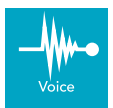
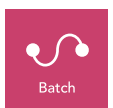




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MCL TOP 40 Most Frequently Asked Questions

1. How do I order MCL products?

The MCL-Collection is ordered in the same manner as your hardware products, from the hardware manufacturer, or from their distributor and reseller network. Orders for the MCL products can be placed on the same PO as your hardware order, e.g. Symbol terminals or Datamax printers etc.

2. Who can I order MCL products from?

MCL Licenses have traditionally been sold exclusively through Manufacturers and their associated distribution channel. These manufactures are Datalogic, Datamax, Intermec, Hand Held Products (HHP), Unitech, Symbol, Intermec, PSC and Casio. However, a recent change to this policy (July 2004) has meant that MCL's own equivalent version of the Manufacturer's product MCL-Licenses can now be purchased directly from selected Distributors such as [Scansource](#). These distributors may also carry the Manufacture's branded version.

3. Where do I get the MCL software?

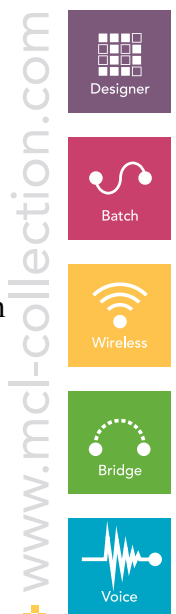
The MCL software can be easily downloaded from the Internet, specifically from the MCL web site, www.MCL-Collection.com. The site has links to Manufacturer specific versions and you may immediately view information/downloads specific to that manufacturer. Or you may enter the main site (Click MCL Icon) and enter a "Manufacturer non specific" site. Downloads accessed from this area are all MCL branded products and information is not specific to any one manufacturer. The web sites include all the MCL software, User's Guides and documentation.

4. Where do I get an MCL-License Certificate?

MCL-License Certificates are delivered via email after you order the MCL software part number. You would normally place you order with an authorized reseller of one of the hardware manufactures, or a select Distributor authorized by MCL Technologies to sell MCL's own branded MCL-Licenses.

5. Do I need to buy MCL-Designer from each Manufacturer to have one that supports all devices?

No, you should purchase MCL-Designer "Full Edition", which is only available from select Distributors authorized by MCL Technologies to sell MCL's own branded MCL-Licenses. This MCL-License will automatically activate all MCL devices installed on your MCL-Designer. Additionally, any future devices that are added to MCL-Designer version 3 are automatically available in full feature mode. This is the MCL-License of choice for the serious MCL multi vendor reseller or end-user. This, for example, will allow MCL Applications originally designed for a Symbol device to be seamlessly converted to run on an Intermec or HHP device and any forthcoming devices that are MCL enabled. Select Distributors stocking MCL Branded software MCL-Licenses including [Scansource](#)

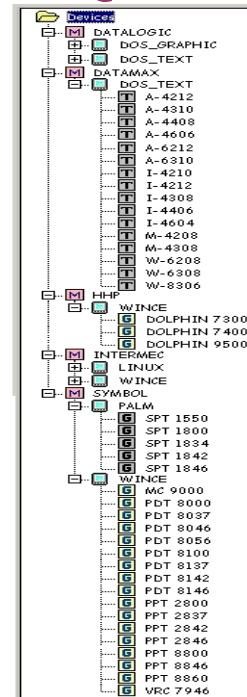




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6. Do I have to purchase MCL-Link from Symbol and another one from Intermec to have both Symbol and Intermec devices working together?

Version 3 MCL-Link and MCL-Net will support all MCL version 3 devices. Therefore you do not need to purchase separate MCL communications software from the different hardware manufacturers. MCL-Link or MCL-Net that you purchase from any of the hardware manufacturers or MCL's own branded version obtained from a select Distributor will work with a Symbol, Intermec, HHP or Datamax device etc. provided they are all version 3.x products. (Note: Symbol continues to sell MCL-Link V2 and MCL-NetS24 V2 to support their legacy DOS and Phaser devices)



7. Will MCL-Link from Symbol work with Intermec, HHP, Casio, Unitech devices or Datamax printers?

MCL-Link version 3.x from any of the hardware manufacturers or MCL's own branded version obtained from a select Distributor, will support all Symbol, Intermec, HHP, Casio, Unitech and Datamax devices running a version 3.x MCL-Client. For instance, in one installation you could have both HHP and Symbol devices communicating with the same copy of MCL-Link. (Note: please keep in mind: MCL-Link is a point-to-point communications server offering sequential communication with one device at a time)

8. Will MCL-Net from Datamax work with a Symbol, Intermec, Datalogic, Casio, Unitech or HHP device?

MCL-Net version 3.x from any of the hardware manufacturers or MCL's own branded version obtained from a select Distributor will support all Symbol, Intermec, HHP, Casio, Unitech and Datamax devices running a version 3 MCL-Client. For instance, in one installation you could have both HHP and Symbol devices communicating with the same copy of MCL-Net. (Note: please keep in mind your copy of MCL-Net must be licensed to support the sufficient number of devices you communicate with.)

