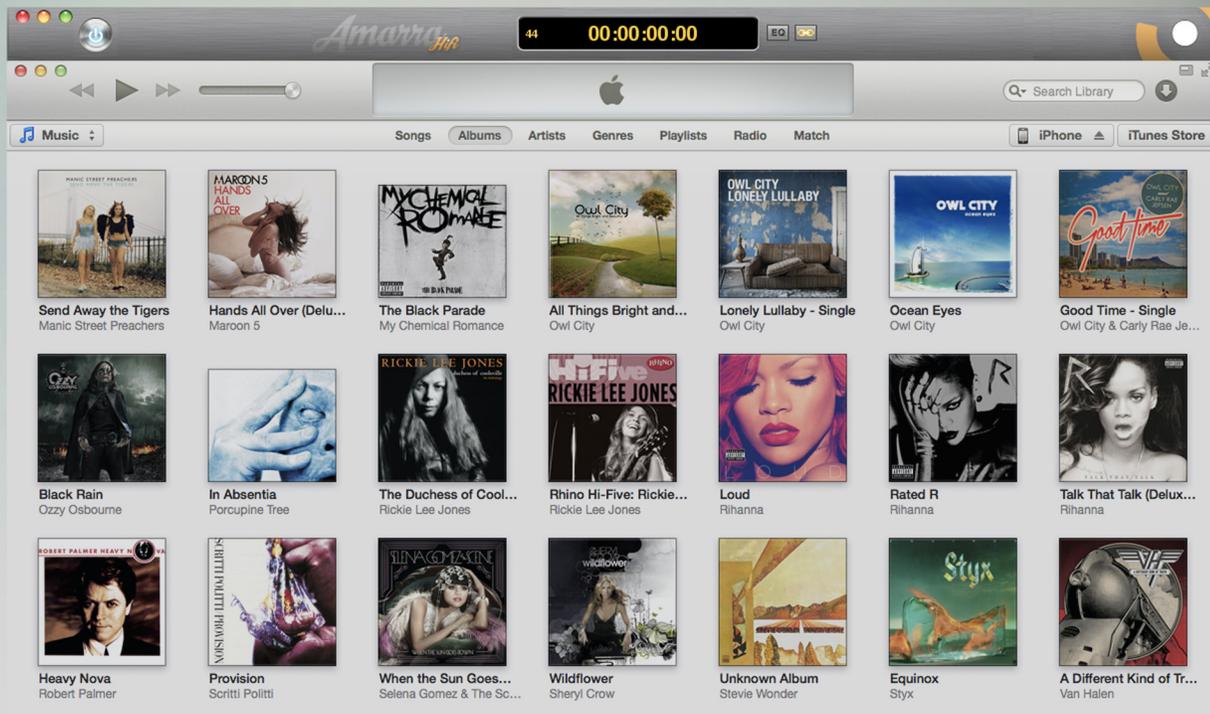


# Amarra™ HiFi

The purist music player



## Activation Guide

### Software Version 2.6

It's Like Hearing Music For The First Time™

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**NOTE : Translation to local language is available via google translate now. Please visit [translate.google.com/?tr=f&hl=en](https://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 Activation Guide'**

## **Amarra Hifi V2.6 Activation Guide**

The following guide provides important information regarding Activation of Amarra Hifi V2.6 ('Hifi'). 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](http://www.sonicstudio.com) for more information. You may also send an email to [support@sonicstudio.com](mailto:support@sonicstudio.com). Please include your Amarra product Activation code on all written communication.

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 licenses using the License Control Panel (LCP)

This document is separated into sections for Evaluation, New Activation, Existing User Reactivation, a section on using the License Control Panel, and an Amarra Activation FAQ.

### **Amarra Hifi 2.6 for current Amarra Hifi Users:**

Amarra Hifi 2.6 replaces Amarra Hifi 2.5 and Amarra Hifi 2.4

Amarra Hifi 2.6 can be Activated on One (1) Computer

### **Amarra Hifi supports Hardware Sample Rates up to 192 kHz:**

Check your DAC for maximum supported hardware sample rate.

