

You **MUST** read this
before installing
your software

Quicken
2008

Important Information
for Installers

In this booklet you will find everything you need to know to get up and running with Quicken 2008, whether you are a new or existing user. We strongly recommend that you read this booklet carefully and follow the steps outlined to ensure your installation process is as smooth as possible.

If you have anti-virus software installed on your PC, it is recommended that you disconnect your Internet connection and then disable your anti-virus software as it may interfere with software installation.

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System Requirements

To install and use Quicken 2008 you need:

- IBM or compatible Pentium II 300 (Pentium III 450 recommended) with 128MB RAM
- Windows 2000/XP/Vista™
- Microsoft Excel XP or higher required to start the FIDO Superannuation Calculator (H&B and Personal Plus only)
- 185MB of disk space for Quicken installation
- Internet Explorer 6.0 (provided on installation CD-ROM, requires 55MB)
- SVGA 1024 x 768 with 16-bit colour
- 500 x 600 resolution (1024 x 768 recommended)
- Works with any printer supported by Windows 2000/XP/ Vista™
- Double speed CD-ROM (6x or higher recommended)
- All online features/services (such as online investment tracking) require Internet access with at least a 56 Kbps modem (High speed Internet access recommended)

Latest service packs for Windows and Internet Explorer recommended.

Existing Quicken users

Before you begin - changes in Quicken you should note

Your Installed Quicken Products

Quicken 2008 will uninstall any previous Quicken product installed on your PC. The data files will remain in the same location they were before the installation of Quicken 2008.

Changes to Cash Flow Forecasts

After upgrading, Quicken may not be able to recognise cash flow scenarios that you have saved in a previous version. If this occurs, you will need to re-create the forecast after the upgrade.

To do this:

1. Choose *Planning menu > Cash Flow Forecast*.
2. Choose *Options > Accounts* to customise the accounts for the scenario. Click *OK*.
3. Choose *Options > Manage Scenarios*.
4. Click *New* and enter a Scenario Name, then click *OK* to save the new scenario.

Updating your stocks from Quicken Version 8 or below

Quicken includes new features for tracking your investments, such as the ability to download stock prices from different exchanges (Australia, NZ, US). If you have upgraded from Version 8, the exchange and asset class for each security will be set to your default country. You must specify the asset class and exchange for each security once you have upgraded to Quicken 2008.

To do this:

1. Choose *Investment menu > Security List*.
2. Highlight the individual security and then click *Edit*. You can assign an exchange and asset class from the relevant drop-down lists. If a '*Symbol Change Affects Price History*' message appears, click *OK* to copy the quotes.

Changes to Budgeting

Many features of Quicken have been updated in response to feedback from Quicken users. The budgeting feature and user interface has been customised to make it easier to use. As a result, you may notice budgets no longer use a spreadsheet format or show projected balances in Quicken 2008.

Category groups

If you created your own category groups in a previous version, they may not be maintained during the upgrade to Quicken 2008. In order to recreate these groups and reassign them:

1. Choose *Tools menu > Category List*.
2. Select the relevant category from the list and click *Edit*.
3. Choose *Group > New*. Enter a new group name and click *OK*. Continue to create new group names as necessary and assign them to relevant categories.

Billminder is no longer available in Quicken

If you have upgraded from Quicken 2004 or below, you will notice that Billminder has been removed. This is in response to customer feedback, which advises us that Billminder is not a valued feature.

Upgrading a data file from Quicken 2004 (or below)

Any savings accounts that have been created in Quicken 2004 (or below) do not have an *Account Location* field. However, in Quicken 2008 the *Account Location* field cannot be empty. Therefore, after upgrading from Quicken 2004 (or below) to Quicken 2008, savings accounts will have *Spending* placed in the *Account Location* field.

The new *In / Out / What's left* feature allows users to immediately see where their money is going using various charts and tables. This feature displays information using the savings accounts that have *Spending* located in the *Account Location* field.

If you are upgrading from Quicken 2004 (or below) to Quicken 2008 and have savings accounts setup,

you should change the *Account Location* field from *Spending* to *Saving*. This ensures the *In / Out / What's left* feature displays the correct information.

To change the *Account Location* field:

1. Place the cursor over the account name in the at-a-glance bar.
2. Right-click on the account name and select *Edit Account*.
Quicken displays the *Account details* window.
3. Change the *Account Location* field from *Spending* to *Saving*.

If you upgraded a data file that contained a linked account

The Quicken 2008 *Investment Activity Report* reports on all transactions from the linked accounts. New transactions entered in the linked accounts in Quicken 2008 will continue to appear in the *Investment Activity Report*.

Upgrading from CashBook 2003 or CashBook 2004

The *Itemised Category Report* in Quicken 2008 does not include account balances forward by default. To include account balances forward:

1. Open the *Itemised Category Report*.
2. Click *Customise*.
3. Click the *Advanced* Tab.
4. Select *Include All* from the *Transfers* drop-down menu.

If you have at any stage had 'return of capital' transactions entered in an investment account that has a linked bank account, the *Itemised Category report* will not add the return of capital transactions to the total.

Opening your original data file after upgrading from Quicken 2005 or Quicken 2006

When you upgrade to Quicken 2008, a backup of your original data file is automatically placed in a folder called Q05Files in your Quicken directory. Use this backup to view

your original file in your previous version. You can choose *File menu > Restore* or *File menu > Open* to open the file.

