



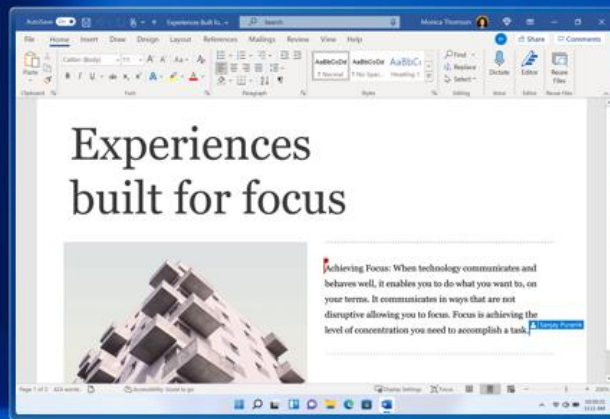
Office 2021 Product FAQ

October 2021



Contents

Office 2021 Products	2
Activation & Installation	3
Compatibility	7
Features.....	9
Comparison	12
General & Misc	14



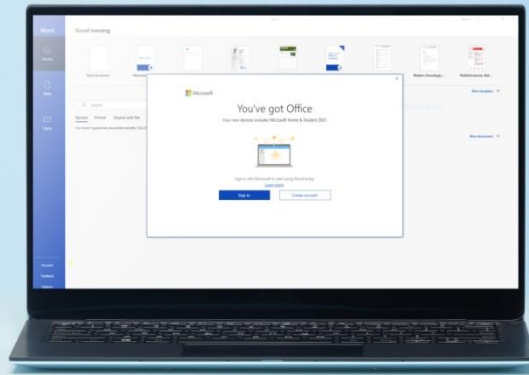
Office 2021 Products

Microsoft Office 2021 – the essential tools you need to capture, analyze, and organize your ideas. Classic versions of the Office apps with a one-time purchase.

Office Home & Student 2021 - For students and families who want classic Office apps installed on one PC or Mac for use at home or school. Includes classic versions of Word, Excel, PowerPoint, and OneNote installed on one PC or Mac.

Office Home & Business 2021 – For families and small businesses who want classic Office apps and email installed on one PC or Mac for use at home or work. Includes classic versions of Word, Excel, PowerPoint, OneNote, and Outlook installed on one PC or Mac.

Office Professional 2021 - For families and small businesses who want classic Office apps and email installed on one PC for use at home or work. Includes classic versions of Word, Excel, PowerPoint, OneNote, Outlook plus Publisher and Access installed on one PC.



Activation & Installation

What is the Office 2021 Installation process/ experience?

Office 2021 uses Click-to-Run to install in the same manner as prior Office products. The end-user installation process will be initiated from the portal, and users will be guided through the process.

How do I install Office 2021 and where can I find instructions?

Visit account.microsoft.com/services on the PC or Mac on which you want to install Office 2021. Sign in with the Microsoft account that you used to purchase, or that you've have already associated with the product, and then follow the onscreen instructions to install Office. Learn more about [how to install Office](#). If you're installing Office for the first time and haven't redeemed your purchase and set up your account, visit setup.office.com.

Will internet access be required to activate or update Office 2021?

You can activate Office 2021 over an internet connection, and you may need to periodically connect to confirm the license associated with the licensed device. You should also connect to the Internet regularly to keep your version of Office up to date and benefit from automatic updates.

When I redeem my product key, should I use my existing Microsoft account or create a new one?

It's best to use your existing Microsoft account so that you don't forget which account you use with Office. You might already have a Microsoft account if you use other Microsoft products or services (e.g., Xbox, OneDrive, Outlook.com, MSN or Bing). If you forgot your username or password, recover those details by returning to sign in and clicking on: "Can't access your account?"

How long does it take to download and install Office 2021?

In most cases, the actual download speed of Office depends on the speed of your Internet connection; a broadband Internet connection is recommended for the best download experience. If Office is taking a long time to install, [learn about possible solutions](#).

How many devices can I install Office 2021 on?

Office 2021 can be installed on one Windows PC or one MacOS device. For additional context, please see this link [Microsoft 365 and Office Resources](#).

What are the differences in Activation and installation for standalone and pre-installed SKUs?

If Office is preinstalled, upon launching Office app, the user can sign in to activate if the signed in account has Office license or can start a trial.

If it is not pre-installed, the user can install Office from [accounts.microsoft.com](#) and then follow the same flow to sign-in/activate.

What is a Microsoft account and why do I need it for Office 2021?

A Microsoft account is an email address and password that you use with Outlook.com, Hotmail, Office, OneDrive, Skype, Xbox, and Windows. As part of purchasing Office, you'll be prompted to sign in with your Microsoft account. After redeeming your purchase at [setup.office.com](#), your Office product is added to your Microsoft account and you'll use this account to install or reinstall Office from [account.microsoft.com/services](#). [Learn more about a Microsoft account](#).