NOTE: If your DAC uses Upsampling there may be issues with using Amarra.

### **Amarra Hifi 2.6 uses a software based licensing method.**

If you have any questions, please contact [support@sonicstudio.com](mailto:support@sonicstudio.com) and we will assist in identifying your Amarra Activation code.

## 1.0 Downloading and Launching the Amarra Hifi Installer

### 1.1 Downloading Amarra Hifi

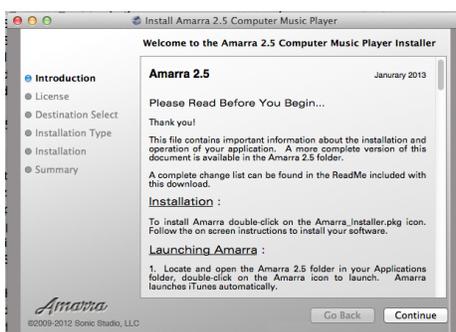
The current version of Amarra Hifi can always be found on our website at <http://www.sonicstudio.com/amarra/amarrasupport.html#DOWNLOAD>. Download the Hifi to your Mac, open and double-click on the .pkg file to launch the installer. Follow the onscreen instructions to install Hifi.



**NOTE :** Once the Installer has completed, please launch the 'Amarra Hifi.app' application from the Amarra Hifi folder in your Applications folder in Finder.

### 1.2 Installing Amarra Hifi

Installing Hifi follows the same installation process as most other applications on your Mac. When you launch the Hifi 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



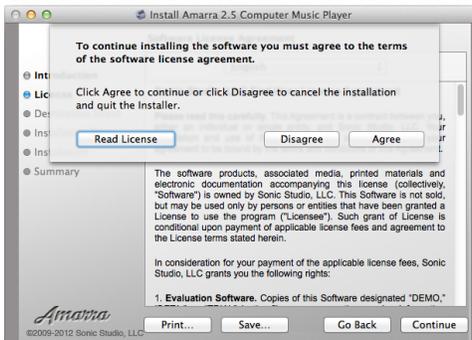
Amarra Hifi Install Read Me Screen

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



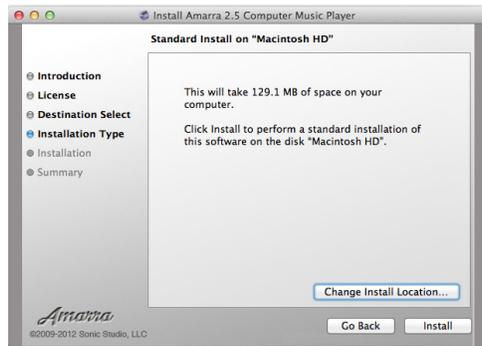
Amarra Hifi EULA

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.



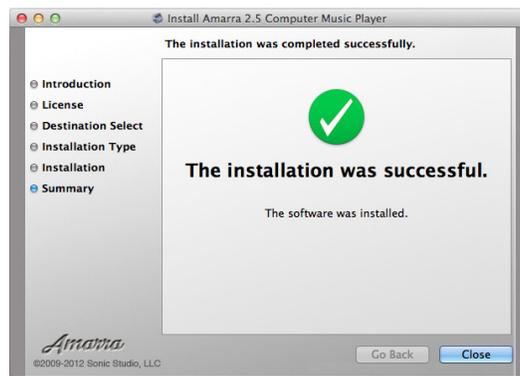
Choose Installation Location

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



Enter your System Admin Password

Completing the Install



SUCCESS!

### 1.3 **Permanently Uninstalling Amarra Hifi**

- 1) Navigate to your Amarra Hifi application folder in your Mac's Applications folder.
- 2) Locate the Extras folder and open it.
- 3) Double click on the Uninstall Amarra Hifi.app.

This removes the Amarra Hifi application and FLAC components. You can quit Terminal after running.

