IK Multimedia

Installation and Authorization Manual

Chapter 1 System Requirements

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

Macintosh®

- Power PC based Macintosh

Minimum: 866 MHz G4 processor, 512 MB of RAM, Mac OS X 10.4 or later.

Suggested: dual 1.25 GHz G4 or G5 processor, 1 GB of RAM, Mac OS X 10.4 or later.

- Intel based Macintosh

Minimum: 1.5 GHz Intel Core Solo processor, 512 MB of RAM, Mac OS X 10.4.4 or later.

Suggested: 1.66 GHz Intel Core Duo processor, 1 GB of RAM, Mac OS X 10.4.4 or later.

Windows®

Minimum: Pentium 1 GHz / Athlon XP 1.33 GHz, 512 MB of RAM, Windows XP/Vista.

Suggested: Pentium 2.4 GHz / Athlon XP 1.33 GHz, 1 GB of RAM, Windows XP/Vista.

Chapter 2 Installation

Macintosh®

NOTE: in order to be able to install and uninstall IK Multimedia products in your Macintosh computer (Power PC or Intel based) 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 Vista, 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 How the Authorization System works

Your IK Multimedia product must be authorized to work with unrestricted functionality. It will run with full features for 10 days (grace period) which will start when launched for the first time, and revert to demo mode after. You will need to authorize the product within this time frame to enable permanent unrestricted functionality.

To authorize your IK Multimedia product you'll need three numbers:

- **Serial Number**: this is 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).

- **Digital ID**: this will be shown during the authorization process and linked to the hardware where you are running the software.

- **Authorization Code**: this will be generated online by registering and inserting the Serial Number and Digital ID. If you are a registered IK Multimedia user, having your User Name and Password on hand, will help speed up the authorization process.

Chapter 4 Authorization

A built in software Wizard helps you in the authorization of your IK software. The first time the software is launched the Wizard is displayed **(Step 1. Wizard Introduction)**. Click Cancel to return to the software and use the software within the 10 days grace period. Click Next to go to the Wizard's next Step and authorize the software.

Step 1. Wizard introduction

The next Step **(Step 2. Enter Serial Number)** is for inserting the Serial Number. The Serial Number is 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 (using the TAB key to move from one field to the other). Once the Serial Number has been

Step 2. Enter Serial Number

properly inserted a green icon will display, showing that the number has been entered correctly. If a red icon is displayed the Serial Number inserted is not correct and you will be asked to re-type it in the fields. Once the Serial Number has been typed correctly, the Next button will enable you to move to the next Step of the Wizard.

Step 3. Authorization/Reauthorization

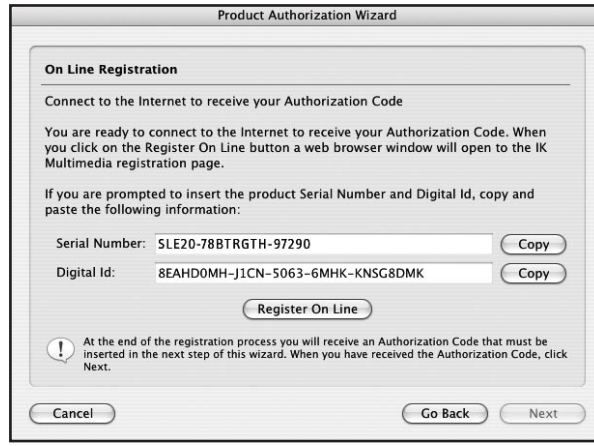
Now the Wizard will ask you if you are requesting an Authorization Code for the first time, or if you intend on reauthorizing your software with an Authorization Code previously received **(Step 3. Authorization / Reauthorization)**. For a new authorization click the first option. If you choose the second option because you need to RE-AUTHORIZE your product, you'll proceed directly to Step 7.
In order to obtain the Authorization Code you'll need to go online using an internet connection. In this window, **(Step 4. Connect to Internet)**

Step 4. Connect to the Internet

you are asked if you will connect to the internet using your current computer or a separate one. Make your choice and click on the Next button (if you connect to the internet using a different computer you'll proceed directly to Step 6).

Step 5. User Name and Password

In this page of the Wizard **(Step 5. User Name and Password)** you should type your IK Multimedia User Name and Password. If you have already registered any other IK Multimedia product you should use the same User Name and Password that you used previously to access the IK Multimedia User Area (where you can download updates and upgrades, requests new authorizations, manage your registration data, etc...). If you have never registered any other IK Multimedia product or if you can't remember your previous registration information click on the second option. Once you are done click Next.



Step 6a. Online registration on the same computer

At this point the Wizard presents you with a window where you can find your Serial Number and the Digital ID required to register online **(Step 6a. Online registration on the same computer)**. By clicking Register On Line, your default browser will be opened and directed to the IK Multimedia Registration Page (if the machine that you are installing on has an internet connection). Now simply fill out the mandatory fields of the Registration Page with your data. Your Serial Number and Digital ID should have been pre filled-in (otherwise COPY and PASTE them from your Wizard window to the Registration Page fields). If you would have inserted your User Name and Password, as a previously registered IK Multimedia user, the Registration Page will be pre-filled with your personal data making the authorization process faster.

