

# Adobe® InDesign® CS PageMaker® Edition

## Frequently Asked Questions

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Setting new standards  
for professional layout  
and design

### Q. What is Adobe InDesign CS PageMaker Edition?

A. If you're a PageMaker user, InDesign CS is a natural upgrade choice, delivering innovative design and layout features that help you work smarter and faster on the latest Windows and Macintosh operating systems. Adobe InDesign CS PageMaker Edition is designed to help you make the transition from PageMaker to InDesign as smoothly and rapidly as possible. It is cost-effectively priced at less than half the retail price of InDesign CS and combines the following elements to provide the ideal creative bridge:

- **Adobe InDesign CS software** with all of the productivity-enhancing layout and design features it offers.
- **The Adobe PageMaker Plug-in Pack\***, a set of new plug-ins that adds popular PageMaker features to InDesign CS, including an easy-to-use template browser and more than 80 templates created by award-winning professional designers.
- **Comprehensive training materials** produced specifically to help PageMaker users get to work quickly and explore InDesign features more deeply.

With InDesign CS PageMaker Edition, PageMaker users can be productive immediately—applying what they know about PageMaker to learning InDesign, opening PageMaker 6.0–7.x files as InDesign documents, switching keyboard shortcuts to match those in PageMaker, and taking advantage of tight integration between InDesign CS and Adobe Photoshop®, Illustrator®, Acrobat®, GoLive®, and InCopy® software. Now is the time to join the community of PageMaker users—creative professionals, service providers, educators, and others—who are switching to InDesign CS.

\*The Adobe PageMaker Plug-in Pack will also be available separately and will be included in the Adobe Creative Suite. You must have InDesign CS installed to install and use the Plug-in Pack. For details, see “Pricing and Availability” later in this document.

### Q. What is the difference between Adobe InDesign CS and Adobe InDesign CS PageMaker Edition?

A. Adobe InDesign CS PageMaker Edition includes the Adobe PageMaker Plug-in Pack, which adds eight popular PageMaker features to the standard features in InDesign CS. It also provides in-depth training materials to help PageMaker users make the switch efficiently. InDesign CS is a modular software program, which enables Adobe and third-party developers to add features by writing compatible plug-ins. In this case, the following key PageMaker features have been rewritten from the ground up as InDesign plug-ins:

- **Publication converter for PageMaker 6.0 files** Convert PageMaker 6.0 documents and templates to InDesign CS format, and in some cases even fix damaged PageMaker files or open previously unopenable PageMaker files (with limitations). This capability expands the conversion support currently built into InDesign CS, which enables you to open PageMaker 6.5–7.x and QuarkXPress 3.3–4.x documents.
- **InBooklet Special Edition (SE) plug-in** Automatically rearrange a document's pages into printer spreads for professional printing with complete control over margins, gaps, bleeds, creep, and crossover traps—a process known as imposition. The InBooklet SE plug-in—created by third-party developer a lowly apprentice productions (alap) for the PageMaker Plug-in Pack—offers this selection of imposition styles: 2-up saddle stitch, 2-up perfect bound, and 2-, 3-, and 4-up consecutive.
- **Automated bullets and numbering** Automatically create and style bulleted and numbered lists or save them as part of paragraph styles. Numbered lists update automatically when changes are made.
- **Data merge** Create customized publications, such as catalogs, direct mail campaigns, business cards, form letters, and mailing labels by merging data from a spreadsheet or database into your InDesign layouts.

- **Position tool** Resize and move images and their frames or reposition content in relation to frames using the handy Position tool, which works similarly to the Crop tool in PageMaker.
- **Template browser and professional template sets** Jumpstart your projects with more than 80 templates created by leading designers. Use the Template Browser to browse, add, delete, and reorganize templates.
- **PageMaker compatible keyboard shortcuts** Work at peak efficiency by switching the keyboard shortcuts in InDesign CS to match the shortcuts you've already learned for PageMaker.
- **PageMaker toolbar** Enjoy easy access to commonly used commands through a Windows-style toolbar similar to ones used in Acrobat and Microsoft Word.