## 2.0 Evaluating Amarra Hifi

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

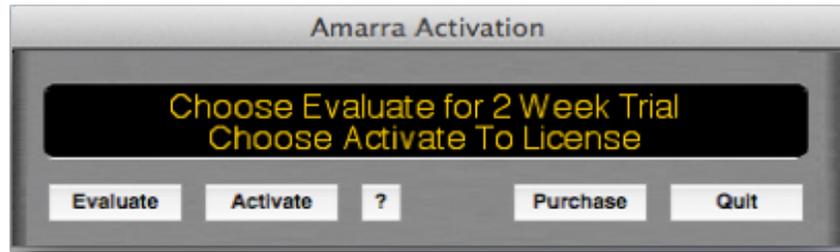


Figure 1: Evaluation dialog box.

<u>Evaluate button:</u>	Evaluate your Amarra product for 15 days.
<u>Activate button:</u>	Brings up the Activation Dialog (see below).
<u>Purchase button:</u>	Takes you to the online store to purchase an Amarra product.
<u>Quit button:</u>	Closes the Activation window and exits the application.
<u>? button:</u>	Brings up the Amarra Activation Guide.

Simply click on the 'Evaluate' button to begin your 15-day trial, it's that simple! If you've already had a trial of Amarra in the past, you will receive the following message. Please contact Sonic Studio if an additional trial is needed at [sales@sonicstudio.com](mailto:sales@sonicstudio.com).

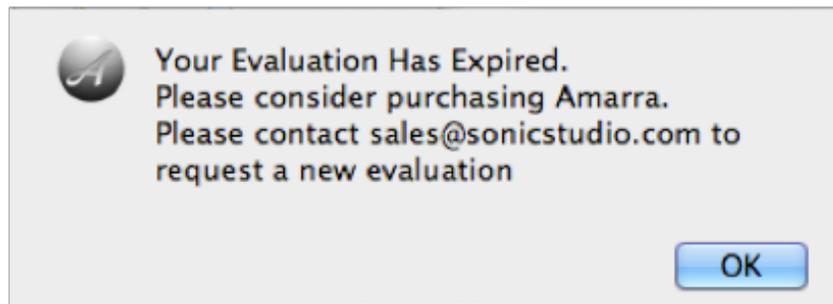


Figure 2: Evaluation Expired dialog box.

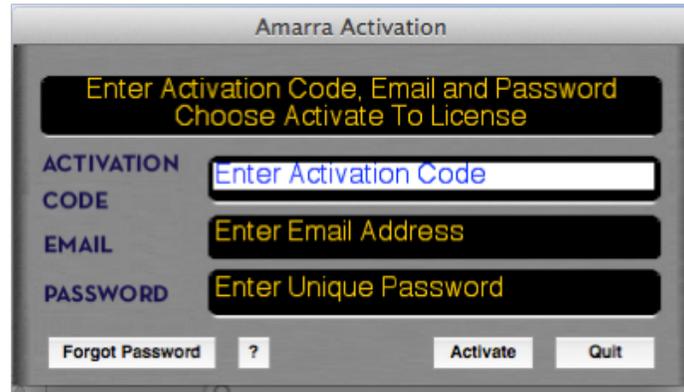
Click 'OK' to close the dialog. At the end of your evaluation you have the choice of Purchasing your Amarra product or Quitting the application. We hope your experience with Amarra Hifi is a positive one. You can purchase by clicking on the Purchase button and you will be directed to our online store.

### 3.0 Activating Amarra Hifi - New Users

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

- Your Activation Code which was sent to you when you purchased your software.
  - HIFIJ8T6SXP48AD3ZQZT is an example code for Amarra Hifi
- A working Internet Connection

To Activate your software, click the Activate button in the first Amarra Activation Dialog. You will then be presented with the Amarra Activation window shown below :

The image shows a software dialog box titled "Amarra Activation". At the top, it says "Enter Activation Code, Email and Password" and "Choose Activate To License". Below this, there are three input fields: "ACTIVATION CODE" with a placeholder "Enter Activation Code", "EMAIL" with a placeholder "Enter Email Address", and "PASSWORD" with a placeholder "Enter Unique Password". At the bottom, there are four buttons: "Forgot Password", "?", "Activate", and "Quit".

