



Zebra CardStudio 2.0

Frequently Asked Questions

Q: What is the Zebra CardStudio 2.0 Card Design Software?

A: CardStudio 2.0 makes designing and producing high-quality cards and Digital IDs quick and simple. Whether you're creating a handful of single-sided monochrome cards or thousands of encoded, full-color, double-sided cards with special security effects and dynamic data, our software makes it easy.

With four editions available—including Classic, Standard, Enterprise and Professional—Zebra makes it simple to purchase the ideal set of features you need today and tomorrow. As your business needs evolve, you can instantly upgrade to unlock advanced features when you need them.

Q: What are the key selling points of CardStudio 2.0?

A: CardStudio 2.0 is loaded with new capabilities and features, and it is constantly evolving. Highlights include:

- Zebra Digital ID feature available for purchase with credits on Standard, Professional and Enterprise editions
- Built on a Windows® Client Application for intuitive use
- Fully integrated cloud-based license manager for user-based license key management [CardStudio.zebra.com](https://cardstudio.zebra.com)
- In-app store offering card designs, Digital ID credits and more
- Separate card design and card issuance capabilities (DesignStudio and PrintStudio) to streamline workflow and card issuance
- Advanced data management and data integration features, including full internal database support (with CardStudio 2.0 Standard Edition and above)
- Robust SmartCard encoding with advanced Mifare/Desfire and UHF card support (CardStudio 2.0 Professional only with SmartCard Editor Application)
- Included facial image auto crop for faster, hassle-free and reliable ID photo capture and photo imports (all editions)
- Automatic software updates pushed via the cloud directly to CardStudio
- Fully functional, 30-day time-based trial version available (prints with watermark)

Q: Are there documentation and guides on installing and getting started with CardStudio 2.0?

A: Yes, there are documentation and multiple “How To” videos that show and explain how to install and get up and running with CardStudio 2.0 and design and issue physical and Digital ID cards. Videos and documentation can be found on the CardStudio 2.0 Zebra.com support page zebra.com/cardstudiosupport.

Q: We would like to offer Digital IDs. Are they supported?

A: Yes, CardStudio 2.0 supports both printed cards and Digital ID cards for maximum versatility and flexibility. This allows you to create Digital IDs for a wide range of applications including membership and loyalty cards, mobile apps and more.

CardStudio 2.0 Editions

Demo	Classic	Standard	Enterprise	Professional
• 30-day trial-based Professional version • Prints with watermark • Evaluation of all Professional features • Upgradeable with license key purchase	• Card design and print in one application • No database features • CardStudio 1.0 design conversion • Upgradeable to Standard and above with license key upgrade purchase	• + All Classic functions • Unlimited card designs, unlimited data records • 1 project file • CardStudio 1.0 database import • Digital ID design and issuance • Upgradeable to Enterprise and above with license key	• + All Standard functions (including digital ID) • Full external database connectivity capabilities for MS Access, MS SQL and Oracle databases. • Generic ODBC driver support • Multiple project files • Upgradeable to Professional and above with license key	• + All Enterprise functions (including Digital ID) • Full SmartCard encoding functionality including MIFARE Classic, Plus & DESFire • SmartCard Studio Editor for SmartCard encoding integration

For current CardStudio edition pricing in your region, visit solutionpathway.zebra.com.

Q: What is the Zebra Digital ID feature in CardStudio 2.0?

A: The Zebra Digital ID feature allows you to send to your user/customer installed base a digital representation of their printed ID card. DesignStudio allows you to create a Digital ID design layer and leverages all the standard static and dynamic elements of CardStudio. The Digital ID is issued or pushed from PrintStudio to a user's email address.

The Digital ID can be issued from CardStudio 2.0 to a mobile device as a PDF format, a PKPASS file format or via the Zebra Digital ID mobile app.

Q: What is the Zebra Digital ID mobile app?

A: The Zebra Digital ID app allows employees, students, visitors, members or volunteers to receive, display, and manage their Digital IDs on a mobile device to use for mobile identification, access or Status Check. The Digital IDs are designed and issued to the mobile app when the "Zebra Digital ID App" is selected in PrintStudio in the CardStudio 2.0 software. The Zebra Digital ID app can be downloaded from the Google Play Store or the Apple Store at no cost.

Q: How do cardholders download and start using the Zebra Digital ID app?

A: The Zebra Digital ID app will be available in the Google Play Store or the Apple App Store for cardholders to download. When a Digital ID is issued, the cardholder receives a notification email with instructions on how to download the app and access their Digital ID.

Once the Zebra Digital ID app is downloaded and installed on the cardholders' mobile device, the cardholder registers for an account on the app and provides their preferred email and password. After successful registration, the cardholder receives an email with a verification code to be used when they first log into the app. Only after verification with entering the code received will the cardholder be able to receive and use their Digital ID.

Q: Do cardholders need to have the Zebra Digital ID app to use Digital ID?

A: No. Digital IDs can also be issued in PDF or PKPASS formats if cardholders prefer. However, the Zebra Digital ID app provides enhanced security and convenience in accessing and managing digital IDs for cardholders. The mobile app provides enhanced security by leveraging the biometric security used in mobile devices, finger printers, face IDs, etc., to better protect cardholders' Digital IDs. And the mobile app allows real-time updates through the secured connection with the CardStudio service, which eliminates the hassle of revoking and reissuing Digital IDs when the data is updated. In addition, the Digital ID can be issued directly to the mobile app, so cardholders do not need to go through the several steps to accept and upload the Digital IDs (as is true with PDF/PKPASS formats) to their devices.