Opening your original data file after upgrading from Quicken 2002 or CashBook 2003 or Quicken 2004

When you upgrade to Quicken 2008, a backup of your original data file is automatically placed in a folder called UpgBkup in your Quicken directory. Use this backup to view your original file in your previous version. You can choose *File menu > Restore* or *File menu > Open* to open the file.

Access permissions

If you encounter the error message "Installshield Error 1608: Unable to create InstallDriver instance, unable to install", you have to change the DCOM file on your computer.

Note: These steps apply to Microsoft® Windows® 2000 and may vary for other Windows versions. Please refer to Windows Help for specific instructions for your version.

To do this:

1. Click the *Start* button and choose *Run*.
2. Type *dcomcnfg* and click *OK*.
3. Click the *Default Security* tab.
4. In the *Default Access Permissions* section, click *Edit Default*.
5. Check that *Allow Access* is selected, and then click *OK*. Try installing again. (If you receive the error message again, continue to step 7.)
6. If the issue continues to occur, install Quicken in Safe Mode, and then restart your computer. (If you receive the error message again, continue to step 8.)
7. If the issue still persists, create a new Windows user account with administrator permissions.
8. Click the *Start* button and choose *Settings > Control Panel*.
9. Double-click *Users and Passwords*.
10. Click the *User* tab.

11. Click *Add User*, and then follow the onscreen instructions to create a user account with administrative permissions.
12. Restart your computer and login with the new administrator account.
13. Attempt to install or uninstall the Quicken program again.

Rename files in Microsoft Vista™

If you are using Microsoft Vista™ you cannot rename your data file using the *File menu > File Operations > Rename*. However, you can rename your data file using the copy function (*File menu > File Operations > Copy*).

When you copy the data file, make sure that you include transactions from your start date to today's date and select *Include All Prior Uncleared Transactions* and *Include All Prior Investment Transactions*.

Other installation problems

- Are you logged onto your PC as the Administrator?
- Have you shut down all applications?
- Is your anti-virus software blocking your installation of Quicken?
- Try installing Quicken in safe mode. For instructions on restarting your PC in safe mode, refer to your Windows Help. Once you have installed Quicken in safe mode, do not try to open it. Restart your PC in normal mode and make sure you are connected to the Internet. Open Quicken and enter your install key to Activate. If you do not have an Internet connection, click *Cancel* on the messages and call Customer Support to Activate over the telephone.
- Still having problems? Check the Quicken online knowledge browser at <http://www.quicken.com.au/Support/FAQs.aspx> and search the database for error message.

Check the upgrade path for your current version of Quicken

Find your current version from the list below and check the upgrade path. If there is a tick in the row for your current version, then you can upgrade directly to Quicken 2008.

If 'CashBook 2004' appears in the row for your current version, then you must firstly upgrade your data file to CashBook 2004 and then to Quicken 2008. You must do this before installing Quicken 2008. Follow the upgrade instructions on the following pages carefully.

Your current version	Home & Business 2008	Personal Plus 2008	Personal 2008
Home & Business 2007	✓		
Personal Plus 2007	✓	✓	
Personal 2007	✓	✓	✓
Home & Business 2005/2006	✓		
Personal Plus 2006	✓	✓	
Personal 2006	✓	✓	✓
Personal Plus 2005	✓	✓	
Personal 2005	✓	✓	✓
CashBook 2004+	✓		
Personal Plus 2004	✓	✓	
Personal 2004	✓	✓	✓ **
CashBook 2003+	✓		
Personal Plus SE 2002	✓	✓	✓ **
Personal 2002	✓	✓	✓ **
CashBook v8	CashBook 2004*		
Personal Plus v8	CashBook 2004*	CashBook 2004*	
Personal v8	CashBook 2004*	CashBook 2004*	CashBook 2004*

+ Some CashBook features do not exist in Home & Business 2008.

* CashBook 2004 is provided on your Quicken 2008

CD-ROM. Click Upgrade Software from the Quicken 2008 Starter Kit which appears when you insert the installation CD into your CD-ROM drive.

****If you have an investment account you cannot upgrade directly to Personal 2008, you must purchase Personal Plus 2008 or Home & Business 2008.**

Upgrade Software	Located on CD
CashBook 2004	\\CV\CBTrial

Prepare your company file for upgrade

We strongly recommend that you do the following to protect your company data and ensure its accuracy.

1. Back up your data file

To back up your file, choose *File menu > Backup*. Select the file you want to back up and the location you want to back it up to. For more information on how to back up, please refer to the User Guide (available on the Quicken CD) or in-product Help for “Backing up your data”.

2. Validate your data file

Ensure the data file you are using is validated before upgrading your software. Validating a data file allows Quicken to verify its integrity. Choose *File menu > File Operations > Validate*. Find the data file you want to validate and click OK. You will need to repeat this process for every data file you want to upgrade.

3. Remove any passwords associated with your data file.

To remove your password from your data file, choose *File menu > Passwords > File or Transaction*.

4. Print a selection of Reports from the data file in your currently installed version

Print a record of all business Tax reports for previous periods (e.g. Tax Detail, BAS). You can use these Reports after upgrading to confirm the data which appears in the upgraded version is correct.

Note: Some reports in Quicken 2008 have different default settings to previous Quicken versions. In some cases, these reports may require you to customise the report to obtain the same figures.

