

IK Multimedia

License Agreement

**Installation/Authorization
Manual**



License Agreement

END-USER LICENSE AGREEMENT FOR IK Multimedia Product

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“EULA” means this end user license agreement

“IK Multimedia Product” means the software program included in the enclosed package, and all related updates supplied by IK Multimedia.

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8) WARRANTY CLAIMS

To make a warranty claim under the above limited warranty, please return the product to the point of purchase, accompanied by proof of purchase, your name, your return address and a statement of the defect, or send the CD(s) to us at the below address within ninety (90) days of purchase. Include a copy of the dated purchase receipt, your name, your return address and a statement of the defect. IK Multimedia or its authorized dealer will use reasonable commercial efforts to repair or replace the product and return it to you (postage prepaid) or issue to you a credit equal to the purchase price, at its option.

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11) GENERAL

This Agreement contains the complete agreement between the parties with respect to the subject matter hereof, and supersedes all prior or contemporaneous agreements or understandings, whether oral or written. All questions concerning this Agreement shall be directed to:

IK Multimedia Production Srl
Via dell'Industria 46
41122 Modena
Italy

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Chapter 1 - System Requirements

The following are the system requirements for using your IK Multimedia product.

Mac® (32 and 64 bit)

Minimum: 1.5 GHz Intel processor, 1 GB of RAM, Mac OS X 10.5 or later.

Note: PPC CPU is no longer supported.

Windows® (32 and 64 bit)

Minimum: Intel® Pentium 4® 2.4 GHz or Intel® Core™ Duo or AMD Athlon™ 64, 1 GB of RAM, Windows XP, Windows Vista or Windows 7.

TDM plug-in

When available, TDM plug-in requires Pro Tools HD Accel.

Chapter 2 - Installation

Mac®

NOTE: in order to be able to install and uninstall IK Multimedia products in your Macintosh computer you must be a user with Administrator rights.

Double-click on the 'Install' icon and follow the onscreen instructions.

The Standalone version is installed in your "Applications" folder.

Documentation is placed in:

Library / Documentation / IK Multimedia /

Uninstall

Double-click on the 'Uninstall' icon and follow the onscreen instructions.

Windows®

NOTE: in order to be able to install and uninstall IK Multimedia products in a computer equipped with Windows, you must be a user with Administrator rights.

Double-click on the 'Install' icon and follow the onscreen instructions. The installer asks you to confirm the destination folder. In the destination folder you will also find the documentation.

To launch the Standalone version go to:

Start menu, All Programs

The default destination folder is:

Program Files \ IK Multimedia \

Uninstall

In the 'Start' menu, select 'Control Panel'.

Double-click 'Add or Remove Programs'. A list of the software installed in your system is displayed.

Select the IK Multimedia product you want to uninstall and click the 'Remove' button. All the components will be removed from your system. If you added or changed files after the installation, it may be that some files and folders are not removed. Delete them manually, from the destination folder you selected during installation.

Chapter 3 - The New Authorization Manager

The Authorization Manager is a standalone application that is used to authorize your IK Multimedia products, and it will be included in every product and updates released after October 2010.

All products and updates that came out before the release of the Authorization Manager can be authorized in two different ways:

- with the old Authorization Wizard that starts after running the product
- with the new standalone version of the Authorization Manager

We strongly suggest authorizing all products with the new Authorization Manager as it makes the authorization process faster and easier.

In case you accidentally start the old Authorization Wizard please cancel the process, install the latest version of the Authorization Manager (downloadable from www.ikmultimedia.com/products), and authorize your product from there.

Chapter 4 - Starting with the Authorization Manager

To start the Authorization Manager, double-click on the Authorization Manager icon located in:

Macintosh:
"Applications" folder

Windows:
Start menu, All Programs

The Authorization Manager guides you through the authorization process of your software. When launching the Authorization Manager a Welcome page will appear. Click NEXT to proceed to the next step. Click CANCEL to close the Authorization Manager and use the software within the 10 day trial period.

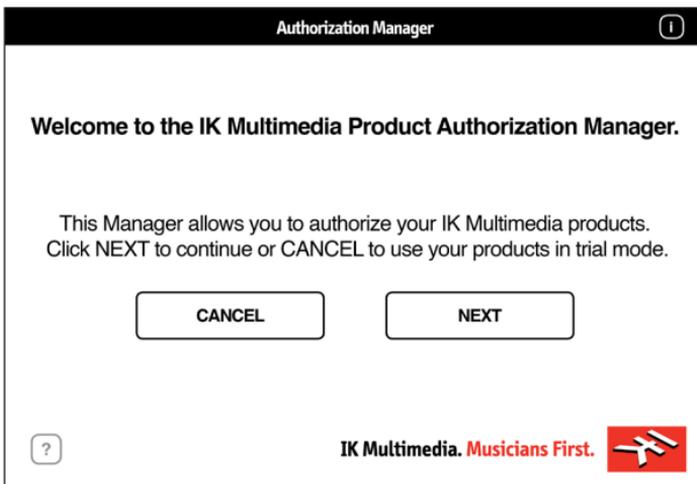


figure 4.1 - Welcome page

Anytime you need some explanations about the page you are in, just click on the '?' (Help) button in the bottom-left part of the Authorization Manager window.

