

CaptionMaker Installation and Activation

Closed captioning products

MacCaption and CaptionMaker allow you to easily author, edit, encode and repurpose video captions for television, web and mobile delivery. Utilizing exclusive e-Captioning™ technology, MacCaption (for Mac) and CaptionMaker (for Windows) simplify the process of complying with FCC regulatory requirements, enabling greater access to broadcast content for television, online and mobile viewers.

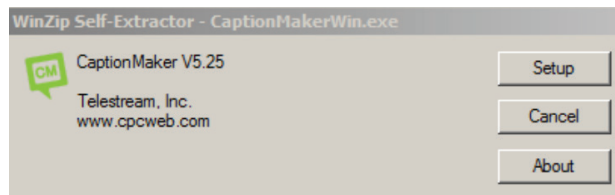


Overview

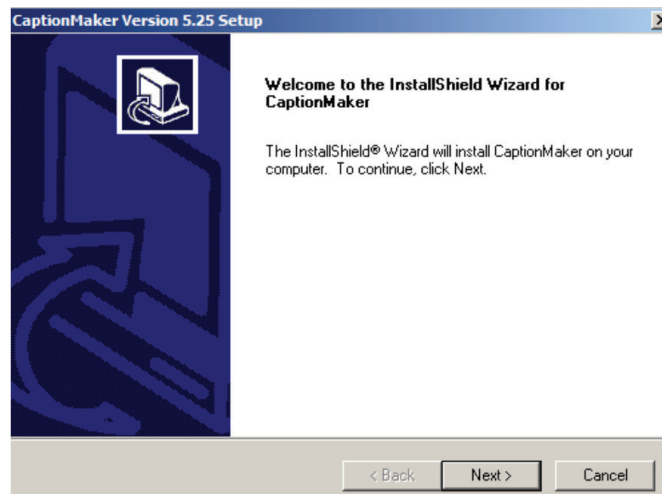
This document shows how to install CaptionMaker and activate your license using a product key (serial number).

Installation

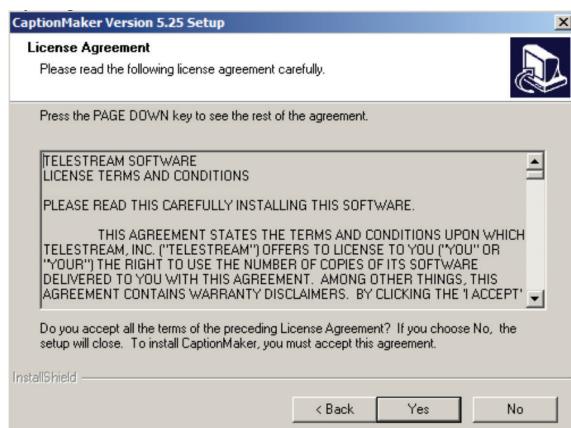
1. Download CaptionMaker and run the setup program, then click Setup.



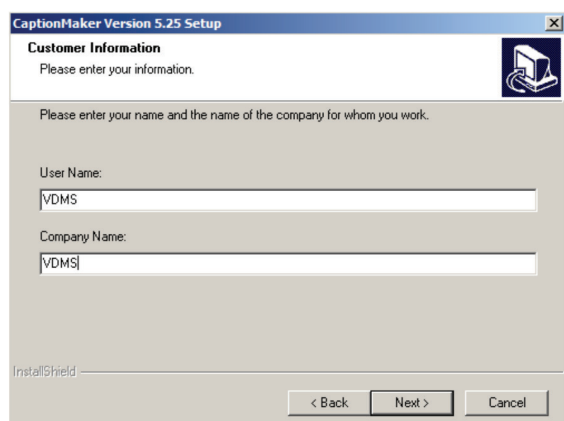
2. Click Next.



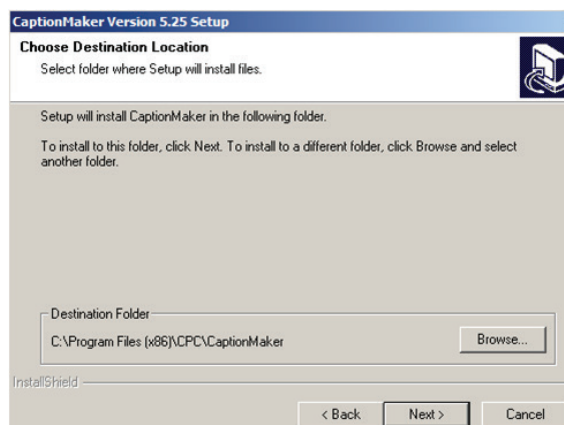
3. If you agree to the terms & conditions, click Yes.