5. Ensure ALL unapplied Adjustments/Credits are applied to an Invoice or deleted.

6. Delete all Scheduled Invoices and Payments (taking note of details).

7. Take note of your Quicken Settings / Preferences

Some of the settings within your company file revert to the default settings of Quicken 2008. Make a note

of your personal settings and preferences so you can apply these to your upgraded data file.

8. Saved Reports will not be available after the conversion

We recommend that you print any *Saved Reports* from your current version beforehand, for your reference.

9. ABN and Branch number will need to be re-entered in your data file after conversion

10. If you have customised templates

Customised Invoice and Estimate templates from your previous version only convert directly to Quicken Home & Business if you install Home & Business in the same installation directory as your previous version of Quicken, once the previous version has been uninstalled.

11. If you have a linked investment account

If you upgrade a Quicken company file that contains a linked investment account, the Investment Activity Report in Quicken 2008 will always report on all transactions from both accounts. To avoid this from happening, you should un-link the accounts in your previous version prior to upgrading.

Upgrading your company file

Reminder- before upgrading, have you:

- Printed a selection of reports from your original Quicken program.
- Created a backup of your original company file and validated it.

To upgrade from Quicken Personal v8 or Personal Plus v8 or CashBook v8 - continue reading this page.

To upgrade from a different version - start on page 17.

Upgrading from Quicken Personal v8 or Personal Plus v8 or CashBook v8

Quicken Personal v8 and Personal Plus v8 have now been sunsetted. In order to convert your data file to Quicken 2008, you need to step your data file up through CashBook 2004. The CashBook 2004 Trial is available on the Quicken 2008 CD.

Install CashBook 2004 Trial

1. Make sure that your current version of Quicken (Personal v8 or Personal Plus v8 or CashBook v8) is backed up on disk then close Quicken.
2. Insert your Quicken 2008 CD into your CD-ROM drive. The installation screen automatically appears. If this does not happen, click the *Start* button and choose *Run*, then type *d:\autorun.exe* (where *d* is your CD-ROM drive) and click *OK*.
3. Select *Upgrade Software*.
4. Click *Install CashBook 2004 Trial*.
5. Click *Yes* when prompted to install *CashBook 2004*.
6. Click *Next* when the *Welcome* screen appears.
7. Select where you would like to install *CashBook 2004* and click *Next*.

Note: You should install CashBook 2004 in the same installation directory as your previous version (default location is *C:\Program Files\quickenw*).

8. Click **Yes** to uninstall your previous version of Quicken. This will not affect your existing Quicken data.
9. Follow the prompts to uninstall your previous version of Quicken.
Note: Click **No** to **All** when prompted to remove all shared files.
10. When the uninstall process is complete, click **OK**.
11. Click the **Start** button and choose **Run**, then type *d:\autorun.exe* (where *d* is your CD-ROM drive) and click **OK**.
12. Select **Upgrade Software**.
13. Click **Install CashBook 2004 Trial**.
14. Follow the prompts to install **CashBook 2004**.
Note: You should install **CashBook 2004** in the same installation directory as your previous version (default location is *C:\Program Files\quickenw*).
15. Restart your computer to complete the installation of **CashBook 2004**.
16. Launch **CashBook 2004** and upgrade your company file by clicking **OK**. If you have more than one company file, each must be upgraded by choosing **File menu > Open** and selecting the company file.
17. Once you have completed upgrading your company file/s to **CashBook 2004**, follow the instructions under – **Upgrading from Quicken Personal 2002, Personal Plus 2002 (or 2002 SE), CashBook 2003, Personal 2004, Personal Plus 2004, CashBook 2004, Personal 2005, Personal Plus 2005, Home & Business 2005/06, Personal 2006, Personal Plus 2006, Personal 2007, Personal Plus 2007 or Home & Business 2007**.

Upgrading from Quicken Personal 2002, Personal Plus 2002 (or 2002 SE), CashBook 2003, Personal 2004, Personal Plus 2004, CashBook 2004, Personal 2005, Personal Plus 2005, Home & Business 2005/06, Personal 2006, Personal Plus 2006, Personal 2007, Personal Plus 2007 or Home & Business 2007

You may directly upgrade your data file to Quicken 2008.

Note: When you upgrade to Quicken 2008, a backup of your original file is automatically placed in a folder in your Quicken directory. See Other issues for instructions.

Follow the instructions below to upgrade your data file to Quicken 2008.

1. Ensure you have completed the instructions in Prepare your data file for upgrade.
2. Make sure your current version of Quicken is closed.
3. Insert the Quicken 2008 CD into the CD-ROM drive. The installation screen automatically appears. If this does not happen, click the *Start* button and choose *Run*, then type *d:\autorun.exe* (where *d* is your CD-ROM drive) and click *OK*.
4. Click *Install Quicken 2008*.
5. Click *Install Quicken Now*.
6. Click *Next* when the *Welcome* screen appears.
7. Read the *Licence Agreement* and click *Yes*.
8. Select the type of installation and the Country version, then click *Install Now*.

Note: If you have an older Quicken version (v2004 or below) on your PC, you may receive a message requesting that you exit and uninstall before installing Quicken 2008. When you return to install Quicken 2008, you may be asked to Remove Shared Files? Select *Yes* to all.

9. Select *Yes* to restart your computer, and click *Finish*.
10. The first time you open Quicken 2008, you will be required to Activate by entering your Quicken Installation Key. This process will take place automatically over the Internet. If you do not have an

Internet connection, click *Cancel* on the messages that appear and call Customer Support to complete the process over the telephone.