The 'i' button will give you information about the current version of the Authorization Manager and links to the IK Multimedia website, our FAQ pages and Customer Support.

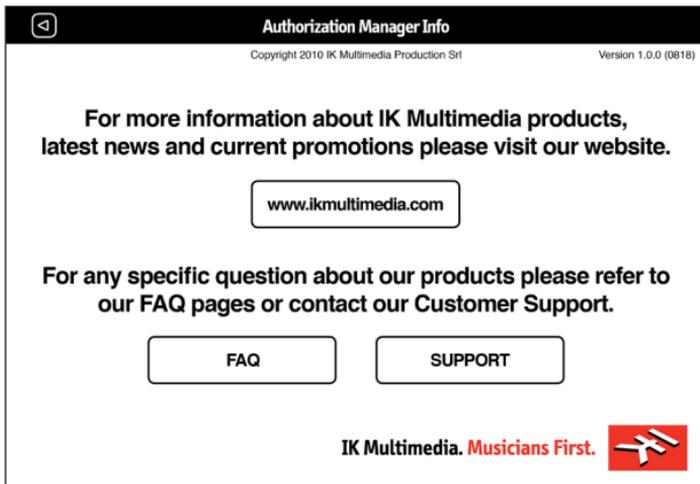


figure 4.2 - Information page

After clicking on NEXT the Authorization Manager will check your Internet connection and determine if you can proceed with the online or the offline authorization procedure. Let's have a look at the ONLINE procedure first.

Chapter 5 - Online authorization procedure

After checking the Internet connection, the Authorization Manager will also verify if your version of the Authorization Manager is the latest available one. If not, you will be asked to update before continuing. The UPDATE button will take you to the online page on the IK Multimedia website where you can download the latest version of the Authorization Manager.

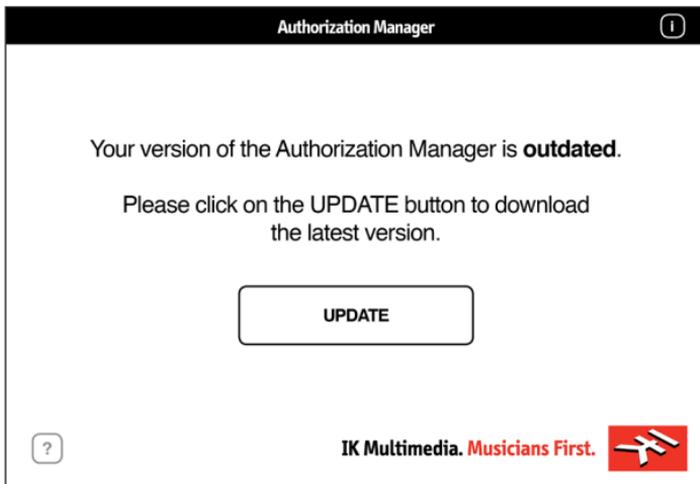
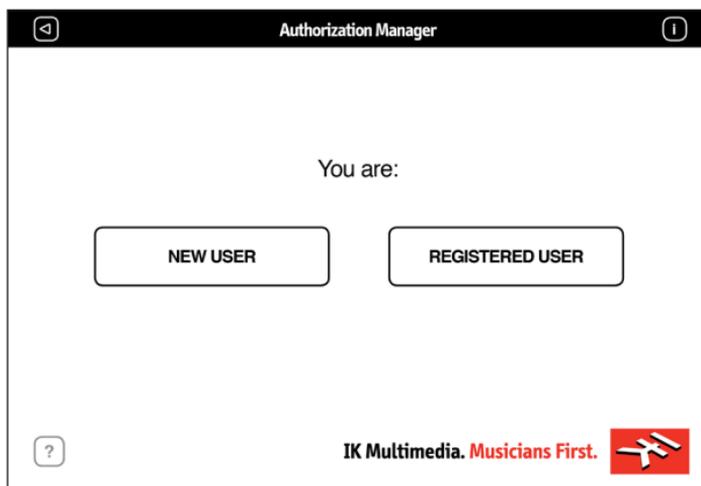


figure 5.1 - Version check

Install the latest version and restart the Authorization Manager.

In the next step, you must specify if you already have an IK Multimedia account or not. Choose **NEW USER** if you have never registered or authorized an IK Multimedia product before. Choose **REGISTERED USER** if you have an account.

