

# calibrated

## License Manager

**User Guide**

**Calibrated Software, Inc.**

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**Calibrated License Manager application contains the following source code:**

Portions of this software use Expat XML Parser with the following Software License:

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## Overview

Calibrated License Manager application lets you activate or deactivate your purchased Software License(s) to/from a computer .

By downloading, installing, ordering, or using the software - you are agreeing to the Software License Agreement. You can download or view the Software License Agreement on our website:

<http://www.calibratedsoftware.com/SoftwareLicenseAgreement.php>

## Which products can be licensed

**Calibrated License Manager supports the following products - If you are using an earlier version of software than the below, then you must purchase a Software Upgrade to use the above versions.**

Calibrated{Q} MXF Import version 3.0.0 or greater

Calibrated{Q} MP4-EX Import version 3.0.0 or greater

Calibrated{Q} AVC-Intra Decode version 2.0.0 or greater

Calibrated{Q} DVCPProHD Decode version 2.0.0 or greater

Calibrated{Q} DV50 Decode version 2.0.0 or greater

Calibrated{Q} XD Decode version 2.0.0 or greater

Calibrated{Q} IMX Decode version 2.0.0 or greater

Calibrated{Q} AVC-Intra Create version 2.0.0 or greater

Calibrated{Q} AVC-LongG Create version 1.0.0 or greater

**IMPORTANT: If you are using an earlier version of software than the above, then you must purchase a Software Upgrade to use the above versions.**

## How products can be licensed

A single Software License can only be used on a single partition on a single physical computer system ( '*computer*').

After purchasing a Software License(s), then the software can be licensed to a *computer* that is connected to the internet (ONLINE ACTIVATION) or to a *computer* that is not connected to the internet (OFFLINE ACTIVATION). Please see the **Chapter Online Activation** or the **Chapter Offline Activation** for further information.

Please note that the License Manager will transmit information about the computer such as IP address, Computer Name, Ethernet Port address, Hard Drive ID, OSX Serial Number, CPU type to our license server for different phases in the activation, deactivation or license validation processes.

Once the software is licensed then the DEMO MODE limitation(s) will be removed from the software for the *computer* you licensed it to.

To license another *computer*, you must first deactivate the license(s) for the software on the licensed *computer*. Deactivating will revert the product(s) back to DEMO MODE on the *computer* and then you can license the software to another *computer*. Please see the **Chapter Online Deactivation** or the **Chapter Offline Deactivation** for further information.

## Known Issues and Limitations

The following known issues and limitations are associated with Calibrated License Manager:

- Calibrated License Manager for Windows will crash if run on a computer system that does not support SSE3 instructions which were introduced in Pentium 4 processors circa 2005 (see the Windows Requirements section).
- Virtual OS is not support
- If you activate a product that belongs to multiple bundles on a computer – the product will be activated to only the first bundle that it belongs to. If you deactivate that first bundle – you will need to deactivate and reactivate another bundle that the product belongs on that same computer for the product to be licensed.

# Windows Requirements and Installation

Ensure your PC meets the following requirements prior to installing Calibrated License Manager:

- Pentium 4 processor with SSE3 support or greater; recommended at least Intel Core 2 Duo with two cores or two physical processors
- 32/64-bit Windows 7/8/8.1/10 or Vista (Business or Ultimate) or Windows 32-bit XP with SP3
- Virtual OS is NOT supported

## *Installing on Windows*

To install Calibrated License Manager on a Windows Computer:

1. Quit all applications.
2. Run the Calibrated License Manager Installer:
  - a. A folder named **Calibrated** will be created in the **[System Drive]\Program Files (x86)** directory. This **Calibrated** folder will contain the Calibrated License Manager application (*CalibratedLM.exe*), the Calibrated License Manager User Guide.
3. Restart your computer

## *Uninstalling on Windows*

To uninstall Calibrated License Manager on a Windows Computer:

1. **If you have licensed Calibrated Software, please be sure to deactivate the license(s) if you are planning to uninstall the licensed Calibrated Software products.**
2. Go to the **Control Panel>Add/Remove Programs**.
3. Select and uninstall **Calibrated License Manager** from the list of programs.
4. Restart your computer.