11. The first time you open your company file in Quicken 2008, the upgrade process begins. Read the upgrade message and click *OK* if you want to continue. If you have a large file or if you have investment data, the upgrade may take several minutes.
12. Follow the prompts to set up your company file in Quicken 2008, click *Done* when you have finished.

After you upgrade

- Check your data in the upgraded version. Run the same reports you ran before upgrading and compare them to confirm the data matches. If your data does not match the previous version, try to identify where the problem is. For example, it may relate specifically to categories or transactions.
- Check the Quicken settings and preferences against the settings you noted before upgrading your company file.
- Explore Quicken's many new features in What's new in Quicken under the Help menu.
- Back up your data file.

DO NOT OVERWRITE YOUR PREVIOUS BACKUP!

You may choose to back up your company file to a CD-ROM or other storage media. Make sure that you label each disk correctly and store it in a safe place in case you need them later. Do not overwrite this backup. (You can find instructions on backing up your data from your user guide which is available on the Quicken 2008 CD-ROM.)

New Quicken users

Before you install Quicken, you need to:

- Log on to your PC as the Administrator or have Administrator rights
- Close all programs
- Disconnect from the Internet
- Disable your anti-virus software and firewall

Once you have installed Quicken, you need to re-enable your anti-virus software and firewall, then reconnect to the Internet so that you can activate your Quicken product online.

To install Quicken 2008:

1. Insert the Quicken 2008 CD into the CD-ROM drive. If the installation screen does not start automatically, click the *Start* button and choose *Run*, then type *d:\autorun.exe* where *d* is your CD-ROM drive, and click *OK*.
2. Click *Install Quicken*.
3. Click *Install Quicken 2008*.
4. Follow the onscreen instructions to install Quicken. Note: You will find your IKC in the letter you received with your CD-ROM.
5. Reboot your PC to complete the Quicken installation.
6. Double-click the Quicken icon on your desktop to open Quicken 2008. Start a new file, or browse the features of Quicken 2008 using the sample file.

Activate Quicken

Once you have installed and opened your software, you are prompted to activate Quicken 2008. You will find your IKC in the letter you received with your CD-ROM. You need an Internet connection to activate online.

Licence Agreement

THIS IS AN IMPORTANT DOCUMENT. PLEASE READ THIS CAREFULLY.

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- you are purchasing the right to use the Software, not to own it;
- if you have been provided with a Trial Version, you may only use the Software on a temporary basis to evaluate the Software's functionality and suitability for your requirements;
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- to continue using the Software, those processes require you to verify your compliance with the terms under which you are licensed to use the software (for example: the number of computers on which the software is installed) and to permit continued reactivation of the Software from time to time. This involves, in all versions, periodically verifying your licence details, and in the subscription version, renewing your subscription when it falls due. Reckon may also verify subscription customers during a subscription period and not only at renewal. You will also need to reactivate your Software if you want to reinstall it (for example, if you upgrade your computer or if you have a hard drive failure, and you may incur a technical support cost for this);
- when you purchase the Software or during the course of your subscription you will be provided with an installation key code. Please keep the installation key code in a safe place. You may need it when you first install or re-install (if permitted) the Software and to reactivate the Software. Please note if you lose your installation key code that it will not be replaced by Reckon and you will not be able to install or reactivate the Software;
- you also need a licence key to reactivate your Software. In addition, with some older versions of the Software, you will not be able to re-install or reactivate the Software if you do not have your installation key code - see details below on Reckon's sunset policy;
- there will be no charge to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, Reckon may charge you a fee for technical support if it needs to reissue a licence key provided also that the version of the Software you are using has not been 'sunsetted' as explained below. Reckon may also charge a fee if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software if you upgrade your computer or due to a hard drive failure);

- if you do not verify your licence details or renew your subscription (as applicable) within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records); and
- Reckon has a 'sunset policy' which means that technical support is not available for some older versions of the Software. This includes the ability to install or re-install that Software for any reason if you have lost your installation key code for those old versions. If you wish to continue using the Software in those circumstances, you will need to purchase a new copy of the current version of that Software.

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2. YOUR PERMITTED USE OF THE SOFTWARE

- Single use licence:** If you have purchased a single user licence, you:
 - may install the Software once, on one computer only. However, if you wish to reinstall the Software (for example, if you need to install the Software on a replacement computer), then clause 3 will apply; and
 - must ensure that the Software is used by one person only at any one time.
- Additional licences:** If:
 - more than one person is to use the Software at the same time; or
 - the Software is to be installed on more than one computer then you must, for example in the Pro version, purchase another full version or a subscription version of that software, for use by up to a maximum of five users.

- Premier Version - Not applicable to Personal, Personal Plus and Home and Business**

If you have purchased a full version of QuickBooks Premier, this Licence entitles you to load the Software on up to three computers (for use by a single processing unit only on each computer) for use by up to three individuals simultaneously. If you wish to install the Software on more than three computers you must purchase additional licenses that will permit up to five users to simultaneously access a data file. If Reckon releases the next release of QuickBooks Premier while you are a member of the Advantage programme subject to its terms and conditions, you will be permitted to make a total of five installations.

If you have purchased a subscription version of QuickBooks Premier, this licence entitles you to load the Software on up to five computers (for use by a single processing unit only on each computer) for use by up to five individuals simultaneously. If you wish to install the Software on more than five computers you must purchase another full

version or a subscription version of that software but for simultaneous access you will need to upgrade to an appropriate version that permits more than five users to simultaneously access a data file.