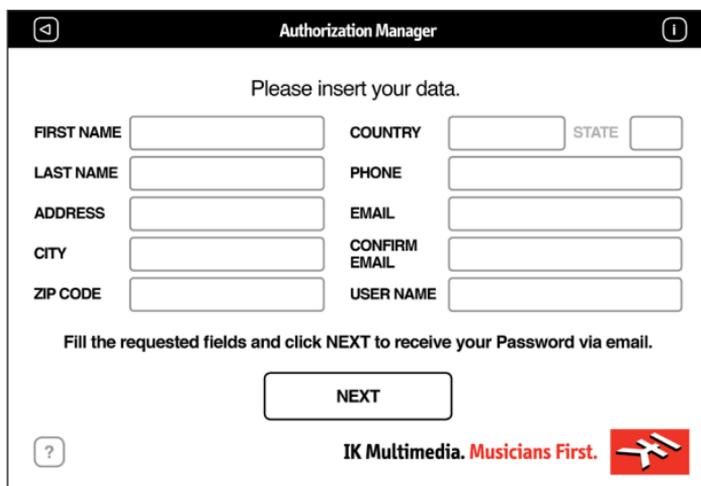


The screenshot shows a window titled "Authorization Manager" with a back arrow on the left and an information icon on the right. The main text says "You are:". Below this are two buttons: "NEW USER" and "REGISTERED USER". At the bottom left is a help icon (a question mark in a circle). At the bottom right is the IK Multimedia logo with the tagline "Musicians First." and a red icon of a hand holding a pen.

figure 5.2 - New/Registered User selection page

Chapter 6 - New User

After clicking on **NEW USER** you will see the New User details insertion page.



The screenshot shows a window titled "Authorization Manager" with a back arrow on the left and an information icon on the right. The main text says "Please insert your data.". Below this are several input fields arranged in two columns:

FIRST NAME	<input type="text"/>	COUNTRY	<input type="text"/>	STATE	<input type="text"/>
LAST NAME	<input type="text"/>	PHONE	<input type="text"/>		
ADDRESS	<input type="text"/>		EMAIL	<input type="text"/>	
CITY	<input type="text"/>	CONFIRM EMAIL	<input type="text"/>		
ZIP CODE	<input type="text"/>	USER NAME	<input type="text"/>		

Below the fields, the text reads: "Fill the requested fields and click **NEXT** to receive your Password via email." Below this text is a large "NEXT" button. At the bottom left is a help icon (a question mark in a circle). At the bottom right is the IK Multimedia logo with the tagline "Musicians First." and a red icon of a hand holding a pen.

figure 6.1 - New User details insertion page

Fill all the requested fields with your data and choose a **USER NAME**. After clicking on **NEXT** you will receive your User Area **PASSWORD** at the email address provided.

In the USER AREA you will be able to:

- Request more authorization codes
- Review your authorizations
- Submit a support request
- Download the latest updates and upgrades (+ free content)
- Download Sound Libraries (in case you purchased them online via download)
- Manage your personal data (i.e. update your email address)
- Change your user name and password
- Take advantage of promotions
- Share presets
- Redeem your JamPoints and more

Now the Authorization Manager will ask you to insert the PASSWORD that you just received by email.

Check the Remember me checkbox to allow the Authorization Manager to remember your login details. This way you will be able to skip the login page next time you want to authorize an IK Multimedia product and proceed directly to the Serial Number insertion page by clicking NEXT (see Chapter 8 - Inserting Serial Number).

Authorization Manager

Thanks **John**, please insert the Password
you received by email.

PASSWORD

Remember me

NEXT

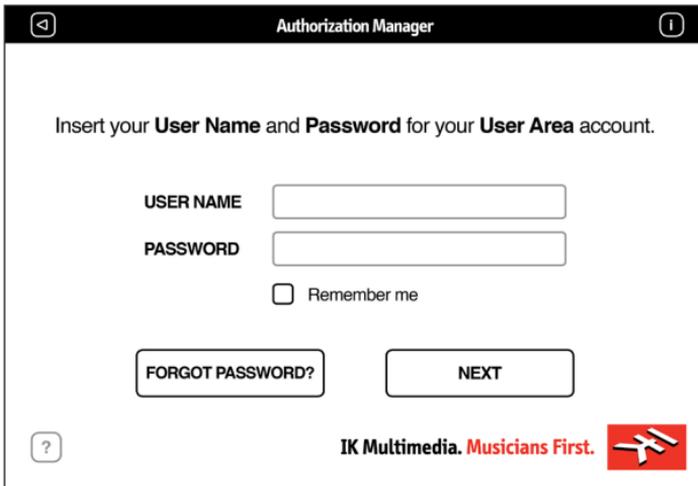
?

