



West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 03

List View

General Information | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#)

Procurement Folder: 306429

SO Doc Code: CRFQ

Procurement Type: Central Purchase Order

SO Dept: 0603

Vendor ID: VS0000002245 

SO Doc ID: ADJ1700000014

Legal Name: FireFly Computers, LLC

Published Date: 3/6/17

Alias/DBA: FireFly Computers

Close Date: 3/23/17


Total Bid: \$34,888.00

Close Time: 13:30

Response Date: 03/21/2017 

Status: Closed

Response Time: 18:22

Solicitation Description: SESSION-BASED DESKTOP VIRTUALIZATION EQUIPMENT- 


Total of Header Attachments: 3

Total of All Attachments: 3



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder : 306429

Solicitation Description : SESSION-BASED DESKTOP VIRTUALIZATION EQUIPMENT- MCA

Proc Type : Central Purchase Order

| Date issued | Solicitation Closes | Solicitation Response | Version |
|-------------|------------------------|------------------------------|---------|
| | 2017-03-23 13:30:00 | SR 0603 ESR03211700000004531 | 1 |

| VENDOR |
|---|
| VS0000002245 FireFly Computers, LLC FireFly Computers |

Solicitation Number: CRFQ 0603 ADJ1700000014

Total Bid : \$34,888.00 **Response Date:** 2017-03-21 **Response Time:** 18:22:41

Comments: Please see attached

FOR INFORMATION CONTACT THE BUYER
 Crystal Rink
 (304) 558-2402
 crystal.g.rink@wv.gov

| | | |
|--------------------------|---------------|-------------|
| Signature on File | FEIN # | DATE |
|--------------------------|---------------|-------------|

All offers subject to all terms and conditions contained in this solicitation

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--------------------------|---------|------------|----------------|-----------------------------|
| 1 | Server, Pedestal Chassis | 2.00000 | EA | \$2,995.000000 | \$5,990.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 43211501 | | | |

Extended Description : Firefly 3500 Series Server (or equal) Pedestal Chassis

Comments: FireFly 3500 Series Server, Pedestal Chassis
 Intel Xeon Processor, 6C, HT @3.6GHz
 32GB DDR4 Memory, ECC, 2400 MHz
 460GB Auto-Redundant Solid State Drive
 2GB DirectX 12 Graphics Card

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|----------------|---------|------------|--------------|-----------------------------|
| 2 | Server License | 2.00000 | EA | \$225.000000 | \$450.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 43233405 | | | |

Extended Description : Microsoft 9EM-0058 Server License (or equal)

Comments: Microsoft Windows Server 2016 Standard 2-core 8-pack, Academic, Mfr# 9EM-00058

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|-------------------------------|-----------|------------|--------------|-----------------------------|
| 3 | Desktop Virtualization Device | 112.00000 | EA | \$179.000000 | \$20,048.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 43211506 | | | |

Extended Description : NComputng L300 Desktop Virtualization Device (or equal)

Comments: NComputng L300 Desktop Virtualization Device

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|------------------------|-----------|------------|-------------|-----------------------------|
| 4 | Desktop Device License | 112.00000 | EA | \$26.000000 | \$2,912.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 43233405 | | | |

Extended Description : Microsoft 6VC-03200 Remote Desktop Services (RDS) Device CAL License (or equal)

Comments: Microsoft Windows Server 2016 Remote Desktop Services Device CAL, Academic

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|----------------------------------|-----------|------------|-------------|-----------------------------|
| 5 | 3 Year Technical Support Package | 112.00000 | EA | \$49.000000 | \$5,488.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111811 | | | |

Extended Description : Firefly Advantage Pack -3 Year (or equal)


Comments: FireFly Advantage Pack - 3 Year
 -Unlimited technical support with FireFly Computers Engineers
 -Access to all FireFly Computers virtualization software and guides
 -Advance Hardware Replacement for Zero Client replacements

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Brian Dimitroff, Sr. Manager, Corporate Development
(Name, Title)
Brian Dimitroff, Sr. Manager, Corporate Development
(Printed Name and Title)
1271 Red Fox Road, Saint Paul, MN 55112
(Address)
612-564-4088 x 108 / 612-392-2155
(Phone Number) / (Fax Number)
brian@fireflycomputers.com
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

FireFly Computers
(Company)

 KARI PHILLIPS, CEO
(Authorized Signature) (Representative Name, Title)

Kari Phillips, CEO
(Printed Name and Title of Authorized Representative)

3.21.2017
(Date)

612-564-4088 x 101 / 612-392-2155
(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ ADJ1700000014

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

FireFly Computers

Company


Authorized Signature

3.21.2017

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

EXHIBIT A

CRFQ 0603 ADJ100000014- Session-Based Desktop Virtualization Equipment - MCA Camp Dawson

PRICING PAGE

| CONTRACT ITEM NO. | DESCRIPTION | QTY | UNIT PRICE | TOTAL |
|---|--|--------------------|-----------------|---------------------|
| Item No. 3.1.1 | Server, Pedestal Chassis | 2 | \$ 2,995.00 | \$ 5,990.00 |
| | Manufacturer Bid: FireFly Computers | | | |
| | Model No. Bid: FF3500T | | | |
| Item No. 3.1.2 | Server License | 2 | \$ 225.00 | \$ 450.00 |
| | Manufacturer Bid: Microsoft | | | |
| | Model No. Bid: 9EM-00058 (pack of 8) | | | |
| Item No. 3.1.3 | Desktop Virtualization Device | 112 | \$ 179.00 | \$ 20,048.00 |
| | Manufacturer Bid: NComputing | | | |
| | Model No. Bid: L300 | | | |
| Item No. 3.1.4 | Remote Desktop Service Device License | 112 | \$ 26.00 | \$ 2,912.00 |
| | Manufacturer Bid: Microsoft | | | |
| | Model No. Bid: 6VC-03200 | | | |
| Item No. 3.1.5 | 3 Year Technical Support Package | 112 | \$ 49.00 | \$ 5,488.00 |
| | Manufacturer Bid: FireFly Computers | | | |
| | Model No. Bid: FFA-3 (3-year Advantage Pack) | | | |
| Failure to use this form may result in disqualification | | GRAND TOTAL | | \$ 34,888.00 |
| Bidder / Vendor Information: | | | | |
| Name: FireFly Computers | | | | |
| Address: 1271 Red Fox Road, Saint Paul, MN 55112 | | | | |
| Phone: 612-564-4088 | | | | |
| Fax: 612-392-2155 | | | | |
| E-mail Address: contracts@fireflycomputers.com | | | | |
| Authorized Signature: | | | Date: 3.21.2017 | |

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: FireFly Computers

Authorized Signature: [Signature] Date: 3.21.2017

State of Minnesota

County of Ramsey, to-wit:

