

To help you get started, check out these answers to frequently asked questions.

How do I determine which CardExchange Edition I need?

You can get an overview of the feature in each edition in the [Compare Chart](#).

How do I determine which CardExchange Edition I need?

- ▶ **GO** - A maximum of 200 records. Basic/Limited/Entry-Level.
- ▶ **Professional** - Unlimited MS Access records for internal database, Excel, MS SQL, MySQL, Oracle, ODBC, and Paradox. Supports signature pads. Advanced three-level filter technology provides live search for data within the connected database.
- ▶ **Ultimate** - Contactless SmartCard encoding, including MIFARE Classic and DESFire EV1.

Does CardExchange have an internal database?

Yes. CardExchange offers the use of our MS Access database. **Note:** GO Edition has a maximum of 200 records. For unlimited MS Access records, use the Professional Edition.

Can I use my own database?

Yes. Depending on the CardExchange Edition you choose, CardExchange supports MS Excel, MS Access, MySQL, Oracle, ODBC, and more.

Does CardExchange support 2-D barcodes?

Yes. 2-D barcodes are offered in the Professional and Ultimate editions.

Can you design a custom ID card using CardExchange?

Yes. All editions feature the tools necessary to create highly customized ID cards, easily.

Does CardExchange have pre-defined templates I can use to design my cards?

Yes. You can use our pre-defined templates and even modify them to best suit your card creation needs.

How many database records can I use?

GO Edition has a maximum of 200 database records. Both the Professional and Ultimate Editions feature unlimited database records.

Is there a trial version of CardExchange?

Yes. A free trial version is available on our CardExchange product descriptions and [can quickly and easily be downloaded](#), allowing you to "test drive" the functionality and the great features. **Note:** because it's a free trial, "DEMO" will print as a watermark on the sample card.

If I want to buy a license after trying the free trial version, do I have to start all over?

Absolutely not! With CardExchange, you can use the free trial to find out which features and functions you like best. If you decide you want to purchase a license, you'll receive a serial number and activation code which lets you activate the CardExchange edition you purchase.

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I need more features and functionality than what's available in the higher edition. Do I have to start all over again?

No. You can upgrade your current license by providing your current serial number. Once you purchase an upgrade, CardExchange will unlock itself after you activate it with the new upgraded serial number and activation code.

Can I move my CardExchange license to different computers?

Yes. You can move your license for free up to four times, automatically. After that, you may have it manually re-issued (a manual re-issue is also free). When you activate CardExchange on a new computer, the previous edition will be deactivated on the former computer.

My ID card design and creation may have to be done on multiple computers. Is this possible?

Yes. If you intend to use the CardExchange version you purchased on more than one computer, you'll need to purchase a dongle. A dongle will allow you to move the license you purchased from one computer to another in your ID card design and creation.

If you'll only be using the CardExchange license you purchased on a single computer, a dongle is not needed.

Should multiple users need to use CardExchange simultaneously over a network using the same database, a network version (e.g., Professional or Ultimate) of CardExchange is required.

I have multiple computers and users on my network. Is there a CardExchange network version?

Yes. Both Professional and Ultimate may be networked. We sell network versions in five-user client packages (includes a license manager).

I want to control what my users see and do. Does CardExchange allow for user profiles with permissions?

Yes. You can create user profiles that control exactly what each user can see and do in the Professional and Ultimate editions.

How many cards can I create with CardExchange?

- ▶ GO Edition – a maximum of 5 cards
- ▶ Professional and Ultimate editions – create an unlimited number of cards

Does CardExchange support magnetic stripe encoding?

Yes. All CardExchange editions offer magnetic stripe encoding.

Does CardExchange support 1-D barcodes?

Yes. All CardExchange editions are capable of creating 1-D barcodes.

Does CardExchange offer password protection?

Yes. The password protection feature is included in both the CardExchange Professional and Ultimate editions.

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Can I import images directly to my card design?

Yes. Import images directly onto your card design in a variety of formats. You can also use images from any digital camera that supports TWAIN, WIA, or DirectShow.

Does CardExchange allow for editing photos?

Yes. Images can be manually or automatically edited, formatted, and placed into the card design. The image editor tool – ImageExchange® – allows you to rotate, update the brightness and contrast, adjust the size and more.

Does CardExchange have live connection to a data source?

Yes. CardExchange Professional and Ultimate editions enable you to connect to your own data source. File-based sources include MS Excel, MS Access, FoxPro, dBase, and others. Depending on the edition, you can also connect to ODBC/OLE DB databases like MS SQL, MySQL, Postgres, and more.

What printers are supported?

CardExchange supports all Windows printers.

What type of cameras are supported?

CardExchange supports TWAIN, WIA, Logitech webcam, and DirectShow cameras.