IK Multimedia. Musicians First. 

figure 6.2 - New User login

Chapter 7 - Registered User

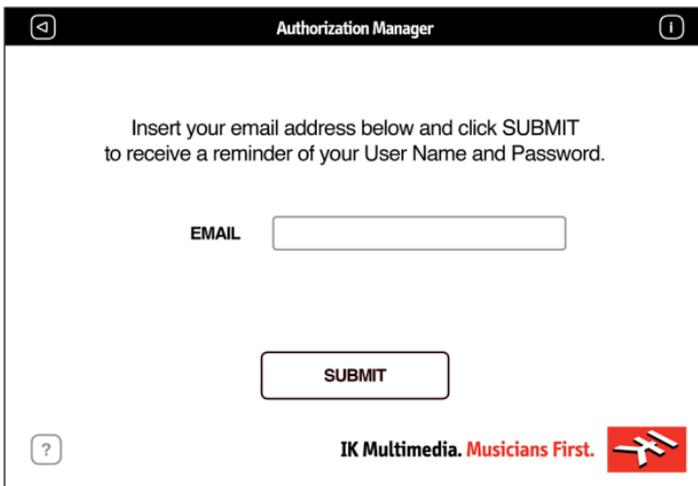
If you are an IK Registered User this means that you already have an IK User Area account and the related login details. On the following page, insert your User Name and Password. Check the Remember me checkbox to avoid having inserting your User Name and Password again the next time you authorize an IK Multimedia product.



The screenshot shows a web browser window titled "Authorization Manager". The main heading reads "Insert your **User Name** and **Password** for your **User Area** account." Below this, there are two input fields: "USER NAME" and "PASSWORD". Under the "PASSWORD" field is a checkbox labeled "Remember me". At the bottom of the form area, there are two buttons: "FORGOT PASSWORD?" and "NEXT". In the bottom right corner, there is the IK Multimedia logo with the tagline "IK Multimedia. Musicians First." and a red icon of three arrows pointing right.

figure 7.1 - Existing User login

After clicking on NEXT you will be able to proceed to the Serial Number insertion page (see Chapter 8 - Inserting Serial Number). If you don't remember your login details just click on the FORGOT PASSWORD? button. The FORGOT PASSWORD? button will take you to the Password reminder page. Insert your email address and click on SUBMIT to receive a message including your User Name and Password.



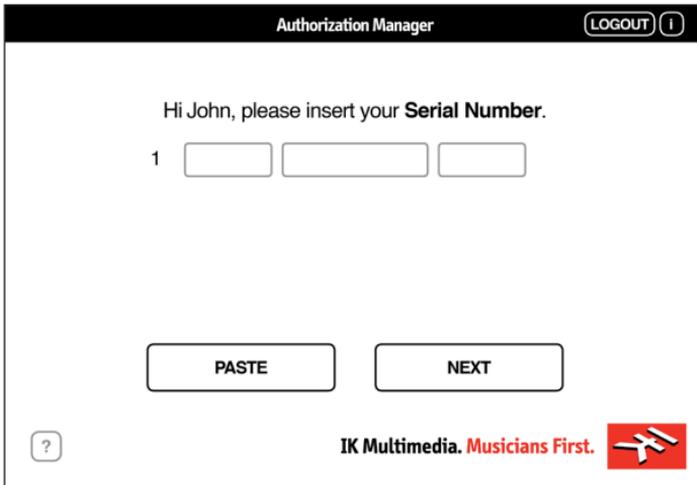
The screenshot shows a web browser window titled "Authorization Manager". The main heading reads "Insert your email address below and click SUBMIT to receive a reminder of your User Name and Password." Below this, there is a single input field labeled "EMAIL". At the bottom of the form area, there is a button labeled "SUBMIT". In the bottom right corner, there is the IK Multimedia logo with the tagline "IK Multimedia. Musicians First." and a red icon of three arrows pointing right.

figure 7.2 - Password reminder

The email address that you insert has to be the same registered in your IK User Area. If you registered an email address that is no longer valid and you want to update it, just contact IK Customer Support at www.ikmultimedia.com/contact.

Chapter 8 - Inserting Serial Number

The Serial Number is the code written on the Registration Card (included with your IK boxed product, inside the license envelope) or the one that has been delivered to you (e.g. Online purchase, such as a Digital Delivery, or update). Type the Serial Number in the fields manually or by clicking on the PASTE button.

