

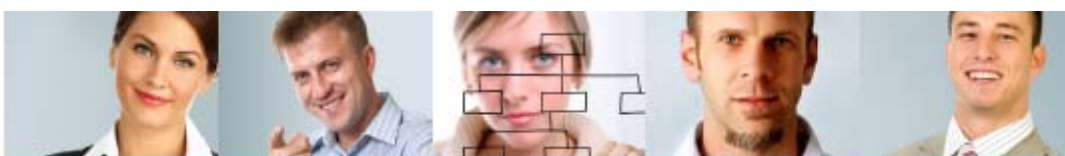
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## User FAQ

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## I. Product Overview

### 1. What is Mindjet Catalyst?

Mindjet Catalyst is the only collaboration platform that combines the industry's leading visual productivity application (mind mapping) with secure online workspaces and web conferencing, via an intuitive web interface.

Delivered as a subscription-based hosted service, Mindjet Catalyst provides a collaborative work environment that combines critical workgroup capabilities in a single, intuitive interface providing:

- The sophistication of Mindjet's visual mind mapping to effectively illustrate and communicate ideas
- The flexibility of map co-editing in real-time
- The immediacy of online chat and optional web conferencing
- The reliability of secure workspaces to store maps and related documents in a central location
- The viral reach of sharing maps with your network - through email, blogs, and social networking sites
- The freedom from software downloads, installations, upgrades, or updates
- The ability to convert visual maps to Microsoft® Office® or Apple® iWork documents
- The confidence of full technical and product support from Mindjet experts

### 2. How can Mindjet Catalyst help my business?

With Mindjet Catalyst, teams can visually connect ideas and information in a flexible, intuitive and interactive manner to save time, improve business processes, and drive innovation. Whether driving the sales process, managing meetings or projects, or simply getting organized, Mindjet Catalyst provides the platform for teams to work in a truly collaborative manner.

### 3. What are the key features?

- **Web-Based Visual Mapping**  
Collaborate with others to organize, manage, and communicate complex ideas and information using an intuitive diagram called a "mind map." Add images, hyperlinks, attachments, and more to help you better understand context, relationships, and priority of the information. Use web-based visual mapping to access mind maps anytime, from any web browser.
- **Secure Online Workspaces**  
Store maps and other files in Mindjet Catalyst's secure workspaces. Anyone in your account can get immediate access to the most recent versions. In addition, you can assign various permission levels (owner, author, or reader access) to each workspace member.
- **Full-Featured Web Conferencing (Optional)**  
Easily schedule or start a web conference directly from within Mindjet Catalyst. Initiate an unlimited number of web conference meetings and invite up to 25 participants to each meeting. Anyone using a supported web browser with Adobe Flash 9 or above can participate. Mindjet Catalyst web conferencing includes individual application as well as full desktop sharing capabilities, the ability to pass control to others, support for video, VoIP, file transfers, and session recordings, all combined at a highly attractive price relative to standalone Web conferencing services. \*

\* Advanced web conferencing features listed are limited to Microsoft Windows users only, Mac and other operating systems can join conferences as participants.

- **Share Your Maps**

Share your ideas and plans with your entire network. Email a link to your map, post it on your blog, or share it with your Facebook™, LinkedIn®, or Twitter™ networks. Recipients can either view your map in a browser, or copy it for their own use, if you choose.

- **Co-Editing Capabilities**

Work simultaneously with colleagues to structure and refine ideas or embed relevant information within maps. You're free to modify ideas in one area of a map, while a colleague adds supporting details elsewhere. Edits are accepted from both Mindjet Catalyst as well as from Mindjet's desktop software, MindManager® for Windows. Mindjet Catalyst captures it all in real-time.

- **Integrated Chat**

Use the integrated online chat to communicate immediately with team members in your account. You can chat with colleagues individually or chat with multiple participants in the web conference for even greater efficiency.

- **MindManager Compatibility**

Maps created in Mindjet Catalyst are compatible with Mindjet's desktop software, MindManager for Windows and MindManager for Mac. MindManager for Windows users benefit from direct integration with Catalyst, allowing them to open workspaces and full access to Catalyst's revision support, to check in and check out maps and office documents with ease.

- **Additional Features**

- ✓ Manage maps that have been shared with others.
- ✓ Download maps to your PC or Mac and share them with other Mindjet users.
- ✓ Replace workspace files with updated versions without losing links from your original maps.
- ✓ Use shortcut keys to work more efficiently.

#### 4. What languages are available?

Mindjet Catalyst is available in English, German, French, and Japanese\*.