- d) *Enterprise Solutions Version – Not applicable to Personal, Personal Plus and Home and Business*
- (i) If you have purchased the QuickBooks Enterprise Solutions version of the Software, this Licence entitles you to load the Software on up to ten computers (for use by a single processing unit only on each computer) for use by up to ten individuals simultaneously. You may not load the Software onto any further computers.
 - (ii) If you have purchased the QuickBooks Enterprise Solutions Accountants version of the Software, this Licence entitles you to load the Software onto one computer (for use by a single processing unit). You may not load the Software onto any further computers.
- e) *General restrictions:* You must not:
- (i) use or rely upon the Software for any purpose or in any manner for which the Software is not warranted;
 - (ii) copy, reproduce, translate, adapt, vary, merge or modify or create any derivative work based on the Software;
 - (iii) reverse engineer, decompile, disassemble, reconfigure or otherwise attempt to discover the source code of the Software; or
 - (iv) sell, market, network, transfer, lease, license, sub-license, rent, lend or otherwise dispose of or distribute the Software or use the Software to provide a bureau service.
- f) *Licence verification:* Upon written request from Reckon, including by e-mail, you agree to provide Reckon with a signed certificate:
- (i) verifying that the Software is being used fully in accordance with this Licence, including user and machine limitations, and
 - (ii) listing locations, types and serial numbers of equipment on which the Software is run.
- You agree to allow Reckon to use and disclose any personal details provided to Reckon in connection with this Licence in accordance with Reckon's then current privacy policy displayed on Reckon's website.
- g) *Audit rights:* Reckon may also audit the number of copies of the Software in use or possession by you, the equipment on which the Software is installed or used and the number of users using the Software. Audits will be conducted in your normal business hours, or upon reasonable prior written notice, at Reckon's expense. If the audit reveals underpaid or unpaid fees due to Reckon, Reckon may require you to uninstall any unauthorised versions of the Software and may deny you access to the Software or you will be invoiced for them based on Reckon's then current price list, and if these exceed 5% of the license fees you have already paid, you will also be invoiced for the cost of the audit.

3. PRODUCT ACTIVATION AND VERIFICATION

- a) *Initial registration and verifying licence details:* This Software may contain technology that protects Reckon against illegal copying. As a consequence, you may be required to:
- (i) register your details during the initial installation (including your name, contact details and details of the hardware on which the Software will be installed (if this is not done automatically by the Software));
 - (ii) if you have a full version, have the Software reactivated periodically

thereafter by verifying your licence details to confirm you are using the Software in accordance with these Licence terms;

(iii) if you have a subscription version, have the Software reactivated (on payment of Reckon's renewal fee and verification of your licence details) if you wish to renew the subscription;

(iv) have the Software reactivated by Reckon if you wish to re-install the Software (for example, if you would like to install the Software on a new computer or if you have a hard drive failure and need to reload your Software); and

(v) provide to Reckon the details of your installation key code and product key for the Software as part of the reactivation process.

You agree to activate or reactivate the Software within a reasonable time or within such time as the Software prompts you to do so.

- b) *Key codes:* Each copy of the Software is provided with a unique installation key code (which may appear on the packaging or the cover of the media on which the Software is contained). You should keep the installation key code safe. As per clause 3(a)(v), you will be required to provide your installation key code to Reckon when you reactivate your Software.
- c) *Manner of verification:* You must verify your licence details in the manner required by Reckon from time to time (which may include email or on-line registration via the Internet). The Software may prompt you as to the required manner of verification.
- d) *Charges for reactivation:* Reckon will not charge you to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, unless you have lost your installation or licence key code. You need both your installation code and your licence key to be able to reactivate the Software. Reckon may charge you a fee for technical support to reissue a licence key. Reckon may also charge a fee for technical support if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software because you have a new computer or need to reload the Software due to a hard drive failure). For the current fees go to <http://www.quicken.com.au>. If you have lost your installation key code it will not be replaced by Reckon and you will not be able to install or reactivate the Software.
- e) *Consequences of non-renewal and failure to verify details:* This Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the Software if a subscription is not renewed or in the case of a full licence version, you have not verified your licence details when periodically prompted to do so by Reckon or by the Software. If the Software is not reactivated within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).
- f) *Statutory declaration:* In certain circumstances, before permitting a re-activation, Reckon may require you to provide it with a Statutory Declaration stating the reasons for re-activation in a form required by Reckon.
- g) *Older versions:* Reckon has a sunset policy (covered in more detail in clause 4(a)) which means that technical support is not available for certain older versions of the Software. If technical support is not available for your version, you will not be able to reactivate or reinstall your Software if you do not have your installation key code. Reckon will not be obliged to provide you with a replacement key code and in those circumstances you will need to

purchase a new version or Upgrade in order to continue using the Software. Please go to <http://www.quicken.com.au> to see the sunset policy.