Authorization dialog box.

- Forgot Password Button: Sends your password to the email used when activated
- Activate Button: Activates Hifi using Code, email address and password entered
- Quit button: Cancels and closes the Activation window
- ? button: Brings up the Amarra Activation Guide

#### Enter information into the provided fields :

- A) Copy and Paste 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 up to 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.



#### IMPORTANT NOTE:

Please note, if you forget your password then use the Forgot Password to have your current password sent to the email address you used when you first activated Amarra.



#### IMPORTANT NOTE:

Keep Your Activation Code in a Safe Place.  
Save the original Email and create a License Control User Account (see below)

## 4.0 Activating Amarra Hifi - Existing User



### PREVENT LOCK OUTS

Have your Activation Code available and be sure it is entered correctly.  
Use Forgot Password to have your password sent to you if you are not sure.

For our existing Amarra Users, we've tried to make the update and reactivation process as easy as possible. Automatic re-licensing is available for like products (Hifi to Hifi).

For the automatic re-licensing mechanism to work, please Do Not change the name of your Amarra Hifi folder.

For Users moving from a trial of Hifi please follow the directions below:

1. Delete your current Amarra Hifi folder from your Applications folder in Finder

2. Re-run the Hifi installer and go through the Activation process from section 3.0, entering your code, email and current password in the spaces provided. When you click Activate, you will be asked for a new password. Create and enter a new, never before used password up to 16 characters long and click 'OK' to activate and launch Amarra Hifi.



Figure 6. New Password Dialog

## 5.0 Activation Issues

After Activation you will see the following message :

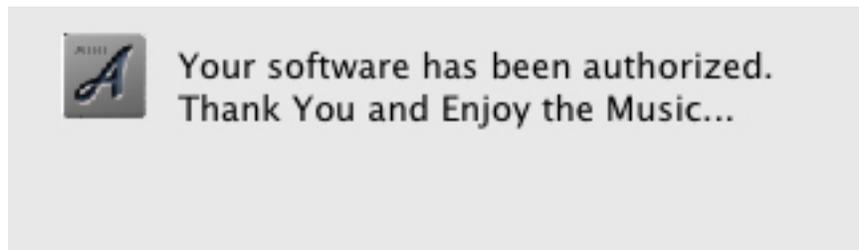


Figure 4: Success !!!

