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653-01114B-EN
Internal: 734-00321C-EN Rev A
Release date: 30 April 2008

Technical Bulletin

Exchanging a Preps, Pandora, or UpFront Dongle

This document describes how to return a dongle that licenses your Kodak® Preps®, Kodak Pandora®, or Kodak UpFront® software, as part of an exchange for one of the following options:

- A new replacement dongle
- A floating license for use with a Kodak Prinergy® or Prinergy Evo™ system (Preps or Pandora only)

What you must send to Kodak:

- The original dongle that is being replaced
- Multiple copies of a fully and accurately completed dongle-return packing slip (719-00478)

Before you return a Preps or Pandora dongle for a floating license conversion:

Important: When you order a dongle-to-floating license conversion, Kodak sends you a new license key (also called a password), in exchange for the original Preps or Pandora dongle. If Kodak does not receive the dongle *within 30 days* after the order ships, you will be billed for a full copy of the applicable software.

If you are exchanging a Preps or Pandora dongle for a floating license:

1. Add the new license key at the server's Administrator Console.
2. Note the **C0XXXX** code that is printed on the Prinergy or Prinergy Evo primary server's dongle. You will need to provide this code when you complete the packing slip.

To return a Preps, Pandora, or UpFront dongle:

1. Obtain the dongle-return packing slip from one of the following locations:
   - In the product's documentation listings on the Kodak Web site at http://graphics.kodak.com/ or the Kodak eCentral® Internet portal at http://ecentral.graphics.kodak.com/.
   - In a folder for the product's documentation (on your computer or on the Kodak DVD or CD)
   - Inside the applicable Kodak software kit (as a printed insert)
2. Provide the information as requested on the packing slip. You can either manually complete a printed version of the form or type the details into the online PDF version of the form.
3. When you finish, generate the required number of copies of the completed packing slip. You will need three copies plus any additional copies required by your shipper. For example, North American FedEx® shipments require three extra copies.
4. Personally sign each copy of the form beside your printed name at the bottom of the form.

   Important: The packing slip and copies are required for Customs compliance. To prevent delays, complete all white areas of the form, with no omissions or errors, and sign each copy.

5. Distribute the copies in the following manner:
   - Insert one copy into the dongle package.
   - Attach one copy to the outside of the package, with the **Ship to** address facing outwards.
   - Keep one copy for your records.
   - Provide your shipper with the number of required additional copies.
6. Ship the dongle using a traceable method, such as FedEx Priority Overnight® service.

   Note: For help with any FedEx documentation, contact FedEx directly. (For example, shipments returning to Canada must be accompanied by an International FedEx WayBill.)

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) has the largest global sales force and is committed to a digitally oriented growth strategy.

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