

# FAQ's

## Introduction

Q1 What is Smart Aadhaar Pro?

Smart Aadhaar Pro is Aadhaar Printing software to print your e-Aadhaar PDF (downloaded from UIDAI website) to a printable CR80 sized PVC Plastic card, as per UIDAI standards.

Q2 What are the features of Smart Aadhaar Pro?

- One Click e-Aadhaar Parsing.
- Various card customization options, for pre-printed/blank cards. (Enable/Disable Card Elements like Header, Footer, Barcode, Photobox etc).
- Picture editing for enhanced print results.
- Font Adjustment option for native texts.
- Adjustment available for pre printed cards with incorrect offsets.
- Reports for tracking prints.
- Works with any CR80 card printer. (Thermal / Inkjet)
- Frequent software updates, with improved version and features every time.
- Easy system migration (limited to once in 7 days).
- Also available for bulk printing on A4 sheets (10 cards each).

## System Requirements

Q1 What are the pre requisites of Smart Aadhaar Pro?

Smart Aadhaar Pro requires .Net 4.0 full version or above and Adobe Reader XI or DC installed on your computer/ laptop.

Q2 Which operating system Smart Aadhaar Pro works?

It works on Windows 7/8/8.1/10, both 32 /64 bit. Some say, it works with Windows XP but we do not test and guarantee the same.

## Usage

Q1 How to use Smart Aadhaar Pro?

You have to select your downloaded e-Aadhaar PDF into the software and print.

Q2 Can I use the demo/ trail version?

Yes, you can use the demo/trail version from [www.smartaadhaar.com/downloads.html](http://www.smartaadhaar.com/downloads.html)

Trial version has all the features except Usage Tracking Reports. Additionally a Sample watermark is placed on your e-Aadhaar, while using Trial version.

Q3 Which printers can be used with Smart Aadhaar Pro?

It works on all types of card printers and A4 sheet printers. Weather you use thermal card printers like Magicard /Evolis/ Zebra/ Fargo/ Smart/ Datacard, or Epson Inkjet PVC printers, or any A4 sheet printer, Smart Aadhaar Pro would work fine.

## Purchase/ Licensing

- Q1 What is License Software and benefits of it?  
A software license is a legal instrument (with or without printed material) governing the use of software.
- Provided technical support and advice whenever you have a concern or query.
  - Frequent Software updates, with improved experience and features every time.
  - Preferential pricing and Volume discounts are available.
- Q2 How can I buy/purchase Smart Aadhaar Pro?  
You can purchase by paying online on [www.smartaadhaar.com/downloads.html](http://www.smartaadhaar.com/downloads.html)-> 'Make a payment' button or else from Smart Aadhaar Pro -> 'Purchase License' Button
- Q3 How can I have a licensed version of Smart Aadhaar Pro?  
After successful payment online, we will be sending you a license key on your registered email address. Place this license key into Smart Aadhaar Pro (Enter license key Button) and Save. Smart Aadhaar Pro will be converted into a licensed version.
- Q4 How many computer/ laptop can be connected with licensed Smart Aadhaar Pro?  
Licenses are restricted for usage on 1 Windows System at a time.
- Q5 What is the validity of Smart Aadhaar Pro?  
On successful purchase Smart Aadhaar Pro is valid for lifetime.
- Q6 Do I have to renew the license after one year?  
No, Smart Aadhaar Pro is only one time purchase software.
- Q7 What is the technical support cost?  
It is free for the first year and thereafter it will be charged from the commence of the second year at a nominal cost as per your request. The cost had not been decided yet.

## Technical Issues

- Q1 What happens when my computer/ laptop is formatted?  
You have to download Smart Aadhaar Pro Demo from [www.smartaadhaar.com/downloads.html](http://www.smartaadhaar.com/downloads.html) and enter the same license key provided earlier on your registered email address for licensed version. Make sure you use the same email-ID and phone number as provided during registration.
- Q2 Can I move/ migrate Smart Aadhaar Pro from one system to another?  
Migration of License to a different system is possible, but limited to once in 7 calendar days. Migration procedure is same as Re-install after you format your system, as explained above.
- Q3 I am unable to open a PDF in Smart Aadhaar Pro / how can I report an issue?  
First you have to place the issue PDF, and then the password and then click report issue. A new window will open up, enter your email address, describe your query/ issue in the message box, and click Send. The issue will automatically logged and our support team will revert within 1-7 working days (based on nature of issue) via email or phone.