**Product Differences/Limitations**

This document is intended for use by French ACT! customers in Quebec and: a) addresses major known differences between French ACT! and International English ACT!; b) documents product areas that are customized for use in France. There may be other differences not specifically addressed in this document.

### End-User License Agreement (EULA)

The End-User License Agreement (EULA) within the product will be applicable to French (France) only. Quebec customers will need to sign a separate EULA and return the signed EULA to their ACT! Certified Consultant.

### Registration E-mail

The e-mail you will receive upon registration of French ACT! is not valid for use in Quebec. Quebec customers will need to contact their ACT! Certified Consultant for more information.

### Service and Support

Service and support phone numbers within the French ACT! product are currently directed to French (France) support. Quebec customers will need to contact their ACT! Certified Consultant for technical support on ACT! and related Connected Services.

**Phone Numbers and URLs**

ACT! does not have the capability to resolve variable lengths of phone number formats. Phone masking does not work when there are different area code types and phone number types.

Internet Services URLs within the French ACT! product are currently directed to French (France) sites.

### Cities and States

Cities/states listed are French cities and states rather than Canadian cities and states.

### ACT! Database Settings

Opportunities, product list, and custom currency fields can only be in one currency.There is currently no ability to change currency within ACT!. This is set when the database is created and cannot be changed. This includes:

* Currency symbol
* Data conversion
  + An example of this is applying exchange rates. Customers cannot change currency from USD to Canadian dollar, which would require all currency values to be recalculated in Product List, Opportunities, fields within integrated products, and all other custom currency fields.

Database collation/sorting of data in ACT! is currently set to support one language at a time. This is set when ACT! is installed, and cannot be changed thereafter.

Currency symbol will be €

* For French (France) it will default to Euro. This is different from English ACT! as English ACT! has multi-region installations i.e. EN-AU, EN-GB, EN-IE. French ACT! defaults to FR-FR, but it can be modified based on user preference when they create a new database..

Date format will be a mixture of European and US formats (mainly in report and quote templates)

* More than 50 Quote and Template files in ACT! are set to French (France) date stamps as they are not pulled from the machine/regional OS settings.  Date stamps are hard-coded within French (France) Microsoft Office.

### Multi-language (English – French) implementation

Currently, every item mentioned below has to be on the same language in order for ACT! to work properly:

1. Client Operating System
2. Server Operating System
3. ACT! application
4. Microsoft Office application – French ACT! works with Microsoft Office applications in French only. If customer has a non-French version of Microsoft Office, French ACT! integration with non-French Microsoft Office version will not work. For example, mail merge, Microsoft Outlook integration with ACT!, etc. will not function properly.
5. Synchronization
   * Customers are not able to synchronize an English host database with a French remote database.
6. Pick lists available within ACT! can only be in one language – either English or French.

Import and export may cause issues due to the different formats of languages, dates/times, phone numbers and currencies between English ACT! and French (France) ACT!.

***Common scenarios***

**Use case:**

Customer uses an English version of ACT! and wants to switch to a non-English version of ACT! and upgrade their database.

Issues and Solutions:

ACT! versions 9.0.1, 10.0 and 10.0.1 do not support this use case. Databases can only be opened from an ACT! product of the same language as the database was created. For example, if a database was created using English ACT!, it cannot be opened or upgraded to a French format.

ACT! 10.0.2 and future releases allow databases to open from an ACT! product of a different language. Allowing this condition does not address other issues that are related to switching languages, such as users wanting to convert currencies. Layouts, reports, envelopes and drop-down items will be in the language of ACT! that is setup on the server.

### Third-Party and RTF Controls

Third-party controls and RTF controls appear only in English.

Handhelds ACT! for Palm OS®, ACT! Link for Palm OS and ACT! Link for PocketPC are available only in English.

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