

## MioNet FAQs

Get the answers you need for the questions you have.

### What is MioNet?

MioNet is the first and only virtual workplace that makes remote access and file sharing seamless, simple, and secure. And it's incredibly easy to set up and use. No dedicated hardware, network protocols, or firewall reconfigurations required.

### What is a virtual workplace?

A virtual workplace is your own network that you create on the fly that includes all of your computers and any other users' computers with whom you want to securely share data.

### How does MioNet work?

MioNet is software that you load on your computer. In the background, MioNet software communicates to the MioNet servers to determine the folders, computers or drives that you have access to. Once this occurs you now have seamless secure access to your entire virtual workplace, so you can run all your applications across all your computers - simultaneously.

### What can I do with MioNet?

MioNet lets you easily access all your computers and securely share data and webcams with friends, family, and business colleagues. You can also extend applications like desktop search, backup, photo management (Picasa™), and Windows Media Player so they work seamlessly across all the computers in your entire virtual workplace.

### How do I get MioNet?

To enjoy the MioNet services or for further information, please call us on our 24-hour Customer Service Hotline on 1222 or contact your HGC Account Manager.

### What are the system requirements for MioNet?

Windows 2000 or XP  
256MB RAM minimum (required)  
500MHz Pentium III (recommended)  
100MB free hard disk space (500MB recommended)

### How do I install MioNet?

Setting up MioNet is a snap.

1. You will receive a welcome email from us after your service subscription is successful.
2. In your welcome email, there is a URL for you to download the MioNet installer. Simply click on the link to start the download. Alternatively, you can visit our website at [http://www.hgc.com.hk/eng/bus\\_net\\_mionet.html](http://www.hgc.com.hk/eng/bus_net_mionet.html) to download the installer.
3. When asked about downloading MioNet, choose RUN, which will start the MioNet installation process after the software is downloaded.
4. Just follow a few easy steps that will guide you to set-up your account with your username and password.

Then, simply download MioNet for each additional computer that you want to include in your virtual workplace, using the same username and password for each computer. That's it. You're done.

#### **How do I add MioNet to a second or third computer?**

When you are at the second or third computer, Simply use the same URL in your welcome email to download the MioNet installer, or visit our website at [http://www.hgc.com.hk/eng/bus\\_net\\_mionet.html](http://www.hgc.com.hk/eng/bus_net_mionet.html) to download the installer.

When asked about downloading MioNet, choose RUN, which will start the MioNet installation process after the software is downloaded. After the installation, use the same username and password which will automatically add the new computer to your account. MioNet automatically finds all your computers and when you log in to the MioNet application, you will see all of your computers in the My Resources tab.

That's it. You're done.

#### **Is MioNet easy to use?**

MioNet is designed specifically to be easy to use.

Click on:

- "My Resources" tab to access your personal data on any computer
- "Shared with Me" tab to view files shared with you by others
- "Shared with Others" tab to start sharing your own folders and webcams with others

#### **What if I forget my username or password?**

1. At MioNet Sign In Box, Click "Forgot username or password?"
2. You will be directed to MioNet Support webpage.
3. Enter your username or email address and click <<Go>>. Your password will be emailed to your registered email address.

Alternatively, you can call our Customer Service Hotline at 31603160 to reset your password.

#### **How do I change my e-mail address or password?**

1. Click "Profile" button in the upper right corner of your MioNet application
2. Click "Edit Profile" button.
3. You will be directed to MioNet Edit Profile webpage.
4. You can change your e-mail address or password here

#### **Do people I want to share with also have to install MioNet?**

No. You can share folders, your computer screen or your webcam with anyone. Type in their email address and MioNet will send them an email with a secure link to the desired content. The invitee only needs a PC running Windows 2000 or Windows XP and an Internet Explorer or Firefox web browser to access your shared information.

**Can I have multiple computers running MioNet?**

Yes. You may have up to five computers on one MioNet account. This means that you can access your home computer, office computer, laptop, and other systems from any of your computers remotely.

**Are my files ever stored on MioNet's server?**

No. With MioNet, your files stay on your computers or on the computers of the people who have elected to share with you.

**Is MioNet secure?**

Yes.

1. MioNet servers are located at a high security data center.
2. We authenticate all users.
3. All data is transferred with strong encryption.
4. When you want to share information you grant a specific user access to a folder and only to the folder you have identified. In fact, you can define whether you want to give them read only access, or read/write access, which enables them to modify the file or to add new content to a shared folder. It is very secure, and they only see the information you want them to see.

**Does MioNet contain any adware or spyware?**

No, we would never consider pushing any programs like that on to you. We pride ourselves on delivering a high-quality, high-security product.

**Do I need a broadband connection?**

While MioNet can work on a dial-up line, we recommend that you use an "always-on" broadband connection like a DSL or cable modem for optimum performance.

**What happens if my computer is off?**

MioNet can only grant access to computers that are on and connected to the Internet.

**Does MioNet work with Macintosh or Linux computers?**

Currently, MioNet works with only Windows-based computers, however, our platform will be extended to these operating systems in the future.

**How does MioNet compare to GoToMyPC™?**

- MioNet is integrated with the Microsoft OS, so you can run local applications across your entire virtual workplace and see all your data in a single view. This lets you:
  - Manage your music files across multiple computers
  - Easily manage your photos with programs like Picasa™ across all computers on your virtual workplace
  - Search across all your computers
  - Run back-up programs on local and remote drives and folders
  - Utilize Windows Explorer and Microsoft Office applications to open, modify, and save files seamlessly across all computers
- MioNet's architecture is "Many-to-Many" versus "One-to-One" like GoToMyPC. GoToMyPC users need to create a specific one-to-one session with each target computer to take control

of the remote screen. Since each session is independent of the others, GoToMyPC cannot enable an integrated view of all computers in a virtual workplace.

- MioNet is more secure (168-bit encryption versus 128-bit)

### **How does MioNet compare to Microsoft Remote Desktop?**

MioNet is a snap to set up; you just download the software and you're up and running on both a LAN and WAN environment.

With Microsoft Remote Desktop:

- Both the remote computer and local computer need to be on the same LAN
- It is difficult to set up, requiring IP addresses, user IDs, and passwords
- Only Windows XP users can use the Remote Desktop feature
- It is a one-to-one session, not many-to-many
- Wireless connections will only work if you're on the same LAN
- The host computer is locked up when the remote computer accesses it, so no local user can log onto the computer when a remote user is accessing it

### **How does MioNet compare to a VPN (Virtual Private Network)?**

VPNs are generally expensive solutions for larger businesses that have some IT personnel. Even though the VPN prices are decreasing they do not approach the prices of a software only solution like MioNet.

When using MioNet, you don't need to buy any VPN software or hardware, nor do you need to know how to maintain or configure your firewalls. MioNet configures itself, and requires no clunky setup or typical expenses associated with installing and maintaining a VPN

On top of that, MioNet enables you to share selected content with business partners. Trying to enable third party or vendor access to specific information through a VPN is a very complex and expensive IT resource intensive process.

### **What Firewalls and Antivirus Programs work with MioNet?**

MioNet works with most Firewalls and Antivirus programs except the following:

- Sygate
- BullGuard
- Panada
- Sunbelt Kerio Personal Firewall

<https://www.senvid.net/support/firewall.jsp> has instructions to configure the follow software:

- Windows Internet Connection Sharing (ICS)
- Windows XP Firewall
- Zone Labs ZoneAlarm
- Norton Personal Firewall
- McAfee Personal Firewall