# MAC OSX Requirements and Installation

Ensure your Mac meets the following requirements prior to installing Calibrated License Manager:

- Mac Intel Computer Only; recommended at least Intel Core 2 Duo with two cores or two physical processors
- Mac Intel with OSX 10.6.8(Snow Leopard) or 10.7.5(Lion) or 10.8.5(Mountain Lion) or 10.9.4 (Mavericks) or 10.10 ( Yosemite ) or 10.11 (El Capitan)

## **Installing on Mac OSX**

1. Quit all applications.
2. Run the Calibrated License Manager Installer:
  - a. A folder named **Calibrated** will be created in the /Applications directory. This **Calibrated** folder will contain the Calibrated License Manager application (*CalibratedLM.app will be located in the /Applications/Calibrated/Applications/License folder*), the Calibrated License Manager User Guide
3. Restart your computer

## **Uninstalling on Mac OSX**

1. **If you have licensed Calibrated Software, please be sure to deactivate the license(s) if you are planning to uninstall the licensed Calibrated Software products.**
2. If no other Calibrated Software is installed, then delete the directory:  
`/Applications/Calibrated`  
then skip Step 2 and go to Step 3
3. If other Calibrated Software is installed, then only delete:
  - a. `/Applications/Calibrated/Applications/License/ CalibratedLM.app`
4. Restart your computer.



## Overview

This chapter describes how to activate your purchased Software License(s) on a computer that is directly connected to the internet.

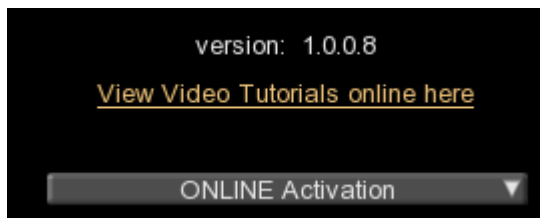
## Getting Started

Please make sure that your computer is connected to the internet

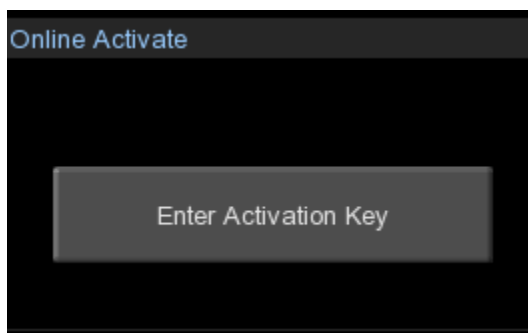
Please make sure that the product(s) you purchased Software License(s) for are installed on the computer.

## Online Activation

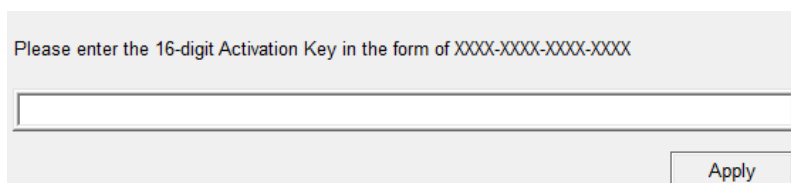
- (1) Open the Calibrated License Manager
- (2) Please make sure that '**ONLINE Activation**' is the selected license option



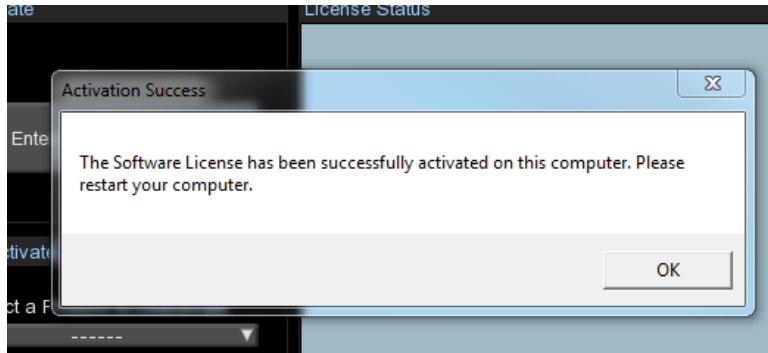
- (3) Press the '**Enter Activation Key**' button