4. TECHNICAL SUPPORT

- a) *Period when technical support is available:* Reckon will provide technical support for the Software, during the following periods:
- (i) in the case of a subscription version of the Software, during the period for which you have paid the relevant subscription fees (unless further releases of the Software in question are discontinued); and
 - (ii) in the case of a full version of the Software, there is a 'sunset period' during which technical support may not be available for that version. The sunset period for a version will commence on the earlier of:
 - (A) 2 years after the date on which you first installed the version on our computer; or
 - (B) the date Reckon releases the second successive Upgrade to that version.
- For further explanation of Reckon's sunset policy please go to <http://www.quicken.com.au>.
- b) *What is included as part of technical support:* Reckon will provide technical support in accordance with its then current technical support policy, which may include:
- (i) as contemplated by clause 3, the technical support required to reactivate the Software or to issue a replacement registration key code (for example, when you verify your licence details, renew a subscription or if you need to reinstall the Software);
 - (ii) provision of telephone help desk support services;
 - (iii) access to technical information about the software contained on Reckon's website; and
 - (iv) the ability for you to download Updates, but it does not include provision of Upgrades of the Software.
- For further explanation of Reckon's technical support policy please go to <http://www.quicken.com.au>.
- c) *Fees:* Clause 3(d) sets out the circumstances when you will (and when you will not) be required to pay charges for the technical support to reactivate your Software (including when you wish to reinstall the Software) or for Reckon to issue a replacement registration key code.

For all other technical support, Reckon may charge you a fee in accordance with its then current technical support policy.

5. ONLINE SERVICES

- a) *Interaction with Online Services:* The Software may contain access to, or features that interface with, online services ("Online Services"). Examples of Online Services that may be applicable to the Software are an online share price download facility, a statement download facility, bill and other payment services, a superannuation choice facility, online backup facility, and a debt recovery facility which are provided at an additional charge on a subscription basis measured for one year from the date of registration.
- b) *Terms for Online Services:* Certain Online Services are not available for all versions of the Software. For example, in the case of bank statement download services, not all banks provide services that connect to the Software. Online Services are only available for 12-month periods for subscription versions and 24-month periods for full versions. In the case of a full version, access to Online Services in the second 12-month period

may be subject to payment of the applicable charges. In order to renew access to Online Services at the end of the 24-month period in the case of a full version, you will be required to have purchased or upgraded to the latest version of the Software. In the case of a subscription version, you must have renewed your subscription. Internet access is required for all Online Services. Charges may apply for the use of Online Services (in addition to the cost of Internet access levied by your ISP). Where Online Services are available, separate terms and conditions with the provider of the Online Services may apply. You should check with the relevant third party provider as to the terms and conditions of use. Access to Online Services may be withdrawn by Reckon at any time. Reckon will not be liable for the withdrawal of access to any Online Services. Where access is to be withdrawn, Reckon may choose to notify you in advance provided that you have supplied Reckon with a valid and up to date email address.

6. LIMITED WARRANTY

- a) *Software provided on an 'as is' basis:* Subject to clause 7(b), Reckon provides the Software to you on an "as is" basis and without any representations by Reckon or any of its authorised distributors regarding the use, performance or results of the use, of the Software.
- b) *Defects in media:* Reckon warrants that the media on which the Software is recorded is free from defects in manufacture for a period of 90 days from the date of delivery. During this period, if you return the Software to your place of purchase, Reckon will replace any defective media on which the Software was supplied and any Software on that media, free of charge, unless you caused damage to the media due to poor handling.
- c) *No guarantee that error free or uninterrupted use:* While Reckon has endeavoured to make sure that the Software works substantially as per the specifications published by Reckon from time to time, Reckon does not guarantee that the Software will work on all computer hardware platforms or configurations and makes no warranty that the Software will be error free, that its use will be uninterrupted or be fit for your purpose.
- d) *Internet access, telecommunications networks, firewalls and security:* Reckon does not guarantee connections to its online activation server as these may be dependent upon third party networks and security measures over which Reckon has no control.

7. LIABILITY

- a) *Certain rights cannot be excluded:* The Trade Practices Act, 1974 and other laws may imply certain conditions and warranties into this Licence and give you certain rights and remedies that cannot be excluded or modified. This clause 7, and the limited warranties provided in clause 6, do not exclude or modify any of those rights if to do so would contravene that law or make any part of this Licence void.
- b) *Exclusion of warranties:* To the full extent permitted by law, Reckon excludes all conditions, warranties and rights that may be implied into this Licence. If conditions, warranties or other rights for your benefit are implied in this Licence or otherwise conferred by law and it is not lawful to exclude, restrict or modify them, then those conditions, warranties and other rights will (but only to the extent required by law) apply to this Licence.

- c) *Limitation of implied terms:* Reckon's (and its distributors') liability for breach of any implied conditions or warranties that cannot be excluded is limited, to the extent permitted by law and at the option of Reckon, to replacing or re-supplying the goods or services or their equivalent again or the payment of the cost of having the goods or services or their equivalent replaced or supplied again.
- d) *General exclusion and limitation:* Other than as set out in clauses 7(b) and 7(c), and to the full extent permitted by law:
- (i) Reckon (and its authorised distributors) will not be liable to you or any other person for any direct or indirect loss, damages, liability, costs or expenses suffered by you or any other person relating to the performance or non-performance of the Software or any breach of this Licence or the supply of the Software or in connection with, but not limited to, the Online Services, use of tax tables or provision of technical support (whether by telephone or remote access or other means); and
 - (ii) Reckon's maximum liability for damages arising in connection with this Licence or the supply of the Software is limited to the amount paid by you for the Software.
- e) *Your liability to Reckon:* You agree that Reckon (and its authorised distributors) will not be liable, other than as expressly set out in this Licence, and that you will indemnify Reckon (and its authorised distributors) from any liability, loss, damage, costs or expenses which you may suffer or incur as a result of your use of the Software (including any claims made against you by third parties).
- f) *Use of Software is not provision of professional advice:* The information contained in this Software may contain features designed to assist you in complying with the requirements of the relevant legislation, eg: imposing the Goods and Services Tax (the 'GST') or the equivalent in the user's home country. These features in the Software have been developed with regard to the GST laws and regulations and guidelines provided by the Australian Taxation Office (the "GST Laws") as at the date of development of the Software (or the user's home country tax office) (the "GST Laws"). The GST Laws are subject to change and the Software may not be correct at the date upon which you make use of the Software. While the features will assist in GST calculations, Reckon does not warrant that the Australian Taxation Office or the user's home country tax office will agree with such calculations. The help contained in this Software is not a substitute for professional advice. The GST, Tax and other Laws are extremely complex in nature and legal and accounting advice should be obtained before taking any action in reliance on this Software. The software is also not financial product advice. If the Software contains features to assist with superannuation guarantee requirements, then Reckon does not warrant that the relevant reports will be compliant with legal requirements, as these change from time to time. In addition any tax tables (which are included with certain versions of the Software, eg: QuickBooks and Payroll) that might be supplied with this Software are also changed from time to time and you should consult with your professional adviser before relying on the tax tables. Reckon does not warrant that the tax tables are up to date at your date of purchase. In providing you with the tax tables, Reckon is not engaged in rendering legal, accounting or other professional services. If legal advice or other expert assistance is required, you should seek the service of a competent professional.

