

Outlander FAQ

0. *Do you have a User's Guide?*

Yes, see the <http://www.outlanderplugin.com> web site.

1. *Is the License Fee a one time or annual Fee?*

The License is a onetime fee.

2. *Can a license be used for more than one machine?*

Single licenses can be used on one machine only, and multi-license purchases can be use on how ever many machines you purchased licenses for. But once you have installed to that limit, the key will no longer activate additional licenses.

3. *Is there Bulk Pricing?*

Yes, we do offer Bulk Purchase Discount Pricing. Bulk orders receive a discounted rate of 10% on orders of 6 to 19 Licenses, and 15% on orders of 20 Licenses or more.

4. *How do I place a Bulk Order?*

Select the 'Buy Now' button on the Outlanderplugin.com web site and put in the number of Licenses you are ordering in the Quantity field. The form will automatically adjust the charge based on the number of licenses. Once you complete your purchase, your Activation code will be emailed to the email address you entered. The Activation code you receive is only good for the number of licenses you purchased.

5. *Does the plug In work with the open source version of SugarCRM?*

Yes.

6. *Is there a difference in pricing for the Plug In if we are using the open source vs the profession version of SugarCRM?*

No.

7. *Specifically what versions of SugarCRM does Outlander work with?*

Outlander works with SugarCRM 4.5.0 through 5.0.0.

8. *What versions of MS Outlook does Outlander work with?*

Outlook 2000, XP, 2003, or 2007

9. *What Microsoft operating systems does Outlander work with?*

Windows 2000, XP, or Vista

10. *I just installed Outlander but do not see a toolbar in Outlook. What do I do?*

This will happen sometimes when the installation process cannot register the Outlander Add-in with

Outlook. The solution is to add the Add-in by hand.

For Outlook 2003:

1. Open Outlook.
2. Open "Tools -> Options -> Other -> Advanced Options -> COM Add-ins"
3. Click the "Add" button.
4. Navigate to "C:\Program Files\Netvelopment\Outlander", select "MyOutlookAddin.dll", then click the "Ok" button.
5. Click "Ok".

For Outlook 2007:

1. Open Outlook.
2. Open "Tools -> Trust Center..."
3. On the left hand menu select "Add-ins"
4. At the bottom of the right pane, select "COM Add-ins" from the drop down and click "Go".
5. Click the "Add" button.
6. Navigate to "C:\Program Files\Netvelopment\Outlander", select "MyOutlookAddin.dll", then click the "Ok" button.
7. Click "Ok".

11. *I want to make Outlook the 'master' but Outlander does not seem to support it. What's the deal?*

Outlander treats SugarCRM as the master of the data. As a work around to those who need their changes in Outlook to get pushed to their SugarCRM system, we've added the Save and Update CRM feature in the Outlander 1.3.6 release. Please refer to the Outlander User Guide for more information.