9. Where can I get a CD of the software?

MCL software is all distributed by downloading it from the web site. Manuals and other useful documents can also be found on the site; www.mcl-collection.com.





MCL TOP 40 Most Frequently Asked Questions

10. What specifically will I received if I purchase the MCL-Collection?

MCL-Collection normally includes MCL-Licenses for the following:

- one MCL-license License for MCL-Designer
- one MCL-license License for MCL-Link
- one MCL-license License for MCL-Net 5 users
- five MCL-licenses Licenses for MCL-Clients

There are certain exceptions to this rule: if the MCL-Collection you buy is for a class of devices in which the activated MCL-Client is factory preloaded, then the MCL-Client licenses are not included in the MCL-Collection. For instance, none of the MCL-Collections for Datamax, for Intermecc CK1 or Datalogic contain any MCL-Client licenses because they are preloaded at the factory. If the MCL-Collection you buy is for a class of devices that do not require support for Ethernet or wireless Ethernet connections, then MCL-Net will not be included. For instance the MCL-Collection for Intermecc CK1 does not contain MCL-Net. (In each case where a component is not included, the list price is correspondingly lower)

11. Where do I get the MCL-License number and password that the MCL software is asking me for?

The MCL-License number and password are delivered via email in the MCL-License Certificate. The MCL-License Certificate will come from the hardware manufacturer, or your reseller or distributor, or Select Distributor.

Here is the header of an example email:

```

From: meos1.license@mcl-certificate.com Sent: None
To: susan.krusee@mcl-collection.com
Cc:
Subject: MCL / Certificate / DATAMAX-45-00125 / DPO78-2547-01 / 1 / MCL-Collection

```

Prior to receiving the MCL-License certificate, you should receive an order confirmation via email.

If for any reason you cannot locate your MCL-License certificate you should contact your reseller, or distributor or the hardware manufacturer. Be prepared to provide your PO or SO (Sales Order) or MCL reference number located in your order confirmation.

12. Where do I get the serial number the MCL software is asking me for?

During the MCL Activation process, which requires an MCL-License number and password, it will also require a serial number. You must select the type of serial number you will use, either Software Key Serial number or Hardware Key Serial number. You will only be prompted to enter a serial number if you're using the Offline (manual) Activation process at the www.mcl-license.com website. Otherwise the serial number is automatically detected.

Software Key Serial numbers – are automatically calculated based on your computers configuration and cannot be moved or transferred to another computer.

Hardware Key Serial numbers – are automatically retrieved from the Parallel or USB Hardware Key, which must be attached to your computer prior to Activation.

Additionally, if you select the Manual method (Offline Activation) the serial number is provided by the MCL software you've installed on your computer or device. **Important Note: Serial number for the hand held device itself comes from the MCL System Menu and the Hardware Key Serial number cannot be used.**





MCL TOP 40 Most Frequently Asked Questions

13. What is Electronic Product Activation?

Electronic Product Activation enables MCL software to run as a fully operational version by Activating via the Internet. This registers the software to an End-User and certifies that it is legitimately licensed.

14. Which MCL products have Electronic Product Activation capability? All version 3 MCL software products are electronically activated, including mobile devices.

Symbol's MCL version 2 (latest releases 2.5 & 2.6) PC based software is electronically activated; Designer, Link, NetS24 and Bridges. But version 2 Mobile devices are still activated using license Units which are delivered within a hardware dongle. These Units are known as Code Interpreter Units. The Code Interpreter is the software that is installed in the mobile device to make it MCL enabled (also known as the runtime) The Code Interpreter Units Dongle works in combination with the Version 2 Loader Utility to activate the Symbol V2 mobile device.

15. How does MCL Electronic Product Activation work?

Electronic Product Activation works by validating the MCL License number and Password with the computer's serial number. There are two methods to obtain a serial number, one; a Software Key Serial number and two; a Hardware Key Serial number.

A Software Key Serial number is electronically computed based on the computers configuration. The Software Key Serial number is unique to that computer. It is the uniqueness of this serial number that prevents you from moving the MCL-License to another computer or using it on multiple computers.

A Hardware Key Serial number is retrieved from the Hardware Key that must be attached to your computer prior to beginning the Activation process. The Hardware Key method provides you with the opportunity to move the software to another computer. You may install and run the software on as many computers as you like with this method because the location of the Hardware Key determines which computer is Activated.



