

Activation manual

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# 1 Introduction

Thank you for choosing an accusonus product! This manual has everything you need to know about a product installation/uninstallation, trial, activation and deactivation.

Before authorizing any accusonus product, you need to have an accusonus account. If you don't have one, you can create an account at [accusonus.com](https://accusonus.com). Opening an accusonus account is easy to do, totally free and entitles you to many benefits.

If you have any questions or if you encounter any problems, you can always contact our [support team](#).

## 2 Product Installation/Uninstallation

### 2.1 Product Installation

You can find the installer of any accusonus product in the [Downloads](#) section of the website. We have separate installers for Windows and macOS. Download the appropriate installer and follow the instructions that appear during the installation (Fig.1).

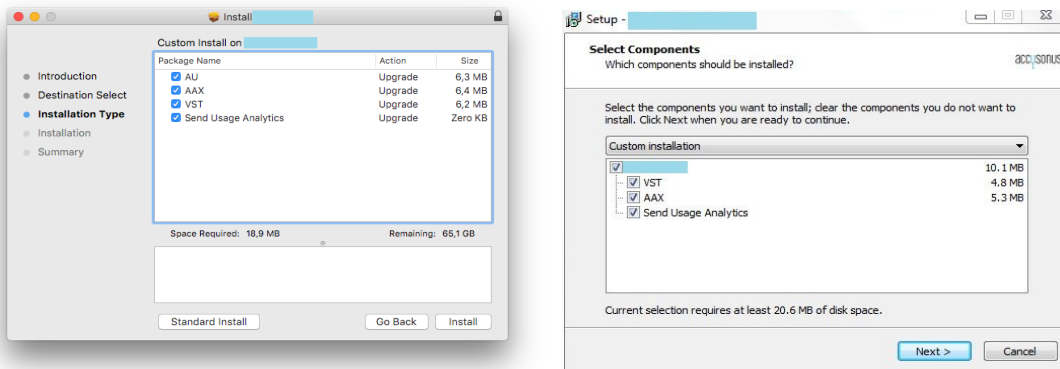


Figure 1: *Installation for macOS(Left) and Windows(Right)*

When installing an accusonus product, the installation program will try to copy the plug-in or the stand-alone application into the appropriate folder. We highly recommend to use the default installation paths listed below.

**Note:** You have the option to select which plugin format you want to install in your computer. For example, AAX format can operate only in Avid ProTools. If you don't work with this software, then just untick the AAX format.

## 2.1.1 Plug-Ins

### 1. Windows

On Windows, most hosts have their own plug-ins folder. If you are using Windows and your host does not recognize accusonus plug-ins, you need to locate the proper plug-ins folder. By default, accusonus plug-ins are installed in the following locations:

- **VST(32-bit):** *C:\Program Files (x86)\Steinberg\VstPlugins\Accusonus*
- **VST(64-bit):** *C:\Program Files\Steinberg\VstPlugins\Accusonus*
- **AAX(64-bit):** *C:\Program Files\Common Files\Avid\Audio\Plug-Ins*

### 2. macOS

On macOS, plug-ins are installed in the standard plug-in folders in the system Library folder. These are the only possible correct locations:

- **AU:** */Library/Audio/Plug-Ins/Components*
- **VST:** */Library/Audio/Plug-Ins/VST*
- **AAX:** */Library/Application Support/Avid/Audio/Plug-Ins*

Note: In some macOS systems, the system Library folders could be marked as hidden by default. To make them visible again in Finder, open Terminal (found in /Applications/Utilities) and enter the following commands: `chflags nohidden /Library`

## 2.1.2 Standalone Applications

The appropriate installation paths for accusonus stand-alone application products are:

- **Windows:** *C:\Program Files\*
- **macOS:** */Library/Applications/*

## 2.2 Product Uninstallation

Before uninstalling any accusonus product from your computer, you need to deactivate it first (see [Product Deactivation](#)). When you finish the product deactivation, remove the appropriate files from your computer as described below.

### 2.2.1 Windows

On Windows, you can simply uninstall a plug-in or a stand-alone application via the **Windows Control Panel**.

### 2.2.2 macOS

To uninstall a plug-in from your macOS system, you can delete the specific plug-in or application from all the installation locations that we previously mentioned (see [Plug-Ins & Standalone Applications](#) sections).