How do I access my applications after I've installed Office 2021?

Icons for Office applications are created when you install Office. You can start the applications by clicking the icons, which are installed in the following locations:

Windows 10 and Windows 11: Start menu. You can also type the name of the application you want to launch (for example, Word) in Cortana.

Tip: You can also pin an application shortcut to your Start screen or your desktop taskbar for convenient access. [Learn more](#).

Mac: You can start the applications by clicking the application icons which can be found in the Launchpad and in the Applications folder in Finder.

Should I install the 32-bit or 64-bit version of Office?

For help deciding which version is right for you, see [Choose between the 64-bit or 32-bit version of Office](#).

If a user already has Office 2019 or an earlier version installed on their device, will they encounter any issues when installing Office 2021?

Office 2021 may be installed alongside Office 2019. It is recommended that you uninstall any older versions of Office prior to installing Office 2021. Learn more about uninstalling Office at [Uninstall Office from a PC](#) or [Uninstall Office from a Mac](#).

Will all devices (including devices pre-installed with Office 2019/Office 2021) with Windows 11 (final build) be prompted to trial Microsoft 365? If so, will the customer still be able to switch back to the pre-installed version of Office after the trial ends?

Users can start a trial no matter which SKU is pre-installed on Windows 11. The user will be able to switch back to the pre-installed version of Office by purchasing an entitlement for that SKU.

Are there any touchpoints in Windows 11 or Office 2021 to encourage customers to upgrade to Microsoft 365?

Yes, we will have various upgrade points. We are working currently with the editor team to highlight the value of Editor in subscription, and we are working on other contextual value paywalls. We will also eventually incorporate Unity which will have a permanent upsell option.

Do we have downgrade rights for Office 2021?

There are NO downgrade rights on Office 2021.

What is the re-installation process? (e.g., If I purchase a new computer, can I use my existing Office 2021 license in the new PC, what is the process)?

If the user has not activated Office 2021, then they can use it on the new PC by signing in to the MSA that has the Office 2021 license.

Perpetual Office can be activated on one device (PC or Mac) except in Japan. In Japan, a user may activate on two devices. This is same as 2019/2016.

What is the Microsoft Teams installer experience?

Microsoft Teams is included with Office 2021 consumer products installed on Windows 10. Note that a restart of the device is required for the Teams app to appear.

For Windows 11, consumers will use the version that comes on their device.

What mobile apps are available for Office?

Get the core Office experience for free on your favorite tablets and phones with screen sizes of 10.1 inches or less. To find and download apps, visit the following pages: [Office for iPad](#), [Office for iPhone](#), [Office for Android tablet](#), and [Office for Android phone](#). For Word, Excel, and PowerPoint apps, get premium features with an eligible Microsoft 365 subscription. For information about the premium features for mobile devices that are available with Microsoft 365, visit [Office Resources](#).

Compatibility

What are the system requirements for Office 2021?

For PC users, Office 2021 will require Windows 10 and later. For Mac users, Office 2021 is supported on the three most recent versions of macOS. For more information on system requirements please visit the [Microsoft 365 and Office Resources page](#).

*The page will be updated close to launch

Will Internet access be required to use Office 2021 for consumers?

No, you do not need to be connected to the Internet to use the Office apps, such as Word, Excel, and PowerPoint, because the applications are fully installed on your computer.

I just recently purchased Office 2019 – will I be able to upgrade to Office 2021?

Like all previous releases, Office 2021 will be sold as a one-time purchase, which means you pay a single, up-front cost to get Office apps for one computer. There are no upgrade options, which means if you plan to upgrade to the next major release, you will have to buy it at full price. Purchasing a Microsoft 365 subscription will give you access to the always-up-to-date product and many more capabilities that will not be available in Office 2021.

Are Office 2013, Office 2016, and Office 2019 compatible with Windows 11?

Office 2016 and 2019 are compatible with Windows 11.

Are some features of Office 2021 only available on Windows 11 and not on previous versions of Windows?

No. There are no Windows 11-specific features.

Will Office 2021 work on Windows device downgrade (e.g., if a customer bought Office 2021 with Windows 11 and want to use it with Windows 10, will it work)?

Yes, if the customer chooses to uninstall Windows 11 and install Windows 10 instead, they will be able to use Office 2021 with Windows 10.

How is Microsoft Teams, Office 2021 & Windows 11 integrated?

Microsoft Teams is included with Windows 11, so it does not get installed with Office 2021 on a Windows 11 device.

Will Office 2021 be identical on a PC and on a Mac?

No. Office apps are tailored for each platform. The Office apps available for Mac users and the specific features included may be different from those available for PC users.