\*Japanese users must use the English web conferencing client, all other Catalyst components are available in Japanese.

## II. Technical Requirements

### 1. What are the system requirements to run Mindjet Catalyst?

For On-line Mapping, Document Storage and Sharing, and Web Conferencing Participants:

The following supported browsers with Adobe® Flash® Player 9 or above:

- Microsoft® Internet Explorer® 7.0 or greater
- Mozilla® Firefox® 3.0 or greater
- Safari® 4.0 or greater

For Windows Web Conferencing Moderators and Mac Web Conference Participants:

- Microsoft Windows 7 (all 32 and 64-bit editions)
- Microsoft Windows Vista® 32-bit with SP2 (all editions)
- Microsoft Windows XP Professional, Home or Tablet PC Editions 32-bit with SP3
- Apple Mac OSX Leopard and Snow Leopard

For Mac Users to Host Mindjet Catalyst Web Conferences:

- Simulated Windows environment (via VMware®, Fusion®, or Parallels®)

For MindManager Connectivity:

- Mindjet® MindManager® 8.2 for Windows or greater (optional)

## III. Transitioning from Mindjet Connect/MindManager Web to Mindjet Catalyst

### 1. I already have a Mindjet Connect subscription. Do I need to purchase Mindjet Catalyst now?

No. Your Mindjet Connect subscription will automatically switch to a Mindjet Catalyst subscription.

### 2. I have a Mindjet Connect/MindManager Web account. How does the new Mindjet Catalyst affect me?

Mindjet Catalyst is Mindjet's next generation collaboration solution and will replace Mindjet Connect/MindManager Web. You will now have access to all of your maps/files and workspaces within the improved Mindjet Catalyst product.

### 3. What is the difference between Mindjet Connect/MindManager Web and Mindjet Catalyst?

Mindjet Catalyst is the next generation collaboration solution with built-in map templates and the ability to share your work with your network via email, blogs, and social sites. Mindjet Catalyst also offers easier account management and improved web conferencing with added features.

### 4. I have a Mindjet Connect subscription. Can I still use Mindjet Connect when Catalyst is released?

No. Your Mindjet Connect subscription will automatically turn into a Mindjet Catalyst subscription. You will have all the same functionality of Mindjet Connect **and more**.

### 5. Can I still use data and maps created in Mindjet Connect workspaces with Mindjet Catalyst?

Yes. Mindjet Catalyst's *file storing, workspaces, and online mapping* are completely compatible with Mindjet Connect. When you transition to Mindjet Catalyst, you will be able to access all your work.

### 6. Mindjet Connect included Instant Meeting. Why is Mindjet Catalyst Web Conferencing now a separate offering from Mindjet Catalyst?

Mindjet offers these products separately since we realize that some teams already have access to their own corporate web conferencing solutions and don't need an additional option.

If you do purchase the web conferencing option, please note the following:

- Anyone can join a Mindjet Catalyst web conference.
- Mac users need a Windows simulator (Parallels/VMware) in order to host.

### 7. What if I have a Connect subscription that extends beyond the launch of Mindjet Catalyst? Do I have to pay extra to add the web conferencing option when Instant Meeting was already part of my original Connect subscription?

If you have a subscription that extends beyond the launch of Mindjet Catalyst, you do not have to pay extra for the web conferencing option for the remainder of your subscription period. Also, the existing Mindjet Connect account will automatically receive the web conference option for **each member** of the account at no extra charge.

If you choose to renew at the end of your Mindjet Connect contract, a new set of Mindjet Catalyst pricing and options will apply.

### 8. Do I need to resend invites to my existing account users?

No. All of your existing users will remain in your account, and all of your work will be available. None of the usernames or passwords to access the account will change.

### 9. When I am switched from Mindjet Connect to Mindjet Catalyst, will this new product appear under the "My Products" tab in my account page?

Yes. It will appear under the "My Products" tab in your account page.

## IV. Mindjet Catalyst and MindManager Desktop Users

### 1. Does Mindjet Catalyst or Mindjet Catalyst Web Conferencing still work with MindManager 8?

MindManager 8 users should update to the latest release, MindManager 8.2. MindManager 8.0, 8.1 and Mindjet Catalyst/Mindjet Catalyst Web Conferencing are not supported configurations.

