

IPIX® Store™ FAQ

General

1. WHAT IS AN ACTIVATION FOR THE IPIX INTERACTIVE STUDIO?

The IPIX Interactive Studio is available in several different configurations. Each configuration allows unlimited saving of images for one year with a specific set of image creation features.

Activations for configurations are available at the IPIX Store (<http://store.ipix.com>) and are downloaded to your computer in the form of a License File. This file activates the particular feature set that you have purchased.

2. DOES THE IPIX INTERACTIVE STUDIO USE IPIX KEYS?

No. With the IPIX Interactive Studio, there is no longer the concept of a per-image license or per-image key. An activation for the Interactive Studio allows an unlimited number of image saves for a period of one year.

3. WHAT ABOUT THE IPIX KEYS I'VE ALREADY PURCHASED?

Any IPIX keys you have purchased previously will continue to work in the legacy IPIX Builder and IPIX Wizard applications. Contact IPIX Sales at 877.338.4749 if you would like to talk to a Sales Representative about upgrading to the Interactive Studio.

4. HOW DO I OBTAIN MY ACTIVATION/IPIX LICENSE FILE?

If you have already purchased an IPIX Interactive Studio license package, you can log into your IPIX Store account and download the License File to your computer. If you have not yet purchased an Activation, visit the IPIX Store (<http://store.ipix.com>) to view the Activation options or contact IPIX Sales at 877.338.4749.

See also: [Buying IPIX Products Online](#)

5. ARE THERE DIFFERENT ACTIVATION OPTIONS?

Yes. Visit the IPIX Store (<http://store.ipix.com>) for more information.

See also: [IPIX Interactive Studio FAQ](#)

6. WHAT IS A LICENSE ID?

A license for the Interactive Studio is generally locked to either to an individual computer or to a dongle. In either case, the Interactive Studio provides a unique ID that is used by the IPIX Store to generate an appropriate license.

7. HOW DO I LOCATE MY LICENSE ID?

To locate your License ID, install the IPIX Interactive Studio and follow the instructions below:

PC and MAC VERSIONS:

- Launch the IPIX Interactive Studio application.
- Under your HELP Menu, select the “About Plugins...” option.
- At the top of the About Plugins dialogue, you should see a box titled “License ID”.

NOTE: If you are using a dongle, you MUST plug the dongle into your computer’s USB port before getting the License ID from the Interactive Studio.

8. WHAT IS A DONGLE?

A dongle is an option available with certain Interactive Studio licenses. It is a device that plugs into your computer’s USB port. When a license is activated for a dongle that license may be used on any computer but it will only be active when the dongle is also plugged into that computer.

Account Management

9. HOW DO I CREATE A NEW ACCOUNT ?

To create a new IPIX Store account:

- Click the Login tab at the top of the page.
- Select the option for “New Store Users”.
- On the Create Account page, fill in all required information then submit your entry.

See also: [Logging in / Logging out](#)

10. WHAT ABOUT MY OLD IPIX STORE ACCOUNT ?

If you are an existing IPIX Customer, and already have a store account, the first time you log into the new IPIX Store you will need to do the following to update your account:

- Click the Login tab at the top of the page.
- Select the option for “Current Store Users who have not setup a username”.
- Log in using your old login information (phone number or serial number & password).
- Enter a new store USERNAME in the field provided, then select CREATE USERNAME.

See also: [Logging in / Logging out](#)

11. HOW DO I LOG IN / LOG OUT ?

- Select the Login tab at the top of the page.
- Enter your USERNAME and PASSWORD and select LOGIN.

See also: Creating a New Account and Updating your store for Current Store Users

12. HOW DO I RETRIEVE A LOST PASSWORD ?

If you have lost your password, do the following:

- Click the Login tab at the top of the page.
- Select the “Lost your password” option.
- Enter the username of your IPIX Store Account.

Your password should be emailed to the email account registered with the store.

13. HOW DO I VIEW OR UPDATE MY ACCOUNT INFORMATION ?

Once logged into your account, select the Account tab at the top of the page. The Account page has a small section at the top entitled Account Information, where you can change your account information, such as: Address Book – this contains your mailing/shipping address(es).

