Microsoft Office 2010 Retail Selling Partner FAQ

Updated May 25, 2010

For additional information see the Office 2010 FAQ posted to Office Online.

About Microsoft Office 2010

Status	Question	Answer
New	Is there a Macintosh version of Microsoft Office 2010?	Office 2008 for Mac is the current version of Office for Mac users. Office for Mac 2008 launched in January 2008 and is the leading productivity suite available on the Mac platform, delivering a full and compatible Office suite for Mac users. While we haven't announced a launch date for the next release of Office for Mac, we typically ship a new version every two to three years
New	Will Office 2010 products be available in 64-bit versions	Yes, Office 2010 products are available in 64-bit versions; however, for the best productivity and user experience, Microsoft recommends 32-bit Office 2010 for both 32-bit and 64-bit operating systems. Office 64-bit is optimized for advanced data analysis scenarios that most users don't require, and existing 32-bit add-ins are not supported on Office 64-bit. For more information about 64-bit installation and limitations go to www.office.com/office64setup.
New	Will PCs preloaded with Office 2010 include both 32-bit and 64-bit?	Most OEMs will preload PCs with 32-bit Office 2010 only. If customers would like 64-bit Office 2010 they can download it from www.office.com/backup.
New	Will the FPP have a 32 and 64-bit disc inside the box?	Yes. The Office 2010 FPP retail box will include a 32-bit version of Office and 64-bit version on one DVD.

Microsoft Office 2010 Beta

Status	Question	Answer
New	If a customer is using the Office 2010 beta product how do they upgrade to the final product?	The Office Beta is not eligible for upgrade to the final Office 2010 product. If a customer is currently using the Office Beta, they will need to uninstall it before they can install the final product. Note: The beta version of Office 2010 will expire on October 31, 2010. At that time the beta version will enter reduced functionality mode (RFM). RFM limits the end user to only open, view, and print Office files

Pricing and Licensing

Status	Questions	Answer
New	What is the Office 2010 pricing?	Estimated Retail Price for Office 2010: |	Traditional Disc	Product Key Card
Office Home and Student	$149.99	$119.99
Office Home and Business	$279.99	$199.99
Office Professional	$499.99	$349.99	
New	Is there an Office 2010 upgrade? Is there upgrade pricing?	No, there is no Office 2010 upgrade SKU or special upgrade pricing.
New	If a customer purchases Office 2007 right before Office 2010 is available, will they get an upgrade to Office 2010 free?	Customers who purchase, install, and activate Office 2007 between March 5, 2010, and September 30, 2010, may be eligible to download Office 2010 free when it is available. For complete eligibility requirements and program information, please see www.office.com/techg
New	After Tech Guarantee ends, is there any way for customers to upgrade from Office 2007 to Office 2010 without having to buy the full version?	No. Customers who purchase and activate a qualifying Office 2007 product between March 5, 2010 and September 30, 2010 can download Office 2010 for free. Customers must download their free Office 2010 upgrade by October 31, 2010. Office 2007 purchases after September 30, 2010 will not qualify for a free upgrade to Office 2010. Customers who purchase and activate a qualifying Office 2007 product during the Tech Guarantee eligibility dates and do not upgrade to Office 2010 by October 31, 2010 will not be eligible for a free upgrade.
New	Can a customer install Office Home and Student 2010 on more than one device?	It depends if the customer purchase a Traditional Disc or Product Key Card. If a customer has purchased a Traditional Disc retail license of Office Home and Student 2010, the retail license terms allow a customer to install and use Office Home and Student 2010 on up to three PCs in a single household. If the customer purchased the Office Home and Student 2010 Product Key Card they can only install Home and Student on one PC or device.
New	In the Office Home and Student Disc version, is there 1 Product Key for up to 3 PCs OR is there 3 Product Keys in the package for up to 3 PCs?	Each Office 2010 suite will provide one Product Key and the number of installs depends on the suite and licenses purchased. If a customer purchases an Office Product Key card for any suite they are allowed only one installation on one PC only. If the customer purchases Office Home and Student 2010 Traditional Disc it allows a customer to install Office on up to three PCs in a single household. Office Home and Business and Office Professional Traditional Discs allow one install on one PC and a second install on the same user's portable device such as a laptop.
New	Can a small business use Office	No. Office Home and Student 2010 is licensed only for non-commercial use.

