Amarra & *Amarra* *Symphony*

Activation Guide

Amarra & Amarra Symphony Software Activation Guide
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Amarra™ Software Activation Guide Overview

The following guide provides important information regarding the activation of your Amarra software. Note that, when used, the term 'Amarra' applies to both Amarra and Amarra Symphony. It will be indicated if a topic only applies to Amarra or Amarra Symphony.

This Document teaches you how to activate:

- Amarra and Amarra Symphony

- iRC (Impulse Response Correction) software included with Amarra Symphony

- iRC(b) (Impulse Response Correction) software option for Amarra

- Amarra sQ streaming audio application (Included with Amarra Symphony, option for Amarra)

Amarra Installation Video **HERE**

Please read through the following pages and if you have any questions, refer to the documentation included with your software or visit the Sonic Studio website at **www.sonicstudio.com** for more information. You may also visit the **Amarra Support Portal** to submit a support request. Please include your Amarra product Activation code on all written communication.

HINT: Translation to local language is available via Google Translate. Please visit **translate.google.com/?tr=f&hl=en** and set the appropriate 'Translate to' language. Browse to your Amarra product folder in your Applications folder in Finder and select the appropriate file to translate. This file is called 'Amarra Combo Activation Guide'

NOTE: Amarra 3.0 uses a new license, different from current Amarra 2.6 licenses. The upgrade to Amarra 3.0 is a paid upgrade.

You can upgrade your Amarra 2.6 or earlier version to Amarra 3.0 **HERE**.

Amarra Symphony 3.0 also includes a license for Amarra sQ for streaming audio playback. Please refer to the Amarra Product User Manual for notes on using Amarra sQ and Amarra.

The activation process allows you to:

1) Evaluate any Amarra product for 15 days.

2) Activate your Amarra product instantly (internet connection required).

3) Easily move licenses from one Mac to another.

4) Manage your Amarra license using the License Control Panel (LCP)

5) Manage your Amarra sQ license using the iLok License Manager (ILM)

This document is separated into several sections:

Section 1 - Downloading and Installing Amarra

Section 2 - Evaluating Amarra

Section 3 - Activating your Amarra player

Section 4 - Activating the iRC component within Amarra

Section 5 - Activating Amarra sQ for streaming audio playback

Section 6 - Managing your Amarra license using the License Control Panel (LCP)

Section 7 - Managing your Amarra sQ license using the iLok License Manager (ILM)

Section 8 - Amarra Activation FAQ.

Amarra Symphony v3.0 for Amarra Symphony Users: Any owner of an Amarra license previous to 2.4 supports the enhanced Amarra Symphony Feature set.

Amarra and Amarra Symphony 3.0 can be Activated on Two (2) Computers using your Activation Code.

Amarra 3.0 uses a software based licensing method. If you still are using a PACE iLOK™ for your Amarra license, your Amarra serial number will act as your Amarra Symphony Activation code. If you have any questions, please visit the **Amarra Support Portal** to submit a support request and we will assist in identifying your Amarra Symphony Activation code.

Not Sure Which Amarra Product You Own? Use the **Find Your Amarra App page**.

Can't find your Activation Code? **Get Your Activation Code Here**

Chapter 1.0..... Downloading and Launching the Amarra Software Installer

This Chapter provides important information regarding downloading and installing your Amarra software. Note that, when used, the term 'Amarra' applies to both Amarra and Amarra Symphony. It will be indicated if a topic only applies to Amarra or Amarra Symphony.

1.1 Downloading your Amarra Software

Amarra Symphony 3.0 and Amarra 3.0 uses their own installer which can always be found on our website at **http://www.sonicstudio.com/amarra/amarrasupport.html#DOWNLOAD**. You can download the Amarra Installer to your Mac, open and double-click on the .mpkg file to launch the installer. Follow the on-screen instructions to install your Amarra product. The iRC Measure application, the calibration and filter generation tool for Impulse Response Correction is also installed in your Amarra folder as part of the installation process.