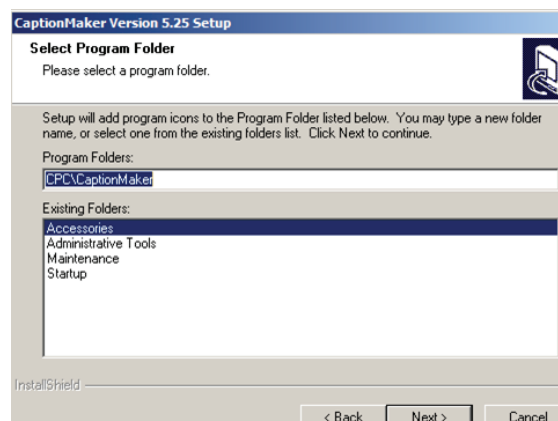
4. Enter your information. (It does not matter what you enter.)



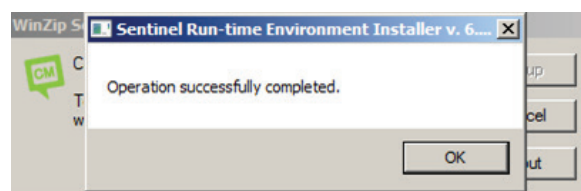
5. Click Next, or optionally change the installation folder.



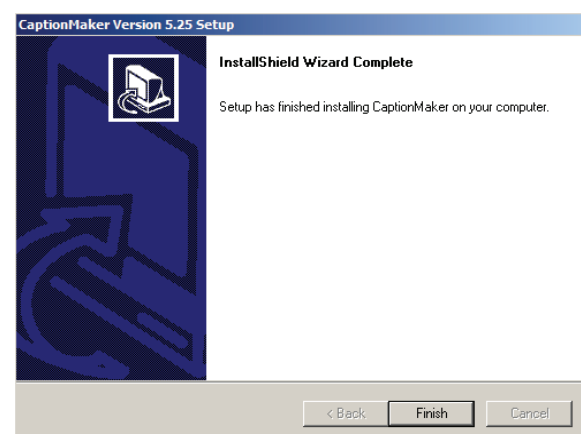
6. Click Next, or optionally change the Program Folder name.



7. Click OK when you see this message.

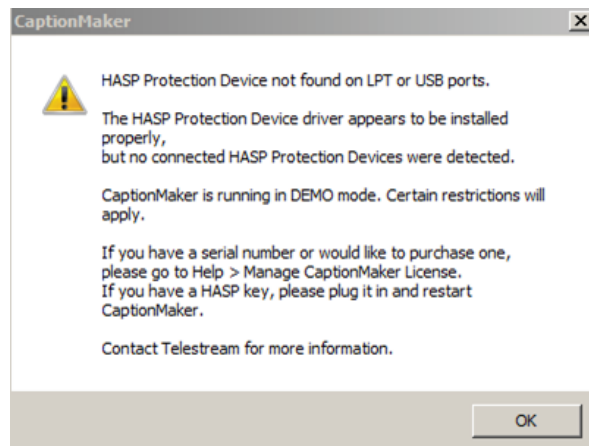


8. Click Finish.

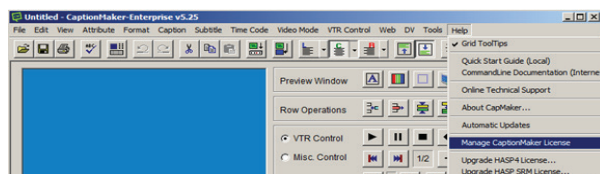


Purchase and Activation

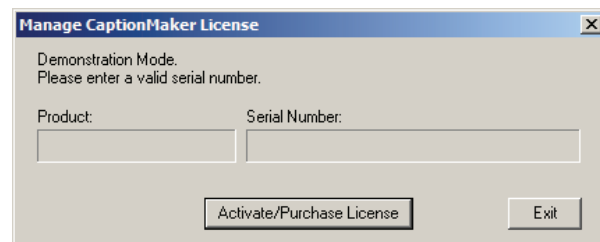
1. Start the program for the first time by clicking on the CaptionMaker icon on your desktop, or go to the Start Menu, CPC folder, and click CaptionMaker.
2. The first time the software runs, if you have not already activated on this computer, you will see the following message. Click OK to continue.



