TO3000 Frequently Asked Questions — V9R1

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1   TO3000 Licenses

1.1   How much does TO3000 license cost?

TO3000 Price List

License Type	Price, EUR
Translation Office 3000, Version 9.0 License (base TO3000 license)	189.00
Translation Office 3000: Upgrade from Version 7.0 to Version 9.0 (can be purchased by Translation Office 3000 Version 7.0 users only)	59.00
Translation Office 3000: Upgrade from Version 8.0 to Version 9.0 (can be purchased by Translation Office 3000 Version 8.0 users only)	29.00

1.2   How to purchase TO3000 license?

We use several billing partners with multiple payment methods.

ShareIt!
You can purchase TO3000 license on-line using the link below:
http://www.to3000.com/order.html
ShareIt! supports Credit Card, Wire transfer – prepayment, Check – prepayment and Cash – prepayment methods.
Select **ShareIt!** option after clicking **Add to cart** button.

PayPal
If you have PayPal account, use the following link to order TO3000:
http://www.to3000.com/order.html
Select **PayPal** option after clicking **Add to cart** button.

Moneybookers
You can also use Moneybookers for ordering:
http://www.to3000.com/order.html
Select **Moneybookers** option after clicking **Add to cart** button.

WebMoney
Pay to WMID: 618042351503 (Vladimir Pedchenko, Advanced International Translations) and forward your payment receipt by using the following web form: http://www.aithelp.com/submit_ticket

Our WM wallets:
Z470586755282
R123626207214
E067506349467
U312517239928

Yandex-money
Pay to wallet no. 4100194505857, indicating the purpose of payment. Forward your payment receipt by using the following web form: http://www.aithelp.com/submit_ticket

More information on Yandex-money can be found at the following web-site:
http://money.yandex.ru/

Contact us at TO3000 Support Department if you have any questions about other payment types.

1.3   What should I do if I lose my license key?

1. You can always download your license keys from your personal profile at AIT Client Relationships Portal:
http://clients.translation3000.com/
Use your registration e-mail and password to log in.
Registration e-mail is the e-mail which you indicated in order form when purchasing the license.

2. If you cannot log in to AIT Client Relationships Portal, use the following web page to contact AIT support team. Indicate your purchase ID or registration name and e-mail, so that we can find your account record.

1.4   Do I have to purchase new license to reinstall TO3000 on new PC?

No, you do not have to purchase new license, you can freely use your original license.
License key is not tied to any particular installation of TO3000 on physical PC.

1.5   Do I have to purchase new license if I need to install TO3000 on my second PC?

No, you do not need to purchase new license.

You can legally install TO3000 on another PC (or laptop) using the same license key, provided that you will be the only user of the program.

1.6   Do I have to register for a trial version?

You do not need to register.
You will have 30 days of trial use starting from the day of first installation (not from the first day you run the program). Reinstalling will not reset the trial period. In case you need to prolong your trial period, please use the following web page to contact AIT support team.

1.7   What is my "personal page" mentioned in license e-mail?

Your personal page at http://clients.translation3000.com contains all your licenses for AIT products. Use this page to download your license keys, in case the ones stored on your local PC are lost. You can access your personal page at the following URL: http://clients.translation3000.com. Login data is included in the e-mail which you receive after purchasing one of our products.

2   Compatibility

2.1   Is TO3000 compatible with Windows Vista?

Latest version of TO3000 is fully compatible with Windows Vista.

2.2   Is TO 3000 compatible with Windows 7

Latest version of TO3000 is fully compatible with Windows 7.

2.3   Is TO3000 available for Macs?

Unfortunately, no Mac version is available.
Currently, there are no plans to release a Macintosh version of TO3000 in the nearest future.

2.4   Can TO3000 be run on virtual machine?

TO3000 cannot be run under virtual systems due to security reasons.

3   Working with TO3000

3.1   How do I transfer all my data from TO3000 on the PC to my laptop?

Please, perform the following steps to move data from TO3000 on desktop PC to TO3000 installed on laptop:

1. Create backup of your data in TO3000 installed on PC (menu **Database > Backup**).
2. Install TO3000 on laptop.
3. Copy TO3000 backup to laptop.
4. Restore backup in TO3000 installed on laptop (menu **Database > Restore**).

3.2   How do I enter my address and contact information to Invoices and Payments?

You can create a global custom variable containing your address. You will be able to include it to any .rtf template.
Custom variables can be created on the **Custom Variables** page of the **Advanced Settings** window (menu **Settings > Advanced**).

3.3   Does TO3000 work with other languages except English?

Translation Office 3000 supports 20 different language interfaces. You can customize (for example, translate to any desired language) templates for all documents issued by TO3000. Also you can enter data in non-English language in case it is set in Windows advanced language settings.

All TO3000 templates are stored in /*Translation Office 3000 Version 9.0/Templates* folder. They are sorted into *Invoices*, *Payments* etc. folders. You can also change language of RTF templates by translating all non-variable text (all texts except the one between two backslash symbols).

3.4   What is the difference between project and job?

Project is a group of jobs, and usually corresponds to client's purchase order (which may include a number of jobs). Client job represents certain amount of work (words, pages, hours and so on), done while performing certain service type (translating, proofreading and so on), at certain rate.

For example, client sent you a document to translate. Translation includes translating, proofreading and DTP services, which will naturally have different rates. These three services become the three client jobs within one project, all three related to single document and a single client purchase order.

3.5   How can I separate my jobs for each year?

You can use **Global Date Filter** on **Client jobs** page and select the year you need.

4   Common problems with TO3000

4.1   What should I do when I cannot register, receiving Error #23?

Error #23 appears if the license key, you are trying to enter, is not compatible with the version currently installed on your PC.

There are may be two cases:

1. When registering old TO3000 8.0 or TO3000 7.0 with the license key for TO3000 9.0.
To solve the problem, please install TO3000 9.0 and register it with the license key you have.
TO3000 9.0 can always be downloaded from the following location:
http://download.to3000.com/SetupTO3000V9.exe

2. When registering TO3000 9.0 with the license key for TO3000 8.0. or TO3000 7.0
Upgrade to TO3000 9.0 is paid. You can purchase it from the following location:
http://www.to3000.com/order.html

If you wish to keep on using TO3000 8.0 or TO3000 7.0, reinstall it and register with the license key you already possess.

TO3000 8.0 can be downloaded using the link below:
http://download.to3000.com/SetupTO3000V8.exe

TO3000 7.0 can be downloaded using the link below:
http://download.to3000.com/Setup3000V7.exe

4.2   When I try to open one of the rtf templates, MS Word opens them as Read-only.

The problem with saving documents seems to occur often with Windows Vista OS (for more details please refer to the following page: http://support.microsoft.com/kb/931277):

There are several workarounds.

Method 1: Run MS Word (or other text editing program used to edit templates) as an administrator.
Method 2: Save the file to the Documents folder and then move it to the destination folder.

4.3   Can not see my data, although it has to be in the database.

Please, check whether **Global Date Filter** and **Local Custom Filter** are switched on or off. These filter boxes are located to the right at the bottom of the screen. Click **Off** buttons to switch them off, this should display all the data.

4.4 My antivirus program detected a virus/worm in the latest update setup.

Some anti-virus software may wrongly recognize Themida protection system, which we use, as a virus. We constantly maintain spyware and virus security with our files. We can also guarantee that AIT products do not include spyware of any kind.

4.5 What exact information does TO3000 transfer while trying to access Internet?

TO3000 automatically searches our server for updates (new builds or new versions) once a month. If connection fails, TO3000 will try to connect next time you launch the program.