Parallel Hardware Key



USB Hardware Key





MCL TOP 40 Most Frequently Asked Questions

16. How is Electronic Product Activation done?

After the software is downloaded from the web site and installed on your computer, you simply start the program and a window will appear asking if you want to run the software in demo mode (no Activation required) or Activate. This screen will only appear if the software is not (yet) Activated.

There are two modes of Activation, On-Line (automatically) or Off-Line (manually).

- On-line mode – used if the computer the MCL software is being installed on has access to the Internet. With your MCL-License number and Password, you can activate directly from this computer.
- Off-line – used if the computer the MCL software is being installed on does not have access to the Internet.

In this second case you will need to provide your MCL-License number and password, to a person with Internet access who then follows the standard Activation process. This process does not require any special tools and the person with Internet access enters all the pertinent information on the web site managing the Activation MCL-Licenses on behalf of the user. This also means that a Reseller, IS Department or someone else can connect to the Internet and provide you with the necessary information to complete the Electronic Product Activation process. Site used for Offline Activation is www.mcl-license.com, (Also used for activating MCL-Client licenses)

17. I do not have access to the Internet, how can I Activate?

Your computer does not have to be connected to the Internet to Activate the MCL software. Any system with access to the Internet can provide you with your Activation Key code. Your Reseller will certainly have Internet access, you'll need to provide them with your MCL-License number and Password, which you received via email in your MCL-License Certificate; and the computer's serial number. This serial number will either be the serial number of the optional Hardware key **OR** it will be computed by the MCL software after you start the software and select 'Activate'. This is an easy process that your Reseller can step you through on the phone. Support documentation is available on the MCL web site, www.mcl-collection.com. This process does not require any special tools and the person connected to the Internet enters all the pertinent information on the web site managing the Activation licenses on your behalf. Activation site www.mcl-license.com (Also used for activating MCL-Clients)

18. What's the difference between Activation and Installation?

Activation is the process of registering a licensed copy of the MCL software via the Internet. Installation is the process of setting up the MCL software to run on your computer. An MCL product can be installed but not Activated, in which case it will only run in 'Demo Mode'.

19. How will customers know they have to Activate the software?

The MCL software will notify the customer if Activation is required. If the software is not Activated a window will appear every time the software is started asking if they want to run the software in demo mode (no Activation required) or if they want to Activate for running in a full operational mode.



MCL TOP 40 Most Frequently Asked Questions

20. How do I know if my product is Activated or not?

Customers can tell if their MCL software is Activated when starting the software. If it is not Activated, a window appears offering the choice to Activate or work in a demo mode. If the software is already Activated, this window does not appear and the software is fully operational. Additionally, the customer can click on the MCL Help menu and select the 'About' command, to view the software's MCL-License number and Activation date. If the product is not Activated, 'Demo Mode' will appear in the window. Note: In the corresponding figure to the right, MCL-Designer is not activated and is running in 'Demo Mode'.



21. Is there a period when the product will work without being Activated?

The MCL software is not fully operational until it is Activated. Depending on the product, demo mode is available. A document describing the features available with the various product demo modes can be found in the download section of this website.

22. I am a Distributor or Reseller, how is the MCL-License Certificate sent to the End-User?

During the ordering process: Distributors or Resellers must specify an email address for the MCL-License Certificate. The email address can be the address of the Distributor, Reseller or End-User and the MCL-License Certificate can be forwarded from a Distributor or Reseller to an End-User. The Distributor will receive an order confirmation and a copy of the MCL-License Certificate. Please remember, a MCL-License number can only be used to activate the relevant software product once. Then the MCL-License is "used".

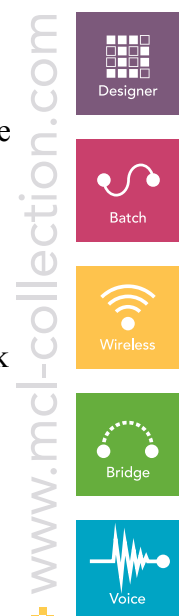
23. What happens if a computer breaks and the MCL-License is lost?

(and you used the software key method)

If your computer breaks, the MCL software can be re-activated on the same computer. This requires the same Activation key as previously used. Therefore, it is important to keep your used MCL-License number and Password. The MCL-License number enables you to search and retrieve your Activation Key from the www.mcl-license.com web site. Once you retrieve your Activation Key, only Off-Line reactivation is available.

24. What are the Web sites hours of operation for Electronic Product Activation?

The Electronic Product Activation service is available 24 hours per day, seven days per week via the Internet.





MCL TOP 40 Most Frequently Asked Questions

25. Does MCL Electronic Product Activation protect a customer's privacy?

MCL commits itself to respecting privacy rights. The Electronic Product Activation is an anonymous process. No personal information is collected.