## 2.3 Usage Analytics

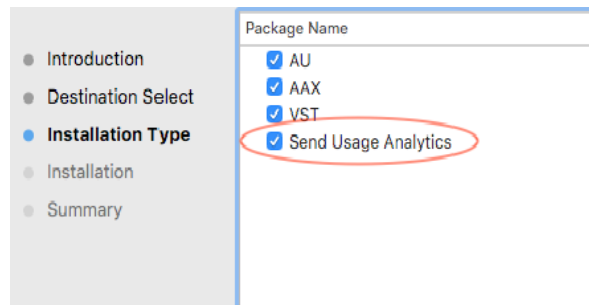


Figure 2: You can opt-out from usage analytics during installation

Accusonus may collect certain information about your interaction with the software via the internet. **Software Usage Analytics** is information on how you interact with the software which is used by accusonus in order to improve the software, providing better user experience. No direct personal information or audio files are collected as part of this information. For more detailed information you can read our [privacy policy](#). You can opt-out from this during installation or later within the software (see the manual of your product for further info).

### 3 Accusonus License Toolbar

The accusonus toolbar shows the license status and it is located at the bottom of each product. When launching the plugin for the first time, the toolbar status will notify you that an activation is required.



Figure 3: Accusonus toolbar - Activation required

When you activate the product for the first time, the toolbar will show the license type of your product, which could be **Standard**, **Educational**, **NFR** or **NFR (offer)**.



Figure 4: Accusonus toolbar - Product activation

If you deactivate your product, the **Product deactivated** notification will appear on the toolbar.



Figure 5: Accusonus toolbar - Product deactivated

During the trial period the toolbar will display the remaining days of your trial.






Figure 6: Accusonus toolbar - Product trial

When the trial period expires, the **Trial has expired** notification will appear on the toolbar.



Figure 7: Accusonus license toolbar status - Trial has expired

On the right side of the accusonus license toolbar there are 3 buttons. Click the:

-  button to visit the [accusonus store](#).
-  button, to open the evaluation screen (see Fig.8).
-  button to read the *Product manual* or this *Activation manual*.

## 4 Product Trial

Before trying out any accusonus product, you need to have an accusonus account. If you don't have an account, you can easily create one by visiting the [accusonus website](#).

When you open an accusonus product for first time, the **Evaluation screen** (Fig.8) will launch. To start a trial you must click the **Start trial** button. For every accusonus product you'll get a **14-days** fully functional trial so you can experience all the features of a plugin, while saving your work without limitations.

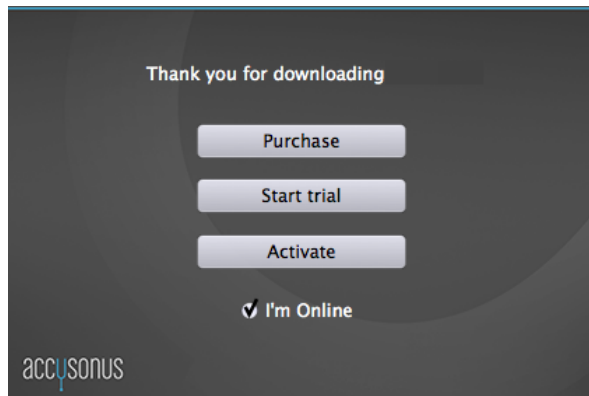


Figure 8: Evaluation screen

We support either online or offline product trial activation. We explain both activation methods below. We highly recommend using the online activation, if possible.

Note: During the trial period, the evaluation screen will appear again every time you open a plug-in instance for the first time inside a DAW session, informing you about the remaining days of the trial.

## 4.1 Online Trial Activation

If you are on a computer with internet access, check the **I'm Online** checkbox in the **Evaluation screen** (Fig.8) and click **Start trial**. The trial activation screen shown in Fig.9 will launch. Submit your e-mail and password of your accuonus account, click **OK** and your trial will be activated.