**Office Professional is ONLY available on PC.*

Can people with earlier versions of Office open documents I created using Office 2021?

Office 2010, Office 2013, Office 2016, and Office 2019 applications can open your documents without any additional action. You can also open documents created using Office 2021 with Microsoft 365.

Features

What new features will be included in Office 2021?

We will announce more detail about features in Office 2021 for consumers at a later date.

Where can I find What's NEW in Office 2021?

The Microsoft Support Page, [here](#), clearly explains, in DETAIL, all of the new inking tools, data types, functions, translation and editing tools, motion graphics, ease-of-use features, and so much more! Go [here](#) to check out what is available to you today. We will announce more detail about features in Office 2021 for consumers at a later date.

**Note: All features listed on the Support Page, unless otherwise noted, are also included in Office LTSC for commercial customer.*

Is there a listing of all NEW features in Office 2021?

Yes, here is a listing of What is NEW in Office 2021. We will announce more detail about features in Office 2021 for consumers at a later date.

NOTE:

- *All features listed on the Support Page, unless otherwise noted, are also included in Office LTSC for commercial customer.*
- *Feature availability will vary by SKU. Applications are listed next to the feature for SKU availability.*

Windows Desktop:

- XLOOKUP (Excel)
- Dynamic Arrays (Excel)
- LET Function (Excel)
- XMATCH Function (Excel)
- Record Slide Show (PowerPoint)
- NEW Ink Replay (PowerPoint)
- Reading Order (PowerPoint)
- Translator and Ink in Outlook (Outlook)
- Instant Search in Outlook (Outlook)
- Visual Refresh (Word, Excel, PowerPoint, and Outlook)
- New Content in the Office Premium Creative Content Collection (Word, Excel, PowerPoint, and Outlook)
- The NEW Microsoft Search (Word, Excel, PowerPoint, Outlook, and OneNote)
- Performance improvements in Word, Excel, PowerPoint, and Outlook (Word, Excel, PowerPoint, and Outlook)
- Updated Draw Tab (Word, Excel, and PowerPoint)

- AutoSave (Word, Excel, and PowerPoint)
- Support for OpenDocument Format (ODF) 1.3 (Word, Excel, and PowerPoint)
- Updated Linked Table Manager (Access)
- NEW Data/Time Extended data type in Access (Access)
- Keep tabs on your database object in Access (Access)
- NEW Azure stencils and shapes in Visio (Visio)
- NEW AWS stencils and shapes in Visio (Visio)
- Content for social distancing planning in the workplace (Visio)
- Sketched style outline (Word, Excel, and PowerPoint)
- NEW input field in the COLORS dialogue box for Hex color values (Access, Word, Excel, PowerPoint, Outlook, OneNote, Visio, and Publisher)

Mac:

- XLOOKUP (Excel)
- Dynamic Arrays (Excel)
- LET Function (Excel)
- XMATCH Function (Excel)
- Watch your formulas (Excel)
- Immersive Reader advanced color support (Word)
- Natural-sounding voices with Read Aloud (Word)
- NEW Ink Replay (PowerPoint)
- PowerPoint Animated GIF (PowerPoint)
- UI Visual Refresh (Word, Excel, PowerPoint, and Outlook)
- NEW Stock Media (Word, Excel, and PowerPoint)
- NEW Tell Me (Word, Excel, and PowerPoint)
- Performance improvements (Word, Excel, PowerPoint, and Outlook)
- Save as SVG for your pictures and graphics (Word, Excel, PowerPoint, and Outlook)
- Sketched Style Outline (Word, Excel, and PowerPoint)

Will Office 2021 for consumers include Microsoft Teams? If so, with what service?

Yes, all editions of the next perpetual version of Office will ship with the Teams client app that can be used with the service. More details will follow later.

Will Office 2021 include OneDrive?

No. Office 2021 does NOT include OneDrive. However, with your Microsoft account, you can download OneDrive for free which comes with **5GB** of storage and the option to purchase more when you need it.

Since Chat from Microsoft Teams is available with Windows 11, if a customer downgrades Windows 11 to Windows 10, will Teams Chat be available for them?

The customer will have to purchase an Office product with Microsoft Teams.

What cloud and/or AI features are available in Office 2021?

All Cloud/A.I. features are specific to Microsoft 365. We are introducing collaboration features in Office 2021 that leverage the power of the cloud such as Autosave and While You Were Away.

Are there any features of Office 2021 restricted to certain markets? If so, which features and which markets?

Office 2021 has the same features regardless of region. Any restrictions with using features are not a function of Office 2021.

Are Office "Modern Collaboration" features available in all markets? If not, why are they not available in specified market(s)?

Office 2021 has the same collaboration features regardless of region. Any restrictions with using features are not a function of Office 2021.