HINT: Amarra software will launch as part of the Installation process, please do the following:

- Run the Amarra Installer
- Choose Easy Setup
- Select 'Yes' when asked to launch Amarra

NOTE: Amarra Symphony iRC or Amarra iRC(b) Users: You need an **omnidirectional full-bandwidth measurement microphone** for use with IRC. We recommend that the frequency response is within ± 1 dB in the area of the speaker's frequency response range.

1.2 Installing Amarra Software

Installing Amarra follows the same installation process as most other applications on your Mac. When you launch the Amarra Installer, you will be presented with the first ReadMe page. Take time to read through this important information prior to continuing with the installation process.
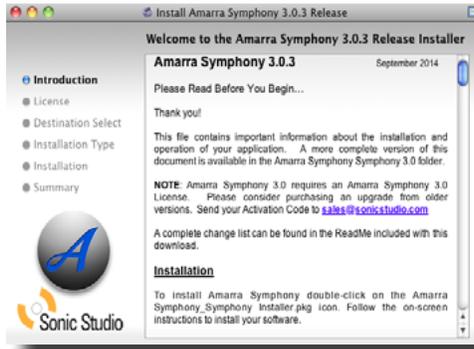
Amarra Install Read Me Screen

Once you read through this important information, click continue to access the End User License Agreement.

Amarra End-User License Agreement (EULA)

Again, read through this important information and click Continue

Agree to the EULA

Next you will be asked to choose an install disk drive, we recommend choosing your default drive.

Choose Installation Location

You'll need to enter your System Administrator Password to continue the installation

Enter your System Administrator Password

The next step in the installation process allows you to do some initial setup prior to launching Amarra should you decide to do so. You will be present we the window below:
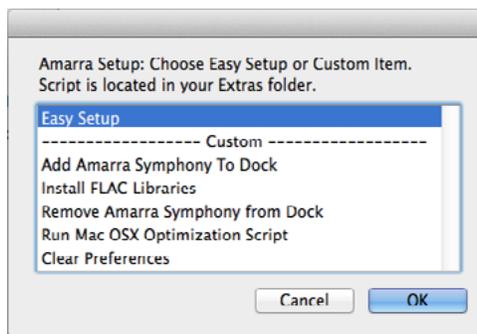
Easy Setup

HINT: We highly recommend that new users to Amarra select 'Easy Setup' by clicking 'OK'. This setup should find your DAC, launch Amarra and iTunes and let you simply click a track in iTunes to begin playback.

Another new feature available in Amarra 3.0 is the Mac OSX Optimization Script. This gives you the opportunity to fine tune your Mac environment for best audio playback performance. You may choose to run the script now or at any time after activating Amarra.

NOTE: Although we recommend Disable All for best performance, please ensure you are familiar with Mac OS and System Application operation prior to using the MacOSX Optimization Script.

The next dialog box you will see prompts you to launch Amarra. Select 'Yes' when asked to launch Amarra.
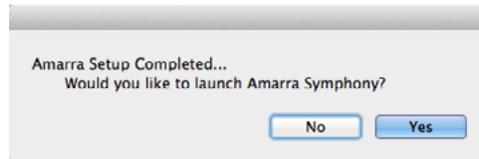
Launch Amarra

Once you respond to the launch prompt, The Amarra installation will complete and Amarra will launch with iTunes. Review "**Chapter 2.0   Evaluating Amarra 3.0**" and "**Chapter 3.0   Activating Amarra 3.0**" to Evaluate or Activate Amarra respectively.

SUCCESS!

1.4 Permanently Uninstalling Amarra Software

1. Navigate to your Applications->Amarra or Amarra Symphony 3.0->Extras->Uninstallers folder in Finder

2. Double click on the 'Uninstall Amarra Symphony.app' or 'Uninstall Amarra.app'

This action removes the Amarra software and iRC applications, Preferences and FLAC components. You can quit Terminal after running. You can also selectively delete parts of Amarra by selecting the appropriate uninstall command in the same folder.

Chapter 2.0........................ Evaluating Amarra Software

This Chapter provides important information regarding evaluating or 'trying' Amarra software. Note that, when used, the term 'Amarra' applies to both Amarra and Amarra Symphony. It will be indicated if a topic only applies to Amarra or Amarra Symphony.