Taken, subscribed, and sworn to before me this 21st day of March, 2017

My Commission expires January 31, 2020

AFFIX SEAL HERE

NOTARY PUBLIC

[Signature]

Purchasing Affidavit (Revised 07/01/2012)

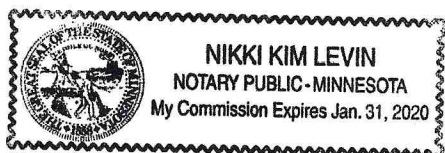


EXHIBIT A

| CRFQ 0603 ADJ100000014- Session-Based Desktop Virtualization Equipment - MCA Camp Dawson | | | | |
|---|--|--------------------|-------------------|--------------|
| PRICING PAGE | | | | |
| CONTRACT ITEM NO. | DESCRIPTION | QTY | UNIT PRICE | TOTAL |
| Item No. 3.1.1 | Server, Pedestal Chassis | 2 | \$ 2,995.00 | \$ 5,990.00 |
| | Manufacturer Bid: FireFly Computers | | | |
| | Model No. Bid: FF3500T | | | |
| Item No. 3.1.2 | Server License | 2 | \$ 225.00 | \$ 450.00 |
| | Manufacturer Bid: Microsoft | | | |
| | Model No. Bid: 9EM-00058 (pack of 8) | | | |
| Item No. 3.1.3 | Desktop Virtualization Device | 112 | \$ 179.00 | \$ 20,048.00 |
| | Manufacturer Bid: NComputing | | | |
| | Model No. Bid: L300 | | | |
| Item No. 3.1.4 | Remote Desktop Service Device License | 112 | \$ 26.00 | \$ 2,912.00 |
| | Manufacturer Bid: Microsoft | | | |
| | Model No. Bid: 6VC-03200 | | | |
| Item No. 3.1.5 | 3 Year Technical Support Package | 112 | \$ 49.00 | \$ 5,488.00 |
| | Manufacturer Bid: FireFly Computers | | | |
| | Model No. Bid: FFA-3 (3-year Advantage Pack) | | | |
| | Failure to use this form may result in disqualification | GRAND TOTAL | | \$ 34,888.00 |
| | Bidder / Vendor Information: | | | |
| | Name: FireFly Computers | | | |
| | Address: 1271 Red Fox Road, Saint Paul, MN 55112 | | | |
| | | | | |
| | Phone: 612-564-4088 | | | |
| | Fax: 612-392-2155 | | | |
| | | | | |
| | E-mail Address: contracts@fireflycomputers.com | | | |
| | | | | |
| | Authorized Signature: | Date: | | |



1271 Red Fox Road, Saint Paul, MN 55112

March 21, 2017

Department of Administration, Purchasing Division
Attn: Crystal Rink
2019 Washington East Street
Charleston, WV 25305-0130

**Session-Based Desktop Virtualization Equipment - MCA
Solicitation No. CRFQ_0603_ADJ1700000014**

Dear Ms. Rink, Mr. McCrum and Whom It May Concern,

Please accept our attached proposal for Session-Based Desktop Virtualization Equipment - MCA, Solicitation No. CRFQ_0603_ADJ1700000014. FireFly Computers is a top provider of low cost, high powered computing solutions for education. We were recently recognized on the 2016 "Inc. 5000" list as the 4th fastest-growing computer hardware vendor in the US, and we currently do business with over 2,000 school districts and organizations nationwide.

We are proposing FireFly Host Servers, NComputing thin clients, Microsoft licenses, and FireFly Technical Support that exactly matches your RFP specifications. All equipment is new, and free FOB Destination shipping is included. Detailed datasheets and warranty information are enclosed.

We hope our bid provides you with the very best value for your upcoming purchases. Please let us know if we can provide any additional information or answer any questions. FireFly Computers is proud to be a 100% woman-owned small business. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kari Phillips', is positioned below the word 'Sincerely,'.

Kari Phillips
CEO, FireFly Computers LLC

Primary Sales Contact:

Charlie Williams

612-564-6951 (direct)

866-950-8868 x 113 (toll-free)

612-392-2155 (fax)

charlie@fireflycomputers.com



1271 Red Fox Road
 Saint Paul, MN 55112
 www.fireflycomputers.com

Quotation

Quote# 628981
 Valid Until: 04/28/2017

Terms

Net 30 Days

Customer

Mountaineer ChalleNGe Academy
Brent McCrum
 Phone: 304-791-7908
 Email: bmccrum@wvchallenge.org

Account Manager

Charlie Williams
 Phone: 612-564-6951
 Fax: 612-392-2155
 Email: charlie@fireflycomputers.com

Product Details

| | Quantity | Unit Price | Extended Price |
|--|----------|--------------------|--------------------|
| FireFly 3500 Series Server, Pedestal Chassis Intel® Xeon® Processor, 6C, HT @3.6GHz 32GB DDR4 Memory, ECC, 2400 MHz 460GB Auto-Redundant Solid State Drive 2GB DirectX 12 Graphics Card Dual-Port Gigabit Ethernet NIC Integrated IPMI 2.0 Remote Management 500W 80 Plus Bronze Efficient Power Supply Optical Drive, 24x DVD-RW Logitech® USB Keyboard and Mouse Server 2016® Preinstalled - License Required FireFly Virtualization Software Suite 3 Year On-Site Warranty with Advance Exchange | 2 | \$2,995.00 | \$5,990.00 |
| Server 2016 Standard 2-core 8-pack, Academic, Mfr#9EM-00058 | 2 | \$225.00 | \$450.00 |
| NComputing L300 Desktop Virtualization Device | 112 | \$179.00 | \$20,048.00 |
| FireFly Advantage Pack - 3 Year -Unlimited technical support with FireFly Computers Engineers -Access to all FireFly Computers virtualization software and guides -Advance Hardware Replacement for Zero Client replacements | 112 | \$49.00 | \$5,488.00 |
| Server 2016 Remote Desktop Services Device CAL, Academic | 112 | \$26.00 | \$2,912.00 |
| | | Sub Total | \$34,888.00 |
| | | Tax | \$0.00 |
| | | Shipping | \$0.00 |
| | | Grand Total | \$34,888.00 |

Please fax purchase orders to 612-392-2155 or email to orders@fireflycomputers.com

Special Offers / Notes

-freight included

Browse and Shop Our Online Store

www.fireflyadvantage.com

Notice: This quote is confidential and is to be viewed solely by individuals within the organization to whom it is addressed. Unauthorized distribution or disclosure of the contents of this quote is strictly prohibited. If you are not from the organization addressed, please notify us immediately so we can prepare a quote specific to your organization. Prices and availability may change without notice prior to the quote expiration date.



VIRTUAL DESKTOP HOST SERVERS

- More administrative control
- Centrally managed
- Saves money vs. desktops
- Truly fast performance
- Simpler than you might think



The #1 factor in delivering a fast, high-performance virtual desktop experience is the host server. Not everyone is a host server expert, so we've designed the world's first and most advanced lineup of turn-key, cost-effective host servers that come preconfigured for VDI success.