- g) *Reckon has no responsibility for recommendations:* Reckon, its employees, agents, contractors and the authors disclaim any and all liability and responsibility to any person, whether a user of this Software or not, in respect of anything (including, without limitation, any error in or omission from this Software) and of the consequences of any actions taken or omitted to be taken in reliance, whether wholly or partially, upon all or any part of the content, recommendations or help contained in this Software.
- h) *Corruption of Data and on-line access:* To the full extent permitted by law, Reckon and its authorised distributors disclaim all liability for any corruption of data, inability to access data, loss of data, breach of privacy, or downtime as a result of or arising from the use of any online link available between the Software and another server including without limitation in connection with any Online Services.
- i) *On-line services:* Reckon makes no warranty or representation in connection with the Online Services, the responsibility for which rests with the relevant provider of such Online Services.

8. TERM AND TERMINATION OF LICENCE

- a) *Licence Term:* Unless this Licence is terminated earlier in accordance with its terms, your right to use the Software in accordance with this Licence continues:
 - (i) in the case of a subscription version of the Software, for an initial period of 12 months from the date of registration of the Software. This Licence will automatically renew for a further 12 month period upon the payment of Reckon's annual subscription fee. If the annual subscription fee is not paid on or before the termination of the current 12 month period, this Licence will automatically terminate; and
 - (ii) in the full version of the Software, indefinitely, however:
 - (A) you may be required to periodically verify your licence details and have the Software reactivated as per clause 3 in order to keep using the Software; and
 - (B) if you need to reinstall the Software, you will need a copy of your original CD (or other media on which the Software was provided) and the installation key code. If you do not have the CD, you will need to purchase or upgrade to a new full version and pay for the postage associated with sending the CD to you. Clauses 3(d) and 3(g) outline when Reckon may charge you a fee for the provision of a replacement key code and, more importantly, when a replacement key code will not be provided by Reckon due to the operation of Reckon's sunset policy.
- b) *Termination by Reckon for breach:* Reckon may terminate this Licence if you are in breach of its terms or as otherwise set out in this Licence.
- c) *Survival:* Clauses 2, 4, 6, 7 and this clause 8 will survive the termination of this Licence. Termination of this Licence will not prejudice any right which Reckon may have, or but for the termination may have had, against you for a breach of this Licence.
- d) *Things you must do on termination:* Upon the termination of this Licence, you or your representative must promptly uninstall the Software from your computer, destroy the CD, User Guide and related materials and any copies of them in your possession or control or return or dispose of them in the manner directed by Reckon. Upon written request from Reckon you agree to provide a Statutory Declaration to Reckon that you have complied with your obligations under this clause 8(d).

9. SUBSCRIPTION TERMS

If you have purchased a subscription version of the Software, this additional clause 9 will apply.

- a) *Entitlement to Upgrades and Updates:* During the period for which you have paid subscription fees you will receive, included in the cost of the subscription, all Upgrades and/or Updates of the Software, via Internet download.
- b) *No extension of Licence term:* Your right and entitlement to use the Software, as enhanced by any Upgrades and/or Updates, concludes at the end of the term of the Licence (subject to payment of an annual subscription fee) and is not linked to the dates of release, registration or provision by Reckon of any Upgrades and/or Updates.
- c) *This Licence prevails:* If you have bought this Software as an Upgrade to an earlier version of the Software, this Licence shall supersede any previous licence agreement.
- d) *Not all Upgrades included:* Your subscription to the Software and any Upgrades and/or Updates under this Licence does not grant you the right to receive special versions of the Software created for certain customers or market segments, even though they may contain similar features or functions. Versions of the Software which may from time to time be offered in retail or other channels in different configurations as special promotions are not included as part of the subscription.
- e) *No obligation on Reckon to upgrade:* Upgrades and/or Updates will be developed and released by Reckon in its sole discretion, and Reckon does not warrant or represent that it will develop or release any Upgrades and/or Updates during the term of the subscription period or Licence. Furthermore, Reckon does not warrant that the Upgrades and/or Updates will be provided to you or made available within any specified time period following the commercial release of such Upgrades and/or Updates.
- f) *When payment is due:* If applicable to the Software licensed to you, you will be required to pay the monthly subscription fee in advance on the first business day of each month. You authorise Reckon to direct debit your monthly subscription fee from the bank account nominated by you.
- g) *Deactivation at end of subscription period:* As per clause 3, the subscription version of the Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the software if your subscription is not renewed or you are found to be in breach of this license agreement. If the Software is not renewed by the end of the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).
- h) *You need a full version if you don't renew:* If you elect not to renew your subscription, the Software does not allow you to upgrade to a non-subscription version of the Software by way of the purchase of an Upgrade pack. In such circumstances, you are only able to upgrade to a later non-subscription version of the Software by purchasing a full (non-upgrade) version of the Software.
- i) *Early termination:* If you wish to terminate your subscription early, you must do so by giving Reckon no less than one calendar month notice to that effect. Depending on the type of software you have subscribed to and the type of subscription you are signed up for, you may be required to pay a cancellation