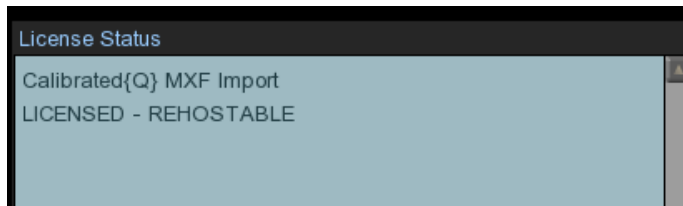
- (4) A window will pop-up where you can enter in your 16-digit activation key. Please enter in your 16-digit Activation Key and press the 'Apply' button



- (5) After entering in your 16-digit activation key, press the 'Apply' button and you should get a message saying that your Software License has been successfully activated on the computer



- (6) You should then see that the product(s) are shown as LICENSED on your computer. Please restart your computer and begin using your software.



- (7) **IMPORTANT for Final Cut Pro 7 and Calibrated{Q} Import components:**

Please read the 'Calibrated Refresh for FCP' chapter in the Calibrated{Q} MXF Import User Guide or Calibrated{Q} MP4-EX Import User Guide and use the 'refresh' feature in the 'Calibrated{Q} Import Assist.app' to refresh the duration of any MXF or MP4 file you had imported into Final Cut Pro 6/7 while in DEMO MODE.

**IMPORTANT for Final Cut Pro X and Calibrated{Q} MXF Import:**

You will have to remove (i.e. 'Move To Trash') the MXF file from your FCP X Event and Sequence, and then re-import the MXF file into the FCP X Event and Sequence for the full duration of the MXF file to be 'seen' by FCP X after licensing.

## Overview

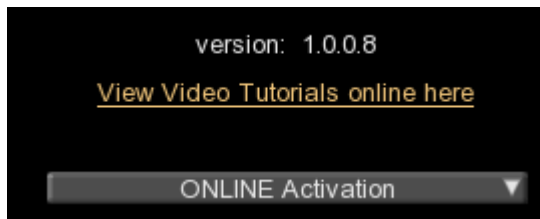
This chapter describes how to deactivate your purchased Software Licenses(s) on a computer that is directly connected to the internet.

## Getting Started

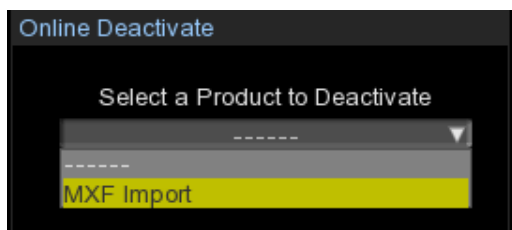
Please make sure that your computer is connected to the internet

## Online Deactivation

- (1) Open the Calibrated License Manager
- (2) Please make sure that '**ONLINE Activation**' is the selected license option



- (3) Select the product that you want to deactivate from the Online Deactivate Product List. By default, only the product(s) that are licensed on the computer will show in the list.

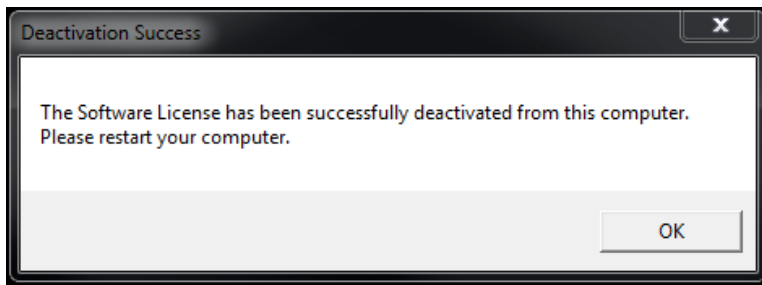


If the license was mistakenly removed from the computer without being deactivated (i.e. reformatting a harddrive or re-installing an Operating system) you can still deactivate the license from that computer. To do this, please CHECK the 'List All Products?' option and then all possible products will be listed in the Online Deactivate List. Then select the name of the product to deactivate.