The FireFly 1500

Unbeatable value for small deployments or low-intensity office applications

| Estimated Users Supported† | |
|----------------------------|----|
| Low Workload: | 50 |
| Med Workload: | 45 |
| High Workload: | 27 |
| Standard YouTube®: | 30 |
| Fullscreen YouTube: | 20 |

Specifications

- Tower or 2U Rack Chassis
- Intel® Xeon 3.4 GHz Quad-core, HT
- 16GB DDR4 2400 MHz ECC RAM
- 480GB Auto-Redundant SSD
- 2GB DirectX 12 Graphics Card
- 24x DVD-RW Optical Drive
- 500W Fixed Power Supply
- USB Keyboard, Mouse & Headset
- Server 2016® Std Preinstalled††
- FireFly Virtualization Software Suite
- 3-Year On-Site Warranty with Advance Warranty Exchange

The FireFly 3500

Flagship performance and versatility for a variety of workload environments

| Estimated Users Supported† | |
|----------------------------|----|
| Low Workload: | 85 |
| Med Workload: | 70 |
| High Workload: | 42 |
| Standard YouTube®: | 65 |
| Fullscreen YouTube: | 25 |

Specifications

- Tower or 2U Rack Chassis
- Intel® Xeon 3.6 GHz 6-core, HT
- 32GB DDR4 2400 MHz ECC RAM
- 480GB Auto-Redundant SSD
- 2GB DirectX 12 Graphics Card
- 24x DVD-RW Optical Drive
- 500W Fixed Power Supply
- USB Keyboard, Mouse & Headset
- Server 2016® Std Preinstalled††
- FireFly Virtualization Software Suite
- 3-Year On-Site Warranty with Advance Warranty Exchange

The FireFly 5500

Ultimate power for multitasking, videos, and Flash®-intensive applications

| Estimated Users Supported† | |
|----------------------------|-----|
| Low Workload: | 140 |
| Med Workload: | 120 |
| High Workload: | 95 |
| Standard YouTube®: | 130 |
| Fullscreen YouTube: | 45 |

Specifications

- Tower or 2U Rack Chassis
- Dual Intel® Xeon 2.2 GHz 10-core, HT
- 64GB DDR4 2400 MHz ECC RAM
- 480GB Auto-Redundant SSD
- 2GB DirectX 12 Graphics Card
- 24x DVD-RW Optical Drive
- Redundant 920W Power Supply
- USB Keyboard, Mouse & Headset
- Server 2016® Std Preinstalled††
- FireFly Virtualization Software Suite
- 3-Year On-Site Warranty with Advance Warranty Exchange

†User capacity will vary based on individual usage and system settings. Numbers are our best estimates calculated from internal testing of per-user resource consumption.
 ††Microsoft Windows Server® 2016 Standard licenses are sold separately and are required for continued operation after the Microsoft licensing grace period.

High Density Server (HDS) Array

The FireFly HDS Array is the ultimate solution for large, centrally-managed environments. A 2U or 4U rack enclosure holds up-to eight server nodes, which operate independently or as part of an RDS cluster.



Extrapolated Benchmarks†

| | Single Node | Eight Nodes |
|-----------------------|-------------|-------------|
| Low Workload: | 240 | 1,920 |
| Med Workload: | 210 | 1,680 |
| High Workload: | 175 | 1,400 |
| Standard YouTube®: | 235 | 1,880 |
| Full-screen YouTube®: | 60 | 480 |

† Estimated user capacities as calculated from internal measurements of average resource consumption per-user. Actual users supported will vary based on a variety of factors.

Description of Server Workloads

(All listed programs running simultaneously)

Low Workload

1. One instance each of Word® and Excel®
2. One PDF open in Adobe Reader®
3. Two windows/tabs open in Firefox™*

Medium Workload

1. One instance each of Word®, Excel® and Power Point®
2. One PDF open in Adobe Reader®
3. Three windows/tabs open in Firefox™*

High Workload

1. One instance each of Word®, Excel® and Power Point®
2. One PDF open in Adobe Reader®
3. Four windows/tabs open in Firefox™*
4. Half-screen 480p video playing in VLC Media Player

Standard and Full-Screen YouTube™

1. Flash®-based YouTube® video in Firefox
2. Standard: 360p resolution at YouTube® default size
3. Full-Screen: 360p resolution on a 1366 x 768 display**

* Websites used were text and image based such as fireflycomputers.com, Wikipedia, Google News, etc.

** Full-screen benchmarks may be greatly affected by both video and display resolution.

Complete the Platform



Atrustr® T66D Thin Client with Microsoft® RDP™

- Rich RemoteFX™ multimedia
- Lightning fast performance
- Intelligent load balancing
- Server Clustering and auto failover
- Built-in remote management tools
- Zero-footprint design



Run Windows® applications on Chrome OS™ devices with the performance users expect

- Launch individual Windows® applications or a full Windows® desktop in a web browser tab
- Smooth multimedia playback
- Hosted from your local server



Seamless RDP that restores speed and usefulness to old, sluggish Windows® devices

- Centralized remote management of endpoint devices
- Fully-synced audio and video
- Fast, modern user experience
- Extends the life of existing hardware

Let us help you find the perfect setup for your environment

Call us toll-free: **1-866-950-8868**

L-series: L300

Ethernet virtual desktop

L300 Key Features

Performs in your environment

Whether playing DVD-quality full-screen video or connecting specialized USB 2.0 devices, the **L300** has the power and flexibility to work in the environment you choose.

Fits your budget, today & tomorrow

The **L300** redefines performance and value for thin-client or zero-client devices. A complete virtual desktop solution can be deployed for less than half the cost of PCs, with ongoing management savings of 75% and power savings of over 90%.

Easy to deploy

Whether you need four workstations in a remote branch office or four-thousand in a corporate office, the **L300** can be deployed easily using **vSpace** management tools.

Easy to manage

The **L300** is a zero management client. Once deployed, there are no applications, software, or drivers to manage on the device. **vSpace** software centrally handles firmware changes without requiring user intervention.

Enterprise IT departments are actively searching for less expensive ways to purchase, deploy, and manage employee desktops. Desktop virtualization has been considered the cure-all for this headache, but users are still concerned about virtual desktop performance and multimedia support. *NComputing* shatters this perception by delivering rich multimedia playback, powerful yet simple deployment and management tools, and an industry-leading price point via its next-generation access device—the **L300** virtual desktop with **vSpace** Server desktop virtualization software.