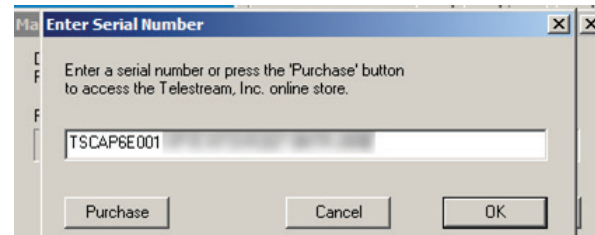
3. Go to the menu Help > Manage CaptionMaker License...



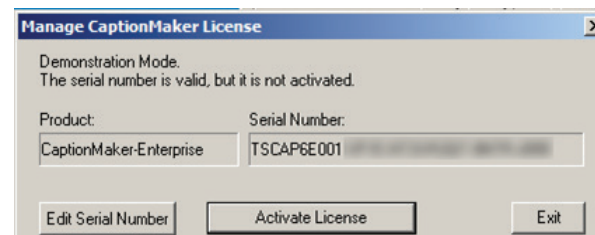
4. Click Activate/Purchase License.



5. If you already have a serial number, enter it in this dialog. (If not, click on Purchase and follow the on-screen instructions to purchase a license online):



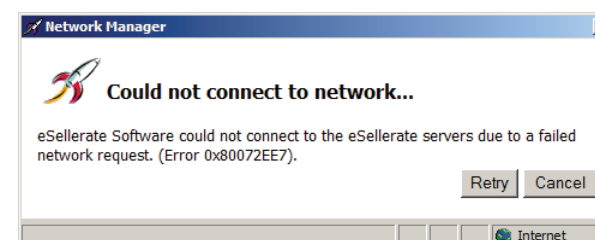
6. Click OK.
7. Click Activate License.



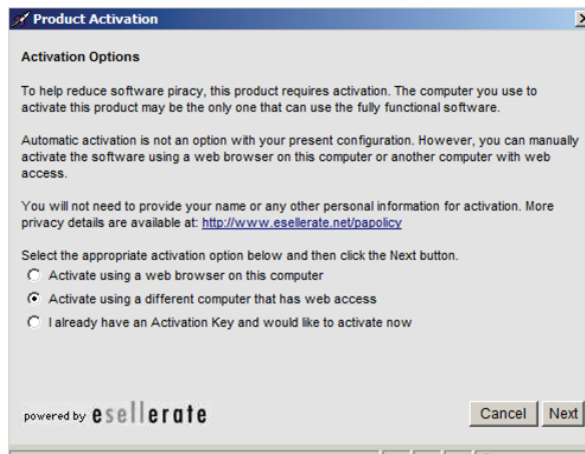
8. If you have Internet access, the activation process will complete automatically. Skip to "Finishing Activation" later in this document.

Manual (Offline) Activation:

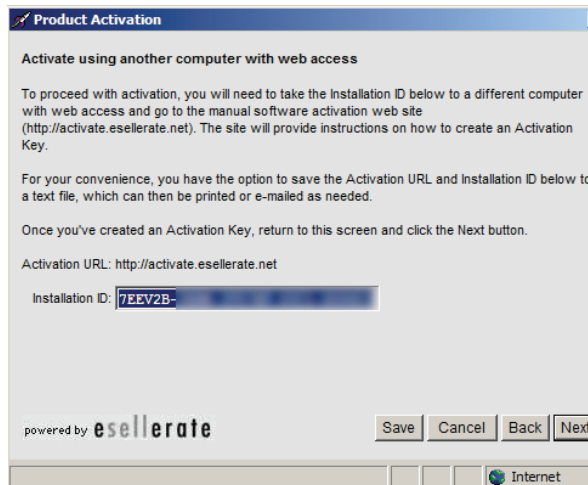
1. If you don't have Internet access, an error screen will appear. Click Retry if you are able to connect to the Internet, otherwise click Cancel to proceed with manual offline activation.



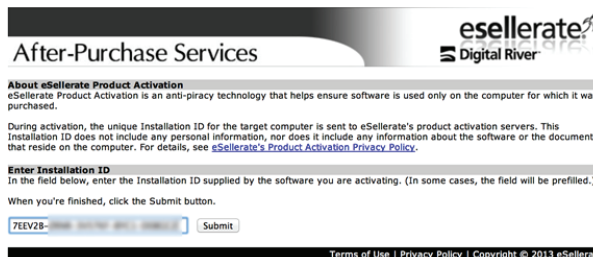
- When the Product Activation screen appears, select "Activate using a different computer that has web access".