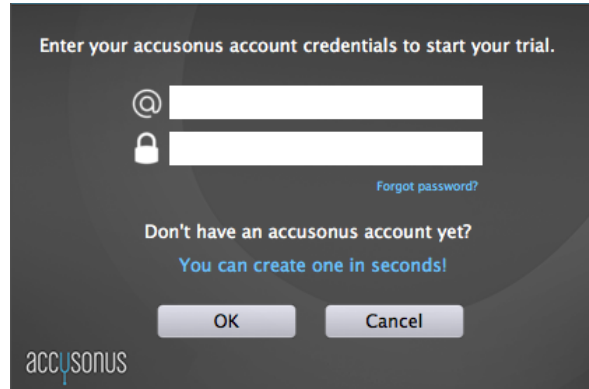


Figure 9: Online trial activation screen

## 4.2 Offline Trial Activation

If you are on a computer without internet access, then you need to make sure that **I'm Online** checkbox in the **Evaluation screen** (Fig.8) is not selected before proceeding. Click **Start trial** and the activation screen for the offline trial (Fig.10) will open.

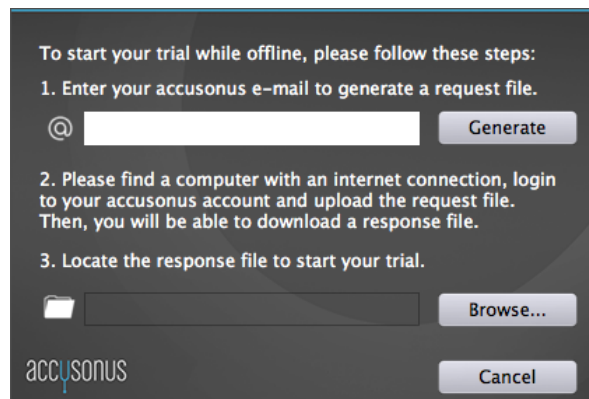


Figure 10: Offline trial activation screen

In order to activate your trial you must perform the following steps:

- **Step 1:** Enter the e-mail address of your accuonus account in the text box and click **Generate**. The **Request file** will be generated in the folder that you selected. (The request file will have a filename of the form *YourProductActivationRequestFile.xml*)



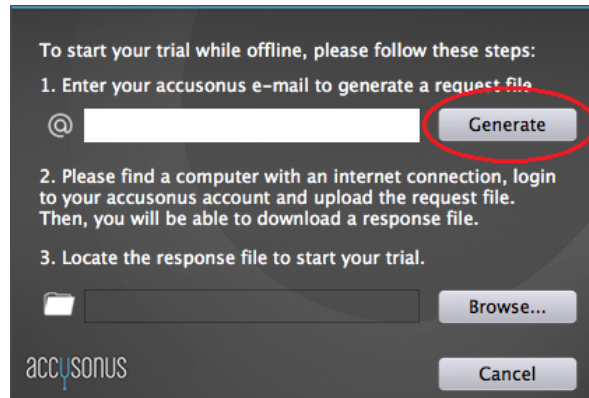


Figure 11: Offline trial activation screen - Generate

- **Step 2:** Transfer this file to a computer with internet connection (e.g. using a USB stick). Login to your accusonus account and upload the request file using the **Offline activation** tab. Download the **Response file** and transfer it back to the offline computer. (The response file will have a filename of the form *AccusonusActivation-ResponseFile.xml*).
- **Step 3:** Click **Browse** to locate and select the **Response file** you downloaded.

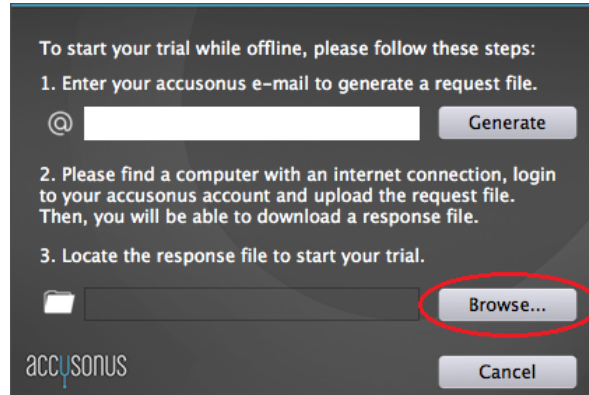


Figure 12: Offline trial activation screen - Browse

Note: You don't have to keep your plug-in or DAW open between steps 2 and 3.

### 4.3 Product Trial Extension

After 14 days, the trial period of a product expires and if you launch your product, the **Trial expiration screen** (Fig.13) will open.