What are the prerequisites for Real-time Collaboration? Does this collaboration happen through Teams/One Drive/Share Point? Is it free, or there is cost associated with it?

Collaboration features included in Office 2021 such as Autosave will require documents to be saved to OneDrive or SharePoint.

Comparison

What is the difference between Office LTSC for commercial customers and Office 2021?

Office LTSC is for a limited set of specific enterprise situations: regulated devices that cannot accept feature updates for years at a time, process control devices on the manufacturing floor that are not connected to the internet, and specialty systems that must stay locked in time and require a long-term servicing channel.

Office 2021 is for individuals and small businesses who want classic Office apps and email. It includes Word, Excel, PowerPoint, and Outlook. A one-time purchase installed on 1 PC or Mac for use at home or work. We will announce more details about functionality of the consumer version closer to general availability.

Are Office LTSC and Office 2021 the same client software with two different names? Or are there feature differences between the two?

Office LTSC and Office 2021 will have small but important differences designed for the needs of each audience, as we have done in the past. This time, they will also have different names. Office LTSC will be the name of the next perpetual version of Office for commercial and government SKUs. Office 2021 will be the name of the next perpetual version of Office for consumers and SMBs. We have not yet released feature details for Office 2021 for consumer and SMB, and we will announce more closer to general availability.

What is the difference between Microsoft 365 and Office 2021?

Microsoft 365 is a subscription service that makes sure you always have the most up-to-date modern productivity tools from Microsoft. There are Microsoft 365 plans for home and personal use, as well as for small and midsized businesses, large enterprises, schools, and non-profits.

Office 2021 will be sold as a one-time purchase, which means you pay a single, up-front cost to get Office apps for one computer. However, there are no upgrade options, which means if you plan to upgrade to the next major release, you'll have to buy it at full price.

Are there any changes to the licensing or use rights for the next perpetual version of Office?

No. The licensing and use rights for Office 2021 will be the same as for Office 2019.

Is the functional experience of Office 2021 different on Windows 11 compared to previous versions of Windows? If so, how?

No difference.

Is the graphical experience (UI look & feel) of Office 2021 different on Windows 11 compared to previous versions of Windows? If so, how?

There are UI differences as the experience has been improved from Office 2019, not specific to Windows 11.

Will Office 2021 install Microsoft Teams on Windows 11?

Windows 11 already comes with Microsoft Teams. Office skips the installation here to avoid duplicate installs.

What is the Office 2021 experience in devices prior to Windows 10?

Office 2021 requires Windows 10 and is not supported on Windows 7, Windows 8, or Windows 8.1. Installation will be blocked on these older platforms.

General & Misc

What is the public announce plan for Office 2021?

We'll publish a post on the Microsoft 365 blog on October 1 that discloses more details, including features and the October 5 GA.

Why Office 2021 and not Office 2022?

Given Office 2021 will be released in 2021, we decided to use 2021 as the version year to reflect the static feature set available at that point in time. It also helps to differentiate from our Microsoft 365 subscription, which will continue to receive new features and updates throughout 2022 and beyond.

Why is Microsoft launching Office 2021 when it has shifted its strategy to Microsoft 365 in the cloud?

Most of our cloud-powered innovation is coming to Microsoft 365. However, we know that some customers are unable to or may not wish to move to the cloud in the near term. We want to support all our customers in their journey to the cloud.

Will there be non-subscription versions beyond 2021?

Yes, we can confirm our commitment to another release of the perpetual version of Office in the future, beyond this release

For which languages is Office 2021 available?

For a full list of supported languages, see [here](#). Not all languages are available in all countries/regions.

Can I use Office 2021 in languages other than the one I originally purchased?

Microsoft offers simple and cost-effective solutions for multilingual individuals, families, and small businesses. You can install language accessory packs after installing Office 2021, to add additional display, help, or proofing tools. [Learn more about the Language Accessory Pack for Office](#).

How do I make sure I always have the latest Office applications?

If having the latest Office features is important to you, we recommend subscribing to [Microsoft 365](#). Microsoft 365 customers always get the newest features of the Office applications when they're available.

Where can I get technical support?

Visit Microsoft support for help on technical issues, including:

- Order status
- Billing
- Download
- Product key
- Install/uninstall
- Product activation
- Product use

Are there other support options? [public; SMC]

For help and how-to content, visit www.office.com/support.

For free video-based training, visit www.office.com/training.



© 2021 Microsoft Corporation. All rights reserved. This document is provided "as-is." Information and views expressed in this document, including URL and other Internet website references or data may change without notice. You bear the risk of using this information. Some examples used in this document are for illustrative purposes only and are fictitious. No real association is intended or inferred.

This document does not provide you with any legal rights to any intellectual property in any Microsoft product.