fee. See <http://www.quicken.com.au> for a schedule of fees. Reckon will direct debit your account, and you agree to pay, the applicable cancellation fee.

10. TRIAL LICENCE

If you have been provided with a Trial Version of the Software, this clause 10 sets out the terms that will apply to your use of the Trial Version.

- a) *Licence*: Your licence to use the Trial Version:
- (i) permits you to evaluate the Software's functionality and suitability for your requirements;
 - (ii) is for the number of users set out in the material accompanying your copy of the Trial Version;
 - (iii) is subject to the general restrictions in clause 2(e) and the limited warranty in clause 6(a); and
 - (iv) is for up to 6 uses of the Software, upon the sixth attempt you will be required to activate the Software, and then for ninety days after activation. (Evaluation Period).
- b) *Duration*: You acknowledge that your licence to use the Trial Version will only apply for the Evaluation Period. At the end of the Evaluation Period:
- (i) you must not and will not be able to continue to access the Trial Version, including any data that you have entered into the Trial Version; and
 - (ii) if you wish to use the Software you must purchase a full version or subscription version of the Software.
- c) *Entitlements*: You:
- (i) are not entitled to Upgrades or Updates (or any other software other than the Trial Version); and
 - (ii) may be required to pay for any technical support that you may require in relation to the Trial Version in accordance with Reckon's then current charges.
- d) *Liability*: You acknowledge that [subject to clause 7(b) and 7(c), and to the full extent permitted by law, Reckon excludes all liability to you for any loss, damage, liability, costs or expenses suffered by you relating to the performance or non-performance of the Trial Version or any breach of this clause 10.

11. GENERAL

- a) *Some defined terms*: In this Licence:
- Trial Version* means Software that has been provided to you on a temporary basis in order to carry out a trial of that Software to determine whether you wish to use the Software on an ongoing basis.
- Upgrade* means a new version of the Software which contains additional functionality or other enhancements. Reckon will determine whether a new version constitutes an Upgrade or an Update.
- Update* means a new version of the Software which contains minor enhancements.
- b) *Applicable law*: This Licence is governed by the laws of the State of New South Wales, Australia.
- c) *Entire Agreement*: This Licence contains the entire agreement between Reckon and you in relation to its subject matter and supersedes any prior agreements and understandings, whether written or oral.

- d) *Waiver*: Any failure to enforce any rights under this Licence by Reckon is not to be taken as a waiver of those rights.
- e) *Variation*: To the extent permitted by law, Reckon may vary any of the terms and conditions of this Licence upon providing you with thirty (30) days notice in writing and a copy of the replacement terms and conditions. In the case of subscription users no new terms will come into force until the commencement of your renewed subscription period. Reckon will display any new terms and conditions on Reckon's web site and you should check the website regularly.
- f) *Headings*: Clause headings are for ease of reference only and do not affect the meaning of this Licence.

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Your unique Installation Key Code and Quicken CD are extremely valuable and may be required to reactivate or reinstall the software. Please keep the code in a safe place with your CD. If you lose your Installation Key Code or CD, they will be replaced only while this version is supported and administrative charges may apply.

Your important reference numbers

Customer ID:

Customer PIN:

Installation Key Code:

Installation	Computer/ User	Product Key	Licence Key
Example	Reception	10030-59821- 00858-381	36934-42890- 33878-21990
PC 1			
PC 2			
PC 3			
PC 4			
PC 5			

You will need these numbers for re-registration purposes. Please have these details on hand when contacting Quicken.

You can find these details in Quicken by going to *Help menu > My Licence Information*.

My original CD is safely stored here:

Contacting Quicken Technical Support

Australia

For installation and software support. Technical support is available Monday to Friday, 9.00am – 5.00pm AEST. Weekend support is also available, check Web site for opening hours. Extended hours are available to Quicken Advantage members.



1902 223 101

Call costs \$4.90/min (incl GST) Charges are higher from public and mobile phones. Call costs and operating hours are subject to change.



www.quicken.com.au/support

New Zealand

Technical support is available Monday to Friday, 9.00am – 5.00pm NZ.



Per incident support 0800 933 666
\$35.00 plus GST

Per minute support 0900 33 609
Call cost – \$3.95 /min (incl GST)
Charges are higher from public and mobile phones. Call costs and operating hours are subject to change.



www.quicken.co.nz

Asia

Technical support is available Monday to Friday, from 9.00am – 5.00pm at US\$40 per incident support.



Singapore +63(2) 533-1529 or +63(2) 533-4095

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www.quicken-asia.com