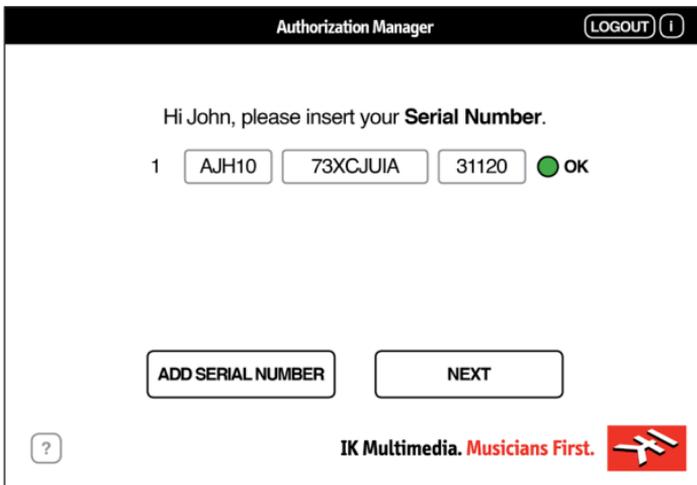


The screenshot shows the 'Authorization Manager' interface. At the top right, there is a 'LOGOUT' button and an information icon. The main text reads 'Hi John, please insert your **Serial Number**.' Below this, there is a label '1' followed by three empty input fields. At the bottom, there are two buttons: 'PASTE' and 'NEXT'. In the bottom right corner, there is the IK Multimedia logo with the tagline 'Musicians First.' and a question mark icon in the bottom left corner.

figure 8.1 - Serial Number insertion page

Once the Serial Number has been properly inserted a green circle will appear, showing that the code has been entered correctly. If a red circle is displayed the Serial Number inserted is not correct and you will be asked to retype it in the fields.

After inserting a valid Serial Number the PASTE button will change its name to ADD SERIAL NUMBER, making you able to add more Serial Numbers and authorize several products at once.



The screenshot shows the 'Authorization Manager' interface after a valid serial number has been entered. The text 'Hi John, please insert your **Serial Number**.' remains. Below it, the label '1' is followed by three input fields containing the serial numbers 'AJH10', '73XCJUJA', and '31120'. A green circle with a white checkmark is visible to the right of the third field, indicating successful entry. The 'PASTE' button has been replaced by an 'ADD SERIAL NUMBER' button, and the 'NEXT' button remains. The IK Multimedia logo and tagline 'Musicians First.' are in the bottom right, and a question mark icon is in the bottom left.

figure 8.2 - Adding Serial Number

The LOGOUT button lets you return to the “New/Registered User selection” page (see figure 5.2) and authorize products with a different user account.

After you inserted all the Serial Numbers that you need to authorize just press the NEXT button to go to the next step of the authorization procedure.

The Authorization Manager will authorize only the products that are installed on your computer. You can download any product that is not on your computer by clicking on the corresponding DOWNLOAD button. After installing all the products in the list come back to the Authorization Manager and click on DONE to complete the procedure.

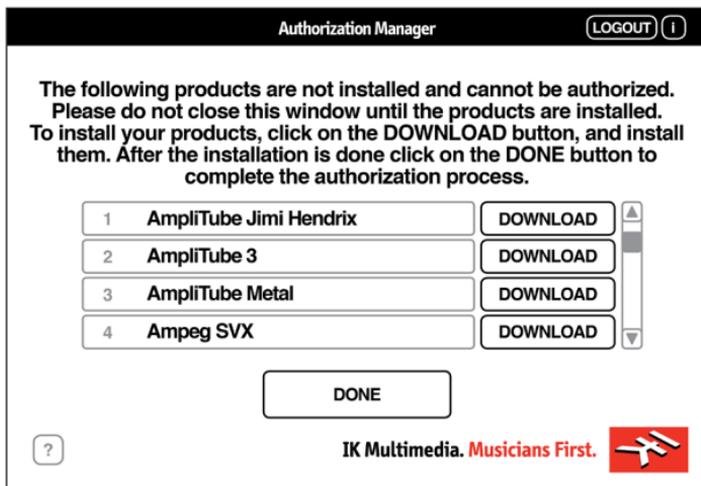


figure 8.3 - Not installed products

The last page of the Authorization Manager shows you the list of all the products that you authorized in the current session. From now on the authorized products will run without any time or functional restriction.

Click on the User Area link to access your User Area and all its features. Close the Authorization Manager by clicking on DONE button.

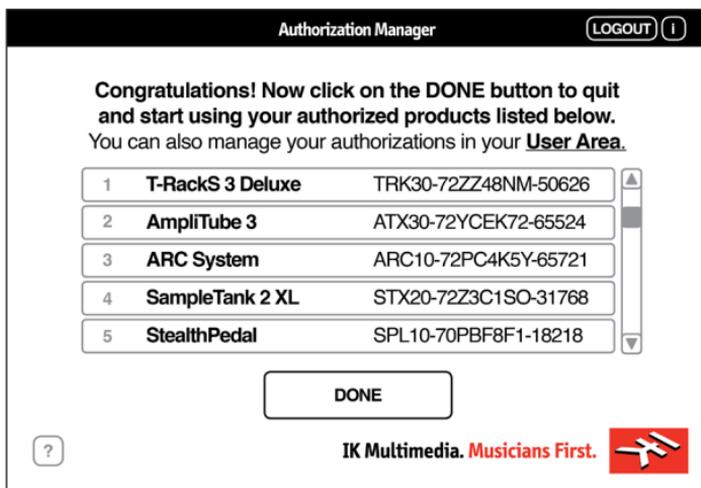


figure 8.4 - Final page

Chapter 9 - Offline authorization procedure

If the Authorization Manager finds that your computer is not connected to the Internet it will ask you to retry or proceed with the OFFLINE procedure. If you forgot to activate your Internet connection just restore it and click on the RETRY button; the ONLINE AUTHORIZATION process will start. In case your computer doesn't have a connection or you prefer to not connect it to the Internet, click on the OFFLINE AUTHORIZATION button.

