

Zemax Subscription Licensing

Frequently Asked Questions

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Get answers to common questions and learn how Zemax® subscriptions provide everything you need to run your optical product design software systems reliably and securely.

ABOUT

1. What is a subscription?

Buying a subscription license lets you take control of your costs.

- Get the licenses you need for the time you need them—starting at just six months
- Avoid upfront capital expenses, lower upfront costs
- Lock in a price on multi-year contracts up to three years
- Access all support material, knowledgebase articles, and customer forums, as well as activate, view, and manage licenses at MyZemax.com

OpticStudio® is available as a subscription license for individual and network users. OpticsBuilder® and OpticsViewer® are available as a subscription license for network users.

2. What are the subscription tiers for OpticStudio? What is the difference between Standard, Professional, and Premium?

We offer three subscription tiers for OpticStudio:

- *Standard* – best for designing and optimizing simple lenses (sequential systems only). Standard is for basic sequential ray tracing and analysis.
- *Professional* – best for designing optical systems like camera lenses and telescopes (non sequential capabilities). Alongside Premium, professional is the only solution with both imaging & illumination ray tracing.
- *Premium* – best for complete optical product design like smartphones and satellites (enables CAD integration). Premium is the best solution for accurately simulating the real-world behavior of optical products.

3. Is Zemax software available without a subscription?

Zemax no longer offers perpetual licenses. New customers may choose a six-month, one-year, two-year, or three-year contract. With the two-year and three-year contracts, you lock in a price guarantee for the term of your agreement. Support renewal is available to all current perpetual licenses.

4. Is support included?

Absolutely! Our primary goal is the success of our customers. Our Customer Success team is here to get you the answers you need and keep your engineering teams up and running. Our Customer Success team offers support 24 hours a day, Monday-Friday from our engineering teams in the US, Europe, Japan, and Taiwan.

Our team of optical and mechanical engineers is available to answer questions about installation, customization, applications, and more. Your team can send us the file you're working on and we can help you move through any rough patches. We're available to keep your team moving forward when you need help. Visit MyZemax.com to access support materials.

5. Are single-seat network licenses available?

Yes, Zemax now offers single-seat network licenses. Please contact your Account Manager or local sales office for more information.

6. What are the changes to OpticStudio as part of the move to subscription?

Dependent on the license tier, subscription versions of OpticStudio will include:

- More instances for Professional and Premium tiers. Professional will now support four instances and Premium will support eight instances. Standard remains limited to two instances.
- Single-seat network licenses are now available.
- High-Yield Optimization, a new technology that changes the paradigm for optimization and tolerancing for as-built performance. High-Yield Optimization will streamline your path to more easily manufacturable designs.
- New capabilities including TrueFreeForm™, Design Templates, Tolerance Data Visualization, Quick Yield, and more.
- A new workflow that enables designers to investigate how their early design choices impact the manufacturability of the optical system.

7. What are the differences between perpetual and subscription?

While customers with perpetual licenses will continue to see bug fixes and feature enhancements to the existing capabilities of OpticStudio, users with subscription licenses will gain access to new capabilities and innovations. Perpetual licenses require higher up-front costs together with ongoing support costs. Subscription licenses allow you to pay a consistent price yearly, so software spend is easier to plan. Subscription also gives you licensing flexibility. You can add licenses at any time during your term, and, if your needs change, you can reduce license count at the renewal of your term. Subscription licenses can be expensed immediately as they are a business expense, rather than a capital purchase.

SUBSCRIPTION TERMS

8. What are the subscription terms?

We currently offer six-month, one-year, two-year, and three-year subscription terms. Your term begins as soon as your order is received. You'll be charged the full amount of your term at the time of purchase, plus applicable taxes.

9. Who do I contact with questions about my subscription?

If you know your Account Manager, you may contact them directly. Otherwise, you may contact your regional Zemax sales office.

Americas
(+1) 425-305-2800
Sales@Zemax.com

Europe
(+44) 1279 810911
EUSales@Zemax.com

Taiwan
(+866) 2 7721 1828
Taiwan@Zemax.com

China
(+86) 21 6271 3200
China@Zemax.com

Japan
(+81) 3 4405 6085
Japan@Zemax.com

ACTIVATION & LICENSE MANAGEMENT

10. Do I install Zemax software on my computer or is it cloud-based?

Zemax software is installed on your local computer.

11. How do I activate my subscription?

On purchase, you will receive a license key and invitation to setup your account at MyZemax.com. Upon install, you will enter the license key, your email address, and your MyZemax password to authenticate use of Zemax software.

12. Are hardkeys available for computers without internet access?

Yes. We will offer hardkeys for network users when circumstances require offline access.