	Home and Student 2010?	
New	Can a school or nonprofit use Office Home and Student	No. The software is not licensed for any commercial, nonprofit, or revenue-generating business activities.
New	Can a customer install Office Home and Business 2010 and Office Professional 2010 on more than one PC?	It depends if the customer purchase a Traditional Disc or Product Key Card. If a customer has purchased a Traditional Disc retail license of Office Home and Business 2010 or Professional 2010, the retail license terms allow a customer to install and use Office Home and Business 2010 or Office Professional 2010 on their primary PC and another device such as their laptop. This license is for their use exclusively. If the customer purchased an Office 2010 Product Key Card they can only install the suite on one PC or device.
New	If a customer purchases and installs Office Home and Student and then wants to step-up to either Office Home and Business or Office Professional is there a special price?	Customers can step-up in product from Office Home and Student 2010 to Office Home and Business 2010 or from or Office Home and Business 2010 to Office Professional 2010, but there is no special pricing available today.

Product Key Card

Information below is relevant to both POSA and Microcase Product Key Cards. See section below for POSA specific questions.

Status	Question	Answer
New	What is the Office 2010 Product Key Card?	The Microsoft Office 2010 Product Key Card is another way to purchase Office. It is designed to activate Office 2010 on one PC preloaded with Office 2010 suites. It includes 25-character Product Key but no disc. *Note*: if the retailer stocks the Point-of-Sale Activation (POSA) enabled Product Key Card, they Product Key is not included inside the packaging. The POSA Product Key Card includes a PIN that must be used to download the Office 2010 Product Key.
New	Our store does not have Office preloaded PCs yet – can customers still purchase the Office Product Key Card.	Yes. The Office 2010 Product Key Card is designed to activate Office 2010 on one PC preloaded with Office 2010 suites. Given the staggered availability of PCs preloaded with Office 2010, Microsoft is temporarily allowing customers who purchase the Office Product Key with a PC the ability to download the Office 2010 software if their PC is not preloaded with Office 2010. The download is available at www.office.com/productkeycard for a limited time. A valid 25-character Product Key is required to download and install the software.
New	How long does it take to	Download times vary based on internet connection speed, location and

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	download Office 2010?	suite. As a general guideline, customers downloading Office Professional (800 MB) in the US with bandwidth speed greater than 3 Mbps can expect the download to take about 45 minutes.
New	When will the Office 2010 download option be removed for Product Key Cards?	The download option will be removed when there is broad availability of the Office 2010 preloaded single image on PCs at retail. Microsoft will provide advance notice to retail partners.
New	What happens if a customer purchases a Product Key Card for a PC that does not have Office 2010 preloaded after the download option has been removed?	The Office 2010 Product Key Card is designed to activate Office 2010 on one new PC preloaded with Office 2010 suites. This is the lower cost Office attach SKU for new PC purchases. If a customer buys a Product Key Card after the software download option has been removed and does not have Office preloaded on their new PC they can return the product if it has not been opened. The customer will need to purchase the Traditional Disc version.
New	If a customer purchases a laptop without the Office preloaded image and a Product Key Card, and chooses to install and activate on their own, what is the customer experience?	Prior to widespread availability of Office 2010 preloaded PCs, a customer who purchases a new PC (not preloaded) and a Product Key Card must download the software. The following provides an overview of the typical customer experience: The customer: 1. Goes to www.office.com/productkeycard (URL found in the Product Key Card packaging instructions). 2. Clicks on "Download" 3. When prompted, enters 25-character Product Key found inside the Product Key Card Microcase packaging. 4. Selects product language (in us either Spanish or English) 5. Enters Captcha 6. Customer presented with Office 2010 Suite to download and option to purchase optional DVD 7. Signs in or creates new Windows Live ID account 8. Selects "Download Now" and follow online instructions *See instructions below for POSA enabled Product Key Card download information*
New	If a customer buys a Product Key Card, installs it on a new PC but then decides to exchange that new PC for another, can they transfer their Office 2010	No. The Product Key Card is designed to be installed and activated on one PC and the license is not transferable to another PC. In this situation it would be up to the retailer's' discretion to address the customer's need by replacing both the PC and Office.