A FREE 15-day, full featured trial of Amarra is available. When you launch your Amarra product you will be presented with the following dialog box:
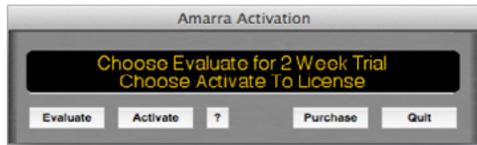
Figure 1: Evaluation dialog box.

Evaluate button: Evaluate your Amarra product for 15 days.

Activate button: Brings up the Activation Dialog (see below).

Purchase button: Takes you to the online store to purchase an Amarra product.

Quit button: Closes the Activation window and exits the application.

? button: Brings up the Amarra Activation Guide.

Simply click on the 'Evaluate' button to begin your 15-day trial, it's that simple! Amarra will launch and launch iTunes automatically.

As part of the activation and launch process, Amarra checks to see if there is an excessive amount of Inactive OS Memory and asks if you'd like to purge the inactive memory. Doing so can improve overall performance, the process takes a short time during which Amarra is unavailable. Click 'Yes' to run this script.
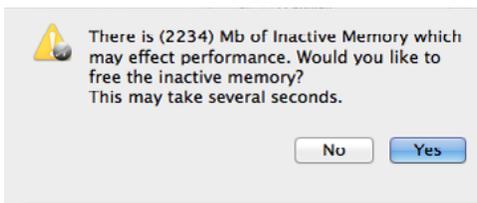
You'll need to enter your system administration password to run the script. Enter User Name and Password in the spaces provided and click 'OK' to purge inactive memory.

If you've already had a trial of Amarra 3.0 in the past, you will receive the following message. Please contact Sonic Studio if an additional trial is needed at **sales@sonicstudio.com**.
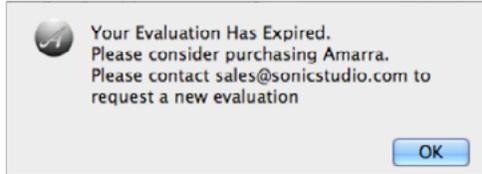
Evaluation Expired dialog box.

Click 'OK' to close the dialog. At the end of your evaluation you have the choice of Purchasing your Amarra product or Quitting the application. We hope your experience with Amarra is a positive one. You can purchase by clicking on the Purchase button and you will be directed to our online store.

HINT: Need More Time To Evaluate Amarra Software?

Please contact us at **sales@sonicstudio.com**.

NOTE: If you've done a trial of Amarra or Amarra Symphony and are now activating a permanent license, please move your trial Amarra Application to the Trash. Re-run the Amarra Installer and use your permanent license to activate Amarra.

NOTE: If you purchase Amarra sQ during a trial, you will need to wait until either the trial is over to install your permanent license or wait until prompted to install your permanent license when launching Amarra sQ.

Chapter 3.0.........................Activating Amarra Software

This Chapter provides important information regarding permanently activating your Amarra software after purchase. Note that, when used, the term 'Amarra' applies to both Amarra and Amarra Symphony. It will be indicated if a topic only applies to Amarra or Amarra Symphony.

> NOTE: Amarra 3.0 uses a new license, different from current Amarra 2.6 licenses. The upgrade to Amarra 3.0 is a paid upgrade.
>
> You can upgrade your Amarra 2.6 or earlier version to Amarra 3.0 **HERE**.
>
> Amarra Symphony 3.0 also includes a license for Amarra sQ for streaming audio playback.   Please refer to the **Amarra Product User Manual** for notes on using Amarra sQ and Amarra.

3.1   Requirements

To Activate your Amarra software, you will need the following:

- Your Amarra or Amarra Symphony 3.0 Activation Code, sent to you at time of purchase or by Sonic Studio directly.
- A working Internet Connection

Click the Activate button in the first Amarra Activation Dialog. You will then be presented with the Amarra Activation window shown below:
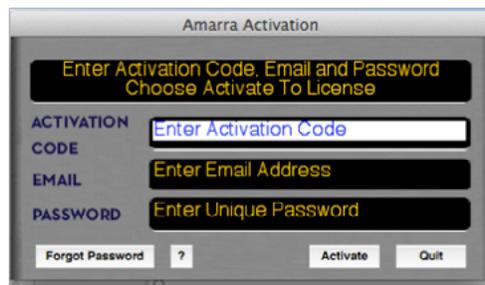
Authorization dialog box

