

# eCopy Desktop™ v9.0 Trade-in Program

## Program offer

If you have purchased and registered multiple software licenses of eCopy Desktop, you will receive multiple product keys when you upgrade. For example, if you purchased five, 20-user licenses of eCopy Desktop, you will get five, 20-user product keys when you upgrade to eCopy Desktop v9.0.

eCopy's Trade-in Program allows you to trade-in and combine multiple product keys for all of the licenses you have purchased. In the example above, you could combine your five, 20-user product keys for a single 100-user product key.

## Why trade-in?

System administrators may choose to trade-in product keys to combine licenses to ease administration and deployment of product keys. It's purely a matter of preference.

## What effect will combining product keys have on Maintenance & Support?

Licenses purchased at different times will have different expiration dates for Maintenance & Support. Be aware that when product keys are traded-in, the newly created product key(s) will have an expiration date based on the weighted average of the remaining time for the combined licenses.

## Program specifics

- You must have more than 3 product keys for the same product in order to combine the licenses.
- Only valid product keys that have not been activated can be traded-in.
- Dealers cannot trade-in product keys in order to combine licenses for different companies.
- Trade-in only applies to products covered under Maintenance & Support. Licenses that have expired Maintenance & Support cannot be traded-in.
- Trade-in does not apply to Evaluation, Not-for-Resale, and Site License product keys.

## How do you trade?

Open a ticket in the *Ask eCopy* system.

*Ask eCopy* can be accessed via the Web using the dealer eCopy Solutions Provider Network (eSPN [www.ecopy.com/espn](http://www.ecopy.com/espn)) portal or via [www.ecopy.com/support](http://www.ecopy.com/support) and clicking on "Ask eCopy" on the left side of the screen.

If you do not have an account in *Ask eCopy* please refer to the "[How to set up an Ask eCopy end user account](#)" answer that is available on the startup web page.

If you have any questions please contact eCopy's Technical Support group in the Customer Service Center at +1.603.881.4450, select option 8 then 0. An *Ask eCopy* ticket will be needed to complete the transaction.

