

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, with annual payments
- Access all support material, knowledgebase articles, and customer forums, as well as activate, view, and manage licenses at MyZemax.com

OpticStudio and LensMechanix are available as a subscription for individual and network users.

2. What are the subscription tiers? 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). It is the industry standard for basic sequential ray tracing and analysis.
- *Professional* – best for designing optical systems like camera lenses and telescopes (non-sequential capabilities). Alongside Premium, it's the only solution with both imaging & illumination ray tracing.
- *Premium* – best for complete optical product design like smartphones and satellites (enables CAD integration). It's really 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; we only offer license subscriptions. You 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 while paying annually. Subscription users will have access to updates with entirely new capabilities, including 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.

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 get stuck in your design or analysis—visit MyZemax.com to get help.

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.

SUBSCRIPTION TERMS

6. 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 six-month rate or one-year rate at the time of purchase as one lump sum, plus applicable taxes. For two-year and three-year subscription terms, you will receive an automatic invoice 60 days before expiration for you to submit payment information.

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

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

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

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

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

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

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

ACTIVATION & LICENSE MANAGEMENT

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

Zemax software is installed on your local computer.

Alternatively, we offer OpticStudio Online, a cloud-based version of OpticStudio Premium. This is currently only available to customers in the United States and Europe.

9. 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.

10. Are hardkeys available for computers without internet access?

Yes. We will offer hardkeys for individual and network users when circumstances require.

11. 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

12. 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.

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

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

14. 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.

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

The person who is responsible for your Zemax license, your License Administrator, will assign you 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.

16. 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 subscription 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 in the same for individual user licenses.

17. Are there differences with hardkeys and softkeys with the subscription model?

Yes. License activation and license transfer are different. Hardkeys are primarily for users who do not have access to the internet. They can be used by others and cost an additional \$450.00 US.

18. 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 only be transferred once every 30 days.

19. 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 limitations on transfers when transfers occur between two people. The same user can transfer their license from one computer to another with no limits.

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.

20. 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, unless you have OpticStudio Online, our cloud-based software. 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.

21. 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 assignment of licenses.

PRICING/PAYMENT

22. Why do six-month individual user licenses cost more than an annual license?

Subscription services sold by the year typically have a higher monthly cost for terms less than one year.

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 LensMechanix licenses to get quantity discounts?

Yes. The total number of licenses determines the discount. Please contact your Account Manager or local sales office to discuss your options.

25. If I want to add a subscription license on May 20, 2020, after purchasing licenses in 2019 with a three-year price protected term, do I pay the original, price-protected cost, or the 2020 license price?

A user adding a license in 2020 will pay the 2020 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 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

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

Yes, Zemax supports hardkeys which allow offline operation.

SUPPORT

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 LensMechanix customers. You can either open a case for support or schedule phone support.

UPGRADE

30. Am I able to upgrade my subscription from Standard to Professional or Premium 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. For example, if you upgrade from Standard to Professional with five months left in your term, the price difference is \$1,000 US (\$200 US per month x 5 months).

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 and 30 days in advance of expiration, and an automatic invoice at 60 days. This is a fully automatic process as each license expires at the end of each year (or six months). Multi-year customers will be invoiced for each year and if payment does not arrive before the subscription end date, the license will expire. Licenses can be renewed easily on payment.

33. Is there a grace period for subscription payments?

No. Zemax will alert you starting 90 days before your subscription expires so you'll have plenty of 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 and second hardkey losses 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 notify you 90 days in advance that your subscription is up for renewal. You will also receive an invoice 60 days in advance which you can either pay directly or provide a Purchase Order (PO) to your Zemax Account Manager. 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 support renewal, since the network license is significantly more?

Yes, any changes in license type, quantity, tier, or length are possible at time of subscription renewal. This is one of the values of subscription as it gives you the flexibility to scale your licenses to your needs.

39. Where can I view my renewal invoice?

You will receive a renewal notice with automatic invoice sent at 60 days prior to expiration. You can also 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 late, your Zemax software will become inactive. You can renew your subscription at any time with no penalty.