NComputing, the market leader in deployed virtual desktops, has delivered more than 2.5 million low-cost access devices worldwide. The newest access device, the **L300** virtual desktop, delivers rich full-screen, full-motion multimedia playback; transparent USB redirection; and unparalleled peripheral support. Combined with the *NComputing vSpace Server*, the **L300** now provides enterprises with a simple-to-deploy, low-cost means to implement a complete virtual desktop infrastructure in hours.



vSpace virtualization software—get more from your VDI investment

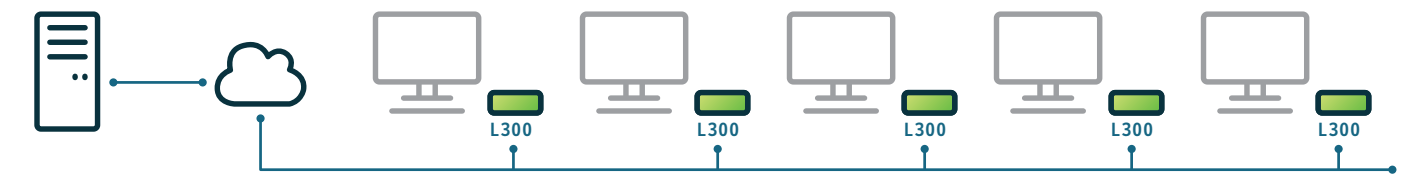
NComputing vSpace Server enables enterprises to optimize virtual desktop deployments by providing multiple end users with simultaneous access to a single operating system instance of Windows. **vSpace** not only integrates into virtualization server deployments based on VMware, Citrix and Microsoft offerings, but can also extend their value by changing the typical virtual desktop structure from one user per virtual machine to 100 users per virtual machine. This has a direct, positive impact on operational expenses and immediately lowers overall desktop PC costs such as support, maintenance, and desktop replacement.

The L300 access device—next-generation media acceleration

With the **L300**, watching DVD-quality video on up to a 1920x1080 display comes standard for most common media formats. The game-changing access device comes packaged in a sleek low-power package that can be easily mounted on a monitor or secured to a desk. Powered by a new *NComputing Numo System-on-Chip (SoC)*, the **L300** uses patent-pending hardware technology to decode and scale multimedia locally, eliminating network strain. The **L300** access device costs less than any other thin- or zero-client options and a quarter of the cost of desktop PCs. In combination with the *NComputing vSpace Server*, it enables VDI solutions at one-third the price of traditional offerings.

Management

Thin Clients



| FEATURE | FUNCTION | BENEFIT |
|--|---|--|
| HOST-OPTIMIZED VIDEO ACCELERATION | Video content played through standalone media players or embedded into web pages may be transcoded, streamed, locally decoded, and scaled up to 1920x1080 resolution at full frame rates. | Users will experience PC-quality video without excessive host-side processing or requiring a local PC or thin client with media player and codec support |
| HIGH-AVAILABILITY LOGIN | Administrator may define a failover group list of hosts to which devices may automatically connect | Each user can be assured a login within seconds, even in the event of a host failure, without complex central management servers and agents |
| EXPRESS DEPLOYMENT TOOLS | Administrators may define a device template with all settings and configurations so that it may be cloned and pushed to new devices | Thousands of devices may be easily deployed without manual configuration—and without requiring the installation of complex centralized management infrastructure |
| VMWARE AND CITRIX SUPPORT | Leverage VMware to deploy multiple instances of vSpace, multiplying the number of users per server, or integrate the Citrix Receiver to deploy XenApp-based applications | Extend the benefits of vSpace and the L300 for large deployments by leveraging server and application virtualization technologies |
| ZERO MANAGEMENT | The L300 is easy to configure and automatically receives updates from deployed vSpace servers | The L300 is easy to configure and is automatically managed by the vSpace server, unlike thin clients that require complex management tools to deal with locally installed applications or so-called “zero clients” that require complex networking and management server setup |
| TRANSPARENT USB REDIRECTION | The L300 includes 2 USB 2.0 ports that transparently redirect bulk, HID, mass-storage class, and printer devices back to the server where the native driver is installed | No local management of drivers is required to support USB devices |
| ZERO-FOOTPRINT INSTALLATION | The L300 includes a convenient VESA mounting option for LCD displays | Keep the desktop clutter-free by mounting the L300 device to the back of an LCD monitor |

L300 Connections

1. 2 remote USB 2.0
2. Microphone jack
3. Speaker jack
4. USB 1.1 for keyboard & mouse
5. 10/100 ethernet
6. VGA monitor
7. 12v DC in
8. On/off switch





| HARDWARE | DESCRIPTION | | | | |
|---|---|---|---|--|--|
| KIT CONTENTS* | Each L300 kit includes an access device, power supply/cord, NComputing vSpace software CD/license, software installation & user guide, Quick Install Guide, and VESA-compliant monitor mounting bracket. PC, monitor, keyboard, mouse, speakers, microphone, and other peripherals are NOT included and must be purchased separately. | | | | |
| SIZE | Width: 115 mm / 4.5 inches, Depth: 115 mm / 4.5 inches, Height: 30 mm / 1.2 inches | | | | |
| WEIGHT | 154 g / 0.34 lbs. Shipping weight (includes power adapter, packaging, documentation, etc.): 0.77 kg / 1.7 lbs | | | | |
| POWER SUPPLY | 12VDC power supply included (110/220 auto-switching) | | | | |
| POWER CONSUMPTION | 5W (independent of external USB devices) | | | | |
| LED INDICATORS | Power, network link, and network activity | | | | |
| DISPLAY RESOLUTIONS | <table border="0"> <tr> <td>Normal display resolutions (16 or 24 bit color) @60Hz</td> <td>Wide display resolutions (16 or 24 bit color) @60Hz</td> </tr> <tr> <td>640x480, 800x600, 1024x768, 1280x1024, and 1600x1200</td> <td>1280x720, 1280x800, 1360x768, 1366x768, 1440x900, 1680x1050, and 1920x1080</td> </tr> </table> | Normal display resolutions (16 or 24 bit color) @60Hz | Wide display resolutions (16 or 24 bit color) @60Hz | 640x480, 800x600, 1024x768, 1280x1024, and 1600x1200 | 1280x720, 1280x800, 1360x768, 1366x768, 1440x900, 1680x1050, and 1920x1080 |
| Normal display resolutions (16 or 24 bit color) @60Hz | Wide display resolutions (16 or 24 bit color) @60Hz | | | | |
| 640x480, 800x600, 1024x768, 1280x1024, and 1600x1200 | 1280x720, 1280x800, 1360x768, 1366x768, 1440x900, 1680x1050, and 1920x1080 | | | | |
| MONITOR POWER-SAVE MODE | Supports power-saving mode with VESA-compliant monitors | | | | |
| NETWORKING | 10/100 Mbps Switched Ethernet | | | | |
| AUDIO | 12 bit stereo audio input / output via 3.5mm stereo jacks | | | | |
| INTERNAL HARDWARE | All solid-state design. No moving parts, no fans, no local user storage. NComputing Numo System-on-Chip with embedded NComputing operating firmware (no local user OS) | | | | |
| MULTIMEDIA SUPPORT | Hardware-accelerated 2D graphics, hardware-accelerated video support for most media formats on stand-alone media player applications and browser-based video | | | | |
| DATA SECURITY | No local data storage on device. USB data access controlled by user or device policy | | | | |
| RELIABILITY (MTBF) | >100,000 hours (calculated using Bellcore Issue 6 TR-332, Case 2, Part I at 40° C) | | | | |
| CERTIFICATIONS | FCC Class B, CE, KCC, RoHS | | | | |
| ENVIRONMENTAL | <ul style="list-style-type: none"> • 0 to 40 degrees Celsius • 10 to 85% relative humidity (non-condensing) • No moving parts permits use in high dust/particulate/vibration environments | | | | |
| MAXIMUM NUMBER OF USERS PER OPERATING SYSTEM | NComputing vSpace Server permits up to 100 users per shared OS | | | | |
| PC CONFIGURATION | See recommended hardware configuration guide at www.ncomputing.com/support | | | | |