InDesign CS PageMaker Edition also includes training materials designed specifically for PageMaker users, such as:

- **Online Help system** Refer to an online Help system designed to answer how-to questions about InDesign from the point of view of a PageMaker user.
- **Adobe Video Workshop for Adobe InDesign CS by Total Training** Watch a selection of professional training videos about key InDesign CS features. Visit [www.totaltraining.com](http://www.totaltraining.com) for more information about Total Training's video training products.
- **Adobe Video Workshop on Migrating from PageMaker to InDesign by Total Training** Find in-depth information, tips, and techniques from Total Training to help you make a smooth transition from PageMaker to InDesign.
- **Template guide** Browse a guide to the professional templates included in the product (printed and interactive PDF versions of the guide are both included).

#### **Q. Who should order Adobe InDesign CS PageMaker Edition?**

**A.** Adobe InDesign CS PageMaker Edition is designed for PageMaker users who are looking for a cost-effective and efficient way to upgrade to InDesign CS. These PageMaker users include:

- graphic designers, production artists, and print professionals in leading-edge publishing environments.
- seasoned business professionals who need to create a wide variety of marketing materials.
- education professionals ranging from high-end graphic design instructors to administrators who want to create visually compelling materials.
- Students in K–12 or Higher Education who produce newspapers, yearbooks, and other design projects.

#### **Q. What are the main benefits of upgrading to InDesign CS PageMaker Edition over remaining with PageMaker?**

**A.** The question some PageMaker users ask is “Why switch when my product works?” The answer is simple: Adobe InDesign CS works significantly better. InDesign CS combines the best aspects of PageMaker with productivity-enhancing features that take page design to a new level, so you can work smarter and faster than ever. Designed for the latest technologies, InDesign runs smoothly on Mac OS X, Windows 2000, and Windows XP systems. InDesign CS integrates tightly with the other Adobe products you use every day, including Adobe Photoshop, Illustrator, and Acrobat software, so you can move between these products efficiently to get your work done. It's packed with innovative features that can handle any page design project from a one-page flyer to a complex book with a detailed index, including multiple undo/redo, flexible table creation, character styles, and robust printing controls. It also expands your creative toolkit with editable drop shadows, gradients, arrowheads, stroke styles, and more. Plus, in-depth training materials, the ability to switch InDesign keyboard shortcuts to match those in PageMaker, and built-in support for converting PageMaker documents to InDesign CS all provide the support you need to make the transition efficiently.

#### **Q. Do I need the Adobe PageMaker Plug-in Pack included with InDesign CS PageMaker Edition?**

**A.** That depends on how important the eight PageMaker features described earlier in this document are to your workflow. The thing to remember is that, even apart from the Plug-in Pack, Adobe InDesign CS provides a number of standard features that will appeal strongly to PageMaker users, including:

- **Story Editor** Enter, edit, and format text in the Story Editor, an integrated word-processing view that works similarly to one in PageMaker and helps you change and copy-fit text efficiently.
- **Control palette** Use the context-sensitive Control palette to style text, edit graphics, and fine-tune tables—a handy alternative to switching among the Character, Paragraph, Transform, Stroke, and Table palettes.