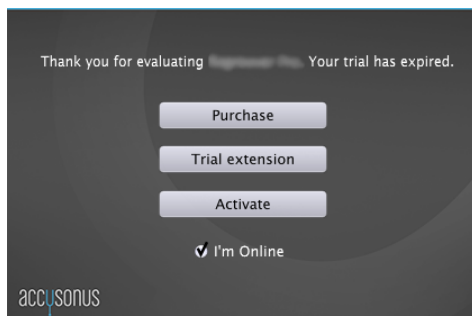


Figure 13: Trial expiration screen

When you receive a trial extension code for your product, you can click **Trial extension** and the **Trial extension screen** (fig.14) will open.

**Note:** You have to activate the Trial extension within 14 days. After this period the trial extension code will expire. After the activation, the trial extension lasts for 14-days.

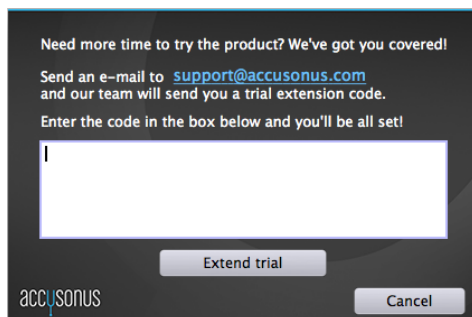


Figure 14: Trial extension screen

Add your code and click the **Extend trial** button. Your trial extension is activated!

**Note:** To use the product after both trial periods have expired, you must purchase a license from the accusonus store and activate the product. You can click the **Purchase** button on the **Evaluation screen** (Fig.8) and you will be re-directed to the [accusonus store](#).

## 5 Product Activation

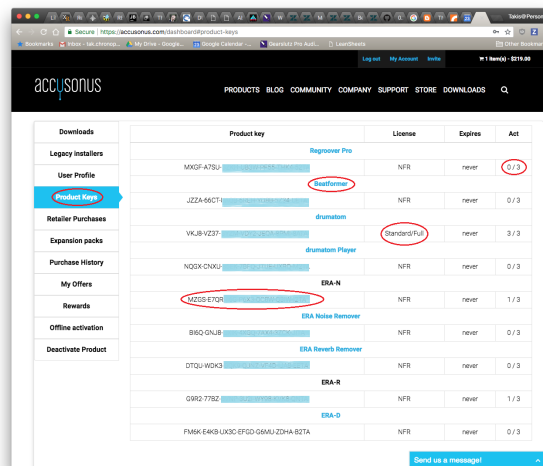
Once you have purchased an accusonus product, you will receive an e-mail with the product key or you can also retrieve it at any time from the **Product Keys** tab of your accusonus account. Accusonus product keys consist of 28 alphanumerical characters as shown below.

D9YI-UTVC-44UW-I2D6-RJ8C-VMEJ-R6TA

Figure 15: Accusonus product key

You can activate your product by clicking the **Activate** button on the evaluation screen (fig.8). During the trial period you can always bring up the evaluation screen by clicking the **Key** icon on the accusonus license toolbar (see **Accusonus License Toolbar** section of this manual for further information about the toolbar).

A product license entitles you to **3** authorizations, which means you can activate an accusonus product in up to **3** different computers. Again, you can track the amount of activations any time from the **Product Keys** tab of your accusonus account as shown below.



Downloads	Product key	License	Expires	Act
Legacy installers		Register Pro		
User Profile	MXGF-479U	StarForce	NFR	never 0/3
<b>Product Keys</b>	JZZ4-66CT	StarForce	NFR	never 0/3
Retailer Purchases	VKJ8-VZ3P	StarForce	NFR	never 3/3
Expansion packs		StarForce Player		
Purchase History	NQDK-CHXU	StarForce	NFR	never 0/3
My Offers		ERA-N		
Rewards	MZDS-ETON	StarForce	NFR	never 1/3
Offline activation	B8Q-CHJH	ERA Noise Remover	NFR	never 0/3
Deactivate Product	DTQU-WDG3	ERA Noise Remover	NFR	never 0/3
	G9R2-778Z	ERA-R	NFR	never 1/3
	FMSK-EK8L-UX3G-EFGD-G5AU-ZDHA-EZTA	ERA-D	NFR	never 0/3

Figure 16: Product keys tab

As you can see in the **Product keys tab**, under a purchased product, you can find the **product key**, the **license type** and the number of available **license activations**.

There are two ways to activate an accusonus product. We support either online or offline product activation. We explain both activation methods below. We highly recommend using the online activation, if possible.

