



## Frequently-Asked Questions LexisNexis® Time Matters® Browser Edition (World Server)

Effective with the release of Time Matters® version 11.0 software, Time Matters Browser Edition was moved to Extended Support status. At that time, development of new features for Time Matters Browser Edition ended. Additionally, **Time Matters Browser Edition will not be made compatible with Time Matters v11.0 or future Time Matters desktop software releases.**

Until Time Matters Browser Edition is discontinued, LexisNexis will continue to resolve known issues and provide technical support in accordance with our standard practices. Time Matters Browser Edition is scheduled to be discontinued, effective December 31, 2012 as previously announced. **All technical support and issue resolution activities for Time Matters Browser Edition will cease after that date for all customers.**

**NOTE:** This product status change only affects Time Matters Browser Edition; it does not affect the Time Matters desktop software. ***There are no plans to discontinue the Time Matters desktop software.***

### **Q. What does Extended Support mean?**

A. During Extended Support, LexisNexis will continue to provide technical support and address critical issues in accordance with our standard practices for customers with an active Time Matters Browser Edition Annual Maintenance Plan (AMP). However, no new features or functionality will be added to the product, including integration with Time Matters v11.0 or future Time Matters desktop software releases.

### **Q. Why are you discontinuing Time Matters Browser Edition?**

A. After careful evaluation of our product line, we determined that the best way for us to continue to meet the needs of the majority of our customers is to invest our resources in the core desktop version of the product. A consequence of this plan is the discontinuation of Time Matters Browser Edition.

### **Q. Why will Time Matters Browser Edition not be compatible with Time Matters v11.0 or future Time Matters releases?**

A. Since the initial announcement in December 2009 to place Time Matters Browser Edition into maintenance mode, many customers have moved to the Time Matters desktop software. Starting with Time Matters v11.0, customers have two solutions if they wish to use the software without installing the client software on every desktop—certification and support for Time Matters when used in conjunction with Microsoft® Windows® Terminal Services environments and a new web-based Time Matters Mobility service.

When run in a Microsoft® Windows® Terminal Services environment, all Time Matters software is installed on the terminal server. No Time Matters software needs to be installed on the desktop, making support and maintenance easier for IT staff. Customers wishing to move to a Microsoft® Windows® Terminal Services environment should consult their IT provider, a LexisNexis Certified Independent Consultant (CIC) and/or <http://technet.microsoft.com/en-us/library/cc268349.aspx> to determine their organization's specific hardware and/or software requirements. To locate a CIC, visit <http://law.lexisnexis.com/spn/findcic>.



Time Matters Mobility allows firms to provide attorneys and staff with secure access to Time Matters outside as well as inside the office. Time Matters Mobility users can view and enter matter information, time and expenses, calendar events, and contact details from most web-enabled mobile devices with live Internet connections, such as the Apple® iPad®, Apple iPhone®, and BlackBerry®, Android™ and Microsoft® Windows® 7 Mobile devices.

**Q. Will the Time Matters desktop software work with Time Matters Browser Edition going forward?**

A. Time Matters Browser Edition v10.0 is compatible with Time Matters v10.0. Starting with Time Matters v11.0, Time Matters Browser Edition will no longer be compatible with the desktop software.

**Q. Will you release a version of the Time Matters desktop software to replace Time Matters Browser Edition?**

A. No, we will not release a version of the Time Matters desktop software to replace Time Matters Browser Edition. Rather, we are expanding our support for the Time Matters desktop software in virtual, "thin client" environments. Starting with the Time Matters v11.0 release, we will certify and provide support for the Time Matters desktop software when used in conjunction with Microsoft® Windows® Terminal Services environments. Certification and support for Time Matters desktop software when used in conjunction with other virtualized environments is under consideration for a future release.

**Q. How can I get support for Time Matters Browser Edition going forward?**

A. Existing users of Time Matters Browser Edition with active AMPs will continue to have access to phone-based technical support. **All Time Matters Browser Edition technical support, issue resolution, and Anytime Training will be discontinued on December 31, 2012.**

**Q. Will you honor my current Time Matters Browser Edition AMP? Can I renew it?**

A. Yes, we will honor all existing AMPs until their expiration dates. **However, we will no longer license or renew any Time Matters Browser Edition AMP subscriptions after December 31, 2011.**

**Q. Can I exchange my Time Matters Browser Edition licenses for licenses to Time Matters v11.0 or other versions of Time Matters?**

A. Yes, until December 31, 2012, customers with an active Time Matters Browser Edition AMP may exchange their Time Matters Browser Edition licenses for up to the same number of Time Matters desktop software licenses at no additional charge, subject to the subscription to a Time Matters AMP for those users.

Additionally, implementation costs to move from Time Matters Browser Edition to Time Matters desktop software may vary based on services required and are not included with the license.

**NOTE:** Time Matters Browser Edition licenses can only be exchanged for licenses to a currently supported version of the Time Matters desktop software.

**Q. Can I move from Time Matters Browser Edition to LexisNexis® Firm Manager™?**

LexisNexis® Firm Manager™ is a secure, hosted solution that can be accessed from most modern Internet browsers. Designed for the specific needs of independent attorneys, Firm Manager



software allows them to easily access client and matter information, securely share documents and updates with clients and stay on top of deadlines and commitments—at any time and from any place with a smartphone, laptop or PC.

Unlike Time Matters, Firm Manager **does not include** document management, reporting or customization capabilities and **has limited integration** with third-party products. Firm Manager **does not integrate** with other LexisNexis products.

To learn more about Firm Manager, visit <http://myfirmmanager.com/>.

**Q. How do I switch from a version of Time Matters Browser Edition to the Time Matters desktop software?**

- A. To switch from a version of Time Matters Browser Edition to the Time Matters desktop software, you will first need to exchange your Time Matters Browser Edition licenses for Time Matters software licenses. Please contact Practice Management Solutions Sales at 800.328.2898 or [pmsales@lexisnexis.com](mailto:pmsales@lexisnexis.com) for assistance.

Additionally, we encourage you to work with a LexisNexis CIC to ensure a smooth implementation of the Time Matters desktop software, especially if you have customized your Time Matters Browser Edition environment.

**Q. Where can I get help to move to Time Matters desktop edition?**

- A. A LexisNexis CIC can assist you with the move from Time Matters Browser Edition to Time Matters software, as well as provide implementation of best practices. To locate a CIC near you, visit <http://law.lexisnexis.com/spn/findcic>.

**Q. Will you also be discontinuing the Time Matters desktop software?**

- A. No, there is no plan to replace or discontinue Time Matters. A robust, award-winning solution with thousands of satisfied customers, Time Matters software is a critical piece of the LexisNexis® product portfolio moving forward.

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