

# S3 Licensing FAQs

With the release of S3, there are some new details on licensing, so we thought we would make a post to collect various possible FAQs about it:

## **DOES MY LICENSE COVER S3?**

Maybe! Any license that was purchased or upgraded within one year of S3's release date will work for S3.

## **HOW DO I KNOW IF MY LICENSE COVERS S3?**

You can retrieve your license info by going to [this page](#) and entering your email address that you used to purchase the license. Then click "Retrieve". We'll then send you an email giving your license information. In that email, we will say either "This license supports S3" or "This license does NOT support S3".

Another way to check would be to go to [this page](#) and entering your email address along with the first five characters of your license key, then clicking "Check". Whether or not your license supports S3 will then be displayed on your screen (instead of being emailed to you).

## **WHAT IF MY LICENSE DOESN'T COVER S3?**

Then in order to use S3, you will have to [renew your license](#) (or else purchase a [license level upgrade](#) or a [SuperStar license](#) - see below for details). Note: "Renewing" your license is not the same as purchasing an LOR license. Renewing will cost significantly less than you spent to buy your license in the first place.

If you purchase a license renewal (or upgrade or SuperStar license), make sure to do it using the same email address as you originally purchased your license with, so that we know which license to match it up with. If you cannot use that email address anymore, please contact LOR Customer Support, and we'll take care of you.

If you don't want to renew your license (or purchase a license level upgrade or SuperStar license), then you won't be able to use S3, but you will still be able to continue using earlier versions (such as version 2.9.4).

## **WHAT DO YOU MEAN, "SUPERSTAR LICENSE"?**

One of the new features in S3 is Light-O-Rama SuperStar, which is a new program. SuperStar allows you to create Cosmic Color Ribbon sequences visually, instead of via the Sequence Editor's "channels versus timings" grid. It also lets you "autosequence", which means it can automatically create sequences based on your visualization and on an audio file.

SuperStar is licensed separately from the rest of LOR. Most existing customers' licenses will not initially support SuperStar, meaning that they can only use SuperStar in a sort of demo mode. In order to really use SuperStar, you'll have to [purchase a SuperStar license](#).

If you do purchase a SuperStar license, and you already have an LOR license, you will not get a second license key. Instead, you'll still have only one license key -- the same one you had before -- but it will now support both SuperStar and the rest of LOR.

## **WHAT WAS THAT ABOUT LICENSE LEVEL UPGRADES OR SUPERSTAR PURCHASES INSTEAD OF LICENSE RENEWALS?**

You can [purchase a license renewal by itself](#), but a [license level upgrade](#) (such as upgrading a Basic license to Basic Plus, Standard, or Advanced) counts as a license renewal. So does the [purchase of a SuperStar license](#).

So, if your license does not currently support S3, you might want to purchase a license renewal, but you might instead want to consider purchasing a license level upgrade or a SuperStar license *instead* of a license renewal.

## **I'M ALREADY A SUPERSTAR CUSTOMER. WHAT ABOUT ME?**

If you have already purchased a SuperStar license (from before it became a part of Light-O-Rama), your Light-O-Rama license has already been updated to include SuperStar support.

## **MY LICENSE COVERS S3, BUT THE SEQUENCE EDITOR PUT ME IN DEMO MODE. WHAT'S HAPPENING HERE?**

If your license covers S3 (no matter whether it always has or whether you purchased a license renewal), your computer might not know it yet. So, when you install S3, you might find yourself in demo mode.

If this happens, simply reactivate your license (such as through the Sequence Editor's "Help / Register Light-O-Rama"), and it should put you back into Advanced (or whatever license level you have).

You might have to stop and start your Light-O-Rama programs after reactivating in order to fully get out of demo mode.

## **AM I GOING TO HAVE TO PURCHASE A LICENSE RENEWAL EVERY TIME A NEW VERSION COMES OUT?**

No. Renewing your license gets you more than just one more version. It means that your license is good for every version that's already out there, plus every future version that will be released within one year of your purchase. And it might be good for some versions beyond that, too.

Also, even if you choose not to renew, that doesn't mean you won't be able to continue using Light-O-Rama. Any version of LOR that your license works for will continue to work. So, for example, if you choose not to renew your license for S3, you will still be able to use version 2.9.4.

## **IT DOESN'T WORK!**

Please [let us know](#)! A lot of this is new, so there may be some kinks to work out, but if you let us know what's going wrong, we'll try to help.