## 5.1 Online Product Activation & License Verification

If you are on a computer with internet access, check the **I'm Online** checkbox in the **Evaluation screen** (Fig.8) and click **Activate**. Then, you can activate your product with a single click. The online activation screen shown below will open.

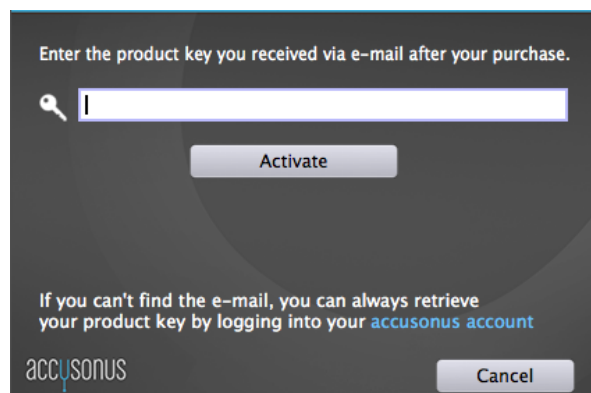


Figure 17: Online activation screen

Enter your product key in the text box and click the **Activate** button. Your product is activated now!

### Online License Verification

If you activate a product using the Online Activation, the accusonus licensing system will automatically perform an online check and validate the product activation with the accusonus servers during the first time. After this check, the licensing system will perform an online check once per day to verify the license status.

## 5.2 Offline Product Activation & License Verification

If you are on a computer without internet access, then you need to make sure that **I'm Online** checkbox in the **Evaluation screen** (Fig.8) is not selected before proceeding. The offline activation screen will appear (Fig.18). You can follow these steps to activate your product:

- **Step 1:** Enter your product key in the text box and click **Generate**. The **Request file** will be generated in the folder that you selected. (The request file will have a filename of the form *ProductNameRequestFile.xml*)

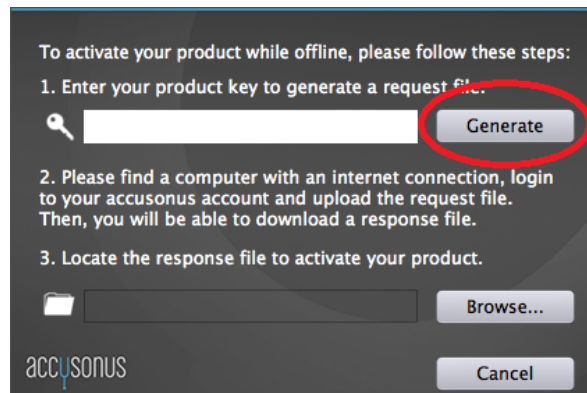


Figure 18: Offline activation screen - Generate request file

- **Step 2:** Transfer this file to a computer with internet connection (e.g. using a USB stick). Login to your accusonus account and upload the request file using the **Offline activation** tab. Download the **Response file** and transfer it back to the offline computer. (The response file will have a filename of the form *AccusonusActivation-ResponseFile.xml*.)
- **Step 3:** Click the **Browse** button at the bottom of the window to locate and select the **Response file** you downloaded. Your product is activated now!

Note: You don't have to keep your plug-in or DAW open between steps 2 and 3.

### Offline License Verification

In contrast with the Online Activation, if you activate a product using the Offline Activation, the online check and validation of the product activation is done directly when you upload the Request file on the website. After this check, the licensing system will not perform any other check to verify the license status.

## 6 Product Deactivation

There are cases when you might want to transfer a product from one computer to another. You can do this by deactivating the product in the first computer and activating it on the second computer. To deactivate your product, click the **Key** icon on the accuSONUS license toolbar to open the deactivation screen (Fig.19).

### 6.1 Online Product Deactivation

If you are on a computer with internet access, make sure the **I'm Online** checkbox is checked and click **Deactivate**.

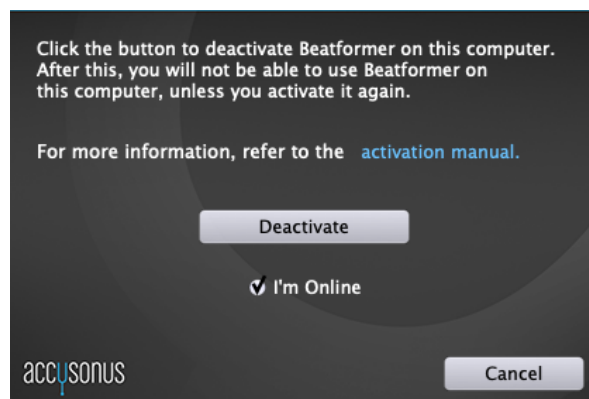


Figure 19: Online deactivation screen

Your product is deactivated! As you can see in the following screen, you can re-activate it with just one click.