Forgot Password: Sends your password to the email used when activated

Activate Button: Activates Amarra using Code, email address and password

Quit button: Cancels and closes the Activation window

? button: Brings up the Amarra Activation Guide

Enter information into the provided fields:

    A) Copy (CMD+C) copy your Activation Code from the email you received and Paste (CMD+V) your Activation code into the Activation field

    B) Add your email address - if you lose your password, it can be sent to this address

    C) Create your own password 3-16 characters in length and enter in the password field. Passwords should be simple and something easy to remember.

    D) Click on the Activate button to activate your Amarra product.

NOTE: If you forget your password, use the Forgot Password to have your current password sent to the email address used to activate Amarra.

Your software has been authorized.
Thank You and Enjoy the Music...
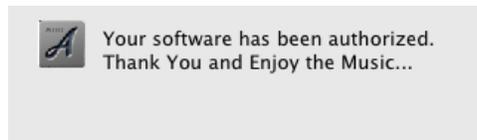
Amarra Installation Success !!!

NOTE: Keep Your Activation Code in a Safe Place.

Save the original Email and create a License Control User Account (see below).

As part of the activation and launch process, Amarra checks to see if there is an excessive amount of Inactive OS Memory and asks if you'd like to purge the inactive memory. Doing so can improve overall performance, the process takes a short time during which Amarra is unavailable. Click 'Yes' to run this script.

There is (2234) Mb of Inactive Memory which may effect performance. Would you like to free the inactive memory?
This may take several seconds.

No   Yes
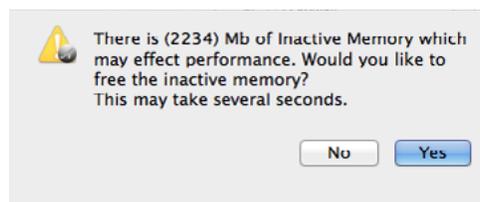
You'll need to enter your system administration password to run the script. Enter User Name and Password in the spaces provided and click 'OK' to purge inactive memory.
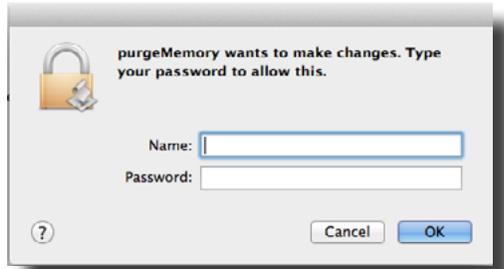
3.2   Lost Your Activation Code?

Can't find your Activation Code? **Get Your Activation Code Here**

Not Sure Which Amarra Product You Own? Use the **Find Your Amarra App page**

Chapter 4.0............Activating Sonic Studio iRC (Impulse Response Correction)

This Chapter provides important information regarding permanently activating iRC (Impulse Response Correction) after purchase. Note that, when used, the term 'iRC' applies to both iRC and iRC)b). It will be indicated if a topic only applies to iRC or iRC(b).

Software	iRC	iRC(b)
Amarra	Not Available	Option for Amarra
Amarra Symphony	Included	Not Available

Software Compatibility Chart

Amarra Users: Purchase the iRC(b) option for Amarra by clicking **HERE**.

NOTE: Amarra Symphony iRC or Amarra iRC(b) Users: You need an **omnidirectional full-bandwidth measurement microphone** for use with IRC. We recommend that the frequency response is within ± 1 dB in the area of the speaker's frequency response range.

4.1   iRC Activation Instructions

Activating Sonic Studio iRC is an easy process. Simply click on the IRC button on the Amarra User Interface and you'll be presented with an activation window for Sonic Studio iRC.

iRC Validation Window

Enter the User Name and Password sent to you at time of purchase and click continue. Assuming you have a valid license and password, the Sonic Studio iRC filter bank will appear.

Amarra iRC(b) Filter Bank

Activating iRC will also allow you to launch the iRC Measure application from your Applications-> Amarra Symphony 3.0 or Amarra 3.0 folder in Finder.