26. How many Activations can be made with one MCL-License?

One activation is permitted per product MCL-License. The Electronic Product Activation is machine dependent. Once the Electronic Product Activation is complete on a machine, it is not removable or transferable to another machine. The exception to this is when the activation is carry out in conjunction with the optional Hardware Key. The Hardware Key method is not available for Mobile Devices and is only applicable to computers with a USB or Parallel port.

27. Does MCL Electronic Product Activation allow customers to Activate on a laptop as well as on a desktop computer?

This can be achieved by using a Hardware Key. The software can then be installed on any number of computer's, but only the computer with the original Hardware Key attached will function in full feature mode. All others will operate in Demo mode, until such time as when the Hardware Key is connected.

28. Can I freely transfer an MCL-License for a computer based MCL software to another computer?

Yes, but only if your original activation was carried out using a Hardware Key.

29. I do not want to Activate. Can I work in another mode?

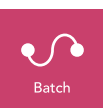
Yes, the MCL software will operate in 'Demo Mode' until it is Activated. Activation is required for full operational mode.

30. If someone gets my MCL-License number what stops them from using my MCL-License?

The MCL-License number alone is not sufficient to Activate a product; the password is required, which is only located on the MCL-License Certificate. The person in possession of the MCL-License Certificate can Activate the product. Therefore, it's important to protect your MCL-License Certificate. Once the MCL-License number is used, no one else can re-use the MCL-License number on another machine.

31. If I need to reinstall the MCL software is a new MCL-License required?

No, if the same MCL software is reinstalled on the same machine, then reactivation is done using the same MCL-License number and Activation Key.





MCL TOP 40 Most Frequently Asked Questions

32. If I need to reinstall the MCL software is reactivation required?

The MCL software recognizes its Activation status by referring to a file located on your computer's hard drive, MCL.KEY. If the hard drive was not formatted prior to reinstalling, then reactivation is not required. However, if the hard drive was formatted or installation will take place in a different folder from the original installation, then reactivation is required.

33. What data is required for the Activation process?

The Activation process requires your MCL-License number and Password and either the computer's serial number, which is computed by the MCL software or the Hardware Key Serial number, which is obtained from the attached MCL Hardware Key. The MCL-License number and Password are emailed to the customer, after they've purchased the product. Additionally, the Activation process will ask for the customer's company name, country, zip code, city and email address (note: only company and country are required (Note: The MCL Hardware key is not available for the MCL-Client software)

34. What is the serial number?

The serial number is a number based on computer's configuration and is required to complete the Activation process. The System Serial number and the product MCL-License number are required to compute an Activation Key for this computer. By using an optional Hardware Key during the Activation process then the System Serial number is superseded by the Hardware Key Serial number and that is used in the computation of the Activation code.

35. Can hardware components be changed or upgraded in a software key activated installation?

Yes, hardware components can be changed provided the changes are limited to one component at a time excluding critical components like the main logic board.

36. How many components of the computer can change before I need to reactivate the MCL software?

Common changes to hardware such as changing a video card or monitor; adding a CD-ROM Drive or memory does not require reactivation provided they are done one at a time.

37. If the hard disk is reformatted, is reactivation required?

Yes, if the hard disk is formatted after the MCL software was Activated, reactivation is required. Reactivation on the same computer can be completed as many times as required by using the same Activation key that was used in the original Activation. Therefore, it is important to retain your MCL-License number and Password. The MCL-License number enables you to search and retrieve, via a web site, your Activation Key. After you retrieved the Activation Key from the web site, Off-Line reactivation is available. Alternatively the MCL software recognizes its Activation status by referring to a file located on your computer's hard drive, MCL.KEY. The MCL.KEY file can be reinstalled and the Activation is effective again.





MCL TOP 40 Most Frequently Asked Questions

38. Are cookies placed on my machine when I Activate?

No. Electronic Product Activation does not need cookies to Activate the MCL Software. Therefore it does not place any cookies on the computer.

39. What do hardware keys look like?

See Right →

Parallel



USB



40. Are the electronic MCL-Client license Manufacturer specific?

Yes and No! Symbol, Intermec, Unitech and Casio all sell MCL-Client licenses that are Manufacturer specific. For example you **cannot** take an MCL-License for an MCL-Client for Symbol Pocket PC and use it to activate an Intermec Pocket PC MCL-Client and vice versa.

The exception to this is when you purchase a branded MCL-Client license from a select Distributor. These MCL-Licenses can be used to activate any MCL-Client device. These are therefore much more flexible than the manufacturer specific versions and at no extra cost.

Select Distributors stocking branded MCL-Client licenses, including [Scansource](#)