| SOFTWARE | DESCRIPTION |
|--------------------------------------|--|
| SUPPORTED OPERATING SYSTEMS** | Refer to the vSpace operating system compatibility matrix for the latest supported versions. |
| USER SOFTWARE | NComputing vSpace Server desktop virtualization software with User eXperience Protocol (UXP) |

* Application software, client access, and OS licenses for the shared PC and L300 may be required by the respective software vendor and must be purchased separately.

** Please refer to the Microsoft operating system licensing requirements and technical details at www.ncomputing.com/mslicensing.



THE FIREFLY ADVANTAGE PACK

As the nationwide leader in session-based desktop virtualization, we've put together an unparalleled team of experts that we make available to you through our FireFly Advantage Pack. Here are some of the benefits the FireFly Advantage Pack offers:

Advantage Pack Support Benefits

Unlimited[†] ongoing technical support from expert FireFly Solutions Engineers

Advance hardware replacement on all warranty returns

Access to exclusive FireFly knowledgebase articles and video walkthroughs

Subscription to our Advantage Pack Newsletter, which contains the latest tips, advice, updates, and insider knowledge for session-based desktop virtualization.

Ability to request testing of third-party software and hardware in our exclusive in-house virtual desktop research and development lab

Access to FireFly FTP servers for mass-deployment of firmware updates

Advantage Pack Software Benefits

FireFly Computers Host Server Optimization Software

Access to FireFly exclusive utilities for browser optimization, printer setup, mass creation of Windows[®] user accounts, bug workarounds, and more.

Guides for establishing user lockdown policies and group settings in Windows[®]

Guides to effective user profile management in RDS environments

Guides for configuring popular software applications in RDS environments

For more info about any of these benefits, call us toll-free at 1-866-950-8868

FireFly Computers Host Server Extended Full Service Warranty

1. ACTIVATION

This Service Plan is activated, and the below terms and conditions apply, on the date of shipment of the Equipment by the Manufacturer (“OEM”). User registration is **not required** to activate this Service Plan.

2. SERVICE PLAN

This Service Plan applies to on-site computer repair services that are available to you from FireFly Computers, LLC (“FireFly”) in conjunction with Exelus, LLC (“Exelus”) for the Equipment you purchased. FireFly and Exelus shall provide to the User the services described in this Service Plan for a period of three (3) years.

3. COVERAGE

(1) FireFly warrants that at the time of purchase the Equipment covered under this warranty (a) performs according to the specifications, (b) is suitable for the ordinary purposes for which the Equipment is used, (c) is designed and manufactured in a commercially reasonable manner, and (d) is free of defects. (2) To obtain performance under this Service Plan, an End User should call FireFly at our toll-free number **866-950-8868** and report the nature of the problem with the Equipment. Only representatives of FireFly, Exelus or authorized Exelus service providers may perform repairs on the Equipment under this Service Plan. (3) During the Service Plan Period, FireFly will repair or replace, at the option of FireFly, any Equipment having a defect in material or workmanship. All replacement parts shall be provided by the OEM at no cost to End User. FireFly or Exelus will return the Equipment to a like factory shipped condition. Firefly or Exelus will not reload User’s software. Circumstances may, however, require the reloading of the operating system as originally installed by the OEM. Replacement parts are new or like-new (tested equivalent to new). Firefly or Exelus may provide replacement parts made by various manufacturers when supplying parts to User. All replacement parts shall also be covered under this Service Plan for the remainder of the Service Plan Period or thirty (30) days (whichever is longer) and OEM warrants that replacement parts will be interchangeable with the parts they are to replace, and will conform to the specifications current when they are shipped. (4) Some problems or defects may require Firefly or Exelus to **reformat or replace** a Hard Disk Drive. Under such circumstances **all data** on the disk drive **may be lost**. The User is **solely responsible** for the security of User’s data. Neither OEM, Firefly, Exelus nor the authorized Exelus service providers **shall be liable** for the loss or destruction of data or media resulting from a defect in materials or workmanship covered by this Service Plan or resulting from the services performed hereunder. **FireFly strongly advises the End User to implement and maintain a daily routine to backup data to minimize the loss of data in the event of Equipment failure.** Exelus service providers are required to return all replaced and/or unused components **including Hard Disk Drives**. Users that intend to keep a failed Hard Disk Drive to attempt data recovery or protect the data must make arrangements to purchase a replacement Hard Disk Drive prior to the service incident. Neither Exelus nor FireFly will accept the failed Hard Disk Drive after the service incident has been closed. (5) Firefly or Exelus representatives will initially attempt to diagnose problems over the telephone. Telephone technical services are available on the FireFly toll-free support line, **866-950-8868**, during normal business hours (**8 AM to 5 PM CST**) Monday through Friday.

4. EXCLUSIONS

This Service Plan does not include: (1) Service or replacement of peripherals including, but not limited to, keyboards, mice, monitors, scanners, speaker sets, external drives, backup media, tape backup drives, RDX media, network add-on cards, I/O cards and power protection devices, or Equipment specified by the OEM as special, non-stock, or custom ordered goods. These items are covered under their respective manufacturer’s warranties. Additionally, all batteries and battery backup units are covered under their respective manufacturer’s warranties. (2) Installation or set-up of the Equipment; (3) Service needed as a result of moving the Equipment; (4) Physical and/or cosmetic damage to the exterior surface or housing of the Equipment; (5) Problems resulting from negligence, misuse, abuse, or other physical casualty to the Equipment; improper maintenance; electrical disturbances; acts of nature; or work, attachments, additions, alterations, or modifications by persons other than qualified service providers; (6) Service needed as a result of improper operating environment; (7) Any problem not involving a defect in the Equipment hardware, including, but not limited to software problems and errors, programming problems and errors, software incompatibility problems, software installation problems and errors, and operating system problems and errors; (8) Any problem deemed by Firefly or Exelus, in its sole discretion, that cannot be solved by on-site replacement of defective Equipment hardware; or (9) Use of any item with the Equipment if the item is not designated by the OEM for use with the Equipment.