### 2. Are my workspace managers in MindManager 8 and Mindjet Catalyst connected to each other? If so, how?

MindManager 8 and MindManager 8.1 users will be provided with a free update to MindManager 8.2. The current Mindjet Connect tab will be updated with a new Mindjet Catalyst tab. All the previous features, plus a

new Share functionality will be available. If you do not buy the optional web conferencing add-on, you will not be able to initiate web conferences in Mindjet Catalyst.

### **3. I am using Mindjet Connect with MindManager 7.2. Can I use Mindjet Catalyst?**

MindManager 7.2 and Mindjet Catalyst is not a supported configuration. Please contact Mindjet Sales at +1-415-229-4300 to discuss your options.

### **4. Does Mindjet Catalyst work with the Mac?**

Mac users can use online mapping and workspaces with their Safari or Firefox browser. Mac users can join Catalyst web conferences in participant mode only via a dedicated Catalyst web conferencing client for Mac or via a supported browser with Adobe Flash 9 or above. To host a web conference with a Mac, users must use a simulated Windows environment (via VMware or Parallels).

## **V. Account Management**

### **1. What is the difference between a Mindjet ID and a Mindjet Catalyst Account?**

Your current mindjet.com account will be known as your Mindjet ID.

A Mindjet ID is created when you register on mindjet.com. The Mindjet ID gives access to the following resources on mindjet.com:

- Customer support
- Support resources
- Purchase history
- Trial/ordered products, downloads
- Renewal capability
- Mindjet ID profile data
- Registration data (future)
- Self-service cases (future)

### **2. Do I need both a Mindjet ID and a Mindjet Catalyst Account?**

No, you can create a Mindjet ID to download information and access customer support on mindjet.com without signing up for a Mindjet Catalyst account.

If you sign up for a Mindjet Catalyst account (either trial or purchased), we will automatically register you for a Mindjet ID.

### **3. How many people can I invite into my account?**

There is no limit to the number of people you can have in your account, but there are limitations on how many people can be added into a single workspace (150 maximum).

### **4. Can I buy two web conference moderator licenses for my 10-person account, and then switch the moderator license to whomever, whenever?**

You may switch the two moderator licenses once every calendar month between users within your account.

## VI. Purchasing Information

### 1. What are the pricing options?

- **Mindjet Catalyst (\$25 per user/month\*) includes the following:**
  - ✓ Online workspaces to store maps and files
  - ✓ Online mapping and co-mapping
  - ✓ Chat within your account.
- **Optional Mindjet Catalyst Web Conference (\$25 per moderator/month\*) includes the following:**
  - ✓ The ability to initiate (start or schedule) an unlimited number of web conferences with up to 25 people per meeting.  
Note: You do not have to be a user on someone's account to attend a web conference. Anyone can attend a web conference session at any time.

\* Requires an annual contract for Mindjet Catalyst and/or Mindjet Catalyst Web Conference, payable at the start of the contract term. The equivalent monthly rate is \$25/user a month with an optional \$25/moderator a month for web conferencing. Annual contracts with monthly billing will incur a surcharge.

### 2. What are my purchasing options?

There are three ways to purchase Mindjet Catalyst:

- eCommerce store: Visit the [Mindjet Online Store](#) (yearly subscription, monthly billing option)
- Direct: Contact Mindjet Sales at +1-415-229-4300 (yearly subscription, monthly billing option)
- Channel: For a list of resellers, click [here](#). (yearly subscription, full-year billing only)

### 3. I already have Mindjet Catalyst. Do I now have to purchase Mindjet Catalyst Web Conferencing on top of that?

No, Mindjet Catalyst web conferencing moderator privileges are purely *optional*. You do not have to add web conference moderator licenses to any or all users within a Mindjet Catalyst account. Note: Anyone can join a conference at any time as long as someone with moderator privileges invites them to participate.

### 4. Can I buy web conferencing without Mindjet Catalyst?

No, web conferencing is an add-on to Mindjet Catalyst only. You also cannot have more web conference moderator licenses than you have users in your account.

### 5. My Mindjet Connect subscription expires soon. Will it be automatically renewed as Mindjet Catalyst or do I need to make a new purchase?

- **eCommerce Customers:** It will be automatically renewed if your credit card information is stored. If your credit card information is not stored, you can renew via the [Mindjet Online Store](#) or contact Mindjet sales at +1-415-229-4300 for more information.
- **Direct Customers:** It will be automatically renewed if your credit card information is available.

If your credit card information is not available, you can renew via the [Mindjet Online Store](#) or contact Mindjet sales at +1-415-229-4300 for more information.

- **Channel Customers:** Customers should renew their existing account by contacting their preferred reseller. For a list of resellers, click [here](#).