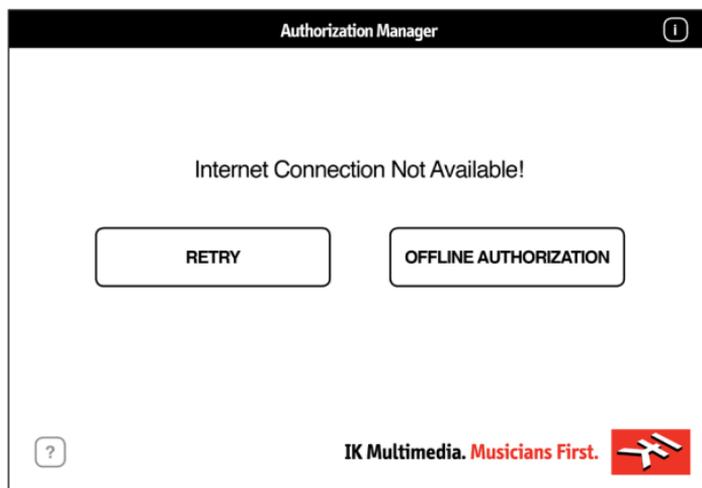


figure 9.1 - Internet Connection not available

To authorize your product with a computer that is not connected to Internet you will need to:

1. Save the authorization request file (Authorization Request.html) on the computer that is not connected to the Internet
2. Move the file to a computer that is connected to the Internet (keep the Authorization Manager open on the first computer)
3. Double-click the 'Authorization Request.html' file on the computer that is connected to the Internet. It will open your browser
4. Follow the instructions on your browser. At the last step you will be asked to save a second file (Authorization.xml) on the computer that is connected to the Internet
5. Move the 'Authorization.xml' file to the computer that is not connected to the Internet
6. Load the 'Authorization.xml' file in the Authorization Manager

The first page will let you create the authorization request file (Authorization Request.html) on the computer that is not connected to the Internet. Click on the SAVE AUTHORIZATION FILE button to create the 'Authorization Request.html' file that is necessary to bring the current computer details to the one that has an Internet connection. Choose carefully where to save the file (on your Desktop will be fine) as in the next step you will have to transfer it to the computer that is connected to the Internet.

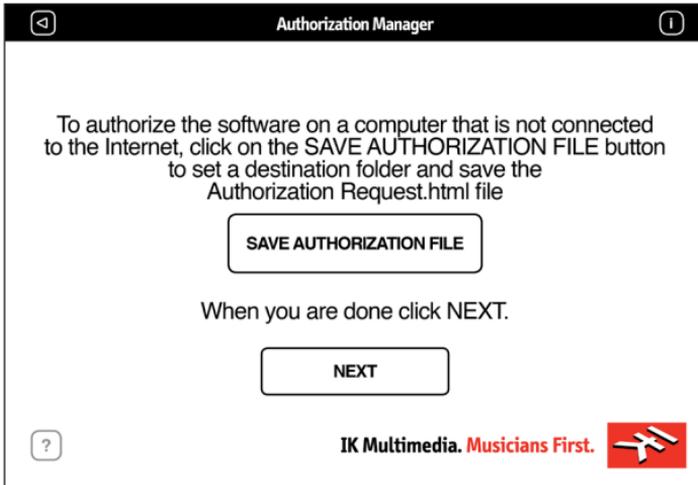


figure 9.2 - Save the 'Authorization Request.html' file

Click on the NEXT button after saving the 'Authorization Request.html' file.

Take the 'Authorization Request.html' file you have just saved and transfer it (e.g.: with a USB key) to a computer that is connected to the Internet. After you have transferred the file, double click it and follow the instructions.

Don't close the Authorization Manager as you will have to return back to this page after having completed all the steps on the computer that is connected to the Internet.