5. RESPONSIBILITIES OF USER

User shall: (1) operate the Equipment in an environment meeting the OEM’s specifications; (2) protect the supply of electricity to the Equipment through the use of **appropriate surge protection** devices; (3) comply with the OEM’s operating manual; (4) if you are experiencing hardware difficulties and are receiving diagnostic messages, print out or make note of the error message and communicate it to a Firefly or Exelus help desk technician; (5) permit no work on the Equipment except by qualified service providers who are properly trained; (6) have an adult representative present whenever Exelus provides support services; (7) perform such diagnostic procedures or programs as requested by an authorized Firefly or Exelus representative; (8) safeguard and deliver to an authorized Exelus service provider all replacement parts and/or accessories shipped by the OEM to End User. Either the part(s) to be replaced or the replacement part(s) or item(s) shipped to End User **must be returned** to the Service Provider **at the time of service**. End User assumes **financial responsibility** for all parts and accessories, including, but not limited to, cables, diskettes, manuals and other accessories bundled with component(s), shipped to User until the items or parts replaced are returned to the Service Provider. User may be required to supply a valid credit card number and expiration date (i.e. VISA or Master Card) to secure reimbursement to FireFly in the event of physical or cosmetic damage and/or all defective or unused parts, components and accessories are not returned to the Service Provider at the time of service.

6. TRANSFER OF SERVICE PLAN

This Service Plan may be transferred at any time during the original term hereof. The transferee succeeds to the remaining term of the Service Plan.

7. LIMITATION OF LIABILITY

NEITHER OEM, FIREFLY, EXELUS NOR EXCELUS AUTHORIZED SERVICE PROVIDERS HAVE ANY LIABILITY TO USER(S) FOR ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR LOSS OF BUSINESS OR DOWN TIME, YOUR TIME, THE CLAIMS OF THIRD PARTIES OR INJURY TO PROPERTY, REGARDLESS OF THE NATURE OF THE CLAIM, EVEN IF OEM, FIREFLY, EXELUS OR EXCELUS SERVICE PROVIDERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. USER UNDERSTANDS AND AGREES THAT OEM, FIREFLY, EXELUS AND/OR EXCELUS AUTHORIZED SERVICE PROVIDERS ARE NOT RESPONSIBLE FOR LOSS, DESTRUCTION OR DAMAGE TO SOFTWARE AND DATA. YOUR SOLE REMEDY AGAINST OEM, FIREFLY, EXELUS OR EXCELUS AUTHORIZED SERVICE PROVIDERS IS LIMITED TO THE COST OF REPLACING THE DEFECTIVE EQUIPMENT AND/OR TO SEEK RECOVERY OF THE AMOUNTS YOU HAVE PAID FOR THIS SERVICE PLAN. LAWS VARY FROM STATE TO STATE SO THE ABOVE LIMITATIONS MAY NOT APPLY.

8. PARTS AVAILABILITY

Because of the rapid development of technology in the computer industry, or for other reasons, a particular part may not be available from the OEM. In such an event, Firefly or Exelus will make reasonable efforts to locate a compatible replacement part(s) from other sources. If Firefly or Exelus cannot locate a compatible replacement part(s), then, if possible, Firefly or Exelus will offer to upgrade User’s system to the least expensive configuration that can be serviced. If User elects to accept the offer to upgrade, then User shall repay Firefly or Exelus for the cost of the upgrade. In the event User chooses not to accept the upgrade Firefly or Exelus shall not be responsible to make repairs under this Service Plan.

9. MISCELLANEOUS

This Service Plan shall be governed by and construed in accordance with the laws of the State of Minnesota. If any provision of this Service Plan is void or unenforceable, the parties agree to delete it and agree that the remainder of this Service Plan will continue to be in effect. Firefly or Exelus may assign this Agreement to any entity owned or controlled by Firefly Computers LLC or Exelus LLC. This Service Plan contains the entire understanding of the parties and supersedes all previous verbal and written agreements with regard to the subject hereof. No term or condition of any purchase order or other writing issued by User inconsistent with this Service Plan will be binding upon Firefly or Exelus.



LIMITED HARDWARE WARRANTY

United States and Canada

Products: L130, L230, L250, L300, L350, M300, X350, X550, N400, N500, N500W and N600

Scope of Warranty

This NComputing limited warranty applies only to the NComputing Hardware purchased by an end-user in the United States or Canada from NComputing Co., Ltd. (NComputing), its subsidiaries, affiliates, authorized resellers, or distributors for the end user's use, and not for resale. The term "NComputing Hardware" is limited to hardware components and includes only those parts or accessories sold with the NComputing-branded product including power adapters, power cords and other NComputing-branded accessories. The term "NComputing Hardware" DOES NOT include the NComputing virtualization software or any other software programs that may be packaged with the hardware or available online from Ncomputing web sites. Terms and conditions for the use of the NComputing Software and for any updates, upgrades and support of the Software are set forth in the end user license agreement (EULA) and terms of use included with the Software.

Fulfillment of the terms of this Limited Hardware Warranty may be executed by NComputing Co., Ltd. one of its subsidiaries, affiliates, authorized resellers, dealers or distributors. Authorized resellers, dealers or distributors (hereinafter collectively referred to as "Authorized Resellers") may offer additional warranties to you for which they are solely responsible – refer to the documentation supplied by your Authorized Reseller.

NComputing Limited Hardware Warranty

NComputing warrants this product to be free from defects in material and workmanship for a period of three (3) years after the date of manufacture as shown on product label that is attached to each product. During this period NComputing or one of its subsidiaries, affiliates, or Authorized Resellers will, at its option, either replace a defective product with a new or rebuilt product or repair it with new or rebuilt parts at no charge except as stated below. Replacement product or parts are warranted to be free of defects in material or workmanship for 30 days or for the remainder of the original product warranty, whichever is longer. The product or parts that are replaced become the property of NComputing or the Authorized Reseller, whichever services the warranty.

This limited warranty is provided to the original owner only and is not transferable to any third party. This limited warranty does not cover any of the products that you or any third party has modified or altered; you bear the sole responsibility and liability for any such modifications or alteration.

NCOMPUTING HEREBY DISCLAIMS ALL OTHER EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES AND COUNTRIES MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

NCOMPUTING DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION:

1. ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES;
2. FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE;
3. SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR
4. LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS.

NCOMPUTING'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH NCOMPUTING IS RESPONSIBLE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY.

Governing Law

The laws of the state of California shall govern these terms.

