

## FAQs

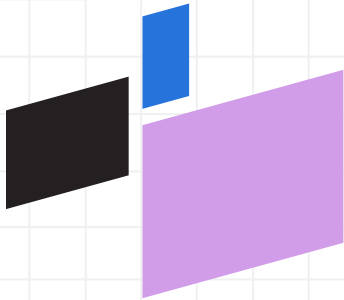
# Transition to OL<sup>®</sup> Connect Desktop

## OL Connect Desktop

Our new software, based on our latest technology, complements the current **OL Connect** portfolio, which includes **OL Connect Professional** and **Enterprise** editions. It is tailored for current market needs for a print only standalone application that enables the delivery of highly personalized communications.

**OL Connect Desktop** has an optimized feature set that focuses on essential capabilities for production printing environments, and it is a great alternative to PrintShop Mail Connect and PrintShop Mail Suite.

OL Connect Desktop is offered as an **annual term license only**.

**INTERNAL USE ONLY**

## Upgrades

- **Why should customers upgrade?**  
The user-friendly software offers many features such as a modern design tool, optimized print output formats, increased license speed limits, extensive barcode library, and robust finishing options that simplify learning and usability.
- **How do customers transition from their existing PrintShop Mail software to the new OL Connect Desktop?**

### **PrintShop Mail Suite:**

Customers with PrintShop Mail Starter and Production licenses can upgrade to OL Connect Desktop by purchasing a one-year term license. Those with Multi-User licenses can purchase a Desktop license per user.

### **PrintShop Mail Connect (perpetual license):**

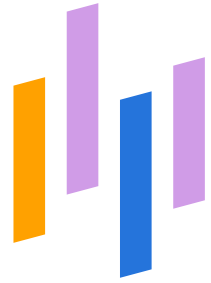
Options depend on their licensing model and OL Care coverage.

### **PrintShop Mail Connect (term license):**

When upgrading to OL Connect 2023.2, existing PrintShop Mail Connect software will be automatically upgraded to the new OL Connect Desktop, which includes all the features and new branding.

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## Upgrades

- **What if customers want to migrate to other editions in the OL Connect portfolio?**

OL Connect Desktop is a scalable solution that allows customers to upgrade to other editions in the portfolio to benefit from increased speed limits, process automation, and multi-channel delivery.

The **OL Connect Editions Comparison Table 2023.2** can be reviewed with customers to determine the best upgrade option for their business needs.

## Licensing

- **How is OL Connect Desktop licensed, by user or machine?**

Each license is tied to a specific machine (or VM). Any user with access to the machine with Desktop installed can use the software.

- **How would a PrintShop Mail Multi-User customer upgrade to the equivalent in Desktop?**

They would need multiple licenses of OL Connect Desktop.

- **Can customers install multiple Designers with a single license?**

Users can go on the Web Activation Manager (WAM) and can add multiple magic numbers to their license, just like they already can with the Designer in OL Professional and OL Enterprise. They will therefore be able to install OL Desktop on multiple machines, but only the original machine will produce output without watermarks.

## Features

- **Are performance packs available?**  
No - performance packs are now discontinued. Note that OL Connect Desktop offers higher speed limits as compared to PrintShop Mail Connect with three performance packs.
- **Can previous PrintShop Mail templates be migrated to OL Connect Desktop?**  
PrintShop Mail Connect templates can be used in OL Connect Desktop but not PrintShop Mail Suite templates.

## Additional

- **Do PrintShop Mail Suite dongles need to be returned after upgrading?**  
No - customers can keep their dongles.

