

Frequently asked questions

OpticsViewer™

About

What is OpticsViewer?

Serving as the perfect complement to OpticStudio, OpticsViewer gives non-optical engineers the ability to open native OpticStudio design files to view the complete optical design along with all design data, including design targets and tolerance ranges. OpticsViewer enables better communication and more informed decision-making by establishing a common language across the design and manufacturing workflow.

When non-optical engineers are empowered with all the optical design data they need to troubleshoot and confirm optical design requirements, they can speed up existing processes through reduced miscommunication and eliminate unnecessary iteration costs.

What can I do with OpticsViewer?

1. Load any sequential OpticStudio file without loss of precision or information. All design data is available, including design targets and tolerance ranges.
2. Export optical designs into CAD format (STEP, IGES, STL, SAT).
3. Turn optical designs into ISO 10110 standard drawings.
4. Use system viewers and analysis features to study the performance of an optical design and verify it meets design specification.
5. Adjust any parameter in an optical design as well as analyze and visualize the effect on the optical performance.
6. Access real-time cost estimates based on lens data submitted to manufacturers.

What support is included with OpticsViewer?

OpticsViewer comes with support for the License Administrators as well as an online library of help and Knowledgebase articles to get your users up and running in no time.

Why are all OpticsViewer licenses network licenses?

All OpticsViewer licenses are network licenses. Intended for teams of engineers, OpticsViewer is licensed to be easily shared amongst those team members.

Do I need OpticStudio to purchase OpticsViewer?

OpticsViewer enables non-optical engineers to load native OpticStudio designs. While you don't need a copy of OpticStudio to run OpticsViewer, OpticsViewer is limited to opening OpticStudio design files.

Subscription Terms

What are the OpticsViewer subscription terms?

All OpticsViewer licenses are one-year terms. Your term begins as soon as your order is received.

Who do I contact with questions about my OpticsViewer 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

Zemax

Activation & License Management

Do I install OpticsViewer on my computer or is it cloud-based?

OpticsViewer must be installed locally on your machine.

Are hardkeys available for computers without internet access?

No. We do not offer hardkeys for OpticsViewer licenses.

What can OpticsViewer users access on 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 cases for license installation help

How does OpticsViewer licensing work?

All OpticsViewer licenses are network licenses. 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.

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

You will need to be connected to the Internet during license activation. In order to work offline after the initial activation, you may check out a license while connected to your network. License checkout is controlled by the License Administrator.

How do I manage my OpticsViewer license(s)?

MyZemax.com gives the License Administrator complete visibility into your licenses and their expiration dates.

Pricing/Payment

How do I purchase additional OpticsViewer seats?

Current customers can purchase additional seats by following the purchasing options on www.zemax.com/pricing/opticsviewer. Additional seats will be automatically added to your existing OpticsViewer network license.

Expiration Or Cancellation

Where do I review my OpticsViewer license status?

All license information is available at MyZemax.com. License Administrators can review their license renewal dates. Zemax will send notices starting 90 days before your subscription expires reminding you to renew.

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. We will be sending you reminders about renewals at 90 and 30 days in advance of expiration and an automatic invoice at 60 days.

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.

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 Softkeys

What if I lose my subscription softkey?

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.

Renewal

How do I renew my license?

Zemax will notify you 30 and 90 days in advance 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.

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.