

# BarTender 2021<sup>®</sup> Product FAQ

## Introduction

### 1. Why should I update to BarTender 2021?

#### a. With BarTender 2021 you can:

- Use new design tools to create and print commercial-quality documents
- Speed up label design and production with increased label QA
- Securely review and approve workflows from any web browser, on any device anywhere, anytime
- Integrate more tightly — and with more flexibility — to business systems and data
- Improve productivity for new and existing markets globally
- Print from any browser, on any device, to more printers anywhere, anytime
- Minimize downtime and enable business continuity with advanced, always-on high availability options

### 2. How can I update to BarTender 2021?

- #### a. If you're an existing customer and have an active Maintenance and Support agreement, you can download BarTender 2021 from the BarTender [customer portal](#).

If you're an existing customer whose Maintenance and Support agreement has lapsed, contact your local reseller or the [BarTender sales team](#) to renew your agreement and update to BarTender 2021

If you are a new customer, all new BarTender purchases will include the latest version of BarTender 2021.

### 3. If I already have BarTender, is there a cost to update to BarTender 2021?

- #### a. If you're an existing customer with an active Maintenance and Support agreement, you can update to BarTender 2021 at no additional cost. One of the many benefits of BarTender Maintenance and Support is free updates to new versions of BarTender.

If you're an existing customer with an expired Maintenance and Support agreement, contact your local reseller or the [BarTender sales team](#) to purchase a Maintenance and Support renewal and update to BarTender 2021.

### 4. Where can I download BarTender 2021?

- #### a. Visit the BarTender [customer portal](#).

### 5. Where can I get answers to any technical questions for BarTender 2021?

- #### a. The [Technical FAQ](#) is on the BarTender support site.

**6. Can I still update to BarTender 2019 or older versions?**

- a. If you're an existing customer and have an active Maintenance and Support agreement, you can download BarTender 2019 and older versions [here](#):

Check the BarTender [life cycle schedule](#) for the availability of previous versions of BarTender.

**7. Can I try BarTender 2021 before purchasing?**

- a. BarTender 2021 is available in a [30-day trial version](#). The 30-day trial software is our full-featured Enterprise Edition. All features are included. Printing will be disabled after 30 days.

**8. What are the system requirements for BarTender 2021?**

- a. The system requirements can be viewed [here](#).

**9. What features are available in each BarTender Edition?**

- a. The features in our Starter and Professional Editions for small businesses and departments can be viewed [here](#).

The features in our Professional, Automation and Enterprise Editions for Enterprise organizations can be viewed [here](#).

**10. Is technical support included with my BarTender 2021 purchase?**

- a. Every new edition bundle purchase of BarTender includes one year of Maintenance and Support, which provides you access to our legendary technical support team and free version updates. You can also purchase additional years of Maintenance and Support.

**11. Is BarTender 2021 supported in the cloud?**

- a. BarTender can be deployed in the cloud several different ways, including:
  - On a VM within a private cloud
  - Through BarTender's Print Portal, which supports printing and workflow approval from any web browser on any laptop/PC, iOS or Android device
  - Using BarTender-supported IoT printers from Zebra and other manufacturers

**12. Why is the new Phrase Library feature described as a "new feature preview"?**

- a. We've released the Phrase Library feature early with BarTender 2021 to collect additional customer feedback on its usability.