- (4) Press the 'Deactivate' button and a window will pop-up asking you to confirm that you want to deactivate the license for the selected product. Press the 'Deactivate' button in this window to continue.



- (5) If the deactivation is successful, you will get a message saying that it was successful. **The software will now revert back to DEMO MODE on the computer** and the status of the license(s) will be updated in the 'License Status' window.



- (6) Please restart your computer

**IMPORTANT:** If you activate a product that belongs to multiple bundles on the same computer – the product will be activated to **ONLY** the first bundle that it belongs to. If you deactivate that first bundle – you will need to deactivate and reactivate another bundle that the product belongs on that same computer for the product to be licensed.

## Overview

This chapter describes how to activate your purchased Software License(s) on a computer that is NOT directly connected to the internet.

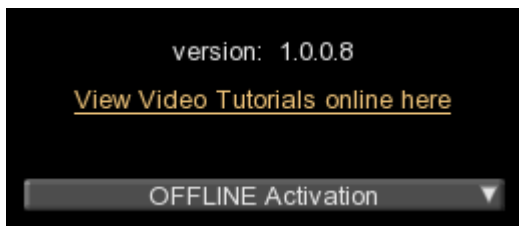
## Getting Started

Please make sure that you have access to a computer that is connected to the internet (the “**online computer**”) and that the Calibrated License Manager is installed on the online computer. You will use this computer to connect to our license server to generate a Software License for the offline computer.

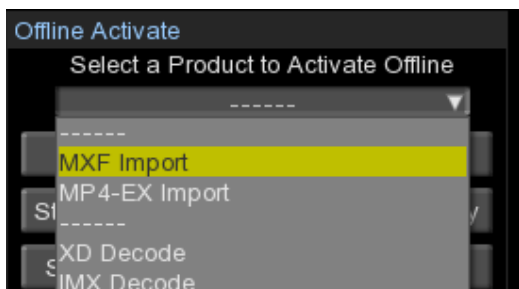
Please make sure that the product(s) you purchased Software License(s) for are installed on the “**offline computer**” that you want to activate the license(s) on.

## Offline Activation

- (1) Open the Calibrated License Manager in the “**offline computer**” and in the “**online computer**”
- (2) Please make sure that ‘**OFFLINE Activation**’ is the selected license option in BOTH the “**offline computer**” and the “**online computer**”



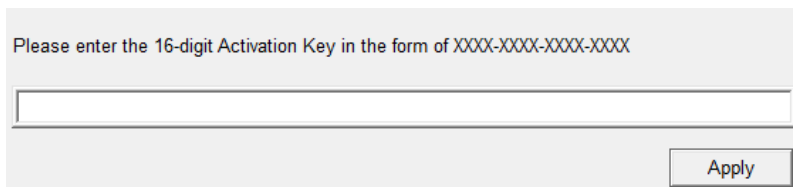
- (3) Select the product that you want to offline activate from the Online Deactivate Product List in BOTH the “**offline computer**” and the “**online computer**”



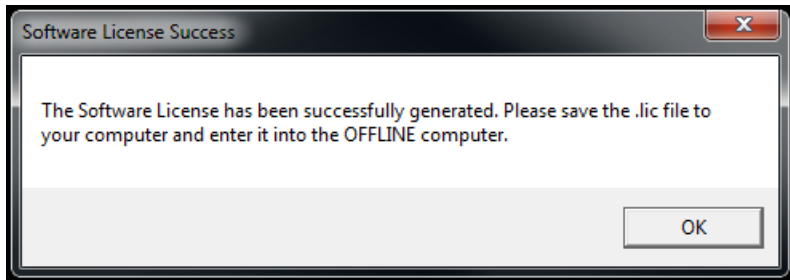
- (4) In the **'offline computer'** - press the button "Step 1 – RETRIEVE Activation Code" – a window will pop-up for you to save the activation code (\*.actxt file) to the computer. Please name save this \*.actxt file to your computer.



