The WebTV Plus Receiver provides a built-in parallel port (and thus does not require a printer adapter) with full support of Hewlett-Packard 400- or 600 DeskJet color printers, and later this year will support Canon 200, 600 and 4000 BubbleJet printers. WebTV Networks is the only provider to work closely with leaders HP and Canon for printing solutions for the television.

37. Can I hook up a keyboard to a WebTV unit?

An optional wireless keyboard for both WebTV units is available in consumer electronics stores. Also, any standard PS2 compatible keyboard can be plugged into a WebTV Internet Terminal.

38. What is an Electronic Programming Guide?

The WebTV Network's WebTV's Electronic Programming Guide gives you information on what's on television through TV Guide® Online. Here you can view broadcast, cable and premium TV listings.

WebTV Plus has TV Home, which is the launch pad for the WebTV Plus Network, and helps you find out what to watch now. TV Listings lets you view what's on right now as well as browse program listings for the next 24 hours. You can also find background information on movies or programs with specific actors that you like.

39. What is the slot on the front of the WebTV for?

In the future, this smart-card-reader slot will allow customers the opportunity to purchase goods or services online by using smart cards.



40. Looks like WebTV now supports a lot of Internet standards. Is this significant?

Absolutely. The Internet changes constantly, and WebTV is committed to enhancing the user experience by regularly delivering new functionality. WebTV's free periodic service upgrades keep the WebTV Network current with Internet standards. For a listing of the latest supported standards, please see Features and Specs.

41. Who do I call for help?

WebTV Customer Care representatives are happy to help. If you have questions regarding the service, please call 1-800-GOWEBTV. For questions regarding the WebTV Internet Terminal, please call:

Sony Electronics: 1-888-772-7669

Philips/Magnavox: 1-888-813-7069

42. Who created WebTV and WebTV Networks?

WebTV Networks was founded in June of 1995 by three former Apple® technologists and multimedia pioneers--Steve Perlman, Bruce Leak and Phil Goldman. WebTV Networks was recently acquired by Microsoft corporation and will operate as a subsidiary from the current headquarters in Palo Alto, California.

43. How secure are transactions through the Internet?

WebTV supports Secure Socket Layer (SSL), the Internet encryption standard, which allows WebTV to offer secure online banking and commerce to its subscribers, making at-home banking transactions and shopping online simple and convenient. In addition, WebTV now offers Terisa Systems' Thin SSL Client, which provides the highest level of protection for electronic commerce with support for SSL versions 2 and 3.