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	Product Key Card to their new PC?	
New	Can the customer download their language of choice or does the download default to the language of the operating system?	When a customer downloads Office 2010 they are presented with a default language option based on their browser site language. However, a customer has the option to select another language to download if the language presented is not correct. The exception is the US where a customer can only select to download English or Spanish.
New	If a customer buys a Product Key Card and activates it on a PC but at a later date buys another new PC, can they transfer the Product Key Card to their new PC?	No. The Product Key Card is designed to be installed and activated on one new PC and the license is not transferable to another PC.
New	When a customer purchases the Product Key Card does it get "tied" to a customer's PC hardware? What prevents a customer from using the Product Key Card on another computer?	Yes. The Office 2010 Product Key Card is designed to activate one PC. Once the Product Key is activated on a specific PC, that key is tied to that PC and cannot be transferred or used to activate Office on another PC. If a customer ever needs to reinstall Office or their operating system, they can reuse their Product Key from the Product Key Card suite to do so.
New	Can retailers merchandise the Product Key Card in the PC or software aisle or another location in the store?	While this is up to the individual retailer, Microsoft encourages Office 2010 Traditional Disc be merchandised in the software aisle and the Product Key Card in the PC aisle so customers are introduced to Office 2010 during the PC and software purchase process.

Product Key Card – Point of Sale Activation

New	Can a customer return a POSA enabled Product Key Card?	POSA product returns are subject to the individual retailer's agreement with the POSA distributor. In general, Office 2010 POSA enabled Product Key Cards could be returned if they are not redeemed for a Product Key online. The status of the PIN can be verified at the register and if the PIN is still in active mode and not redeemed the return could be technically accommodated through the POSA distributor's service. Returned products should not be put back on the shelf. They should be destroyed and thrown away. Ultimately each retailer sets their own returns policy with the POSA distributor so Microsoft will not dictate to stores what can and cannot be returned.

New	If a customer returns a POSA enabled Product Key Card, should it be restocked?	POSA product returns are subject to the individual retailer's agreement with the POSA distributor. If a POSA product is returned, Microsoft's recommends the product not be put back on the shelf even if the PIN is still active. It should be destroyed and thrown away but it is ultimately up to each retailer to decide.
New	If a POSA enabled Product Key Card package has been opened or tampered with – what should happen?	POSA product shrinkage terms are subject to the individual retailer's agreement with the POSA distributor. If a POSA product is tampered with, Microsoft's recommends the product be removed from the shelf and destroyed but it is ultimately up to each retailer to decide.
New	If a customer purchases a laptop without the Office preloaded image and a POSA-enabled Product Key Card, and chooses to install and activate on their own, what is the customer experience?	Prior to widespread availability of Office 2010 preloaded PCs, a customer who purchases a new PC (not preloaded) and a POSA-enabled Product Key Card will have the best experience if they use the instructions found INSIDE the Product Key Card packaging. The following provides an overview of the typical customer experience: The customer: 1. Opens the Product Key Card for full instructions. 2. Goes to www.office.com/getkey.com (per instructions). 3. Enters PIN online. PIN is found in their Product Key Card package. 4. Creates a Windows Live® ID account (or uses an existing Live account) 5. Receives Product Key online and a link to download the software (the customer will be asked to allow installation of a download manager that will ensure the software downloads properly). Office Home and Business 2010 PYRC3-8F3CP-XY7WQ-2C2MV-MWX2Q Here's what to do next: 1. Begin the download by clicking **here.** Tip: You will be asked to allow installation of a download manager, which ensures that your software downloads properly. Select "Continue/Allow/Install/OK" when prompted. Your download will appear on your desktop or Downloads folder. Double click the file to install your software. 2. When prompted, type or copy and paste the 25-character Product Key shown above and follow the on-screen instructions to activate your license. By completing this process you agree that you will only use your Product Key with this downloaded copy of Office.
New	Will there be a phone number for retail to call if they are having problems connecting to POSA web site (dedicated for retail). GM of this store in Port Charlotte escalated this issue to	Today there are no dedicated phone numbers for retailers to call support, however, the IVR has the option to be selected that a retailer is calling when calls come in. There are dedicated numbers associated for POSA support for each country/region.

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Office 2010 Preloaded Single Image

