

Find answers to the most commonly asked questions about the Adobe® Creative Suite® 4 editions.

Creative Suite 4 information

Why should I buy Creative Suite 4 instead of an individual product?

Adobe Creative Suite 4 editions provide a complete toolset that can help you streamline the creative process, easily express ideas in different media, and share your work with clients and fellow creatives. Since you're likely to need more than one software component during your creative process, it's a smart and more affordable option to buy a suite edition instead of individual products. If you've been using individual Adobe products, you may be eligible for special pricing when upgrading to Creative Suite 4.

Why should I upgrade to Creative Suite 4?

By upgrading to Creative Suite 4, you stay on the cutting edge by taking advantage of significant improvements in workflow and efficiency, along with improved features and integration. Plus, when you upgrade to Creative Suite 4, you can still import files from earlier versions.

By keeping your software current, you not only get the latest features and functionality, but you also benefit from special upgrade pricing. See tiered upgrade pricing information in the eligibility, pricing, and purchasing options section later in this FAQ.

Why do I need all of the products in a suite edition?

With Creative Suite 4 editions for design, web, and video, Adobe has selected the products that are most useful for those specific functions. The premium editions include a broader set of tools to enable cross-media work. In most cases, you will find that you use each tool in some capacity throughout the creative process. And even if you don't use every component now, you have the flexibility to use them later.

What products are included with each suite edition?

Check the suite comparison chart site at <http://www.adobe.com/products/creativesuite/suiteselector/>

for recommendations on which suite edition best meets your needs.

What's new in each product?

When you visit the web pages for any specific product, go to the features page and choose "Top new" to learn about the latest features.

Eligibility, pricing, and purchasing options

What's the best way to find out what products and upgrades are available for me?

If you know what product(s) you currently own, check the upgrade eligibility chart on the upgrade details page to determine what upgrades you can buy. If you're buying Adobe products for the first time, use the suite selector tool (<http://www.adobe.com/products/creativesuite/suiteselector/>) to determine which suite edition is right for you.

What is tiered upgrade pricing?

With the release of Creative Suite 4, Adobe is introducing two levels of upgrade pricing, one for customers upgrading from Creative Suite 3 to Creative Suite 4 and a second, higher level for customers upgrading from an earlier version of Creative Suite to Creative Suite 4.

Why is Adobe offering tiered upgrade pricing?

Customers who upgrade regularly have long requested better pricing compared to those who upgrade infrequently. Adobe is introducing tiered upgrade pricing to reward these customers. Now, customers moving from Creative Suite 3 to Creative Suite 4 will pay less than those moving from earlier eligible versions to Creative Suite 4.

As a special introductory offer, customers with earlier versions of Adobe Creative Suite, Macromedia® Studio, and Adobe Production Studio software

can upgrade for the same price as those moving from Creative Suite 3 — up to a 10,000 INR savings! This offer ends on February 28, 2009.

Does tiered pricing also apply to individual Adobe products?

No. The new tiered upgrade policy applies only to editions of Adobe Creative Suite and not to upgrades to individual products, such as Adobe After Effects®, Flash® Professional, InDesign®, Illustrator®, Photoshop®, and so on. Customers can upgrade to the CS4 version of individual products from up to three versions back. The only exception is Adobe Premiere® Pro; customers can upgrade to Adobe Premiere Pro CS4 from any previous version of Adobe Premiere Pro or Adobe Premiere.

I don't know what version I own. How can I find out if I'm eligible for upgrade pricing?

From within any of your individual Adobe products, select the menu item "About [product name]," which will open a dialog box that displays which version you own. Then check the upgrade eligibility chart on the upgrade details page to determine what upgrades you can buy.

What if I got my product as part of a suite edition? How will I know which suite edition it's part of?

There are several options to determine which edition of Creative Suite is installed on your computer:

* If you've registered your software, your product registration details will show your suite edition and serial number. Check your registration details by logging in to your account on Adobe.com and clicking the "View product registration" link.

For Creative Suite 3 editions only, you can determine suite edition by doing the following:

o - In Windows, go to Start > All Programs and check the Creative Suite edition.

o - In Mac OS, users can identify which suite edition is installed via the uninstaller (go to Applications\Utilities\Adobe Installers). For example, the uninstaller will say "Design Premium," "Web Premium," or whichever other suite edition was installed.

* For earlier versions of Creative Suite, check your installation CD or DVD for the suite edition.

What are your recommendations on buying for a team?

The Creative Suite 4 editions address the needs of various creative roles on a multidiscipline team. As you learn about the CS4 products and review your purchase options, consider the requirements of each of the roles and individuals on your team. Use the suite selector tool to determine which suite editions are right for your team.

What is the three-versions-back product upgrade policy?

For individual products, you can upgrade from up to three versions back. For example, if you have Illustrator CS, CS2, or CS3, you are eligible for the upgrade price for Illustrator CS4. If you have an earlier version, for example, Illustrator 9 or 10, you are not eligible. The exception is Adobe Premiere Pro; you are eligible to upgrade from any earlier version to Adobe Premiere Pro CS4.

For individual products, if you have a version earlier than three versions back, you are not eligible for upgrade pricing — you will need to pay the full retail price.

For Creative Suite editions, you can also upgrade from up to three versions back, but there is tiered pricing (see tiered upgrade pricing information in the eligibility, pricing, and purchasing options section earlier in this FAQ).