



FREQUENTLY ASKED PRODUCT QUESTIONS

What is a smart phone?

A smart phone is a phone that includes a keyboard and can access the Internet and email.

What is a key competitive advantage?

While there are a few providers of mobile service for smart phones, FCmobilelife is distinguished by its ability to communicate simultaneously with user-defined groups in real time.

If I lose my phone, or my phone gets stolen, is my FCmobilelife data secure? Can it be easily replicated on a new phone?

All of the data on your phone is backed-up automatically on the FCmobilelife server.

If you lose your phone, when you get a new phone you can just install FCmobilelife, login to the server and re-synchronize all of your data.

What is the initial cost of FCmobilelife?

The community edition of FCmobilelife is free to use for you and up to one contact. To add multiple unlimited contacts the price is \$9.95 per month or \$99.50/year (You save \$19.90).

Will my service plan for my cell phone need to be upgraded to use FCmobilelife?

An unlimited data plan with SMS messaging is recommended.

Who are key team members who might be useful in FCmobilelife?

The product is designed to service and collaborate with families, church groups, civic groups, friends, sports teams, small-businesses, and others.

How do those with whom I wish to collaborate get notified that I have invited them to join my collaboration group?

When you invite someone to be on your TEAM, they will get an email asking them if they want to accept your invitation.

As I use FCmobilelife, I can imagine that I'll accumulate many completed tasks and appointments. Is there a way for me to search through them to find out when they were completed, and who completed them?

Yes. You can filter and sort lists of TASKS and POSTS by a number of criteria, including status, date, recipient, etc.

If I include some very personal goals on my smart phone, are they available to everybody in my collaboration group?

Unlike other items in FCmobilelife, Goals are always personal and are not visible to your team members.

Must I update my personal goals in FCmobilelife every day?

It is completely up to you when you update your goals. Some goals might be best updated daily, while others could be reviewed and updated less frequently.

Is the FCmobilelife information, including calendar events, tasks, photos, etc saved on the phone?

There is a copy of most current information on the phone, but the primary copy is on our server and it can always be restored to the phone from the server.

How do I get updates to FCmobilelife by FranklinCovey, and what is the cost?

Updates are free, and are automatically sent to your mobile device. "Auto Updates" makes it easy for you to get the latest versions of the FCmobilelife applications without losing any of your personal data.

How much memory (on the phone and on the Web client) is recommended for optimal performance of FCmobilelife?

The web client does not require any storage for installation with the possible exception of installing Macromedia Flash support if not already present on the system. The Windows Mobile 5/6 client is approximately 1.5 MB. The BlackBerry client is approximately 260 KB.

How is the data I've entered in FCmobilelife kept secure from others?

Customer data is kept on our secure server. Users are responsible for keeping their phones secure and keeping their web client passwords secure.

Which phone operating systems does FCmobilelife work with?

FCmobilelife currently works with Windows Mobile or Java OS devices (i.e. BlackBerry).

What competitive lead does Me Inc. provide that's not available from other smart phone application providers?

There are two competitive advantages that Me Inc. provides:

1. With a solid background in server operating systems, Me Inc. provides the solid, secure infrastructure required by mobile and clients.
2. Me Inc. has developed FCmobilelife as a mobile client application from the ground up. Rather than trying to shoe-horn a desktop computer application into a smart phone, as some competitors do, FCmobilelife takes advantage of both the memory and system capabilities of the smart phone as well as its small form factor.