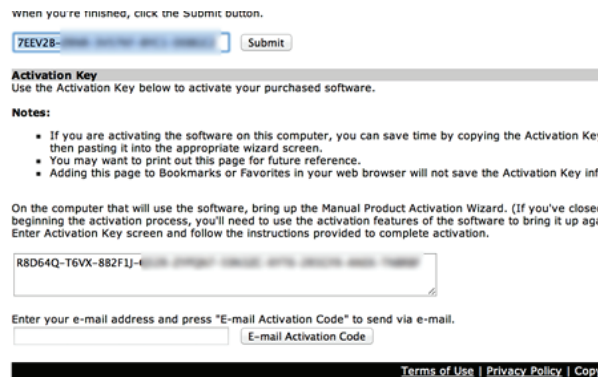
- Follow the instructions, using another computer or device (smart phone, etc.) that has internet access to open the Activation URL in a web browser.



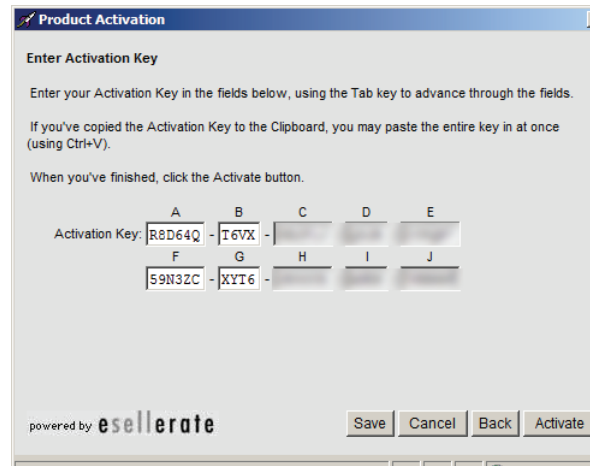
- On the computer with Internet access, enter the Installation ID from the CaptionMaker computer, then click Submit.



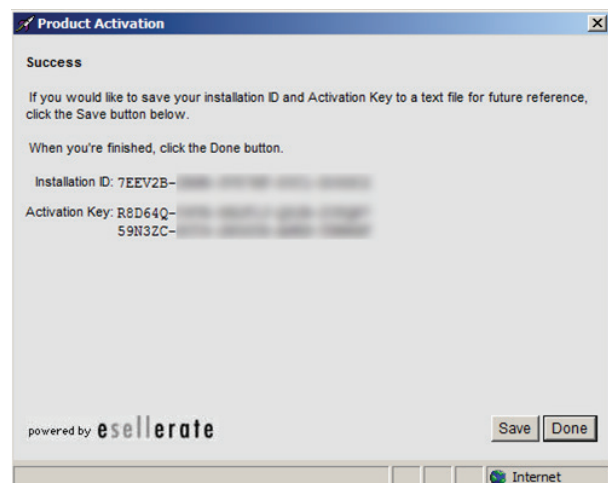
- If successful, an Activation Key will be displayed:



- Enter this Activation Key on the computer with CaptionMaker, then click Activate.

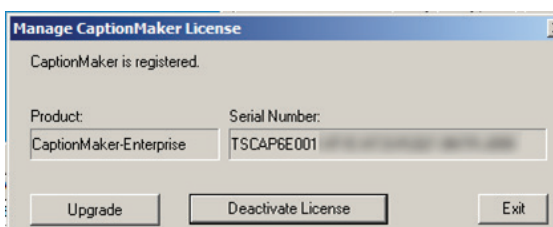


- If successful, click Done.



Finishing Activation

1. CaptionMaker should now say “CaptionMaker is registered.” Click Exit.



2. Quit and restart CaptionMaker software. Verify that the window title says CaptionMaker-Desktop, CaptionMaker-Pro, or CaptionMaker-Enterprise, matching the license type you purchased. (It should not say CaptionMaker-DEMO).

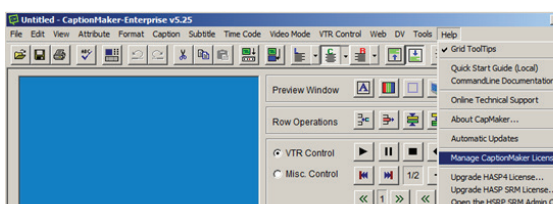


3. Now you are ready to use CaptionMaker!

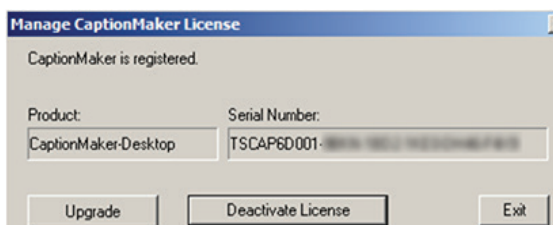
Purchase License Upgrade

If you need to use features that are in a higher level of the software (e.g. you purchased the Desktop version, but now you need a feature that is in the Pro version), you can purchase an upgrade.