- **Direct PDF export** Export PDF files in Adobe Acrobat 6.0 (PDF 1.5), Acrobat 5.0 (PDF 1.4), and Acrobat 4.0 (PDF 1.4) format using built-in controls—you no longer need to install a PostScript® driver and Acrobat Distiller to export PDF files!
- **Multiple undo/redo** Undo or redo a virtually unlimited number of steps. Almost any action you can take can be undone or redone, so you can experiment more freely with your design ideas.
- **Character styles** Quickly apply consistent text formatting to short runs of text using character styles, which can include a rich set of formatting attributes.
- **High-resolution preview of graphics** Display low-resolution versions of graphics for faster performance. Then switch individual images to high-resolution display with a quick shortcut.
- **Arrowheads/Stroke style editor** Apply built-in strokes and arrowheads to the beginning and end of lines. Also, create and save custom stroke styles with stripes, dots, or dashes.
- **Gradients** Define and apply linear or radial gradients. Then apply them to the stroke and fill of graphics and text. These items—even text—remain completely editable.
- **Transparency** Apply editable drop shadows, feathering, and other opacity settings to produce natural-looking transparent effects in InDesign. Maintain soft edges when placing transparent Photoshop files.
- **Tables** Create tables within InDesign in a few quick steps. Also import Word and Excel tables directly or turn tab-delimited text files into tables. Then refine how the tables look with automated controls.
- **Outstanding typography** Automatically produce the best line breaks possible using the unique Paragraph Composer. Also create ligatures, hang punctuation, insert special characters, identify missing fonts on-screen, and produce beautifully kerned text automatically. Set type using new OpenType® fonts with complete access to a wide range of OpenType characters, including basic fractions, discretionary ligatures, and more.
- **Printing** Print InDesign files reliably to PostScript Level 2, PostScript 3™, and non PostScript printing devices using an efficient printing interface that reflects the input of thousands of print professionals worldwide. Prevent costly mistakes before they appear on film or on press by using the new Separations Preview and Flatten Preview palettes to evaluate plates and transparency flattener settings onscreen.

**Q. Where can I get more information about Adobe InDesign CS PageMaker Edition?**

A. Visit [www.adobe.com/products/indesign/pm\\_ind.html](http://www.adobe.com/products/indesign/pm_ind.html) for more detailed information about Adobe InDesign CS, the Adobe PageMaker Plug-in Pack, and other related Adobe technologies.

## The Future of Adobe PageMaker

**Q. What does the release of Adobe InDesign CS PageMaker Edition mean for future development of Adobe PageMaker?**

A. Widely credited with launching the desktop publishing revolution (together with the Apple Macintosh and Adobe PostScript printers), Adobe PageMaker has enjoyed a long and venerable product life. It transformed the way designers work, introduced many innovative design and layout features, and served millions of design customers worldwide for close to 20 years. However, its role as a leading publishing tool has now passed to Adobe InDesign CS, which offers a more robust design toolset and a modern codebase that can adapt easily and swiftly to the needs of today's designers. That's why Adobe no longer plans to develop and release any feature-based versions of Adobe PageMaker, nor do we plan to offer a version of PageMaker with native support for Mac OS X. While we will continue to offer PageMaker 7.0 and technical support and customer service for the foreseeable future, we encourage you to switch to Adobe InDesign CS PageMaker Edition. As a loyal PageMaker customer, you're entitled to this specially priced version—less than half the retail cost of Adobe InDesign CS—which delivers Adobe InDesign CS software, the Adobe PageMaker Plug-in Pack, and comprehensive training materials produced specifically to help your transition.

**Q. Will Adobe continue to offer Adobe PageMaker 7.0?**

A. Yes, Adobe PageMaker 7.0 continues to be a popular layout tool, so Adobe plans to continue offering Adobe PageMaker 7.0 for the foreseeable future. However, we strongly encourage PageMaker customers to take advantage of the special pricing and in-depth support provided by Adobe InDesign CS PageMaker Edition and to make the switch to InDesign CS today.

**Q. Will Adobe continue to provide technical support and customer service for PageMaker users?**

A. Yes, Adobe will continue to provide technical support and customer service for PageMaker users. Registered licensees of PageMaker 7.x are eligible to receive complimentary person-to-person support on issues relating to installation and product defects on supported operating systems, including crashes and errors caused by the Adobe software. In addition, Adobe offers online help through the Adobe Knowledgebase and Adobe Studio. Adobe also offers several levels of flexibly priced Expert Support for more in-depth technical help with Adobe software. In North America, Adobe Customer Service provides information about sales, products, policies, training resources, and programs for all Adobe customers seven days a week from 6 a.m. to 8 p.m. Pacific time (visit [www.adobe.com/support/intlsupport.html](http://www.adobe.com/support/intlsupport.html) to locate support providers in other regions worldwide). For more information about our support policies, visit [www.adobe.com/support](http://www.adobe.com/support).