More information on using the iRC Measure application to measure your listening environment and create your Filter Files can be found in the iRC Measure User Manual located in your Amarra 3.0 folder in Finder. Details on using the iRC Filter Bank can be found in the Amarra User Manual as well.

4.2   iRC Trial Activation Instructions

 You need an **omnidirectional full-bandwidth measurement microphone** prior to evaluating IRC. Send an iRC Trial Request, indicating whether you are using Amarra or Amarra Symphony, to **sales@sonicstudio.com**. We'll send you a free 15-day trial code.

NOTE: Amarra Symphony iRC or Amarra iRC(b) Users: You need an **omnidirectional full-bandwidth measurement microphone** for use with IRC. We recommend that the frequency response is within ± 1 dB in the area of the speaker's frequency response range.

Chapter 5.0... Activating Amarra sQ for Streaming Audio Playback

As part of the Amarra Symphony 3.0 installation, a new application, **Amarra sQ**, is available. Amarra sQ is designed for playback from streaming audio sources such as Internet Radio, Spotify™, Pandora™ among others, using the Amarra engine. When you receive your Amarra Symphony 3.0 license, you'll also receive an Amarra sQ license. Note that Amarra sQ is an option for Amarra.

Software	Amarra sQ
Amarra	Optional*
Amarra Symphony	Included

*Amarra Users: Purchase the Amarra sQ option for Amarra by clicking **HERE**.

NOTE: We strongly recommend that you <u>do not</u> have Amarra and Amarra sQ running at the same time to avoid any playback issues between the two applications.

NOTE: If you purchase Amarra sQ during a trial, you will need to wait until either the trial is over to install your permanent license or wait until prompted to install your permanent license when launching Amarra sQ.

5.1 Installing Amarra sQ

To install Amarra sQ, please click on the Amarra_sQ_Installer.pkg. You can download the Installer from:

http://www.sonicstudio.com/sonic/support/sonic_support#DOWNLOAD

Follow the on-screen instructions to install your software.

You may uninstall the Amarra sQ as follows

- Run Uninstall AmarraSQ.app. This will remove all components installed.

5.2 Launching, Licensing and Using Amarra sQ

There are two methods for licensing Amarra sQ:

1. **Trial Mode**: Free 15 day full-function trial.

2. **Permanent Activation**: You are delivered an Activation Code after purchase.

Learn: For your security and convenience, an iLok Account is required to use or try Amarra sQ. Your personal account is free, secure and takes just a few minutes to set up.

Amarra sQ software is protected with PACE Anti-Piracy's InterLok copy protection. Learn more at **iLok.com.**

Your Amarra sQ license is authorized on your Mac via 'Machine License' or iLok2 USB Smart Key.

Please refer to the Amarra sQ User Manual for detailed instructions for launching, licensing and using Amarra sQ in both trial mode and after permanent activation. The Amarra sQ User Manual can be found at the link below:

Amarra sQ User Manual

Chapter 6.0....................Managing your Amarra License

The License Control Panel is a powerful tool that lets you manage your Amarra Activation Code, the assigned password and associated email address. The License Control Panel (LCP) is managed by softWORKZ, the provider of the software_DNA Activation solution used by Sonic Studio LLC.

6.1 Your confirmation Email

Shortly after purchasing your copy of Amarra, you will receive a message from softWORKZ, similar to the message below, with your Confirmation Code. You will need this to manage your licenses on the LCP.
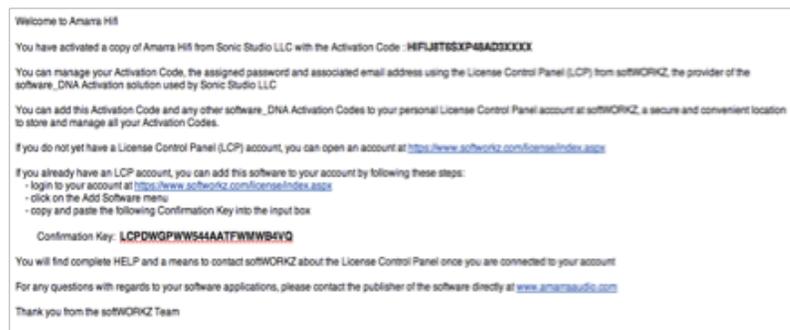
6.2 Setting Up your User Account