13. What is MyZemax.com?

MyZemax.com is a secure website where customers can:

- Activate, view, and manage licenses
- Access our knowledgebase, how-to articles, help files, and tutorial videos
- Join discussions on the community forums
- Open a support case
- Schedule phone support

14. Is there a way to use my software without registering it?

Zemax hardkeys can be used without registration on MyZemax; softkeys require registration on MyZemax.com.

15. How do I add a seat on a network license?

You can purchase additional seats online at Zemax.com or via your Account Manager.

16. How does software registration work?

Each user of Zemax software must be registered on MyZemax.com before they install their Zemax software. Each user can be assigned to one or more Zemax software licenses on MyZemax.

When you activate your software on your computer, you will enter the license key as well as the email address and password you use to log in to MyZemax.

17. How does software registration work with a network license?

The person who is responsible for your Zemax license, your License Administrator, will assign access to a network license on MyZemax.com. Any number of users may be assigned to a network license or licenses, but only the number of licenses purchased can be used at any time. For example, you could have 100 users assigned to a five-user license, but only five users could be active at any time.

18. What is the difference between a License Administrator, an End User, a Network User, and a Colleague?

- A License Administrator is the business contact within the customer organization that has responsibility for assigning licenses to End Users using MyZemax.com. With an individual license, the License Administrator and End User are the same. In a multi-license scenario, the License Administrator may or may not be an End User.
- An End User is a person within a company that has rights to use a license of Zemax software. End Users may view the status of their license(s), including expiration date, within MyZemax.com as well take advantage of all the other support features of MyZemax. In an individual license scenario, the End User is the same as a License Administrator. In a multi-license scenario, an End User may or may not be the License Administrator.
- A Network User is an End User with shared permission to use a network license. For a five-seat network license, there can be a list of any number of End Users; only five End Users at a time being able to access the software at the same time.
- A Colleague is a business contact with visibility into licenses for a customer as a whole. They can access all public pages.

Each account must have at least one License Administrator and one End User—these are one and the same for individual user licenses.

19. Am I able to transfer a license?

Zemax software licenses may not be transferred from one company to another. For our customers' convenience and security we allow transfer of individual user licenses among colleagues in a company. Individual licenses can be transferred only once every 30 days.

20. May I use the software on more than one computer?

Zemax software purchased for individual users can be installed on multiple computers; however, you must transfer the license from one computer to the next to enable use. Please note, the transfer limitations only when one user transfers the license to another user. The same user may transfer their license from one computer to another without limitation as long as they are the one using the license.

If you purchase a network license, the number of people who can actively use the software at the same time is limited by the number of seats purchased. For example, if you purchased a five-seat license, up to five users have access to the software at the same time. Zemax now offers a single-seat, network license which can only be used by one person at a time.

21. Do I need to have Internet access to use OpticStudio? What if I want to work offline while I'm on a business trip?

If you are using an individual license, you do not have to have Internet access to use OpticStudio. If you are using a network license, you will need to check out a license while connected to your network. You will need to be connected to the Internet during license activation unless you order a hardkey to enable offline use.

22. How do I manage my license(s)?

MyZemax.com gives you complete visibility into your licenses, their expiration dates, and their assignments to different users. For individual licenses, the owner of the license can access MyZemax and assign their license to a new user. For network licenses, the License Administrator manages the assignment of licenses.

PRICING/PAYMENT

23. Do you offer volume discounts?

Yes, Zemax offers volume discounts for five or more users. The more users, the higher the discount. Zemax also offers a fixed price for multi-year terms, so you can lock in current pricing for up to three years. Please contact your Account Manager or local sales office to discuss your options.

24. Am I able to combine OpticStudio and OpticsBuilder licenses to get quantity discounts?

Yes. The total number of licenses determines the discount. Individual OpticsViewer licenses do not count towards the discount license number. Please contact your Account Manager or local sales office to discuss your options.

25. If I want to add a license in 2021, after purchasing licenses in 2020 with a three-year price protected term, do I pay the original, price-protected cost, or the 2021 license price?

A user adding a license in 2021 will pay the 2021 price. Price protection is only for the licenses purchased in the initial year.

26. Why can't I pay monthly?

Monthly billing adds administrative costs that are not supported in our current pricing.

27. If I need to purchase an additional license in the middle of my term, do I have to buy a full year?

A user with an existing one-year term can add licenses mid-year. The pricing will be determined by the remaining time on their existing term.

- If there are six months or more remaining on the existing license(s), the user can purchase licenses for the remaining term in months.
- If there are less than six months remaining on the existing license(s), the user must purchase at least a one-year license in addition to the remaining months.