**Q. Will Adobe continue to have maintenance releases or patches to Adobe PageMaker 7.0?**

A. At this time, Adobe has no plans to provide maintenance releases or patches for Adobe PageMaker 7.0. However, Adobe will continue to monitor user experience in case issues should arise. All new feature development will focus only on Adobe InDesign CS.

**Pricing and Availability****Q. In which languages will the Adobe InDesign CS PageMaker Edition be available?**

A. In addition to Universal English, Adobe InDesign CS PageMaker Edition is available in these languages: International English, Brazilian Portuguese, Danish, Dutch, Finnish, French, German, Italian, Norwegian, Spanish, and Swedish. We do not currently plan to offer a Japanese version of Adobe InDesign CS PageMaker Edition. For more information about the availability of different language versions of the PageMaker Plug-in Pack, please see the related “Can I order the Adobe PageMaker Plug-in Pack separately?” Q&A below.

**Q. Can I order the Adobe PageMaker Plug-in Pack separately?**

A. Yes, the Adobe PageMaker Plug-in Pack is available separately for any Adobe customer to order and download from the Adobe Store at [www.adobe.com/store](http://www.adobe.com/store). The PageMaker Plug-in Pack is also available through Adobe Authorized Resellers for volume licensing, but not for individual license orders. The PageMaker Plug-in Pack is available in these languages: Universal English (for purchase in North America), International English (for purchase in Europe, Singapore, Hong Kong, New Zealand, and Australia), French, German, Dutch, Swedish, Finnish, Norwegian, and Danish. Adobe does not expect to release Spanish, Portuguese, Italian, or Japanese versions of the standalone Plug-in Pack at this time. However, Spanish, Portuguese, and Italian versions of the Plug-in Pack are available if purchased as part of InDesign CS PageMaker Edition. For more information about the availability of different language versions of the full Adobe InDesign CS PageMaker Edition product, please see the “In which languages...” Q&A above.

**Q. When will Adobe InDesign CS PageMaker Edition and the Adobe PageMaker Plug-in Pack be available?**

A. Adobe released Adobe InDesign CS PageMaker Edition and the Adobe PageMaker Plug-in Pack (included in the InDesign CS PageMaker Edition and Adobe Creative Suite and available separately) in the first quarter of 2004.

**Q. Are there any special requirements for ordering Adobe InDesign CS PageMaker Edition or for ordering and downloading the Adobe PageMaker Plug-in Pack?**

A. Yes, you must have a valid PageMaker serial number to install the Adobe InDesign CS PageMaker Edition. Any Adobe customer can order and download the Adobe PageMaker Plug-in Pack from the online Adobe Store ([www.adobe.com/store](http://www.adobe.com/store))—however, you must have InDesign CS installed to install and use the PageMaker Plug-in Pack.

**Q. How much does Adobe InDesign CS PageMaker Edition cost? How much does the Adobe PageMaker Plug-in Pack cost?**

A. Licensed users of any version of Adobe PageMaker can order the Adobe InDesign CS PageMaker Edition for less than half the retail price of Adobe InDesign CS. Any Adobe customer can order the Adobe PageMaker Plug-in Pack from the Adobe Web site (however, you must have InDesign CS installed to install and use the PageMaker Plug-in Pack). The estimated street prices for these products are listed below†. For information about pricing for education users, see the Education version question later on this page.

Region	Adobe InDesign CS PageMaker Edition**	Adobe PageMaker Plug-in Pack
U.S. and Canada	\$349 (U.S.)	\$49 (U.S.)
Europe	499 € (Euros)	69 € (Euros)
Rest of World (ROW)	\$349 (U.S.)	\$49 (U.S.)

† Volume licensing options are also available for Adobe InDesign CS PageMaker Edition and for the Adobe PageMaker Plug-in Pack as a standalone item. Information about these options is available on the Adobe Web site at the following address: [www.adobe.com/store/openoptions/main.html](http://www.adobe.com/store/openoptions/main.html).

\*\*Includes Adobe InDesign CS and the Adobe PageMaker Plug-in Pack.