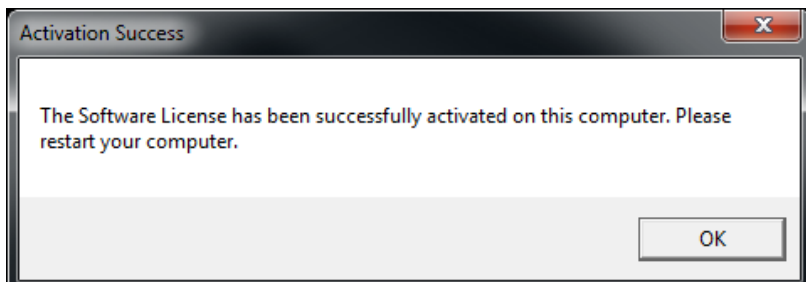
- (5) From the **'offline computer'** - take the \*.actxt file that you create and take it to the **"online computer"** using a USB Flash Drive or other removable media.
- (6) In the **'online computer'** - press the button "Step 2 – SEND Activation Code and Key" – you will be first prompted to load the \*.actxt file, please load that file and then a window will pop-up where you can enter in your 16-digit activation key. Please enter in your 16-digit Activation Key and press the 'Apply' button



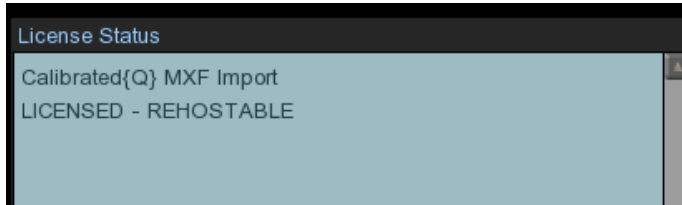
- (7) In the **'online computer'** - after entering in your 16-digit activation key, press the 'Apply' button and you should get a message saying that your Software License has been successfully generated on our license server and then a window will pop-up for you to save the license file (\*.lic file) to the computer. Please name save this \*.lic file to your computer.



- (8) From the **'online computer'** - take the \*.lic file that you create and take it to the **"offline computer"** using a USB Flash Drive or other removable media.
- (9) In the **'offline computer'** - press the button "Step 3 – ENTER Software License File" – you will be first prompted to load the \*.lic file, please load that file and you should get a message saying that your Software License has been successfully activated on the computer



(10) In the “**offline computer**” - You should then see that the product(s) are shown as LICENSED on your “**offline computer**”. Please restart your “**offline computer**” and begin using your software.



(11) **IMPORTANT for Final Cut Pro 7 and Calibrated{Q} Import components:**

Please read the 'Calibrated Refresh for FCP' chapter in the Calibrated{Q} MXF Import User Guide or Calibrated{Q} MP4-EX Import User Guide and use the 'refresh' feature in the 'Calibrated{Q} Import Assist.app' to refresh the duration of any MXF or MP4 file you had imported into Final Cut Pro 6/7 while in DEMO MODE.

**IMPORTANT for Final Cut Pro X and Calibrated{Q} MXF Import:**

You will have to remove (i.e. 'Move To Trash') the MXF file from your FCP X Event and Sequence, and then re-import the MXF file into the FCP X Event and Sequence for the full duration of the MXF file to be 'seen' by FCP X after licensing.

## Overview

This chapter describes how to deactivate your purchased Software License(s) on a computer that is NOT directly connected to the internet.

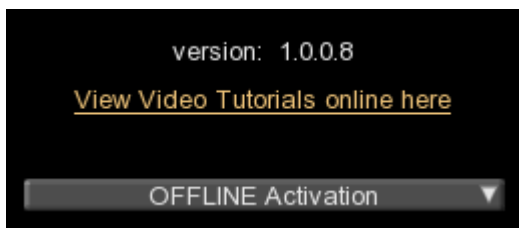
## Getting Started

Please make sure that you have access to a computer that is connected to the internet (the “**online computer**”) and that the Calibrated License Manager is installed on the online computer. You will use this computer to connect to our license server to deactivate the Software License for the offline computer.