SECURITY & SUPPORT

28. I work in a secure lab. Is offline activation available?

Yes, Zemax supports hardkeys which allow offline operation.

29. How do I access or request support on a subscription?

Once you are a subscriber, you will be able to access support through MyZemax.com, where we offer unlimited use of our community forum for all customers, as well as private support cases for OpticStudio and OpticsBuilder customers. You can either open a case for support or schedule phone support.

UPGRADE

30. Am I able to upgrade my subscription in the middle of my subscription year?

Yes, you can upgrade at any time. The cost will be calculated as the difference between your existing license and the new license for the remainder of your term.

EXPIRATION OR CANCELLATION

31. Where do I review my license status?

All license information is available at MyZemax.com. End Users of individual licenses or License Administrators for network licenses can review their license renewal dates and users assigned to the licenses. Zemax will send notices starting 90 days before your subscription or support expires reminding you to renew.

32. What happens when my subscription expires?

When your subscription expires, your Zemax software will cease to function. Zemax is committed to keeping you and your teams up and running on our software and will be sending you reminders about renewals and upgrades at 90 days in advance of expiration, and an automatic invoice at 45 days. Multi-year customers that do not pay upfront will be invoiced for each year and if payment does not arrive before the subscription end date, the license will expire.

33. Is there a grace period for subscription payments?

Yes. There is a 30 day grace period after the subscription expires to ensure ample time to arrange payment.

34. Will I lose my data/files when my subscription expires?

No. Zemax licenses are for the use of software, expiration of the software license in no way impacts your data.

LOSS OF SOFT OR HARDKEYS

35. What if I lose my subscription softkey?

For subscription customers, the first softkey is replaced for free. The second is replaced for 20% of the remaining term. Subsequent losses are not covered and may be replaced by the full cost of the remaining subscription term.

36. What if I lose my subscription hardkey?

For subscription customers, the first hardkey loss is \$200.00 US. The second hardkey loss may be replaced for 20% of the list price for the remaining term. Subsequent losses are not covered and may be replaced by the full cost of the remaining subscription term.

RENEWAL

37. How do I renew my subscription?

Zemax will send a renewal notice 90 days before expiration and a renewal invoice 45 days prior to expiration. Invoice can be paid directly or with a Purchase Order (PO). Zemax does not store credit cards for automated billing.

38. Is it possible to downgrade from a network license to an individual license at the time of subscription renewal?

Yes, any changes in license type, quantity, tier, or length are possible at time of subscription renewal.

39. Where can I view my renewal invoice?

You will receive a renewal invoice 45 days prior to expiration. You can request a copy from your Account Manager.

40. What happens if I make a late payment?

Zemax subscriptions expire 365 days from activation. If your payment is outside the grace period, your Zemax software will become inactive. You can renew your subscription at any time with no penalty.

41. Can I renew support on a perpetual license if it has expired?

Perpetual license holders whose maintenance has lapsed will need to purchase a new subscription license.

PERPETUAL LICENSE

42. May I still use my perpetual license(s)?

Yes. Customers may continue to use their existing perpetual licenses. We will continue to provide customers under current support with new releases that include bug fixes and feature enhancements.

43. May I still renew support for my perpetual license(s)?

Yes. Perpetual license holders active on support may renew their support.

44. Why won't my perpetual OpticStudio license allow me to run more instances like subscription licenses?

Subscription is the future for OpticStudio. We are focused on delivering value through subscription offerings by adding more instances and introducing new capabilities only available to subscription customers.

45. What happens with my OpticStudio perpetual license?

You can continue to use OpticStudio, regardless of whether you maintain support.

- With current support, you will continue to have access to feature updates and bug fixes as well as access to MyZemax.com where you will find Knowledgebase articles, how-to tutorials, as well as community and supported forums.
- If you migrate to subscription by accepting a migration credit, your perpetual license will terminate.

MIGRATION

46. Why should I move my perpetual license over to a subscription license now?

Migrating to a subscription license gives you access to new capabilities and an increased number of instances for Professional and Premium tiers. In addition to the new capabilities, we are offering a three-year credit based on your current support costs if you choose to migrate a perpetual license over to a subscription license.

47. How does migration work?

Migrating to a subscription license requires only a license update. When you migrate a perpetual license to a subscription license, you are given a three-year credit based on your support costs. In other words, we will credit the price you would have paid for support from the overall subscription cost for the next three years. If you let your subscription lapse, you will lose this credit. Once the perpetual license is migrated to subscription, the original perpetual license will be terminated.

48. Is it possible to migrate from a Professional or Premium network license to a Professional or Premium individual user license?

Yes. If you have a network license today, you can migrate to an individual license under subscription. The migration credit will be based on your current support costs.