Frequently Asked Questions – NOS Products

Transfer Management Solutions: getPlus® and get2Clouds®

1. **What is a transfer manager?**
   A transfer manager is an easy to use tool to manage your digital logistics and electronic delivery needs. Our getPlus® product range supports any kind of digital transfers.
   Whether it is downloading, uploading, updating or exchanging data, we can provide the best transfer experience for your users. All of our transfer managers are fully customizable and easy to implement.
   All of our getPlus® transfer managers come with pause & resume functionality to seamlessly resume any transfer from the point where it left off.

2. **What makes your transfers managers special?**
   Our transfer managers are the smallest (only 500kB in size), fastest, most user-friendly and most reliable transfer managers in the market. It allows you to securely distribute any kind of digital content. Regardless if you are providing software to your customers, distributing content in an industrial environment, viewing and sending medical files or exchanging music and video files, we have the right solution for your specific needs.
   In addition to standard pause & resume functionality, our transfer managers come with automatic handling of proxies and firewalls, a download basket for multiple parallel transfers, automated checksum and URL checks to ensure download integrity and a fully customisable dynamic marketplace feature that generates additional downloads and customer purchases for your company.

3. **My Content Delivery Network (CDN) provider offers a free download manager with their services. Why should I use yours?**
   Our transfer managers are not only the smallest (only 500kB) and most reliable transfer managers in the market but they work on all platforms and for all users. If you want to ensure that all of your customers can download your software, you should use our products instead of the download managers offered by your CDN. Our transfer managers work fully automatic with just 1 click on the Download button. No client application is required to install the download manager. Our transfer managers not only allow you to easily reach your entire target audience but will also significantly increase download success rates and reduce your download drop-out rates. Furthermore, our transfer managers come with a fully customizable Graphical User Interface (GUI) and marketplace that allows you to directly communicate and interact with your clients during the download process. You can actively promote additional products during the download process and increase your sales and revenue significantly. Our clients report an average 15% increase in additional software sales and 5 – 8% in additional hardware sales thanks to the marketplace feature.

4. **How can I get a product from the getPlus® transfer manager product suite and what is included in the delivery package from NOS Microsystems?**
   Please contact our Solutions Team at solution@nosltd.com to schedule a call to discuss your particular digital distribution needs.
   After obtaining a license for a getPlus® transfer manager from NOS Microsystems, we will customize a getPlus® Creator© tool for you. The delivery package from NOS Microsystems is delivered electronically, as a download from NOS Microsystems' servers. The delivery package contains a turn-key getPlus® Creator© GUI / command-line tool to create an individual getPlus® transfer manager at your facilities, as well as a language folder and detailed user manuals to easily create and integrate the transfer manager into your website.

5. **Do I need to make major changes to my website to distribute my digital content with getPlus®?**
   No, getPlus® can be easily integrated into your website or existing online store.

6. **Does getPlus® run on all platforms and browsers?**
   Yes, our transfer managers work on all operating systems and platforms and are browser independent with automatic installation on end client side via an executable installer. They are easy to use for all users and do not require Administrator rights or a client side application to run or install.

7. **Can I use your transfer managers to download files from other websites?**
   Our getPlus® Transfer Managers are specifically designed to securely manage the transfer of files and applications from your website. If you want a universal transfer manager to send files independent from your website or to sync data with your cloud accounts, we also offer a free transfer manager for non-commercial use: get2Clouds®. get2Clouds® allows private users to download, upload and exchange any files or digital content. For more information, please see our get2Clouds® website: http://www.get2Clouds.com. Please note that we also offer commercial licenses for get2Clouds® should you want to use it for your business. Please contact the Solutions Team at solution@nosltd.com to obtain a commercial license for get2Clouds®.

8. **Do your transfer managers support multiple languages?**
   Yes, our transfer managers support 36 languages including all major European languages as well as Chinese (Traditional and Simplified), Japanese, Korean, Arabic, and Hebrew.

9. **What kind of file security is provided by NOS Microsystems?**
We maintain the highest security standards. All transfers are verified by integrity checks (automated checksum tests during and after the download), referral/URL checks and are supported with incremental reloads of corrupted transfers. The transfer manager itself communicates with the server via HTTPS.
Furthermore, all data and transfers are encrypted with end-to-end (E2E) encryption.