Customer Responsibilities

Upon receiving your NComputing products you should register per the registration instructions provided with the Product's documentation within 90-days of the date of purchase. This will ensure that you receive full warranty support for three (3) years from the date of manufacture. As the original purchaser you have thirty (30) days in which to review the contents of the Product's packaging for any missing or broken items. After the first thirty (30) days of ownership, beginning from the date of original purchase, a charge will be incurred for replacement of any item you, the original purchaser, may wish to order from NComputing. Such charges will include handling and shipping costs incurred for delivery of any such items.

Exclusions

This Limited Hardware Warranty is voided by the removal or alteration of identification labels on the product or its parts.

Any technical or other support provided for a product under warranty, such as assistance with "how-to" questions and those regarding product set-up and installation, is provided WITHOUT WARRANTIES OF ANY KIND.

This limited warranty does not cover problems that result from:

- Accidents, misuse, abuse, neglect, contamination, or other external causes;
- Usage that is not in accordance with product instructions;
- End-user supplied interfacing, cabling, or connections to unsupported peripherals;
- Operation outside the published operating specifications for the product, including improper environment, excessive or inadequate heating or air conditioning or problems with electrical power;
- Servicing, repair, modification or installation of options or parts by anyone other than *NComputing*;
- The use of accessories, parts, or components not supplied by *NComputing*;
- Improper site preparation or maintenance;
- Removal of the *NComputing* Hardware;
- Installation of upgrades or new software;
- Electronic virus infection;
- Disasters including fire, water, or other acts of nature;
- Electrical conditions such as those caused by lightning strikes, power fluctuations, electrical surges or outages, or any other such condition that may affect the electricity source;
- Any other cause which does not relate to a product defect.

Furthermore, this limited warranty does not cover:

- Software, including software that was pre-installed, provided by *NComputing* or purchased separately for use on *NComputing* products;
- Loss or damage in transit;
- Failure caused by a product for which *NComputing* is not responsible;
- Products for which *NComputing* has not received full payment;
- Damage to or loss of any programs, data or removable storage media;
- Software or data loss occurring during repair or replacement;
- Normal wear and tear.

Non-NComputing Hardware

All non-NComputing hardware products or peripherals external to the NComputing access device - such as USB devices, displays, adapter cables and other peripherals - are covered by the applicable vendor warranty for those products. Non-NComputing hardware products are not warranted by NComputing. However non-NComputing manufacturers or suppliers may provide their own warranties directly to you.

To Obtain Service from an Authorized Reseller

Before the warranty expires, you may contact your Authorized Reseller to process a request for hardware warranty service. To obtain warranty service, you will be required to provide

- A. The original dated sales receipt
- B. Your name, physical address and e-mail address
- C. The serial number of the product
- D. A description of the problem

If your product requires service or replacement, your Authorized Reseller will provide instructions on how to process a Return Material Authorization.

To Obtain Service Direct from NComputing

In case your Authorized Reseller is unable to process a request for warranty service, you may submit a technical support request online by visiting the support section of the NComputing web site at: www.ncomputing.com. To request hardware warranty service direct from NComputing you must register your products within 90-days of the date of purchase per the registration instructions provided with the product documentation and you will be required to provide:

- A. The original dated sales receipt
- B. Your name, physical address and e-mail address
- C. The name, physical address, website address and e-mail address of your reseller, dealer or distributor
- D. The serial number of the product
- E. A description of the problem

If your product requires service or replacement, a Return Material Authorization (RMA) number will be issued to you to include with your return. You must return the product, along with the dated proof of purchase to NComputing in its original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment.

NComputing will return the repaired or replacement products to you. NComputing will pay to ship



the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, NComputing will ship the product to you freight collect. If an exact replacement product is not available, a newer product with similar form, fit and function that meets or exceeds the original product's specifications may be used to service the warranty.

NComputing uses new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to NComputing, some of which were never used by a customer. All parts and systems are inspected and tested for quality. If NComputing determines that the problem is not covered under this warranty, NComputing will notify you and inform you of service alternatives that may be available to you on a fee basis.

Revisions

NComputing reserves the right to change the terms of its warranty at any time without notice. Changes apply only to new product(s) purchased after such changes in the warranty take effect and are made available to customers either online or in print.



ABOUT US

“FireFly has made my life, as a technology coordinator, so much easier.”

“My whole experience with the folks at FireFly has been outstanding and I would be hard pressed to find better support anywhere.”

“Everyone at FireFly, from sales to support to management, has been outstanding to work with. They put tremendous care into each of the hundreds of systems we have purchased from them.”

“I can’t even begin to explain how great their sales and support teams are. FireFly is our one stop shop.”

FireFly Computers was founded with the goal of providing the very best in cost effective computing for schools, businesses and government organizations. Built on a foundation of **integrity** and **high morals**, FireFly Computers has helped thousands of organizations deploy winning solutions that are **great for the user, simple for IT to manage, and easy on budgets**.

At FireFly we understand the needs of tech administrators. Amidst the ocean of modern computing technology, we constantly search out only the best handful of devices that we know will be a big win for our customers. We then focus on delivering those items at **amazing prices**, and we back it up with the most **unbeatable customer service and support** you’ll find anywhere.

Of course we can also provide for all your other technology needs too, so no matter what it is you’re looking for, FireFly Computers is always your best choice for **knowledgeable, friendly, and trustworthy support**.

Our winning combination of technical knowledge and business expertise has skyrocketed us past other vendors and allowed us to become recently recognized by Inc. Magazine as the **4th fastest growing computer hardware vendor in the US**.

Throughout everything we do, FireFly Computers strives to bring an educated voice of reason that can assist with your important purchasing decisions and save you money to boot. We are not just another vendor, we are a partner... and we look forward to considering you a part of our FireFly family!



FireFly Computers

Local: (612) 564-4088

Toll-Free: (866) 950-8868

Email: sales@fireflycomputers.com

Web: <http://fireflycomputers.com>

eStore: <http://fireflyadvantage.com>



What Sets FireFly Apart?

As the technology landscape continues to grow, tech directors are under incredible pressure to deliver modern, cost-effective, and forward thinking solutions to their end users, while at the same time still maintaining current technology, solving support issues, managing their budget, and handling a host of other daily responsibilities.

Trust

Technology decision makers need a vendor they can trust, who knows about the latest technologies, who will support them both before and after the sale, and who will find them the best deals independent of any manufacturer retail incentives or back-end bonuses that only benefit the sales rep.

Knowledge

Along comes FireFly – a nationwide vendor who finally gets it. We search through thousands of products to find only the ones that will be a verified win for our customers, and instead of playing to the interests of the manufacturers, our one focus is on building trusted, long-term relationships with you, our customers, where you can always be sure that we have your best interests in mind.

Integrity

With an unbeatable track record built on integrity, high morals, and great service, our goal at FireFly is simple – to continually provide you with the very best in high powered, low cost computing solutions. Give us a call today and see why thousands of organizations nationwide have already made FireFly Computers their #1 choice for all their technology needs.