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

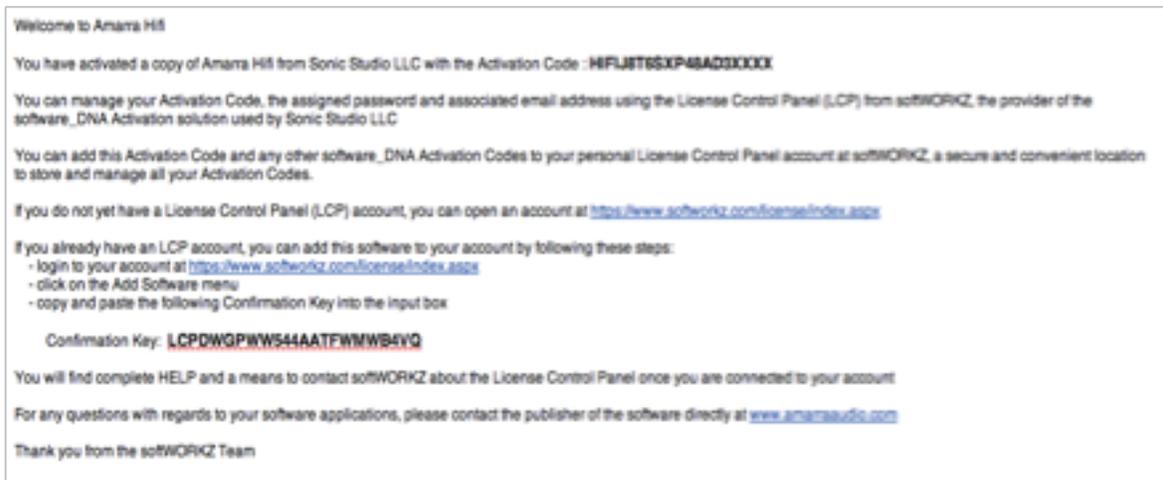
1. Cannot connect to the network - Be sure you are connected to the internet.
2. Activation Code Invalid  
Be sure you have entered the code sent to you. Use Copy and Paste to avoid mistakes.  
Be sure you are activating the correct software for your license.
3. Password Invalid  
When asked to enter a new password, it has to be a 'never before used' password  
Passwords may be from 2 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](mailto:support@sonicstudio.com) and we will clear the Lock Out. Remember to include your Activation code and your IP address (visit [www.whatismyip.com](http://www.whatismyip.com) to obtain your IP address)
5. Activation required on every launch.  
Please do the following:
  - Delete your current Amarra product folder
  - Delete any existing old Hifi folders
  - Re-install Amarra Hifi and go through the Activation process again. Once you successfully activate your software, you should not have any issues moving forward.

## 6.0 License Control Panel : Manage Your License

The License Control Panel is a powerful tool that lets you manage your 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

**SOFTWORKZ** 0150  
7036&8206797  
5052508954

**New End User Account**

The following information is required to open your softWORKZ License Control Panel (LCPanel) account.  
All information, except for your User Name, can be changed at any time from within the LCPanel.

Choose a user name and password for your account (must be at least 6 characters)  
Tip: You can use an email address for the User Name

User Name	<input type="text" value="NewCustomer"/>	New Password	<input type="password"/>
Confirm name	<input type="text" value="NewCustomer"/>	Confirm Password	<input type="password"/>

User Names must match

Language:

Please provide an active email address. This address will be used to confirm your new account and as identification in the event you should lose your password and wish to retrieve it.

Please select one of the following questions and provide an answer. This information will be used in the event you should lose your password and wish to retrieve it.  
Tip: one word answers are easiest to remember

email	<input type="text" value="info@sonicstudio.com"/>	Select Question	<input type="text" value="My secret code is ?"/>
Confirm email	<input type="text" value="info@sonicstudio.com"/>	Answer	<input type="text" value="Amarra"/>

Please provide your name which will be used strictly for identification purposes when you need to communicate with softWORKZ with regards to any of your software licenses.

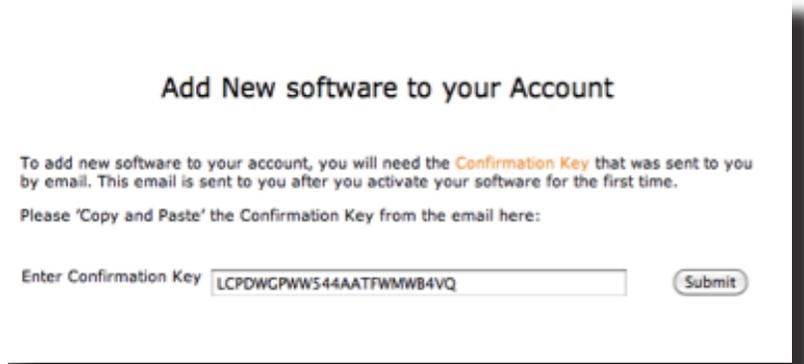
First Name	<input type="text" value="New"/>	Last Name	<input type="text" value="Customer"/>
------------	----------------------------------	-----------	---------------------------------------

[Return to Login](#)

### 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



### 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](mailto:support@sonicstudio.com)

## 7.0 Amarra Activation F.A.Q

### **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 Hifi 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.

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