

# Frequently Asked Questions

## Questions About the Purchase and Delivery

**Question: Is there another opportunity where the ‘Otzar HaChochma’ is sold at a discounted price?**

Answer: No. ‘Shvua Hasefer’ is the only time when the software is sold to the general public at a discounted price. The Mefarshei HaOtzar is also being sold this year at a 30% discount for the first time. It is recommended to take advantage of the opportunity, as it is not yet known if it will repeat itself in the coming years.

**Question: How is the program sent to me?**

Answer: The Otzar HaChochma is delivered to your home (at no additional charge), anywhere in Israel and abroad.

**Question: How soon will I receive the software I ordered?**

Answer: The hard drive arrives in about a week from the time of purchase.

## Versions and Editions

**Question: What is the difference between the General Edition and the Bnei Torah edition?**

Answer: The Otzar HaChochma embraces all areas and professions of Judaism. The ‘Bnei Torah’ edition was adapted especially for the Chareidi Yeshivos and does not contain research and academic sefarim, nor Sifrei Hashkofah (books on outlook) that doesn’t conform with the traditional Chareidi view. About 8,000 books were omitted in the ‘Bnei Torah’ Edition.

**Question: How often is a new version released and what is the cost?**

Answer: A new version is released once a year, usually in the winter and includes the addition of about 5,000 new books and improvements and innovations in the software interface. The cost of the upgrade (for those who are interested) is \$211. In the summer months there is an 'upgrade sale' and a discount of about 30% is given on the purchase of the upgrade.

## General Technical Questions

**Question: What type of hard disk is the software installed on? And what is the disk volume?**

Answer: The software is loaded on an external 2 TB SSD hard drive. The SSD hard drive is the new type of hard drive - small and extremely strong.

**Question: Is there a warranty on the software?**

Answer: Of course. From the moment of purchase, the warranty on the contents of the disk is for life. On the other hand, the warranty on the hard drive is given by their manufacturers, which is limited to 3 years, provided that there is no physical damage, or signs of opening of the plastic parts that make up the hard drive and the serial number on the hard drive is not erased.

**Question: What do I do if the hard drive is broken and the warranty is over?**

Answer: You can purchase a new hard drive from us with the Otzar program on it. You would pay for the cost of a new hard drive and a \$20 service fee.

**Question: What do I do in case of loss or theft of the hard drive?**

Answer: Even in case of loss or theft, we offer a guarantee on the Otzar HaChochma. The customer must sign a declaration of loss/theft and purchase a new hard drive from us with the Otzar program on it. You would pay for the cost of a new hard drive and a handling fee of \$120.

**Question: Do you need an internet connection to use the software?**

Answer: No, a permanent internet connection is not required. However, in the event of a technical issue, an internet connection (even one-time) could bring benefit to the support team's ability to help.

**Question: Is it possible to transfer the contents of the external hard disk into my personal computer and use 'Ozar' without connecting to the external hard disk?**

Answer: Yes. You need to install an internal disk of 2 TB inside the computer and transfer the contents from the external hard-drive to your computer. We will turn any small flash drive into a “key” that will allow the Otzar HaChochma program to run. There is a service fee of \$46. It is not possible to use the ‘Otzar’ on the external hard drive and the ‘Otzar’ on the computer at the same time.

**Question: Is there an arrangement that allows regular use through the online site?**

Answer: Yes, you can purchase the software on a hard drive, but choose to use it in its online version. (We call this the "Online-Disk Track"). In this case, the disk will be formatted (deletion of the existing content) and its activity will be suspended as long as the use is with an online account.

You can get permission for a two-week trial (free of charge) to use the online ‘Otzar’ to experience and experiment before deciding.

If you switched to the Online Version and want to go back to the Hard Disk, you can return at any time and go back to using the hard disk.

(To join the "Online-Disk Track" and to request an online account for a free two-week trial, please send an email to our customer service:

[otzar@otzar.biz](mailto:otzar@otzar.biz) .)

In the Online Version, yearly editions with the new sefarim are updated automatically. Therefore, after the first year there is a yearly fee of \$130 to renew the online account with the newest version of sefarim and features.

**Question: If I am having issues with the program or if I need help, is there someone who can help me?**

Answer: Our technical support team is available and happy to help you with any issue you may encounter. Often times, technical support is given by making a remote connection to the customer's computer. The service is provided at no extra charge.

**Question: How do I use the program after I get it?**

Answer: Your Otzar HaChochma is shipped to you with an instruction booklet so that you can take full advantage of all the wonderful features. For the first installation, just run the application found in the Otzar HaChochma hard drive called התקנת אוצר החכמה. The program is installed on your personal computer and a desktop shortcut is created. From then on, just use the desktop shortcut to open the Otzar program.

**New!** Customer service and technical support for US customers Sun-Thurs 9 am - 4 pm (Eastern Time):

 845-316-0112  [support@otzar.biz](mailto:support@otzar.biz)

[sales@otzar.biz](mailto:sales@otzar.biz)