Chrome Central



Desktop Virtualization



New & Recertified PCs

The Very Best in High Powered, Low Cost Computing



Desktop Virtualization

- Costs 75% less than traditional VDI
- One OS and one set of apps
- Lightning fast application delivery
- Centralized management

FireFly makes desktop virtualization easy with preconfigured turn-key host servers and exclusive FireFly software for consistent, reliable success. Try a lab risk-free and see for yourself just how fast and easy-to-manage our virtual desktop solutions can be.

FireFly Host Servers

We've custom designed our FireFly Host Servers to provide you with the best virtual desktop performance at the lowest possible prices. With our reliable user capacity benchmarks, you can choose exactly the right host servers to fit your needs.

| | Low Workload | High Workload | Flash-Intense | Starting At* |
|---------------------|--------------|---------------|---------------|--------------|
| FireFly 1500 Series | 50 users | 27 users | 20 users | \$1,995.00 |
| FireFly 3500 Series | 85 users | 42 users | 25 users | \$2,995.00 |
| FireFly 5500 Series | 140 users | 95 users | 45 users | \$5,995.00 |

FireFly High Density Server (HDS) Array

Perfect for large, centrally-managed environments, our FireFly HDS Array is a 2U or 4U enclosure with up-to eight customizable server nodes that can operate independently or as part of an RDS cluster. Unlike blade enclosures there's no internal networking or SAN to worry about, making for a familiar and efficient turn-key deployment.

| | Low Workload | High Workload | Flash-Intense | Enclosure |
|------------------|--------------|---------------|---------------|-----------|
| Single Node | 240 users | 175 users | 60 users | 2U, 4U |
| Eight Node Array | 1920 users | 1400 users | 480 users | 4U |

Complete the Solution

| | | |
|--|--------------|----------|
| Atrust® T66D Thin Client w/optional WiFi | Starting At* | \$179.00 |
| ViewSonic® SC-T35 Thin Client w/Dual Monitor support and optional WiFi | | \$199.00 |
| FireFlyFX for Chrome™ - run Windows® applications on Chrome OS™ | | \$69.00 |
| FireFlyFX for Windows® - give older devices a fast, modern interface again | | \$69.00 |

*Many additional models, solutions and options are available. Free freight shipping is included. Bulk discounts apply.



Add the FireFly Advantage!

- Unlimited FireFly technical support
- Quarterly Advantage Pack newsletter
- FireFly-exclusive software
- Extensive knowledgebase articles
- Advance warranty replacements
- FTP server for mass deployment



Atrust® T66D Thin Client with Microsoft® RDP™

- FireFly-enhanced firmware
- Rich RemoteFX™ desktop experience
- Fully-synced audio and video
- Lightning fast performance
- Cool, completely silent operation
- Device auto-registration

Compare to New PCs

Estimated costs for a 30 seat lab

| | FireFly | New PCs |
|--------------------------------|-----------------|------------------|
| Thin Clients/Workstations | \$ 5,370 | \$ 14,970 |
| FireFly Host Server | \$ 1,995 | N/A |
| Microsoft licensing, perpetual | \$ 1,012 | N/A |
| 3-year Support | \$ 1,170 | \$ 3,240 |
| 3-year Energy Costs | \$ 191 | \$ 934 |
| Total | \$ 9,738 | \$ 19,144 |

Cost Savings of 49%



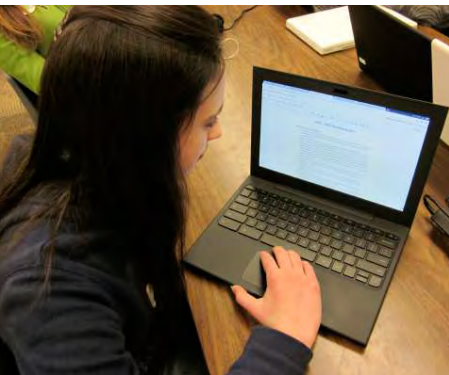
Chrome Central

Lenovo • HP • Dell • Acer • Asus



The Top Chromebook Experts in Education

We understand the unique needs of education, and at FireFly Computers our goal is always to offer you the best Chromebooks at the lowest cost. Instead of partnering with a particular manufacturer, we partner with you, our customers, so you can be sure that if it comes from FireFly, we're offering it with your best interests in mind. We also simplify and enhance your deployment with the best White Glove services in the industry and a wealth of other time-saving and headache-saving products.



White Glove Setup

Pre-enrolled in Google Apps™ domain • Preconfigured WiFi • Ready-to-use on delivery



Custom Laser Etching

Permanent proof of ownership • Decreases theft • Your own logos and designs



Barcoded Asset Tags

Match devices to specific users • Easy device sign-outs • Customizable • Tamper evident



Device Protection

Protective cases and shells • Accidental damage coverage • Zero-downtime warranty solutions

Charging Solutions From

AVer

Luxor

Bretford

Anywhere Cart

Tech Tubs

Ergotron/Anthro

PowerGistics

Lockn'Charge

Spectrum

Black Box



New & Top Quality Recertified

Desktops • Laptops • Tablets • iPads • Convertibles • All-in-ones

Great Deals on New Equipment

FireFly Computers maintains close partnerships with top computer manufacturers such as Lenovo, Dell, and HP. When they offer special buys on equipment that we know will be a great fit for our customers, we stock up on it and then pass these savings along to you. By focusing our efforts on finding you the best pricing on the most relevant devices, you know that if it comes from FireFly it's going to be a great deal.

lenovo.



DELL

The Best Recertified Computer Equipment

Care costs nothing, but can mean everything. At FireFly Computers, we set out to reimagine and redefine what a recertified computer should be. We developed our own innovative new processes and procedures that achieve failure rates equal to or less than factory new. Our unique 31-point inspection and renewal process also means that our FireFly Recertified computers don't just run like new- they look like new too! Ask us for a list of our current specials.

High Powered, Low Cost COMPUTING

What People Are Saying About FireFly

"Everyone at FireFly, from sales to support to management, has been outstanding to work with. They put tremendous care into each of the hundreds of recertified systems we have purchased from them."

"I can't even begin to explain how great their sales and support teams are. FireFly is our one stop shop."

"I'm happy to tell you that FireFly was, by a wide margin, the better [recertified] system. A true new computer feeling was the thought, both inside and out. You have earned our business going forward!!"

"FireFly has made my life, as a technology coordinator, so much easier."

"My whole experience with the folks at FireFly has been outstanding and I would be hard pressed to find better support anywhere."

"FireFly Computers' high level of expertise has been invaluable to our success in providing students with a previously unattainable level of access to technology in the district. I greatly appreciate the high priority that FireFly Computers has placed upon our success."

We Have Contracts Everywhere!



Many additional contracts are available- ask us for details