

## AnyCount. Frequently Asked Questions

### 1. AnyCount License Key

- **I have lost my license key. Can you, please, help me?**

There are two ways how to restore lost License Key for AnyCount:

1. Visit <http://clients.translation3000.com> and log in using e-mail, which you have indicated for sending the license key, when ordering AnyCount.

On this web site you can always find all your licenses and restore any lost license key.

2. Send us your Purchase ID or you registration name and e-mail, which you have indicated for sending the license key, when ordering AnyCount at [support@anycount.com](mailto:support@anycount.com) and we will send you your license key.

- **What happens if I have to reinstall your program say if my PC crashes? Do I have to request new license key?**

No, license key is not tied to any particular installation of AnyCount on physical PC.

- **Can I install AnyCount on my second computer using the same license?**

You can legally install AnyCount on another PC (or laptop) using the same license key, provided that you will be the only user of the program.

Please note that AnyCount licensed for one computer will not run on two or more machines in one network.

### 2. How many files can be counted by the paid version of AnyCount?

- **Can more files than 10 be counted by the paid version of AnyCount? If yes, how many?**

The trial version of AnyCount allows counting of not more than 10 files at a time, but when you become a registered user of a licensed version of AnyCount, you will be able to count unlimited number of files at a time.

### 3. Mac version

- **Is AnyCount available for Macs? Do you plan to release Macintosh version?**

We share your sympathy for Macs, but no Mac version is currently available. Currently there are no plans to release a Macintosh version of AnyCount.

### 4. AnyCount Upgrades

- **How much do we have to pay for new build of AnyCount?**

As long as new build is within the same version, you do not have to pay anything. If new build has different version number than the one you possess, look for special upgrade pricing, as we always give preferential upgrade prices to users of previous versions.

You can download the latest build of AnyCount at:

[http://www.anycount.com/wordcount/wordcounting\\_software/word\\_count\\_software\\_download.html](http://www.anycount.com/wordcount/wordcounting_software/word_count_software_download.html)

## 5. How to count text on websites?

- **How to count text on websites using AnyCount?**

AnyCount is able to count text in .HTM (.HTML) files. To count text on particular website you need to do following:

1. Download website you need to count words on.
2. Launch AnyCount.
3. Add pages you need to count to AnyCount.
4. Press Count button.

You will see statistics for each page and total amount of text.

## 6. Characters in embedded files and text boxes

- **Does AnyCount count characters in embedded files and text boxes?**

Yes, AnyCount can count characters in embedded files and text boxes.

## 7. Count of .doc, .rtf and .wpd files

- **Do I need to have MS Word installed to count .doc, .rtf and .wpd files?**

You need to have MS Word installed to count .rtf, .doc and .wpd files with AnyCount.

## 8. Count/omit numbers

- **Is it possible to count/omit numbers when counting with AnyCount?**

Using Skip Numbers option of AnyCount you can perform counts omitting or counting numbers.

## 9. Counting files located on a network server drive/share

- **Can I count files located on a network server drive/share?**

AnyCount has no problems with counting files located on a network server drive/share. You will need to specify the whole path to the necessary file.

## 10. Zero count result for .pdf file

- **Why do I get zero result when I count .pdf file?**

There can be at least two reasons for "0" count result for .pdf file:

- text in the file is actually a picture (for example, text was scanned but not recognized). No software can count images.
- if the file was created by some .pdf utility incompatible with AnyCount. If you have different situation but still you receive "0" result we would kindly ask you to send us the file at [support@anycount.com](mailto:support@anycount.com) so that we can figure out the reason of the problem. We guarantee

complete confidentiality!

## 11. System requirements

<b>AnyCount System Requirements</b>	
Operating System	Windows 98 SE or higher
CPU	300 MHz or higher
Memory	256 Mb or more
Hard Disc Space	at least 10 Mb



### Quick troubleshooter

If you have some problems with AnyCount, we recommend you to download and install the latest build of the program. Many problems disappear after installing of latest build.

You can download the latest build of AnyCount at:

[http://www.anycount.com/wordcount/wordcounting\\_software/word\\_count\\_software\\_download.html](http://www.anycount.com/wordcount/wordcounting_software/word_count_software_download.html)