**Q. If I already have Adobe InDesign CS, can I still get the Adobe PageMaker Plug-in Pack?**

A. Absolutely. Any Adobe customer can order and download the Adobe PageMaker Plug-in Pack from the Adobe Store ([www.adobe.com/store](http://www.adobe.com/store)) for \$49 (U.S.). For example, if you order Adobe InDesign CS at the special PageMaker Upgrade price of \$299 (U.S.) before the PageMaker Plug-in Pack becomes available, you can later order the Plug-in Pack for \$49 (U.S.)—for a total price that is slightly less than the cost of the InDesign CS PageMaker Edition (\$349 U.S.). For information about ordering a non-English language version of the PageMaker Plug-in Pack, please visit the appropriate Adobe Web site (if you're not sure where to go, visit [www.adobe.com](http://www.adobe.com) and choose a country from the popup menu at the top of the Web page). Education users should see the Education version question below for more details about available options for them.

**Important:** Have you recently ordered the Adobe Creative Suite? If it does not include a PageMaker Plug-in Pack, see “Adobe Creative Suite” below for details about your eligibility to obtain a copy of the Plug-in Pack for no additional charge (shipping fees may apply).

**Q. Can I try Adobe InDesign CS before I purchase it?**

A. Yes! We offer a fully functional 30-day Trial Version of Adobe InDesign CS for your evaluation. Visit [www.adobe.com/indesign](http://www.adobe.com/indesign) for more information. Please note that the PageMaker Plug-in Pack is not available as a Trial Version.

**Q. Is an Education version of Adobe InDesign CS PageMaker Edition available?**

A. Yes. An education version of Adobe InDesign CS PageMaker Edition is available through Adobe Authorized Education Resellers, for use by education users only, at an estimated street price of \$219 (U.S.). Licensing options are also available (see [www.adobe.com/store/openoptions/main.html](http://www.adobe.com/store/openoptions/main.html) for details). In addition, education users of InDesign CS may order the Adobe PageMaker Plug-in Pack separately—just like any other Adobe customer. However, no special pricing for education customers is available for the PageMaker Plug-in Pack. For additional information about pricing and availability, visit the Adobe Education Web site at: [www.adobe.com/education](http://www.adobe.com/education).

## Adobe Creative Suite

**Q. What is the Adobe Creative Suite?**

A. The Adobe Creative Suite is a complete design solution that gives today's creative professionals everything they need to create and publish content for print and the Web faster, more easily, and more affordably than ever. The Adobe Creative Suite comes in two Editions: The Premium Edition which includes InDesign CS, Photoshop CS with ImageReady® CS, Illustrator CS, GoLive CS, and Acrobat 6.0 Professional, and the Standard Edition which includes InDesign CS, Photoshop CS with ImageReady CS, and Illustrator CS. Both

Editions also include Version Cue™, the innovative file version manager. Both editions of the Creative Suite include the Adobe PageMaker Plug-in Pack.

**Important:** Education customers are eligible for special pricing and licensing options for the Premium Edition of the Adobe Creative Suite only.

**Q. Is the Adobe PageMaker Plug-in Pack included in both versions of the Adobe Creative Suite?**

**A.** Yes. The PageMaker Plug-in Pack is included in both the Standard and Premium Editions of the Adobe Creative Suite.

**Q. If I've already ordered an Adobe Creative Suite, do I need to pay extra for the Adobe PageMaker Plug-in Pack?**

**A.** In North America, if you order a version of the Creative Suite between January 5, 2004 and April 4, 2004, you're eligible to receive an English copy of the PageMaker Plug-in Pack at no additional charge (shipping charges and taxes apply). This offer expires April 19, 2004. As a licensed user of the Adobe Creative Suite, contact Adobe Customer Service at 800.833.6687 if you have any general questions about your eligibility for the PageMaker Plug-in Pack. For information about availability in other geographical regions, contact your local customer support group. Visit [www.adobe.com/support/intlsupport.html](http://www.adobe.com/support/intlsupport.html) for information about how to contact regional customer service groups.