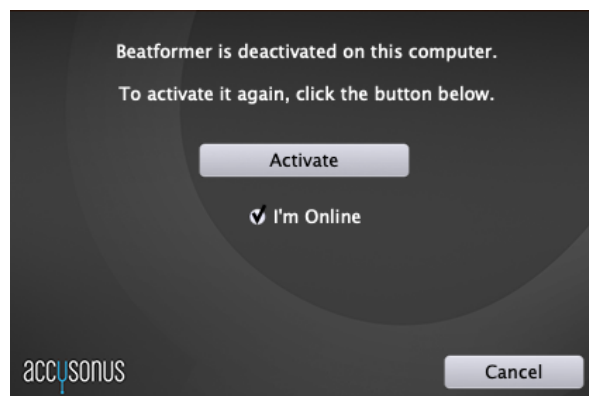


Figure 20: Reactivation screen

## 6.2 Offline Product Deactivation

If you are on a computer without internet access, make sure that **I'm Online** checkbox is not checked before you click **Deactivate**.

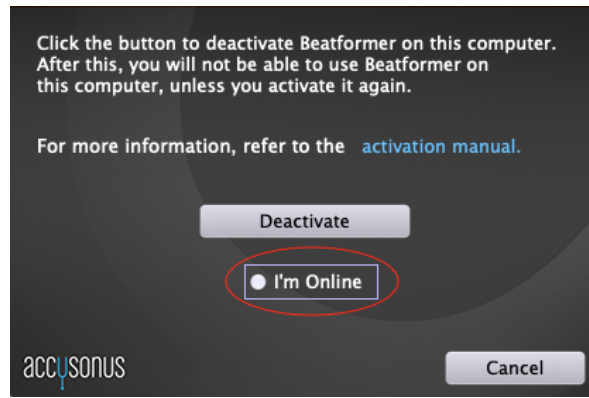


Figure 21: Product deactivation screen

Click the **Deactivate** button and on the next screen the Generate button.

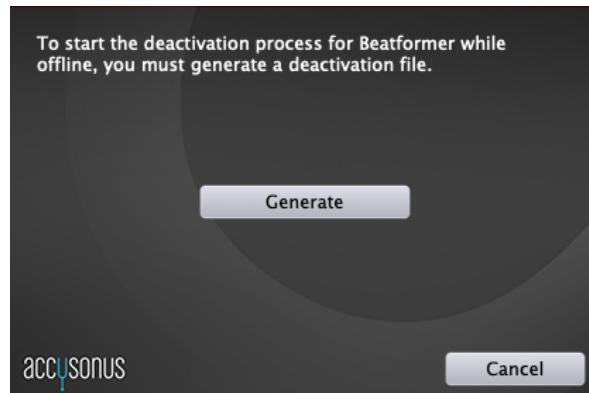


Figure 22: Generate screen

A file dialog will appear to select a folder, where the **deactivation file** will be generated. This file has a filename of the form *ProductNameDeactivationFile.xml*.

At this state, the product is deactivated only locally. To complete the deactivation, accuSONUS servers need to be updated, too.

So, you have to transfer this file to a computer with internet connection (e.g. using a USB stick). Log-in to your accuSONUS account and go to the **Deactivate Product** tab (Fig.23), where you'll have to upload the deactivation file and select the **Deactivate** button to complete the procedure.

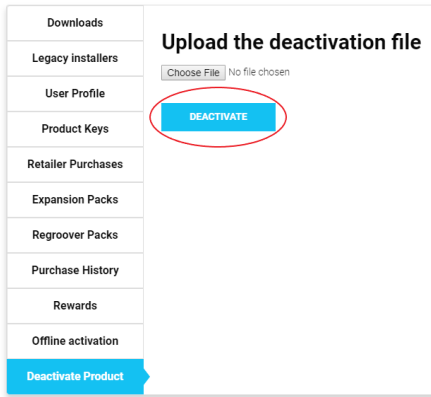


Figure 23: Deactivation tab

You will also be notified about this after the local deactivation with the message below.

