I-SPECTRUM F.A.Q.

Technical

1) What are the basic requirements for installing an i-Spectrum at my location?
-Power source (110/220 V.AC)
-10" x 6" x 4" space for the transformer (length between transformer & i-Spectrum should not exceed 30")

2) What type of housing is the i-Spectrum conversion kit compatible with?
i-Spectrum is currently compatible with the GTE style housing and Quadrum's Q-max housing.
i-Spectrum will soon be compatible with the Western style housing.

3) Is i-Spectrum compatible with my circuit?
i-Spectrum is compatible with Protel 2000 & 7000 smart boards with the CoinCo coin acceptor
i-Spectrum will soon be compatible with various types of smart boards and coin acceptors.

4) Do I need to change my local phone service?
A local flat rate on the COPT line is recommended because i-Spectrum is dialing a local number to connect to the Internet. If you currently pay per minute local phone service, you will also be paying per minute for Internet access as long as the end user is connected to the Internet.

5) What type of phone line does i-Spectrum work on?
i-Spectrum will work on any standard dedicated COPT line.

6) Can i-Spectrum connect via DSL (Digital Subscriber Line)?
Yes, i-Spectrum is equipped to connect via DSL, although it will require a space for an external DSL modem/router. Keep in mind that DSL in not available at all locations/sites.

7) I f I first set up my i-Spectrum to connect via dial-up, will I be able to change DSL later?
Yes. The hardware and software have been configured to support both dial-up and DSL services.

8) Can I choose my own ISP (Internet Service Provider)?
We recommend that you use Spectrum Select Inc. as your ISP since we may be the ONLY ISP that will offer Internet access for commercial use. Technical support is provided to those who utilize our ISP service. There is no monthly service charge and you will only be billed for usage time. We provide local access numbers nationwide and will do all the programming for your i-Spectrum to be fully functional once it is installed.

9) Will the i-Spectrum software interfere with my payphone software?
The I-Spectrum software will not interfere with your current payphone software; however, you will need to set the payphone to answer itself after 3 rings.

10) How secure is the i-Spectrum screen?
The LCD (liquid crystal display) is protected by multi-ply laminated security glass and can withstand normal abuse from the handset.

11) How durable is the mouse?
The mouse is of stainless steel construction, contact-free, internal optical sensor design, moisture and dust resistant, making it extremely durable.

12) Is i-Spectrum a touch screen device?
The LCD is not touch screen. A touch screen and the maintenance of it are very costly. The track ball, also known as the mouse, will allow you to point and click to make your selection.

13) Can several i-Spectrum be networked together?
Yes. Each i-Spectrum is assembled with a network chip and a RJ-45 connector built into the motherboard to allow several devices to be networked.

14) Will i-Spectrum function in freezing or extremely hot temperatures?
Operating temperature for i-Spectrum is from 0° C to 60° C. Operating humidity is from 5% to 95% (non-condensing)

15) Will I need special training to install i-Spectrum?
No. The installation is very easy. You simply plug in the power and connect the phone line.

Services

1) Who will monitor my i-Spectrum?
Spectrum Select will monitor i-Spectrum for you for a monthly service charge of $20. We will set up an account for you so you can check or download the performance of your i-Spectrum through our website specifically designed for our customers.

2) Can Spectrum Select provide me with hard copy performance reports?
Yes. We can either e-mail or fax you reports at a cost of $10.00 per month for daily reports or $5.00 per month for weekly reports.

3) Can I purchase the software and monitor my i-Spectrum?
We have no intentions of selling our monitoring software. However, we can assist you in setting up your own if you purchase at least 500 i-Spectrum at one time.

4) Can the end users use the credit card reader to pay for a phone call?
No. The credit card reader is specifically designed to pay for the use of Internet functions only.

5) What are the procedures in finding advertising on my own i-Spectrum?
There are 3 ways to find advertising and earn revenue from it:
-If you come across a company that would like to advertise on your i-Spectrum, you will need to provide us with the contact person's name, company name and address, and phone number. We will contact them and discuss the type of ad they want to place. We then set up the file and remotely download the advertisement to your i-Spectrum. Since the advertising program, is part of the software, there will be a monthly charge to maintain the advertisement daily. This monthly charge will be 30% of the revenue from the advertiser, where you keep 70% of that revenue.
If Spectrum Select finds advertising to place on your i-Spectrum, you will receive 30% of the monthly revenue. In every instance, we will do all the necessary programming, maintaining, and negotiating for the advertisement. A portion of the advertising revenue we receive from our customers will be reallocated to find additional advertising.

General

1) What is the process for purchasing an i-Spectrum?
You will need to complete the following forms provided by your distributor.
-Customer Application
-Sign Hardware and Software Licensing Agreement
-Sign ISP Service Agreement
-Sign Monitoring Service Agreement

2) When will i-Spectrum be available?
40 units will be available for beta testing beginning of April 2002
70 units will be available sale at the end April 2002

3) Have you tested i-Spectrum in the field?
Yes, this unit has been tested in LAX (Los Angeles International Airport). The results were very encouraging.

4) What types of locations would be good for installing i-Spectrum?
You want to target indoor and high traffic locations, i.e., airport terminals, hotel lobbies, hospital waiting rooms, shopping malls, theaters, etc.

5) How much is a complete i-Spectrum unit?
The complete unit will sell for approximately $2,500.00; however, the price will vary depending on the components you select.

6) How much does an i-Spectrum conversion kit cost?
The price for an I-Spectrum kit is $1,995.00. Discounts are given based on quantity ordered

7) What is the ISP service charge?
The ISP service charge can range from $0.035 (3.5 cents) to $0.045 (4.5 cents) per minute, depending on total usage per month.

8) Does i-Spectrum come with a warranty?
Yes. There is a one-year limited warranty that will cover any factory defects. This warranty does not cover any vandalism to your I-Spectrum, including the laminated security glass.

9) What if liquid is spilled on the i-Spectrum keyboard?
The keyboard is moisture and spill-proof; therefore, a spill will not have any effects.

10) What kind of revenue can I expect to see generated on I-Spectrum?
Initially, like any new product, there is the awareness and acceptability period for end users to familiarize themselves with change. For that reason, revenue might not be what you expect until after that period. However, since there are no tariffs, you decide how much you want to charge the end user for each Internet function. This will have some effect to the amount of revenue you generate.

11) What can I do if i-Spectrum does not generate as much revenue as I had hoped it would?
Since I-Spectrum is a conversion kit, you can move it to another location. However, you should allow at least 3 to 6 months for customers to become aware and familiarize themselves with a new multimedia before deciding to relocate it. When you invest in an i-Spectrum, you should view it as a long term and secure investment. Internet is and will be the future. If you don't make the investment now, your location may be replaced by another vendor who will.

12) How does i-Spectrum compare to Quortech's Web-Phone?

i-Spectrum is a PC based, stand-alone unit and can connect to the Internet via dial-up, DSL or T1 line while QuorTech is terminal based and can only connect to the Internet via DSL. These options are very important to have because many areas do not qualify for DSL. i-Spectrum is a conversion kit and can upgrade any existing payphone into an Internet kiosk or can also be purchased as a complete unit. Quortech is a complete unit and can only be purchased in that manner. And unlike Quortech, i-Spectrum's internal parts are 100% compatible with the preexisting payphone parts. Another advantage with i-Spectrum is that you will keep full control of the payphone portion and can continue to run your current payphone software. With Quortech, you lose full control because they monitor everything