## System Requirements

**Q. Does Adobe InDesign CS PageMaker Edition support Mac OS X and Windows XP natively?**

**A.** Yes it does—what's more, InDesign has supported these two platforms since Adobe InDesign 2.0 was released in January 2002.

**Q. Will you release a Mac OS X compatible version of Adobe PageMaker 7.0 ?**

**A.** No, Adobe has no plans to update Adobe PageMaker 7.0, so we do not plan on releasing a new version to support Mac OS X natively. You can run Adobe PageMaker in Classic Mode on OS X systems that still support Classic Mode.

**Q. What are the system requirements\* for Adobe InDesign CS PageMaker Edition on the Mac OS? on Windows?**

**A.** Before upgrading from PageMaker to InDesign CS, we strongly encourage you to make sure that your system meets the minimum system requirements listed below:

System	Mac OS	Windows
Processor	PowerPC® G3, G4, or G5 processor	Intel® Pentium® II, III, or 4 processor
Operating system	Mac OS X (version 10.2 and 10.3)	Microsoft® Windows® 2000 with Service Pack 2, Windows XP Home Edition, and Windows XP Professional Edition
RAM	128 MB	128 MB
Available hard-disk space for installation	InDesign CS: 350 MB PageMaker Plug-in Pack: 237 MB	InDesign CS: 312 MB PageMaker Plug-in Pack: 258 MB
CD-ROM drive	Yes	Yes
Monitor resolution	256-color at 1024x768 monitor resolution	Video card that supports 256-color at 1024x768
PostScript printer	Adobe PostScript Level 2 or Adobe PostScript 3 required	Adobe PostScript Level 2 or Adobe PostScript 3 required

\* Note that these system requirements are subject to change prior to shipping. To use the multimedia features in InDesign CS, you must have QuickTime 6.0 installed (available with Mac OS X, v. 10.2 and 10.3, and for free on the Apple Web site).

## Support for Making the Switch from PageMaker to InDesign CS

### Q. Is InDesign CS easy for PageMaker users to learn?

A. Yes! First of all, InDesign CS is designed to integrate tightly with other Adobe products. For example, if you use Photoshop and Illustrator, you can get up to speed quickly with InDesign CS just by applying what you already know. In addition, while InDesign has a more modern look and feel than PageMaker, these products share the Adobe standard interface you know well—so many of your PageMaker skills will translate directly to working in InDesign CS. With the PageMaker Plug-in Pack, you can even switch the keyboard shortcuts to match the ones you know from PageMaker 7.0 (and you can edit any keyboard shortcut to be what you want). InDesign CS PageMaker Edition also includes extensive training materials designed specifically to help PageMaker users hit the ground running. These include an online Help system that answers how-to questions about InDesign from the point of view of a PageMaker user; a selection of professional training videos from Total Training ([www.totaltraining.com](http://www.totaltraining.com)) to help you learn InDesign CS features and to ease your transition from PageMaker to InDesign; and a template guide that introduces the professional template sets included with the product.

### Q. Can I open PageMaker documents in InDesign?

A. Yes, InDesign CS opens PageMaker 6.5–7.x files directly using the File > Open command. Installing the Adobe PageMaker Plug-in Pack bundled with the InDesign CS PageMaker Edition expands this support to include PageMaker 6.0 files. InDesign is able to map PageMaker layout elements to InDesign equivalents to preserve the look and feel of documents as closely as possible.

### Q. How do I find service providers who are experienced at printing InDesign files?

A. Visit [partners.adobe.com/asn/partnerfinder](http://partners.adobe.com/asn/partnerfinder). Then click Search for an ASN Service Provider, fill out the online form, and click Search. The Adobe Partner Finder enables you to search by product and metropolitan area to locate the InDesign printing support you need. If you do not find the service provider you need, you can e-mail Adobe for help. You can even request that Adobe provide information to your current service provider about how to work with InDesign files (we have comprehensive training information available).

### Q. How do I get my service provider business listed in the Adobe Partner Finder?

A. If you're a service provider who outputs InDesign files and you're not registered in the Adobe Partner Finder, visit [partners.adobe.com/asn/partnerfinder](http://partners.adobe.com/asn/partnerfinder) today to register your services with us free of charge. It's an easy, cost-effective way to connect with InDesign and other Adobe product customers in your area.

