



How do I buy EspressoID from the Trial version?

Call ID Specialists at 800.232.6130 and we will issue you a serial number to update to a full running version. Espresso ID is also available on CD to be shipped to you at your request.

I already own EspressoID or EspressoID Mocha, how do I upgrade to the new version?

Upgrading to the new version is available at no charge to existing ID Specialists customers who purchased EspressoID through the end of August 2007. Please contact ID Specialists for more information. You will need to provide your name, business name and original serial number in the email request.

I already own EspressoID Mocha, will I lose features by upgrading to the new version?

No, the new version of EspressoID includes all the features previously only available in EspressoID Mocha. There are also several new features including but not limited to portability between computers, importing and exporting of photographs and automatic update notifications.

How do I save my changes?

EspressoID automatically saves all changes to card design and card holder data.

How do I protect my data and pictures from computer crashes?

We recommend that you perform regular backups and store them on an independent system or drive.

In the Import/Export menu select "Back up Card Holders", select a location to save the backup file and click Save.

What image formats does EspressoID support?

EspressoID supports jpg, bmp, png, gif, tiff, wmf and emf files.

What type of database does EspressoID use?

EspressoID uses a proprietary encrypted data format to protect your confidential user data against theft. If you need to transfer your data to another program EspressoID can export your data to a comma separated file supported by many programs.

How do I import data into EspressoID?

EspressoID can import comma separated files. In the Import/Export menu select Import Card Holders. The file must include a Header as the first row in the file. The Header names must match the EspressoID field names (exactly) from tab 1 for any field you want imported. Header names must be comma separated.

Example:

```
FirstName,LastName,Title,ID Number
```

```
Dennis,Prager,Host,1234567
```

```
Phil,Hendry,Guest/Host,987654
```

```
John,Doe,,0000000
```

What happened to the school specific features like Eagle and SASI export?

From the File menu select Options then select the Features tab. Check the Show School Specific Features check box.

Can I use EspressoID on more than one computer?

Yes, it requires a separate license for each computer. The backup files are portable between computers but can be protected by a password if desired.

How do passwords work?

From the File menu select Options then select the Password tab. There are two types of passwords, their use is described in the Options form.

How do I add a mag-stripe to my card design?

From the Template menu select Properties. Check Enable Mag-Stripe and select the printer/encoder manufacturer.

The Mag-Stripe will appear on the back of the card per the ABA/IATA Specifications. Drag your assigned Text field onto the back of the card, right-click the field and select which track you want the field data to be encoded on.

How do I select a rectangle I added to my card design?

If the rectangle is not filled with a color you must left-click on the border of the rectangle to select it. If it is filled with a color then you can left-click anywhere on the rectangle.

If I let my support subscription expire will it cost me more to update later?

No, currently the purchase price and subscription prices are the same.

Will the word "Trial" appear on my card if I let my subscription expire?

No, when EspressoID expires it doesn't affect the cards you print.

I have a proxy server, how do I register my software?

The proxy settings are in the Options form. You can open the Options form by clicking the File menu and selecting Options then select the Proxy tab.

You may need to contact your network administrator for further assistance with the proxy settings.

When I try to activation my software why do I get a message stating the connection was dropped?

Please see the previous question about proxy servers.