



Get a Glimpse of Future in 2020 Office

Thank you to everyone who joined us for the webinar looking at the latest features in 2019 and to the future of 2020 Office applications.

If you are interested in learning more about our training classes, please visit

<https://www.2020spaces.com/training/2020office/> or email office.training@2020spaces.com.

Q: Are software keys available to users who already have USB devices? (Celeste Barrett)

Q: What is the date that we are switching to software keys? Can the USB keys still be used after that point? (Reena Bolnick)

A: Yes, softkeys are currently available. You can add them as a new license purchase or if you are interested in converting your existing USB keys to a softkey now, you can reach out directly to our Sales Team at 1.800.638.6002 or office.sales@2020spaces.com. Based on your renewal update, you will be given the opportunity to convert your devices. Once the switch to softkey are made, the USB key will no longer be needed.

Q: Are you going to stop sending the DVDs? (Sheri Wilkins)

A: The DVDs will still be shipping every month. The Content Downloader is just another alternative to get the catalog data.

Q: Is it better to do this downloader or download to the network and then install from there on each computer? (Sheri Wilkins)

A: The download is the same installer as the DVDs, but condensed into a single ISO, which mounts as a virtual DVD drive. You can still do a network deployment with the Content Downloader. Your circumstances should determine if you use the physical DVDs or the Content Downloader. Successful users of the 2020 Content Downloader would have 100GB or more of free hard drive space as well as a fast and stable internet connection.

Q: Do only people who get CDs addressed to them will receive the email with the link to download? (Rachel Franca)

A: This is correct, only those who are in our records as receiving monthly DVDs will receive an email with a download link.



Q: How can you get the ability to download at multiple locations where you have another license? (Jason Pegg)

A: To have additional email address registered with the 2020 Content Downloader, you will need to have an additional DVD subscription set up on your account. There is an extra cost for a second location. For more information and details, please contact the Sales Team by phone, at 1.800.227.0038 or email office.sales@2020spaces.com.

Q: Are the monthly updates current or 30 days behind? (Jennifer Jackson)

A: The updates are as current as the manufacturer information provides to 2020, plus however many days it takes for the content to make its way to you. Using the Content Downloader, we lessen the lag from the time we get the information to the time you get the actual content to install. The naming convention is a little misleading because the data set is published near the end of the month, so "MAY 2019" will come out near the end of May.

Q: How did you get the opening in the partition wall? (Dasha Castellano)

A: The rendering was made in 2020 Fusion, using an advanced rendering engine Cindy mentioned, that's not currently available in Visual Impression, but will be coming in a future update.

Q: Will the 2020 Visual Impressions updates also apply to 2020 Giza drawings? (Jennifer Jackson)

A: Updates to 2020 Visual Impression will be available to all users, including 2020 Giza users.

Q: What is the timeline on the launch of the 2020 Cap ribbon? (Brooke Addam)

A: The 2019 release of 2020 Office will arrive on DVDs the last week of May 2019. The software is available for download on 2020.net as well, as a disc ISO image. Log into your 2020.net account and go to the "Support Download" section. There you will see a link that will lead to a download of 2020 Office 2019.

Q: Hello, I am wondering how I can download fabrics and finishes only? I don't see them on 2020.net. (Reena Bolnick)

A: The material suppliers (fabrics/finishes) can only be installed from the monthly DVD set or the Content Downloader. Manufacturer finishes install as part of the standard set of content. If you are not seeing materials for your items' options, you may not be using enriched content. To be sure, please contact Customer Support at 1.800.638.6002



Q: Any thoughts in the future for users to customize the content downloader? It would save download times if we can get only what we need. I know we can download individual manufacturer catalogs, but I was hoping for a customized content downloader experience. (Frank Lee)

A: The Content Downloader shown during the webinar is our "first take" on making content available outside of the standard DVD install. It will evolve over time. Feel free to let us know your thoughts through the 2020 Community page and/or your normal 2020 contact.