### Q. Where do I find trainers who will train on InDesign?

A. Many of Adobe's ASN Training Providers support InDesign. Just visit [partners.adobe.com/asn/partnerfinder](http://partners.adobe.com/asn/partnerfinder). Then click Search for an ASN Training Provider, fill out the online form, and click Search. In addition, the InDesign product area on the Adobe Web site provides comprehensive information about training videos from Total Training, newsletters of InDesign tips and techniques, third-party books, and other resources that can help you master InDesign quickly and make the most of its powerful tools. For more details, visit [www.adobe.com/indesign](http://www.adobe.com/indesign).

## Information for licensing customers

### Q. How can CLP or TLP PageMaker customers order InDesign CS PageMaker Edition?

A. Licensing customers may order InDesign CS PageMaker Edition from their authorized Adobe Reseller.

### Q. How can CLP or TLP InDesign CS customers order the PageMaker Plug-in Pack?

A. InDesign CS volume license customers may order the PageMaker Plug-in Pack from their authorized Adobe Reseller.

### Q. What is the point value for InDesign CS PageMaker Edition and the PageMaker Plug-in Pack?

A. InDesign CS PageMaker Edition and the PageMaker Plug-in Pack are each given a point value of 2 points.

### Q. If a customer has active Maintenance coverage for PageMaker, is that customer eligible to receive InDesign CS PageMaker Edition at no charge?

A. PageMaker Maintenance customers with active maintenance coverage on the date of announce (1/5/2004) are eligible to receive InDesign CS PageMaker Edition at no charge. Adobe will issue a No Charge Upgrade coupon and notify eligible customers via e-mail to redeem the coupon for their no charge upgrade at [www.licensing.adobe.com](http://www.licensing.adobe.com).

### Q. If a customer has active Maintenance on InDesign, is that customer eligible to receive InDesign CS PageMaker Edition or the PageMaker Plug-in Pack at no charge?

A. InDesign Maintenance customers are not eligible to receive a no charge upgrade to InDesign CS PageMaker Edition or the PageMaker Plug-in Pack. Customers may order InDesign CS PageMaker Edition or the PageMaker Plug-in Pack from an authorized Adobe Reseller. For information on requirements related to ordering InDesign CS PageMaker Edition, please see the "Are there any special requirements for ordering Adobe InDesign CS PageMaker Edition..." Q&A on page 4 of this FAQ.

### Q. Will PageMaker customers with active Maintenance coverage receive an automated e-mail from the licensing system with details on how to claim their upgrade to InDesign CS PageMaker Edition?

A. Adobe will issue a No Charge Upgrade coupon and notify eligible customers via e-mail to redeem the coupon for their no charge upgrade at [www.licensing.adobe.com](http://www.licensing.adobe.com). Customers have 120 days to redeem their coupon.

### Q. Are Adobe Creative Suite licensing customers eligible to receive a no charge PageMaker Plug-in Pack? How do they obtain it?

A. Creative Suite volume licensing customers are eligible to receive a PageMaker Plug-in Pack at no charge. Adobe will issue a No Charge Upgrade coupon and notify eligible customers via e-mail to redeem the coupon for their no charge upgrade at [www.licensing.adobe.com](http://www.licensing.adobe.com). If they believe they are eligible, but did not receive anything, then they should fill out the form provided on adobe.com at [www.adobe.com/store/general/openoptions/pdfs/freeupgradeform\\_na.pdf](http://www.adobe.com/store/general/openoptions/pdfs/freeupgradeform_na.pdf) which they submit for processing through Adobe Open Options.

### Q. What do licensing customers receive when they order InDesign CS PageMaker Edition or the PageMaker Plug-in Pack licenses and media sets?

A. TLP and CLP volume licensing customers get a multi-user serial number with their license order and a full disk set with their media order. Documentation is included in Adobe PDF format on the disk set. Printed documentation sets are available for purchase separately. Maintenance customers receive a media set, documentation and volume license serial number.