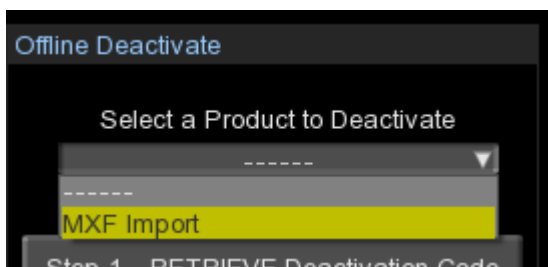
Please make sure that the product(s) you purchased Software License(s) for are installed and licensed on the “**offline computer**” that you want to deactivate the license(s) from.

## Offline Activation

- (1) Open the Calibrated License Manager in the “**offline computer**” and in the “**online computer**”
- (2) Please make sure that ‘**OFFLINE Activation**’ is the selected license option in BOTH the “**offline computer**” and the “**online computer**”

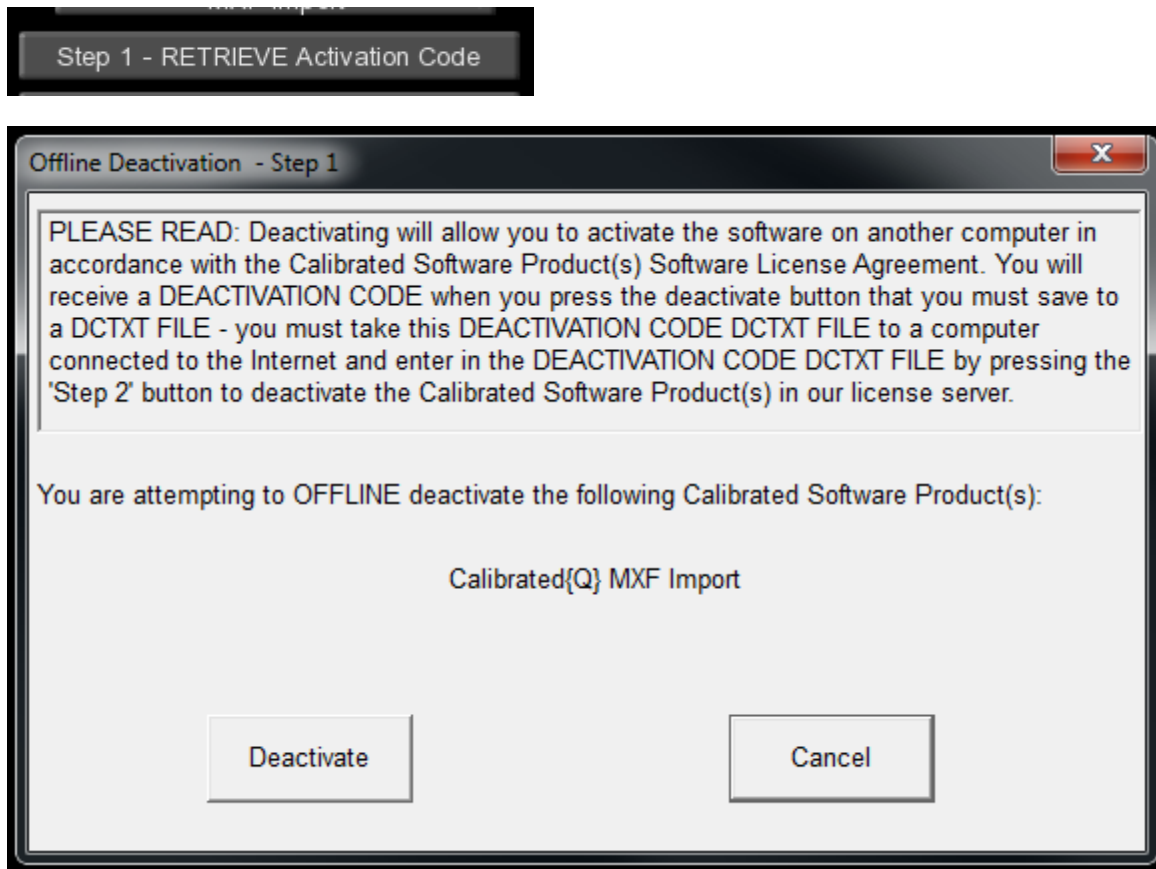


- (3) Select the product that you want to offline deactivate from the Offline Deactivate Product List in BOTH the “**offline computer**” and the “**online computer**”