Status	Question	Answer
New	What is the Microsoft Office preloaded single image?	With the introduction of Office 2010, many PC manufacturers will be offering PCs preloaded with the Office 2010 single image. The image can be activated with the purchase of Office 2010 software (either the Traditional Disc boxed product or the new Product Key Card) for Office Home and Student 2010, Office Home and Business 2010 or Office Professional 2010.
New	What is Microsoft Office Starter 2010	Microsoft Office Starter 2010 is a limited functionality version of Word and Excel with rotating advertising. It does not include PowerPoint or Outlook. Office Starter 2010 is only available as part of the Office preloaded single image.
New	Does the Office 2010 preloaded image mean Office Starter or is it something separate?	The Office 2010 preloaded image includes software for three suites: Office 2010 Home and Student, Office Home and Business and Professional. Also preloaded at the same time is Office Starter 2010 which includes a limited functionality version of Word 2010 and Excel 2010 that includes rotating advertising. Office Starter is only available with the Office 2010 preloaded image.
New	Does the Office Home and Student 2010 Product Key Card activate just the 4 applications in Home and Student and NOT the rest?	Yes. A customer purchases the Product Key Card for the suite they wish to activate and only those applications in the purchased suite are activated.
New	If a customer purchases a Product Key to activate 1 suite, do the other 2 suites "disappear" from the preloaded image?	The suite a customer purchases will be activated (installed) on the preloaded PC once a customer enters a Product Key. The applications found in the remaining 2 suites are not automatically removed, but a customer can easily remove any unused programs. Useful RSP info: Example: • Customer buys a preloaded PC and purchases Office Home and Student 2010 (either Product Key Card or Traditional Disc) to activate preloaded image. • Home and Student 2010 full products are installed (Word, Excel, PowerPoint, OneNote) plus a 30-day Trial for Outlook, Access and Publisher. The Trials are automatically installed as part of installation

		unless the option is de-selected by the customer.
		• To remove the 30-day Trials, customer chooses Help from the File menu within an Office application. Dialog box clearly shows which products are Trial and which are full version, and provides easy option to remove unused Trials.
		• If the customer does not remove the 30-day Trials, after a 30-day consecutive trial limit they will go into Reduced Functionality Mode (RFM). RFM mode will limit the end user to only open, view, and print Office files specific to the trial applications, such as Publisher and Access. After the Trial period the customer can remove the Trials or purchase the applications.
New	How much hard drive space does the preloaded image take?	The English Office 2010 preloaded single image plus Office Starter requires 1.2GB hard drive space.
New	Can the Office 2010 preloaded image be uninstalled if a customer chooses not to purchase Office 2010?	Yes. The preloaded Office 2010 image can be uninstalled from the Control Panel. The customer select, Start > Control Panel > Add/Remove (or uninstall) programs.
New	Will netbooks also be preloaded with Office 2010?	Microsoft is working with OEMs to preload Office 2010 on all types of PCs, including netbook PCs.
New	Will Office Starter have a limited number of uses (similar to Trial) or an expiration date?	Office Starter is limited functionality -version of Word and Excel with advertising. It is a perpetual-use product and doesn't expire or have limited time use.
New	How do you know what computers are pre-loaded with Office 2010 and which ones are not?	If the PC is still in the box look for "Office 2010 preloaded" message on the outside of the box. This will be marked in various ways from different OEMs. Once opened, to check if a PC is preloaded with Office 2010, do one of the following: • Locate Office 2010 in the Windows Start menu • Find "Office 2010 preloaded" in the PC specification • Look on the PC price tag • Look in the Microsoft MDX demo on the PC if MDX is loaded
New	Does the preloaded PC have any functionality?	Office 2010 preloaded PCs include the software for Office Home and Student, Office Home and Business and Office Professional 2010 – purchase of a product (either Traditional Disc/FPP or a Product Key Card) is required to activate and use one of the preloaded suites. There is no trial version included. The Office 2010 preloaded image also includes Office Starter 2010. Office Starter is a reduced-functionality version of Word 2010 and Excel 2010, with

		rotating advertising. It does not include PowerPoint or Outlook. Customers who do not purchase Office 2010 (either the Product Key Card or Traditional Disc/ FPP) with their new PC can choose to use Office Starter.
New	Should Tech Bench retailers charge for installing the product if it is a preloaded PC?	It is up to the retailer to decide services offerings associated with Office 2010. Microsoft does not set retailer pricing.

Installation

Status	Question	Answer
New	What happens if the customers PC hard drive crashes? How does the customer get the Office 2010 preloaded image again?	If a customer ever needs to reinstall Office 2010 they can download a backup copy at www.office.com/backup. The customer will be required to enter their 25-character Product Key to download and activate the software.
New	If a customer has to reinstall the operating system or if the hard drive fails, would they be able to reinstall Office if they purchased Product Key Card?	Yes. There are 2 ways: 1. Reimage the PC back to the original PC state using the backup DVD provided by the OEM. OEMs should have also included the Office 2010 image as well. 2. If not, go to the backup site (www.office.com/backup) to download and reinstall Office 2010. Because it is the same PC, the customer can use the original Product Key.