If you do not yet have a License Control Panel (LCP) account, you can open an account at **https://www.softworkz.com/license/index.aspx**. You will need to fill in a form depicted in the image below

6.3 Adding Software to your Account

If you already have an LCP account, add this software to your account by following these steps:

- Login to your account at

    https://www.softworkz.com/license/index.aspx

- Click on the Add Software Menu

- Copy and paste your Confirmation Key into the input box
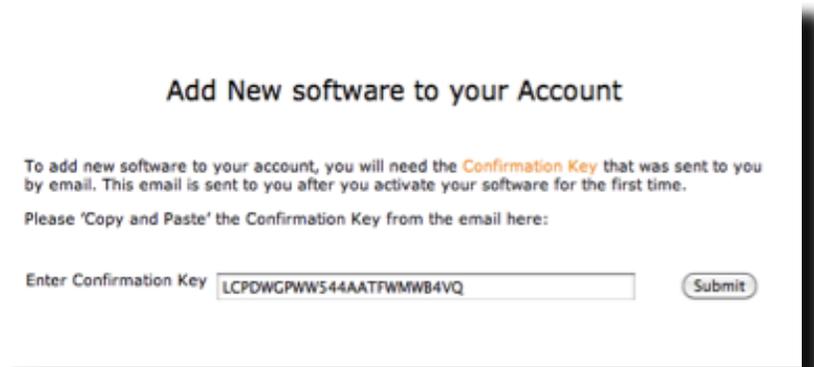
Add New software to your Account

To add new software to your account, you will need the Confirmation Key that was sent to you by email. This email is sent to you after you activate your software for the first time.

Please 'Copy and Paste' the Confirmation Key from the email here:

Enter Confirmation Key LCPDWGPWW544AATFWMWB4VQ   (Submit)

6.4 Logging into your Account

Once your account is setup and your licenses are loaded, you can easily manage your account by logging into your License Control Panel Account at

    https://www.softworkz.com/license/index.aspx

NOTE: We strongly recommend ALL users open a License Control Panel Account to be able to manage their account and license as needed. If you have any problems, please contact us at support@sonicstudio.com

Chapter 7.0...............Managing your Amarra sQ License with iLM

Managing your Amarra sQ license is an easy task. We use the iLok License Manager from Pace to provide your machine locked Amarra sQ license. Please follow the steps below to manage your Amarra sQ License

7.1 The iLok License Manager

The iLok License Manager is the application you will use to manage your license. You can download and install a free copy of the iLok License Manager at **http://installers.ilok.com/iloklicensemanager/LicenseSupportInstallerMac.zip**

7.2 Your iLok Account

You'll also need to create a free account at **https://www.ilok.com/#!registration**. Please note your iLok ID and Password as you'll need to use them to access your iLok account in the future.

7.3 Managing your License

Once you've created your account and loaded the iLok License Manager, launch the ILM and sign-in with your User Name and Password.

To move your license, you will need to 'Take Ownership' of it. Once you take ownership, you are free to move your license to your account and to another machine as needed. To move your license to another machine, simply move the license back to your account, log in on another machine and move the license to that machine. Load Amarra sQ and you should be all set.

Chapter 8.0...................................Amarra Activation F.A.Q

If you have any issues, please review the potential issues below. More information can be found on our FAQ.

General items:

1. Cannot connect to the network - Be sure you are connected to the internet.

2. Activation Code Invalid

   Be sure you have entered the code sent to you. Use Copy and Paste to avoid mistakes.

   Be sure you are activating the correct software for your license.

3. Password Invalid

   When asked to enter a new password, it has to be a 'never before used' password

   Passwords may be from 3 to 16 characters long

   If you are not sure of your password, use the Forgot Password button to have your password sent to you.

4. LockOut - After 3 unsuccessful attempts at activation, you will be Locked Out and prevented from Activating your software. Write to **support@sonicstudio.com** and we will clear the Lock Out. Remember to include your Activation code and your IP address (visit **www.whatismyip.com** to obtain your IP address)

5. Activation required on every launch.

   Do the following:

   - Delete your current Amarra or Amarra Symphony folder

   - Delete any older Amarra folders from your Applications folder

   - Delete any Amarra icons from your dock.