10. **Can I offer several files for simultaneous download?**
All of our transfer managers feature a download basket that enables several files to be downloaded or uploaded simultaneously, and not consecutively. The user can easily download or upload further items while transfers are already in progress. Each file transfer can have individual controls, i.e. pause, resume and cancel.

11. **Is it possible to obtain a demo or trial version of your transfer managers?**
NOS Microsystems' commercial getPlus® and get2Clouds® solutions are customized in accordance to each customer's unique digital distribution requirements. Due to this process we do not offer trial versions. To present our solutions and introduce major features and functionalities, we offer online demonstrations to potential clients. To schedule an online demonstration please contact our Solutions Team at solution@nosltd.com.
A free version of get2Clouds® for non-commercial use can be downloaded at www.get2clouds.com.

12. **How much do your transfer managers cost?**
The cost of our transfer managers depend on your specific transfer management requirements. For further information, please read the How to Buy section on our website, or contact the Solutions Team: solution@nosltd.com.

Compression Solution: bitWrapper®

1. **What does bitWrapper® do?**
bitWrapper® is a software compression tool that allows you to reduce the size of your applications, files or any digital content. bitWrapper® achieves compression rates of 20 – 70% on already compressed files (ZIP, RAR, CAB).

2. **How can I get bitWrapper® and what is included in the delivery package from NOS Microsystems?**
Please contact our Solutions Team at solution@nosltd.com to purchase a license to use bitWrapper® at your facilities. The delivery package from NOS Microsystems contains a bitWrapper® Program© tool (available as both a GUI wizard tool and a command-line tool) that you can use to easily create size optimized versions of your software and applications, a detailed user manuals, and a language folder.

3. **How does the bitWrapper® Program© work?**
NOS Microsystems delivers the bitWrapper® Program© to you to create optimized versions of your software completely independent from NOS Microsystems. Using the bitWrapper® Program© is as simple as using WinZip. You just point to a source directory that will be compressed, and our tool will fully automatically create a single self-extracting file in a size-optimized shape. You can then post the optimized file for distribution.

4. **Do my customers need any software to use bitWrapper® or to run a bitWrapper® optimized file?**
No, bitWrapper© is a turn-key solution that works on all operating systems and platforms. As bitWrapper® outputs a self-extracting executable, no client application is needed on end user side.

5. **How many programs can bitWrapper® be used with? Do we need a license for every software package?**
bitWrapper® can be used on any program or application. You can obtain a generic license for bitWrapper© to use on all products or individual licenses for a specific product or program if you wish to use bitWrapper© only for one or two of your products.

6. **Do I need to change the build process or the installation routine of my application?**
No, there is no need to change the build process or the installation routine of your application. In some cases, however, you may benefit from doing minor changes to your build process and our Solutions Team can advise you on how to prepare your build for optimal performance. Please contact our Solutions Team for more information at solution@nosltd.com.

7. **Does the installer/installation file or installed version of the application change?**
No, the installer/installation and the application remain identical.

8. **I understand that bitWrapper® creates a self-extracting file. How long does the re-composition/extraction take on end client side?**
Extraction takes about one second per 1.5 MB on a 3GHz processor.
The extraction and installation process can be further accelerated by integrating the re-composition process in the download process which is automatically done if a bitWrapper®-optimized file is distributed by any of our getPlus® transfer managers. The combined use of getPlus® and bitWrapper® creates an automated, fast and user friendly process with simultaneous download, extraction and

installation. Please contact our Solution Team at solution@nosltd.com to learn more about the combined use of bitWrapper® and getPlus®.

9. Is it possible to obtain a demo or trial version of bitWrapper®?
bitWrapper® is a cost effective universal wrapping tool that achieves impressive compression rates across all products (achieving generally 20 – 70% on already compressed files) and is not available as a trial or demo version.

10. How much does bitWrapper® cost?
The cost for bitWrapper® differs depending on whether you wish to purchase a license for an individual product or a universal license to use across your entire product range.
Please consult our Solutions Team at solution@nosltd.com to discuss your particular requirements and pricing.

11. How can I enter a business relationship with NOS Microsystems?
For further information, please read the How to Buy section on our website or contact NOS Microsystems' Solutions Team: solution@nosltd.com.