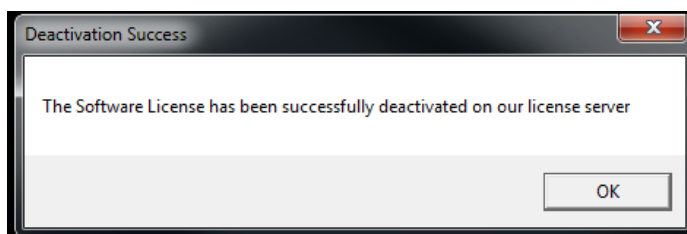




- (4) In the **'offline computer'** - press the button "Step 1 – RETRIEVE Deactivation Code" and a window will pop-up asking you to confirm that you want to deactivate the license for the selected product. Press the 'Deactivate' button in this window to continue.



- (5) In the **'offline computer'** - a window will pop-up for you to save the activation code (\*.dctxt file) to the computer. Please name save this \*.dctxt file to your computer.
- (6) From the **'offline computer'** - take the \*.dctxt file that you create and take it to the **"online computer"** using a USB Flash Drive or other removable media.
- (7) In the **'online computer'** - press the button "Step 2 – SEND Deactivation Code" – you will be prompted to load the \*.dctxt file, please load that file and then a window will pop-up telling you that the license has been successfully deactivated from our license server. Now you can activate the license onto another computer.



## Software License Agreement

By downloading, installing, ordering, or using the software - you are agreeing to the Software License Agreement. You can download or view the Software License Agreement on our website:

<http://www.calibratedsoftware.com/SoftwareLicenseAgreement.php>

## After Purchase - Software License Instructions

After payment is received for your order, you will be able to use an Activation Key to license the software to a computer using the Calibrated License Manager application. Please read this Guide for details.

A single Software License for the software can only be used on a single partition on a single physical computer system ONLY. A single Software License for the software will remove the DEMO MODE limitation(s) of the SOFTWARE for that single partition on a single physical computer system that the Software License is licensed to.

## Refund Policy

A refund for the purchase price of an order may only be given if you have NOT generated a Software License for your order or used an Activation Key to license the software to a computer, AND the refund request is within 30 days of the order purchase date. For more details, please see our official [refund policy](#).

## **DEMO MODE limitations after licensing**

1. Did you restart your computer after licensing?

If you haven't, then please restart

2. **IMPORTANT for Final Cut Pro 7 and Calibrated{Q} Import components:**

Please read the 'Calibrated Refresh for FCP' chapter in the Calibrated{Q} MXF Import User Guide or Calibrated{Q} MP4-EX Import User Guide and use the 'refresh' feature in the 'Calibrated{Q} Import Assist.app' to refresh the duration of any MXF or MP4 file you had imported into Final Cut Pro 6/7 while in DEMO MODE.

### **IMPORTANT for Final Cut Pro X and Calibrated{Q} MXF Import:**

You will have to remove (i.e. 'Move To Trash') the MXF file from your FCP X Event and Sequence, and then re-import the MXF file into the FCP X Event and Sequence for the full duration of the MXF file to be 'seen' by FCP X after licensing.

3. Did you re-export the files from your application?

The burned in DEMO MODE watermarks cannot be removed from video encoded while in DEMO MODE. After ordering and licensing Calibrated AVC-LongG Create you will have to re-encode any files that you had created while running the software in DEMO MODE.

4. Did you activate your purchased Software License(s) to your computer?

If not, please see the 'Online Activation' or 'Offline Activation' chapter in this User Guide on how activate your purchased Software License(s) to your computer. If you are properly licensed, then the 'License Status' page of the Calibrated License Manager will state this.

# Version History

# 8

## **Version 1.0.3**

- View Activation Key in License Status window
- Update License SDK

## **Version 1.0.1**

- Updated IP Address of license server
- Added support for new products

## **Version 1.0.0**

- Released

**calibrated**  
s o f t w a r e