Microsoft Office 2010 Applications

Status	Questions	Answer
New	What is happening to Outlook with Business Contact Manager?	Outlook with Business Contact Manager will only be available via Microsoft Volume Licensing. During Tech Guarantee period, if a customer purchases an Office 2007 suite with Outlook with Business Contact Manager (Office Small Business and Office Professional), they can get Outlook 2010 with Business Contact Manager as part of the Tech Guarantee upgrade. After the Tech Guarantee period, no availability of Outlook with Business Contact Manager is planned outside of Volume Licensing.

Status	Question	Answer
New	Will Outlook still be sold as a separate standalone application?	Yes. Microsoft Office Outlook 2010 will continue to be available as a standalone application, as well as in Office Home and Business 2010 and Office Professional 2010. Estimated Retail Price is $139 for Outlook standalone.
New	Did the name of Microsoft Office Groove® change	Yes. Microsoft SharePoint® Workspace 2010, the new name for Microsoft Office Groove, expands the boundaries of collaboration by allowing fast, anytime/anywhere access to your Microsoft SharePoint team sites. Synchronize SharePoint Server 2010 document libraries with SharePoint Workspace so you can access, view, and edit files almost anytime and virtually anywhere from your computer.2 Lists such as Discussion, Tasks, and Custom Lists are supported as well. You can even synchronize Business Connectivity Services lists so access to your back-end systems is easy and painless. SharePoint Workspace 2010 ushers in an entirely new way of working with your SharePoint team sites
New	What happened to Office Accounting?	Microsoft Office Accounting was discontinued on November 16, 2009.

Office 2010 Trial

Status	Question	Answer
New	Does Office 2010 Trial software come preloaded on the PC?	No. Many PC OEMs will preload the Office 2010 single image (with Office Starter) on new PCs. This image can be activated by either purchasing a Product Key Card or full Disc version of Office 2010 Home and Student, Office 2010 Home and Business or Office 2010 Professional. Office 2010 Trial software will continue to be available as a free download from Office.com for customers wishing to try Office 2010 software prior to purchase.
New	Once Office Starter is preloaded on PCs will the free Trial go away?	Microsoft Office Starter 2010 is a limited functionality version of Word and Excel with rotating advertising. It does not include PowerPoint or Outlook. Customers wishing to try Office 2010 software prior to purchase can download the Office Trial at www.office.com.
New	Are there Trial versions of Access, Publisher and Outlook?	When a customer purchases Office Home and Student or Office Home and Business and activates the preloaded image PC a Trial version of the applications not included in the suite the customer purchased are unlocked on the PC. For example, if a customer buys a preloaded PC and purchases Office Home and Student 2010 (either Product Key Card or Traditional Disc) and activates the preloaded image, Home and Student 2010 full products are unlocked

(Word, Excel, PowerPoint, OneNote) plus a 30-day Trial for Outlook, Access and Publisher.   The Trials are automatically unlocked as part of installation unless the option is de-selected by the customer.

If unlocked and the customer wishes to remove them they can do so from the Help menu within any Office application. The Dialog box clearly shows which products are Trial and which are full version, and provides easy option to remove unused Trials. If the customer does not remove the 30-day Trials, after a 30-day consecutive trial limit they will go into Reduced Functionality Mode (RFM). RFM mode will limit the end user to only open, view, and print Office files specific to the trial applications, such as Publisher and Access. After the Trial period the customer can remove the Trials or purchase the applications.

Other

Status	Questions	Answer
New	How will customers know when Office 2010 is available at retail?	Microsoft has already announced that Office 2010 will be available to retail customers starting June 15, 2010. In addition, on the Technology Guarantee website customers can sign up to be notified when Office 2010 is available in their language: www.office.com/techg .
New	Will Office 2010 run on all operating systems (Windows 98, XP, Windows Vista, Windows 7)?	No. Office 2010 will not run on Windows 98. Office 2010 requires at least Windows XP with Service Pack 3 (SP3) or later. 64-bit Windows XP not supported.
New	Will Office move to USB Drive vs. CD/DVD?	No. At this time Microsoft has no plans to make Office 2010 available on a USB Drive. Office 2010 suites will be available on DVD or by download.
CSS	Will customers of any of the 3 Office suites be able to extend their customer support time frame, most notably for Office Pro?	TBD – waiting to hear from CSS
CSS	What is the extent of the technical support provided with Office 2010? Are there limitations to how many calls a customer can make?	TBD – waiting to hear from CSS
CSS	Is the extended Pro support available with both PKC and FPP?	YES. With Both Office Professional Disc version of Product Key Card, customers can get 1-year free product technical support as compared to 90-day free technical support with the other suite