Q: How much does the Digital ID feature cost?

A: Each Digital ID issued requires 10 CardStudio credits in your online store account. CardStudio (Standard Edition and above) comes with 200 free credits (enough to issue 20 Digital ID cards).

Q: Can I revoke or "manage" a Zebra Digital ID?

A: Yes. The Digital IDs can be revoked in PrintStudio when needed. Also, with the Zebra Digital ID app, changes to credential data can be pushed immediately so the cardholder's Digital ID is always up to date.

Q: Does CardStudio 2.0 support smart card designs and encoding?

A: Yes, CardStudio Professional Edition has updated smart card encoding features including:

- Support for advanced UHF encoding
- Mifare cards including Desfire
- Read only of HID Prox formatted cards

Q: What photo support options are offered for CardStudio 2.0?

A: CardStudio offers an automatic face recognition feature, including auto crop and file upload to help you optimize images as you produce card designs.

Q: Can CardStudio 2.0 Software be upgraded from one software edition to another?

A: Yes. You can purchase upgrade software licenses from our partners or online at zebra.com/cardstudio.

Q: Does CardStudio 2.0 have Concurrent Network Users License available?

A: No CardStudio 2.0 does not have a Concurrent User Network license key option. Customers who have multiple users will have to purchase a single license key for each PC that will run CardStudio.

Q: Can users run usage reports in CardStudio?

A: No, since each PC uses a separate license key, CardStudio 2.0 does not have the ability run usage reports.

Q: What card printers does CardStudio support?

A: CardStudio can be used on all current Zebra card printers including:

- ZC100
- ZC300/ZC350 Series
- ZXP Series 7
- ZXP Series 9
- QuikCard ID Solutions
- ZC10L

Customers with older Zebra card printer models should take advantage of Zebra's printer trade-in program for a new card printer model purchase.

Q: How do I register and activate my CardStudio 2.0 software license purchase?

A: You must have a software activation link that comes with your CardStudio 2.0 purchase.

Visit cardstudio.zebra.com/setup for instructions on how to register and active your software activation link.
Or click [here](#) for printed instructions.

Q: Do I need to register my software?

A: Yes, as part of the CardStudio 2.0 software activation process you must have a Zebra SSO Login ID. If you do not have a Zebra SSO Login ID, please use "Request Zebra ID" on cardstudio.zebra.com to request one.

Q: How do I get CardStudio 2.0 support and where can I find training and support materials?

A: Please visit zebra.com/cardstudiosupport for a suite of "How To Videos". To contact Zebra Tech Support, visit <https://supportcommunity.zebra.com/s/contactsupport>. Partner training and sales enablement materials can be found on The Source and Partner Gateway.

Q: Are there features that are not supported in CardStudio 2.0?

A: While CardStudio 2.0 is an advanced modern Card Design and issuance software, there are a few features that are not available. These include:

- CardStudio 2.0 does not support encoding of contact smart cards
- CardStudio 2.0 does not support non-Zebra card printers
- CardStudio 2.0 does not support concurrent network user license key option

Q: What languages does CardStudio 2.0 support?

A: Currently the languages supported in CardStudio 2.0 are: English, Spanish, French, German, Polish, Portuguese, Turkish, Italian, Russian and Dutch.

Q: Does CardStudio 2.0 support the ZC350 Series Specialty Ribbons?

A: Yes, CardStudio supports the three new specialty ribbons available for the ZC300 (in LA/APAC) and the ZC350 (in NA/EMEA). With these ribbons and CardStudio 2.0, customers can produce unique, customized, advanced card designs and include security features not available by printing via the Zebra printer driver alone. In addition, there are no-cost sample designs available to download in the CardStudio in-app store that show how to use and take advantage of these special ribbon effects in a sample card design.

These specialty ribbons include:

- Long Life Ribbon (YMCKLL): Enables you to print more durable badges that will last 3-5 years
–ideal for employee badges
- Color-Shifting Ribbon (YMCPKO): Print pearlescent marks, such as a logo, making cards harder to counterfeit, eliminating the need to purchase a large amount of pre-printed card stock
- 3D Ribbon (SrDYMCKO silver ribbon): Provides a silver layer with dye to enable the creation of a card with:
 - A metallic look
 - A metallic/3D element that is visible as the card is tilted, such as a logo
 - Text in silver to stand out against the background (such as a name and/or account number)

Q: Is CardStudio available through Zebra distribution channels?

A: Yes, CardStudio is available via Zebra standard distribution channels.

Q: How do I get a demo copy of CardStudio software to evaluate or demonstrate?

A: You can easily download a demo copy via our website at cardstudio.zebra.com. Login with a Zebra SSO ID and you will find a demo license key in your license key activation account. Take the software for a test drive, create card designs and save them with a “Demo Version” watermark across the printed card design.

Q: What kind of graphics files can I use with CardStudio 2.0?

A: CardStudio 2.0 supports several image file formats: .bmp, .jpg and .png.

Q: What SKU configurations are available for CardStudio 2.0?

A: Information on the SKUs and pricing for Classic, Standard, Enterprise and Professional Editions can be found on Solutions Pathway: solutionspathway.zebra.com.

For more information, visit zebra.com/cardstudio



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