

Boardmaker FAQ

Please note our new replacement policy: replacement CDs can only be requested via our support and are handled as RMA. We no longer charge you for the CD but there will be an administration fee to the equivalent of 40 € to cover the costs of the handling and shipping. This replaces the previous replacement products in our sales pricelist and is generally cheaper for the customer than before. We don't accept other proof of purchase but returned CDs. Any previous replacement handling process is no longer valid. If customer does not provide CD (lost or fail to send in), we charge full sales price / don't offer replacement. See below FAQs for details.

Boardmaker Classic (V5 or earlier):

Q: Is it still possible to buy an upgrade from V5 or earlier versions?

A: No. We have discontinued the v5 upgrade which has been offered for 10 years.

Please note: We no longer can provide support for discontinued versions of Boardmaker, this includes replacement CDs or Non-CD checking codes and incompatibility with Windows updates.

Boardmaker Studio:

There will not be any changes to Boardmaker Studio with this release, except that we adjusted the replacement handling to be in line with Boardmaker Classic V6.

Q: In what languages and for what operating systems is Studio available?

A: Boardmaker Studio is only available in English and for Windows. For MAC users or other languages, we recommend to use BM Online or Version 6.

Q: My computer doesn't have a disc drive, how can I install the software?

A: You will still get it delivered on a CD, since the CD also comes with a license. You can however download the software from our website and license it without the CD.

Q: Can I get a replacement if I lost my CD?

A: No, there are no replacement CDs for BM Studio. If you have your license, support can provide you with a download link to install the software again. Once installed and licensed, the disc is no longer required to use BM Studio.

Q: I need to install BM Studio on a new computer, how do I deactivate the computer it is currently attached to it?

A: For individual licenses, starting with "INLC*", support can deactivate the license and any computers that are attached to it for you if you email us the BM Studio license code and computer name to support. For group licenses, starting with "GPLC*", please contact your group administrator as they manage all activations of your group.

Boardmaker Classic (V6):

Q: For which languages is BM Classic available on USB with license?

A: Danish, Finnish, German and Norwegian are available on USB from 16th December 2016. Additional languages will be added with approximate launch mid/end of Q1 2017.

Q: Will the US / UK English versions of BM and BM/SDP be made available on USB?

A: No, the BM V6 on USB will only be delivered for languages that cannot buy BM Studio. For English, we recommend Boardmaker Online or BM Studio.

Q: Will the US / UK English versions of BM and BM/SDP be discontinued?

No. It's important to several markets that we continue to make the English version available on CD.

Q: Is there a demo version available for each language?

A: Yes. The licensing is similar to other Tobii Dynavox products. An unlicensed installation of Boardmaker can be used in trial mode for 30 days.

Q: How many activations come with the USB version?

A: One. You can however install it on as many computers you like but only use it at the computer that it is currently activated on. You can de-activate and activate at any time.

Q: For the new USB/QLM licensing, does the computer have to be online to activate the license?

A: Ideally the computer would be online, but there is an offline activation procedure that support can help you with.

Q: Will you still be able to switch the language of the application (all menus and dialogs)?

A: No.

Q: Does the software run from the USB stick so I can run it from anywhere without installing it?

A: No. The USB stick is just a new way to deliver the installer.

Q: Is the price of the USB version different than what we charged for CDs before? Why?

A: No. In most countries it remains the same price, but with the added value of the 2000-2012 addenda included. We lowered the price to be more competitive in 2 markets. At the same time, we restricted the software to only 1 language for the user interface, and we only provide one activation, where the CD version could be easily used on multiple computers every day.

Q: I want to buy BM Classic but my computer doesn't have a disc drive. Can I still use it?

A: Once your language is available on USB with license, a disc drive is not required. For languages not yet available on USB, please see information regarding Non-CD checking codes.

Q: Will PCS 2000-2012 addendums be included for all USB versions

A: Yes, the PCS addendums will come with the USB stick.

Q: Can I get a replacement if I lost my CD?

A: No, the CD is the product and the license. If that product is lost, we have no means to verify the customer had a legitimate copy or that the product in fact is no longer in use. They will have to purchase a new copy of the BM product of their choice.

Q: Can I get a replacement if my CD is broken?

A: Once, your language is available as USB / QLM version, we will no longer be able to provide replacement CDs but you will receive a USB with license instead. Until your language is available on USB with license, we continue providing replacement CDs. Contact support to request a RMA (Return of Merchandise Authorization) and replacement. Your broken disc needs to be returned to Tobii Dynavox during the RMA process.

Please note: if your computer does not have a disc drive, see information regarding Non-CD checking codes.

Q: Do you still give out Non-CD checking codes for computers with no disc drive?

A: No, for Windows this option is discontinued from the day your language is available as USB version with license. For English, this change is effective from 1st December 2016 and we recommend to buy BM Online or Studio. We can still provide these codes for MAC with no disc drive. Tobii Dynavox offers 30-Days money back from the day of purchase.

Q: How much does it cost to get a replacement CD?

A: We no longer charge you for the CD but there will be an administration fee to the equivalent of 40 € to cover the costs of the handling and shipping. This replaces the previous replacement products in our sales pricelist and is generally cheaper for the customer than before.

Q: How does this affect the network version?

A: No change whatsoever. The “network version” installs on a sever (not a desktop or laptop) and uses a Code so that the CD does not need to be in the drive.

PCS Symbol Addendums:

Q: Will these changes affect how additional PCS symbol addendums are sold or delivered?

A: No. PCS symbols will still be delivered on CD using the same part numbers and pricing.

Q: Why are there multiple part numbers for the 2000-2012 addendums?

A: There are different language bundles available:

Non-English speaking Customers: V6, Win/Mac, Installer in 17 languages

12003820 Software PCS Classic: 2000-2012 Adden CD Bundle Win/Mac International

12003819 Software PCS Classic: 2012 Adden, CD, Win/Mac International

English speaking Customers: V6/Studio, Win/Mac, English Installer

12003768 Software PCS Classic: 2000-2012 Adden Bundle, CD, Mac/Win

12003767 Software PCS Classic: 2012 Adden, CD, Mac/Win