Step 6b. Online Registration on a separate computer

If you are authorizing your software from a separate computer, the Wizard will display a page **(Step 6b. Online Registration on a separate computer)** where you are asked to access the IK Multimedia Registration Page, online here:

http://www.ikmultimedia.com/IKReg.html

and register your software to obtain the Authorization Code. In this case, please carefully type your Serial Number and Digital ID in the corresponding field of the Registration Page. Be sure to fill out all the mandatory fields as well. Once your registration process has been completed, an Authorization Code will be displayed in the check out page of your IK Multimedia online registration (as well as sent to you by email). Copy the Authorization Code and click Next on the Wizard.

You will now be prompted to paste the Authorization Code in the new Wizard window **(Step7. Paste Authorization Code)**. Point the cursor

Step 7. Paste Authorization Code

in the first field of the Authorization Code in the Wizard and click on the Paste button. All the separated fields will be filled and a green icon will display, showing the Authorization Code has been entered correctly. If a red icon is displayed, the Serial Number inserted is not correct and you will be asked to re-type it in the fields (if you typed it manually).

Once the green icon is displayed, click Next and the last page of the Wizard will appear **(Step 8. Authorization Completed)** listing your Serial Number, Digital ID and Authorization Code as a reference. Click Finish to start using your IK Multimedia product with unrestricted functionality.

Step 8. Authorization Completed

If you have no access to the Internet, in the software CD you'll find a PDF file called Authorization Request Form.

Europe, Africa, Asia and Australia:
Open the file (with Acrobat Reader), print the form, fill the required fields and fax everything to +39-059-2861671 to receive your Authorization Code within 24 hours of your fax (standard European business hours). Please write clearly: if we can't decipher the codes, we won't be able to generate a working Authorization Code. If you don't have access to a fax machine fill the aforementioned Authorization Code Request Form and mail it to the following address:
IK Multimedia Production srl
Via Dell'Industria 46
41100 Modena
Italy

North and South America:
Open the file (with Acrobat Reader), print the form, fill the required fields and fax everything to 954-846-9077 to receive your Authorization Code within 24 hours of your fax (10am-6pm EST). Please write clearly: if we can't decipher the codes, we won't be able to generate a working Authorization Code. If you don't have access to a fax machine fill the aforementioned Authorization Code Request Form and mail it to the following address:
IK Multimedia US LLC
1153 Sawgrass Corporate Parkway
Sunrise, FL 33323
USA

You'll be given your Authorization Code by return mail within 15 working days.

For any question you may have, please refer to the FAQ at:
http://www.ikmultimedia.com/FAQ.php
where you'll find answers to the most common questions.

To submit a Technical Support Form, go to:
http://www.ikmultimedia.com/Support.php

To contact US Tech Support Service by phone, please call at:
(954) 846-9866

For other requests such as Product, Sales, Web info or License Transfer, please go to:
http://www.ikmultimedia.com/ContactIKForm.php

Chapter 5 Troubleshooting

Where can I find my IK product Serial Number?

The Serial Number is written in the Registration Card (included with your IK product, inside the license envelope). In the snapshot, please check its exact location.

For a clear characters identification, please analyze 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 rejecting my Serial Number?

Probably because it found a typo, so please analyze the 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 an Z (“z” letter)
* Typing 5 (“five” number) instead of an S (“s” letter)
* Typing 8 (“eight” number) instead of an B (“b” letter)
* Typing a “.” (point) instead of a “-” (minus)

Suggestions:

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

During the Product Registration process I received this message: The Serial Number is already registered...

Remember that you are able to register your product only once. So, if you are trying to get a new Authorization Code, please read the related FAQ.

Where can I find my Digital ID?

The Digital ID is displayed in the Authorization window of your IK product.

Why is my Digital ID being rejected during the Online Registration process?

There probably is a typo on it. Remember that the Digital ID has NO letter “I” and “O”, only the numbers “1” (one) and “0” (zero). In order to prevent any further mistakes, please Copy the Digital ID from the Authorization Form to the Registration Form.

Where can I find my Serial Number, Digital ID and the Authorization Code of a registered IK Product?

In your IK product interface, locate the Authorization button and click on it. If your product version has no Authorization button, you can also log in into the User Area and click on Request a new Authorization Code. You will be able to check all the main information about your registered products.

How can I get a new Authorization Code?

Please log in into the User Area at
https://www.ikstore.com/Login/IKLogin.cgi

Then, click on Request a new Authorization Code.

I've already registered my product online, but I didn't get an Authorization Code.

Usually, this happens because the Digital ID was not submitted during the registration process. In order to get a new Authorization Code, please read the How can I get a new Authorization Code? FAQ.

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

Please go to the User Area and enter your registered email address (in the proper empty box). You will receive an email with the necessary information to Log in.

I have already installed, registered and authorized my IK product in my main computer. What do I have to do to use my IK product in other computers?

You need to install the program and get a new Authorization Code. To learn how to get a new Authorization Code, please refer to "How can I get a new Authorization Code" paragraph in this chapter.

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

In the Support area of our website **www.ikmultimedia.com** click on the Product Registration link, or click on the Tech Support Page link and click on option 1 (Register your product).

In the Serial Number field of the Product Registration Form, please insert the Serial Number 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).

Complete the Registration Form and click Submit.

Regarding the Authorization process, if you already typed your Digital ID while filling the Product Registration Form, you will receive an email from us with your Authorization Code. If not, after you launch the program the Product Authorization Wizard will appear. Please read and follow the instructions provided in each of the wizard's windows and get an Authorization Code.

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