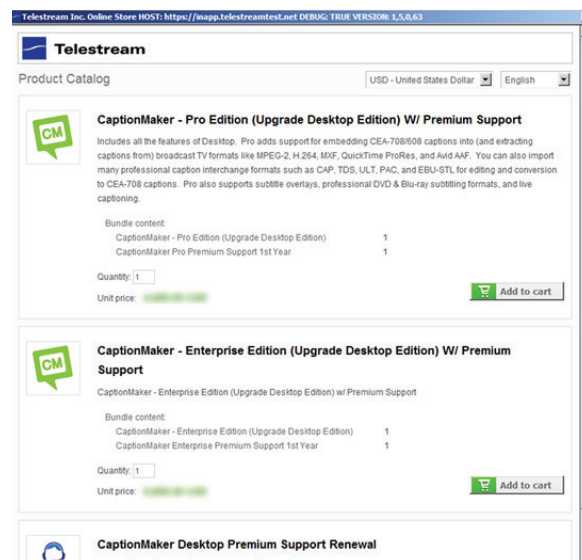
1. Go to the menu Help > Manage CaptionMaker License...



2. Click on Upgrade



3. You will be taken to the online store which shows the upgrade options available for your license.

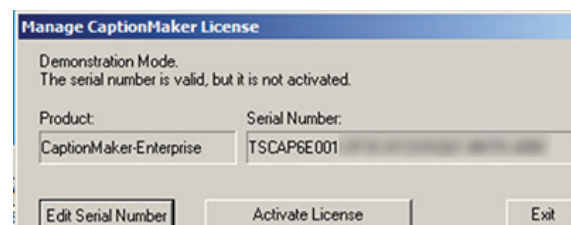


4. Follow the on-screen prompts to purchase an upgrade.

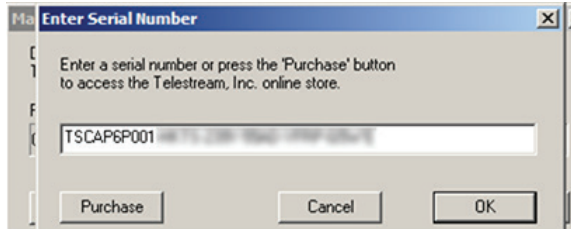
Activating a License Upgrade

Usually the upgrade process will complete automatically. However in some cases you may receive the upgrade key via email. In that case you must deactivate your old key in order to enter the new key.

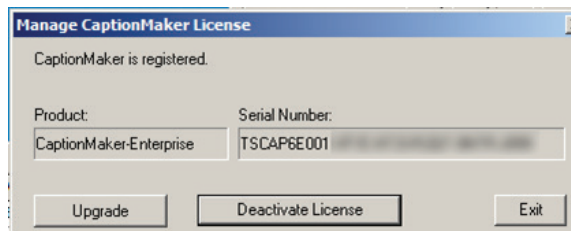
1. First go to menu Help > Manage CaptionMaker Activation
2. Click on Deactivate License. This step requires Internet access.
3. Confirm that the screen shows “The serial number is valid, but it is not activated.”



4. Click "Edit Serial Number".



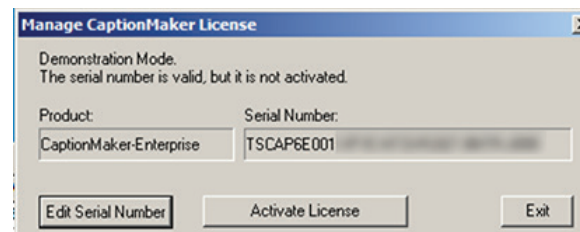
5. Enter the new serial number that you received by email
6. Click OK.
7. Click Activate License
8. Confirm that the screen now shows "CaptionMaker is registered" and shows the upgraded license level.



Deactivating your License

If you want to move the CaptionMaker license to another computer, you must first deactivate it on the current computer. This step requires Internet access.

1. First go to menu Help > Manage CaptionMaker Activation
2. Click on Deactivate License.
3. Confirm that the screen shows "The serial number is valid, but it is not activated."



4. You can now activate this serial number on the other computer.