- Manage Credit Cards – use this to update your stored credit card information.
- Change Name, Email or Password
- Redeem a Certificate – Allows you to redeem a legacy KEY certificate.
- Manage FlexCodes – Use this to keep your IPIX Software codes up to date.
- Manage Sitecodes – Use this to keep your legacy software serial numbers up to date.
- View Purchase History – Allows you to view your online purchases history.
- View Key History – Allows you to view key download information for legacy softwares, including when the keys were downloaded, what serial number/sitecode they were downloaded to, as well as the 30-digit key code that was generated for each instance.

14. HOW DO I CHANGE MY PASSWORD ?

Once logged into your account, select the Account tab at the top of the page. Select the “Change Name, Email or Password” option at the top of the page. Look for the option to enter your current password, do so, then enter your new password in both indicated fields and press “Change Password”.

15. HOW DO I MANAGE MY SOFTWARE FLEXCODES ?

Once logged into your account, select the Account tab at the top of the page. Select “Manage FlexCodes”. If you have entered FlexCodes previously, they should be listed here. Otherwise, you are asked to choose the FlexCode type. Select the appropriate code type. In the Description field, give this

code a name that indicates what machine it belongs to, i.e., "Primary Desktop", "Laptop", etc. In the Software FlexCode field, enter the FlexCode that belongs to the machine in question, then press Add Code. You may do this as many times as you have machines with the software installed on it (each machine will have it's own unique FlexCode).

See Also: How do I obtain my FlexCode?

16. HOW DO I MANAGE MY PURCHASE HISTORY ?

To see the record of your online purchases, log into your account and select the Account tab at the top of the page. Select "View Purchase History" from the Account Information section of the page. Once there, you will be presented with a list of all purchases made on the IPIX Store site. (Note: the purchase history screen will only display purchases made on the current IPIX Store. It will not list purchases made prior to the current store's release)

17. HOW DO I VIEW MY KEY HISTORY ?

To see the record of your previously downloaded IPIX Image Keys (used with our legacy softwares), log into your account and select the Account tab at the top of the page. Select "View Key History" from the Account Information section of the page. Once there, you will be presented with a list of all keys downloaded from the IPIX Store. This list will include download dates, amount of Keys, serial number/sitecodes downloaded to as well as provide you with a copy of the 30-digit key activation code associated with each Key download.

IPIX Products

18. CAN I BUY IPIX PRODUCTS ONLINE ?

To purchase a product from the IPIX Store, browse the available products using the blue tabs at the top of the page. When you have located an item you wish to purchase, click the item's name in the listing to bring up detailed information about the item. From this screen, you should be presented with an "Add to Cart" button. Pressing this button will add the currently viewed item to your IPIX Store Shopping Cart, and show you the contents of your Shopping Cart. From the Shopping Cart screen, you can adjust the quantity of items you wish to purchase. You can then either select the "Checkout" button to finalize the purchase of your current item, or click another blue category tab at the top of the page to continue shopping.

19. HOW DO I VIEW MY SHOPPING CART ?

At any time while shopping, you can view the current contents of your IPIX Store Shopping Cart by selecting the "View Cart" button in the top menu bar. On this page you can adjust the quantities of each item in the cart. To do so, change the quantity value of the item, then select the "Change Quantities" button. If you wish to REMOVE an item from the cart, simply adjust it's quantity to 0 (zero) and press the "Change Quantities" button.



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20. HOW DO I CHECK OUT OF THE IPIX STORE ?

Once ready to finalize your IPIX Store purchase, follow the steps below:

- Verify the quantities of each item to be purchased on the View Cart screen, then press the Checkout button to continue.
- On the next screen, verify the shipping address for this purchase, and/or enter a new shipping address. If using an existing address, select the "Select Address" button next to the appropriate address. If creating a new address, fill in the necessary information and select the "Ship to this Address" button to continue. This address will be stored in your IPIX Store account for future purchases.
- On the Select Shipping Method screen, select the shipping method that suits your needs from the checkbox list provided. Press "Continue >>" to proceed.
- Select Credit Card – If you have a credit card on file with the store, it should allow you to select it now using the radio button on the left side of the card entry. If you wish to use a new card, select "Enter a new credit card", then fill out the necessary fields and select Continue to proceed.
- You will then be presented with a purchase summary page which shows you all of the information you selected on the previous screens. Double-check each item before pressing the Place Order button. If something is incorrect, select the BACK button on your browser to back up. Otherwise, press Place Order to continue with the order.

You will then be given an Order Confirmation page. Print this page for your records. If at any point in this process you have a question about something, feel free to call IPIX Sales at (877) 338-4749