Questions and Answers about Upgrade 24.0

Otzar HaChochma
The world's largest digital library of Judaic books

Getting the Upgrade

→ **What are the system requirements for the Version 24 upgrade?**

System requirements: 20GB of free space on the internal drive, 8GB of RAM (16GB recommended), Windows 10 or Windows 11, and an Intel i5 or higher processor (or AMD equivalent). Not compatible with Mac.

→ **Which ways can I receive the Version 24 Upgrade?**

You can get the upgrade by bringing your hard drive to one of our local Copy Centers. Upgrading from versions 20 or newer have the option of getting the upgrade by download.

→ **How long does the upgrade take?**

The Copy Process takes 1 - 2 days for getting the upgrade by our Copy Centers The duration of the Copy Process for the upgrade varies by disk-type and by previous version.

→ **What are the shipping options?**

We can arrange return delivery once the upgrade is done. The customer must arrange how the disk gets to us.

Purchasing the Upgrade

→ **What are the payment options for the upgrade?**

Payment is only possible by credit or debit card. (Can be made in 10 installments.)

→ **How can an order be placed using an online form?**

The purchase can be made securely and easily using our 'Online Upgrade Order Form' from our website.

→ **What should I do if I need assistance completing the order?**

If assistance is needed you can contact customer service by phone, by text, by WhatsApp, or by email.

When to purchase a new disk

→ **If purchasing a new disk, what do I do with the old one?**

Before a new disk is prepared for you, the Otzar program has to be erased from an old hard drive. When you pick up your new disk, you can just leave your old disk.

→ **What should I do if I need a new disk but cannot send the existing disk?**

A representative can make a remote connection to your computer to perform the format of your old disk. In some cases, a custom solution can be coordinated if needed.

When to purchase a new disk

➔ My disk worked fine. Why is a new disk suddenly needed?

This is not a concern with newer SSD drives, and even with HDDs, most upgrades complete successfully. Upgrading writes a large amount of new data and can put extra strain on older, traditional HDD drives. In some cases, that heavier activity can reveal hidden disk issues, even if the program worked fine before. If an HDD drive fails during the upgrade process, a replacement drive may be needed to continue.

Online-Upgrade to Version 24

➔ Is it possible to upgrade remotely?

Yes, customers from version 20 can perform the upgrade themselves without needing to bring-in the disk.

➔ What is "remote-upgrade" and how is it performed?

The 'Remote Upgrade' option requires a high-speed internet connection. The download process will take many hours, depending on what version you are upgrading from. After purchasing the upgrade, you should receive instructions for 'Remote Upgrade' by email.

➔ How long does the "remote-upgrade" download take?

With a fast internet connection and a strong computer, a remote upgrade from Version 23 can take about 3 hours, and from Version 22 about 6 hours. With slower internet - especially when upgrading from Version 20 - it may take up to 24 hours.

➔ Is it possible to stop the 'Remote Upgrade' and continue it at a later time?

Yes, you can stop the download at any stage and resume it from where it was paused. Note that Otzar HaChochma cannot be used from the time the download process starts until it reaches 100%.

➔ How can I add the Mefarshei HaOtzar or the Publishers' Packages to my program?

You can add Mefarshei HaOtzar or the Publishers' Packages at any time, without the need to send the disk to our office - directly from the 'main menu' within the program!

"Otzar HaChochma "Inside your Computer

➔ Can I use Otzar HaChochma without an external hard drive by copying it to my computer's internal hard drive?

Yes. Otzar HaChochma can be copied to your computer's internal hard drive as long as you have at least 2TB of free internal storage, and you provide a small USB flash drive to serve as the "program key" (the program will only run when the USB is connected). The price is $54.

➔ Starting from which version is it possible to transfer the digital library content directly to the personal computer?

Starting from version 19 and above, the digital library content can be transferred from the hard medium directly to the personal computer regardless of the disk connection.

Purchasing Packages and Addons

→ **How can I add the Mefarshei HaOtzar or the Publishers' Packages to my program?**

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Disk-to-Online Transition Program

→ **Who is the Disk-to-Online Transition Program suitable for?**

The plan is suitable for those for whom internet is regularly available, who use Otzar HaChochma on more than one computer, or who find carrying the disk burdensome or frequently damaged.

→ **What are the advantages of the Otzar Online?**

The plan offers access from any computer with only a username and password, is regularly updated, and eliminates the need for a physical disk connection.

→ **What is the price for the Disk-to-Online Transition?**

After upgrading to the current version, the online subscription costs 450 NIS per year, with payment starting one year after the transition.

→ **Is it possible to try the Otzar Online before committing?**

Yes - The Otzar Online is free for anyone to try! Simply open up the website https://tablet.otzar.org/ from any web browser. (Without a full subscription their is just a limit to the usage.)

→ **How can I join the Disk-to-Online Transition Program?**

Send an email to support@otzar.biz with your customer number (5 digits on the black sticker on the disk) and in the subject line state: "Interested in Disk-to-Online Transition".

→ **Is it possible to return to using the hard disk after switching to online?**

Yes, it is possible to return to using the hard disk according to the program's terms. It is recommended to read the contract before making the transition.