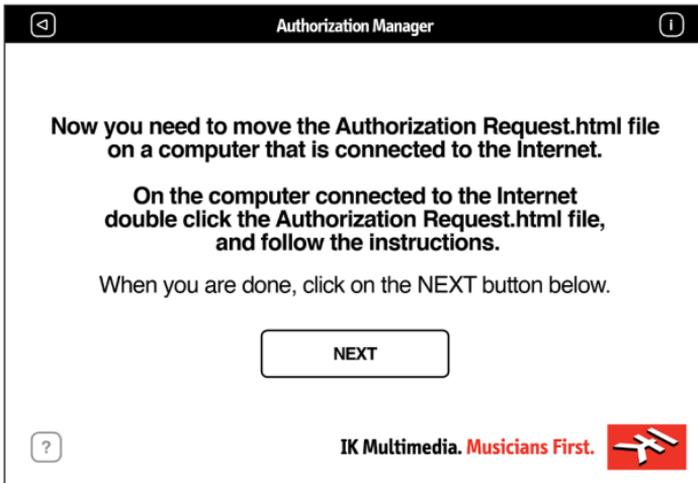
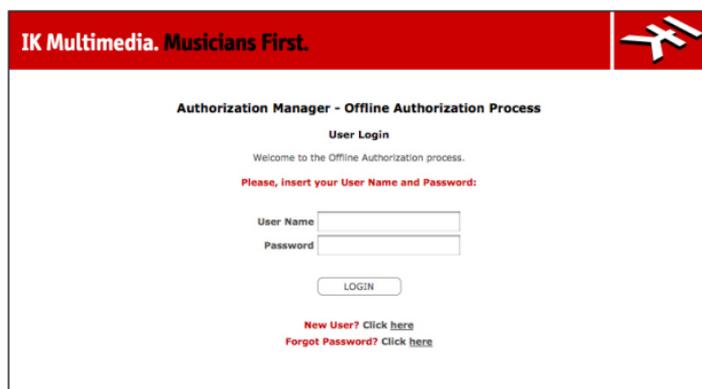


figure 9.3 - Move the 'Authorization Request.html' file to a computer that is connected to the Internet

After double-clicking on the 'Authorization Request.html' file your browser will open, showing the following page. Starting from this page you will be able to do the same operations available for the ONLINE authorization procedure:

- login as an existing user or a new user
- retrieve your login details
- authorize one or multiple Serial Numbers



The screenshot shows the 'Authorization Manager - Offline Authorization Process' login page. At the top, there is a red header with the text 'IK Multimedia. Musicians First.' and the IK Multimedia logo. Below the header, the page title is 'Authorization Manager - Offline Authorization Process'. Underneath, it says 'User Login' and 'Welcome to the Offline Authorization process.' A red instruction reads 'Please, insert your User Name and Password:'. There are two input fields: 'User Name' and 'Password'. Below these fields is a 'LOGIN' button. At the bottom, there are two links: 'New User? Click here' and 'Forgot Password? Click here'.

figure 9.4 - Login as Registered User or New User option

The final page displayed on your browser will show all the authorized products. Click on the DONE button to create the 'Authorization.xml' file that is needed to authorize the products on the computer that is not connected to the Internet.



The screenshot shows the 'Authorization Manager - Offline Authorization Process' products authorized page. At the top, there is a red header with the text 'IK Multimedia. Musicians First.' and the IK Multimedia logo. Below the header, the page title is 'Authorization Manager - Offline Authorization Process'. Underneath, it says 'Products Authorized'. There is a table with three columns: 'Product Name', 'Serial Number', and 'Download Installer'. The table contains one row with the following data: 'Classik Studio Reverb', 'CSR10-74BJRLM3-83331', and 'Mac OS X' and 'Windows'. Below the table, there is a text instruction: 'Click DONE button to save the Authorization.xml file on your computer.' Below this, there is an 'IMPORTANT' section with the following text: 'To finish the authorization process, you must make sure that all the products you just authorized are installed on the computer that is not connected to the Internet. If you have not installed the products yet, please download the installers from the above links and install them on the computer that is not connected to the Internet before loading the Authorization.xml file to the Authorization Manager.' At the bottom, there is a 'DONE' button.

Product Name	Serial Number	Download Installer
Classik Studio Reverb	CSR10-74BJRLM3-83331	Mac OS X Windows

figure 9.5 - XML authorization file creation

IMPORTANT: To finish the authorization process, you must make sure that all the products you just authorized are installed on the computer that is not connected to the Internet. If you have not installed the products yet, please download the installers from the links beside each product name and install them on the computer that is not connected to the Internet **before** loading the 'Authorization.xml' file to the Authorization Manager.

Now you can proceed with moving the 'Authorization.xml' file to the computer that is not connected to the Internet.

