

ACT! Hosting Solutions

Contact: Alysia Hardy
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ACT! for Windows vs ACT! for Web
FAQ's Informational Document (1 of 2)

FAQ's



About ACT! windows <vs> web users

<p>What is an ACT! web-based user? <i>Online user.</i></p>	<p>ACT! Web-based users access the central database located on the central server from any computer via Internet Explorer using a unique user name and password. No software is loaded on the users PC. *MAC users access the db using Safari Browser.</p>
<p>What is an ACT! windows user? <i>Off-line user.</i></p>	<p>ACT! Windows users access the central database located on the central server directly via a local network connection or a remote copy of the ACT! db is installed on the PC and changes to the remote and central db are updates via "remote database synchronization". ACT! software is loaded on the users PC.</p>
<p>What is a dual-access user? Both web-based and windows user.</p>	<p>ACT! Dual Access users have the flexibility of accessing the central db directly via the Web from any PC using Internet Explorer (IE) <or> off-line using their remote db and synchronizing changes to the central ACT! db located on the server. <i>*More Info: See Differences between ACT! Win <vs> Web below.</i></p>
<p>Can The ACT!Cloud host our ACT! database?</p>	<p>Yes, we are happy to host your ACT! database for both web and dual access users. DataLogic CRM, Inc. is a certified hosting partner for Sage Software. Our tier 4 data center offers a state-of-the-art network infrastructure, 24/7 monitoring, routine db maintenance and nightly back-ups.</p>
<p>What are the advantages of Dual Access for hosted users?</p>	<p>The advantages of Dual Access for hosted users are:</p> <ul style="list-style-type: none"> • The ACT! db may also be accessed off-line and set to synchronize changes to the central db when the user connects to the internet. • Also see chart below ACT! for Windows <vs> Web. • A copy of your ACT! db always remains local.
<p>Do I need another ACT! license for dual access?</p>	<p>No additional licensing is required. Beginning with the ACT! Premium 2009 (v.10.0) release both the windows and web licenses are included with ACT! Corporate Edition Software Licensing.</p>

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FAQ's (cont'd)



What are the primary functional differences between ACT! Windows and Web?

Differences between ACT! win & web	ACT! for Windows (Off-line or Dual Access)	ACT! for Web (Online Users)
For the End-user:		
ACT! Software is loaded on local PC	Yes	No
Word Processor	MS Word <or> ACT! word processor	MS Word <or> ACT! word processor
Print Reports, Letters and Labels	Yes	Yes
Attach Documents to Contact Records	Yes	Yes
Integration with Outlook Email	Yes	Yes
Integration with Outlook Calendar	Yes	No
Handheld Synchronization	Local <or> Wireless Service	Wireless Service Only
Can use ACT! Add-on Applications	Yes	No
ACT! Reports	Yes (faster for large runs)	Yes
Edit Email and Letter Templates	Yes	Yes
Edit Reports	Yes	No
Edit Field Drop-down Menus	Yes	Yes
ACT! Mail Merger	Yes (faster for large runs)	Yes
ACT! Mail Merge - Swift Page Service	Yes	No
*MAC Users	Requires Parallels www.parallels.com	Safari Browser
For the Db Administrator:		
Data Import	YES	No
Field and Layout Changes	No	No
New User Add	No	No
User Security Changes	Yes	No
Manage Limited Access	Yes	No