   - Re-install Amarra and go through the Activation process again to clear the problem

I have entered my code and password correctly with a new password to do a re-activation, why is the application not being re-activated?

Verify that you have an Internet Connection. Your new password must be a new and never-used password. Verify that you have not previously used this password with this activation code.

If you are updating from a trial copy of Amarra or Amarra Symphony or are updating from a different Amarra Product (MINI to Amarra), please delete your current folder prior to launching the new Amarra Installer.

How often will my application connect to the activation server via the Internet?

Your application uses the Internet when it is first installed or when it is re-activated (such as after a disk reformat and reinstall, or if the software is moved to a new computer). The application may also do a quick check with the server when you run the application.

Will my application work if I don't have an Internet connection?

In general, an internet connection is required to activate your copy of Amarra. If no Internet connection is found during activation, or the activation server is not reachable, the software will ask you to do offline activation. The software will provide step- by-step instructions, where a file is written to disk that you move to a computer that does have Internet access (or email access). You can move this file via LAN, floppy disk, CD-R or USB key. You can use your Internet browser (on a machine that does have Internet access) to visit a special page to upload this file and receive another file in return. If you do not have any working browsers then the file can be emailed to our tech support (note there may be a delay in the return of the file depending on the time of day and week).

During activation what information is passed to the server?

No personal information or information about your computer configuration are transferred. A one-way hash* of some machine configuration data, your code, email and password used to activate Amarra are sent to the server during the first activation. We suggest you do not use one of your important personal passwords for the activation password, or a password that personally identifies you.

*One-way Hash: Codes that identify parts of the computer are put through a special function (called a 'one way hash') that turns the codes into one code number that is unique to your computer but cannot be deciphered (or reverse engineered) to determine what those components are. Only this hash value is sent to the activation server and not the details on the computer parts.

Can I move Amarra to another computer?

Yes, this can be done easily. Simply download the Amarra software to your new machine and go through the Activation process. There is no need to deactivate prior to moving your license, the process is automatic when you activate on your new machine. If you have your activation code and password this will be a fast and easy process.

What is the email address for and is it mandatory?

The email address on the activation and reactivation dialogs is mandatory. It can be used to retrieve a lost password. When you provide the email address it will not be used for marketing purposes or sold / provided to any third party. If you do provide an email address we recommend it be one that will be active for some time.

What if I have forgotten my password and did not provide an email address (or my email address is no longer valid)?

During a reactivation the previously provided password is required. If the password has been lost and cannot be recovered (because an email address was not provided, or the email address is no longer valid) you will need to contact our support via email or by phone. We will be happy to reset your password.

Will changes to my computer cause my application to stop working?

There are no changes that will cause a permanent disabling of the software. Major changes (disk reformat being one such major change) will mean that you need to reactivate the software. If you have your Activation code and password this will be a fast and easy process.

What happens if Sonic Studio or softWORKZ suspends service or goes out of business?

Both companies have been in business for several years, and are healthy and stable and will be around for many years to come!

Regardless, your activated application will continue working without the Activation server, although new activations or re-activations will not be possible. Both companies are committed to ensure that a patch will be made available ASAP to resolve this. Either a version with a replaced activation system or a version with no activation will be provided.

I wish to do an online activation but my firewall is set up to block such requests. What are the firewall settings?

The following is the information that you need to setup your firewall:

Main server IP address: reg1.softworkz.com

Backup server IP: reg2.softworkz.com

Backup server IP: reg3.softworkz.com

Port: 80 (Standard HTTP)

Domain: softworkz.com

Why is an activation system required at this time?

Software companies around the world have come to realize that activation- type copy-protection systems provide a reasonable solution to the problem of piracy while at the same time respecting customers by not burdening them with a hard-to-use licensing system. Reducing piracy means that the software vendor can use steady revenues to further improve the product and guarantee business continuation. It is unfortunate that piracy exists because we know the majority of our customers follow the license terms but it is a fact of life in this digital age.

We trust that this new system will be virtually transparent for the majority of customers.

Amarra_Combo_Activation_Guide_v02r07