Return to the Authorization Manager page that you have left open on the computer that is not connected to the Internet and press the NEXT button. The following page will appear:

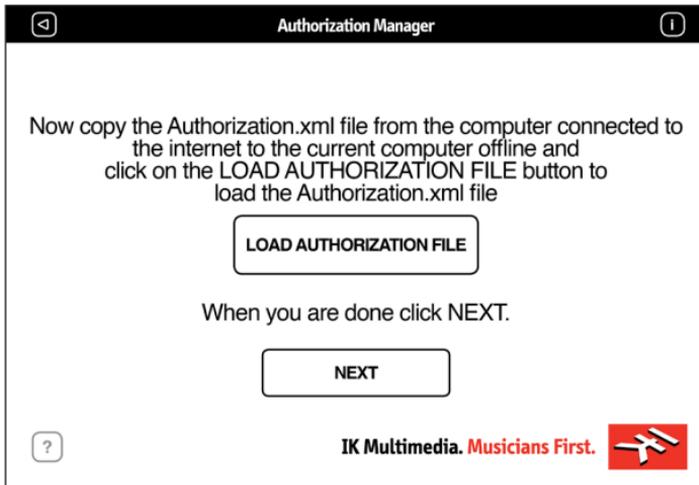


figure 9.6 - Loading XML authorization file

Click on the LOAD AUTHORIZATION FILE button to load the 'Authorization.xml' file you transferred from the computer that is connected to the Internet. Please note that the 'Authorization.xml' file is different from the one you created by clicking on the SAVE AUTHORIZATION FILE button (Authorization Request.html). After loading the 'Authorization.xml' file click on the NEXT button to proceed to the final page (see figure 8.4 - Final page). In case the products authorized are not installed, the Authorization Manager will display the 'Not installed products' page (see figure 8.3 - Not installed products).

Chapter 10 - Troubleshooting

Where can I find my product Serial Number?

The Serial Number is written on the Registration Card (included with your IK product, inside the license envelope) or in the email you received from DigitalDelivery@ikmultimedia.com (if you purchased the product as 'Downloadable only version'). In the snapshot, please check its exact location on the Registration Card.

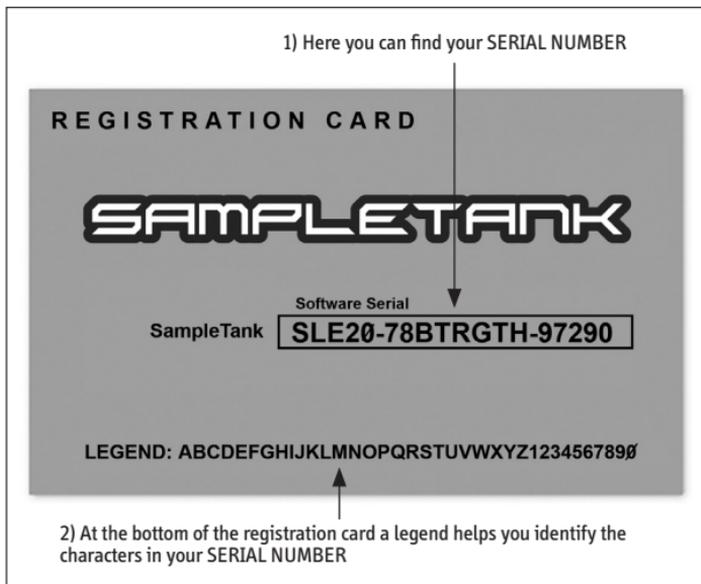


figure 10.1 - Registration Card

For clear character identification, please refer to the legend.

IMPORTANT: the number zero can easily be identified in your Serial Number because it is crossed by a line.

Why is the Wizard/Authorization Manager rejecting my Serial Number?

Probably because of a typo, here are some common errors:

- Typing a 0 ("zero" number) instead of an O ("o" letter)
- Typing 1 ("one" number) instead of an I ("i" letter)
- Typing 2 ("two" number) instead of a Z ("z" letter)
- Typing 5 ("five" number) instead of an S ("s" letter)
- Typing 8 ("eight" number) instead of a B ("b" letter)
- Typing a "." (point) instead of a "-" (minus)

Suggestions

- If possible, please copy and paste the information
- Cut off all the leading and trailing spaces
- Please type all codes in UPPERCASE during the installation and registration process
- Check that the Serial Number that you are entering is in correlation with the product installed

How can I authorize my product on another computer?

To authorize your product on another computer just follow these instructions:

- Install the product and the Authorization Manager on that computer
- Run the Authorization Manager

I need to log in into the User Area but I forgot my User Name and Password. What should I do?

You can retrieve your User Area login details in two different ways:

- Run the Authorization Manager and follow the steps until you reach the login page. Here you just have to click on the 'Forgot password?' button and submit your email address. Your login details will be sent to your email account. In case you have checked the 'Remember me' checkbox before and are not able to access the login page, just click on the LOGOUT button.
- Go to www.ikmultimedia.com, click on 'I forgot my username and/or password' and submit your email address. Your login details will be sent to your email account.

I just bought an IK Multimedia software. What should I do to register and authorize my new product?

Just run the Authorization Manager and follow the instructions.

In case you don't have the Authorization Manager, you can download it for free from the Products page of our website at: www.ikmultimedia.com/products.

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