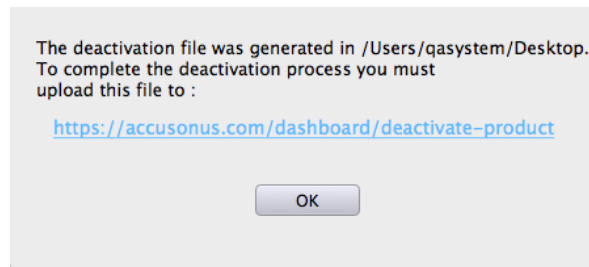


Figure 24: Link screen to complete the deactivation

Keep in mind that since you deactivate your product on the current computer, you cannot use it anymore. You can always activate the product again, if you have enough activations left in your product key.



## 7 Support

### 7.1 Frequently Asked Questions

1. **I launched my product, but I cannot see the evaluation screen. How can I activate my product?**

Sometimes, depending on the DAW or NLE of your choice, the evaluation screen could be blocked. To bring the evaluation screen up again, just click the **Key** icon on the accusonus toolbar (see [Accusonus License Toolbar](#)).

2. **I received a ‘Trial has expired’ message, but I have never used the product before. How can I try out my product now?**

This could happen if something went wrong between the license server and the plugin. In case your trial looks expired, but it’s the first time that you are launching the plugin, don’t worry! Just send an e-mail at our [support team](#) and they are going to create a code for you to start your trial.

3. **I’m trying to activate my product offline, but I cannot download the response file from your site. What can I do now?**

Please, try again using another internet browser. Usually, this procedure works fine with browsers like Google Chrome, Safari, Firefox. If you have one of them, but you are still having download issues, just send an e-mail using our [contact form](#).

4. **I’m not able to activate my product. Error: “There are disabled network adapters on your system”. What can I do now?**

There are network adapters on your system that are disabled and our license system cannot read their hardware properties. Enable the network adapters, re-open the plugin and everything should be as expected. If you want, you can disable your adapters after the activation. Our license system will “remember” the adapters even if the adapters are disabled. Please, see also the following [guide](#) for further information.

5. **I used the Online Activation to activate my product on a system with internet connection. Can I still use my products if the internet connection is corrupted?**

The short answer is yes. But, you should have in mind that since you used the [Online Product Activation & License Verification](#), the licensing system will try to perform a check and verify the license status with our servers once per day. If for some reason your internet connection is corrupted, e.g because of a temporary problem with your network, the product will still be usable for 30 days and a notification will appear on the accusonus toolbar.

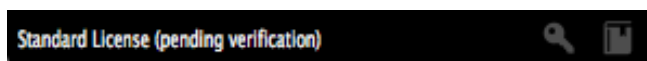


Figure 25: Accusonus toolbar - Pending authorization

If no connection is established with our servers within the next 30 days, the product will be deactivated, the following notification will appear

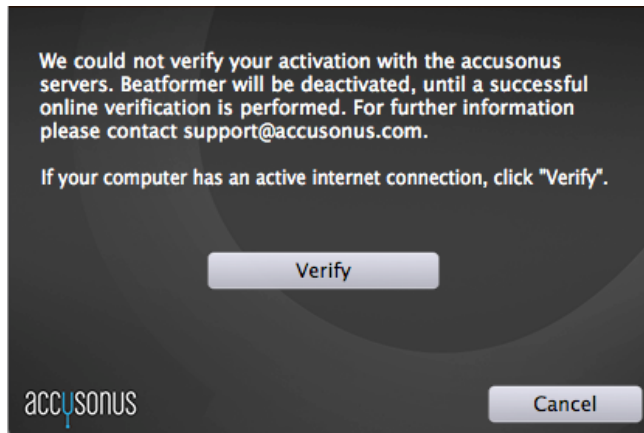


Figure 26: Authorization required screen

and the status of the accuSONUS toolbar will change as follows:

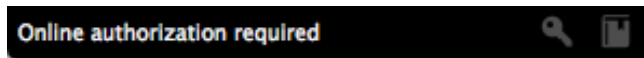


Figure 27: AccuSONUS toolbar - Online authorization required

## 7.2 Get In Touch

If this manual didn't cover your queries or if you haven't found an answer to your question in our [Help Center](#), you can also use this [form](#) to contact our technical support team or reach us at [support@accuSONUS.com](mailto:support@accuSONUS.com).