



## Pro Tools 10 Activation Guide

Congratulations on your purchase of Avid's Pro Tools 10 software! We know the activation and authorization process can sometimes be confusing, so Sweetwater created this exclusive step by step guide to walk you through the steps.

*You may notice Pro Tools 9 mentioned in some of the examples. This is because the authorization process is exactly the same for Pro Tools 9 and 10.*



### Step 1: **iLok**

Pro Tools 10 requires a Pace USB **iLok** key for authorization. If you already own an iLok from a previous Pro Tools version (or even an unrelated product), you can use the same iLok. If you do not own an iLok, you can purchase one here: <http://www.sweetwater.com/store/detail/iLok/>

Once you have an iLok, create an iLok account or verify your existing account. Visit <https://www.ilok.com/>

Look for the "Sign into your account" section on the right side of the screen.

A screenshot of the iLok sign-in page. The page has a blue header with the text "Sign in to account:" and a link "What's new at iLok.com?". Below the header, there are two input fields: "User ID" and "Password". A "Sign in" button is located below the password field. At the bottom of the form, there is a green message: "Connected iLoks are automatically added to your account". Below this message, there are two links: "Forgot password or User ID?" and "Create Free Account". At the very bottom, there is a small note: "Safari 4+, Firefox 3.5+, Internet Explorer 8+ recommended for best experience."

Sign in with your User ID and password. If you don't recall your login information, try the "Forgot password or User ID?" link.

If you don't have an iLok account, click "Create Free Account."

Once you've verified that you can log into an iLok account, you can log out for now. **IMPORTANT**, make note of your iLok "User ID." You'll need it soon.

## Step 2 : **Activation**

If you purchased Pro Tools 10 from Sweetwater as an electronic delivery, you'll receive an email from us which includes the activation code as well as instructions and links. Please keep this email as it contains important information.

### *Sweetwater email with activation code*

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This email contains important information about downloading and authorizing the software you recently purchased!

--- IMPORTANT: How to Activate Your Digidesign Software ---

1. If your product requires iLok authorization, visit [www.ilok.com](http://www.ilok.com) to sign up for an iLok.com account. (if you don't already have one). This step applies primarily to ProTools HD and plugin activations.
2. Visit <https://account.avid.com/activation>, enter your activation code listed below in the field and click Download Now.
3. In the resulting screen, login into your Avid account using the email address you used to set up your account. (If you don't already have an account, click "Create Profile" to create one.)
4. If your product requires iLok authorization, you'll be asked for your iLok.com User ID (your "login name", NOT your iLok serial number) and click Continue. Avid will transfer the license(s) to your iLok.com account. Visit [ilok.com](http://ilok.com), log into your account, and choose "Download to iLok" in the "You have new licenses available" banner, and follow the onscreen instructions.
5. If activating a ProTools LE upgrade, your Authorization Code will be located in your Avid account along with your downloads and begins "DIGI".

| Qty | ItemID | Description  |
|-----|--------|--|
| 1   | PT9-e  | Pro Tools 9 Software<br>Activation: <a href="#">PT9F135-XX11111111</a> -111X1111 |
| 1   |        |  |

If you need technical or troubleshooting help, check out SweetCare Online (<http://www.sweetwater.com/support/>) or contact our SweetCare Center by phone at (800) 222-4700 (available Mon-Fri 9AM-7PM, Sat. 11AM-3PM).

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Start the process by visiting <https://account.avid.com/activation>

## Log In

To download your product or license key(s), please login. If prompted, please enter your activation code. (Find your code on your purchase receipt, on the activation card inside your product box, or in your activation email.)

| Yes, I have an Avid account  | No, I do not have an account  |
|--|---|
| <p>If you've shopped with us or one of our partners before, please enter your email address and password.</p> <p>Email <input type="text"/></p> <p>Password <input type="password"/></p> <p><a href="#">Forgot your password?</a></p> <p><b>Log In ▶</b></p> | <p>No account? No problem! Creating an account is easy, and gives you access to order tracking, serial numbers, product downloads, and more.</p> <p><b>Security &amp; Privacy Policy</b><br/>Your privacy is important to us: Account data is encrypted, and we are committed to the highest standards of data security. <a href="#">Privacy Policy</a></p> <p><b>Create Your Account ▶</b></p> |

Here, you'll be prompted to log into your Avid account.

If you don't have an account already, click "Create Your Account" and follow the simple steps to create an account.

*Don't worry, if you are creating an account for the first time, you'll automatically be taken to the next step when you're done.*

Next, enter the activation code from your email (card if you have a box-copy) in the provided box.

## Activate & Download Your Product

Enter your activation and/or download code:

Example: 000000-0000000000-0000000 [Help](#) ▶

Then enter some basic information to register the product.

### Product Registration

**iLok Information**

iLok ID: \*

[What is this?](#) ▶  
[Click here to update your iLok information.](#)  
You will be taken to the iLok website in order to update you

**Registration Information**

Country \*

First Name \*

Last Name \*

Company

Address 1 \*

Address 2

City \*

State Or Province \*

Zip or Postal Code \*

Phone (Day) \*

Fax

Email \*

**STOP !!! OK, this is really important.** At the top of this Product Registration window, you'll be prompted to enter your iLok ID. This is the User ID you use to login at [www.ilok.com](http://www.ilok.com) (see step 1). *Make sure the iLok ID you enter is the same as your iLok account User ID.*

### Important Upgrade/Crossgrade Notes

- If you're upgrading a Pro Tools HD system to Pro Tools 10, you'll be prompted to enter your HD hardware serial number. To locate your HD Core serial number, follow these steps:
  1. Locate and launch the DigiTest program
  2. Select the "Slot Info" tab
  3. Chose the "HD Core" card in the "Displaying information for slot:" pull down
  4. The serial number is located on the 4<sup>th</sup> line under "PCI CARD INFORMATION"

- If you're crossgrading a Pro Tools LE system, you'll be prompted to enter your LE hardware serial number. Look on the back of your LE hardware (Digi002, 003, Mbox2 or 3<sup>rd</sup> gen Mbox...) for a small white sticker with a bar code. The serial number normally starts with a few letters, followed by a long string of numbers.

### Step 3: Software Download and installation

Once activation is complete, you'll be automatically directed to the downloads page. Select the installer you need and click "Download" to the far right to begin the download process.

Licenses: Pro Tools 9.0 Full  
Please visit [www.ilok.com](http://www.ilok.com) to retrieve your licenses!

| Downloads ▾   |            |                            |
|---|------------|----------------------------|
| Pro Tools 9.0 Full Installer (Mac OS 10.6)                                      | 4775.25 MB | <a href="#">Download ▾</a> |
| Pro Tools 9.0 Full Installer (Windows 7)  | 4210.78 MB | <a href="#">Download ▾</a> |
| Pro Tools 9.0 Updater (Mac OS 10.6) Previous Installation of Pro Tools Required | 1815.03 MB | <a href="#">Download ▾</a> |
| Pro Tools 9.0 Updater (Windows 7) Previous Installation of Pro Tools Required   | 1239.09 MB | <a href="#">Download ▾</a> |
| Pro Tools Software Installation Guide v9.0 (PDF)                                | 1.31 MB    | <a href="#">Download ▾</a> |
| What's New in Pro Tools 9.0 (PDF)   | 1.5 MB     | <a href="#">Download ▾</a> |

NOTE – if you need to return to this download location for any reason, simply log in at <https://account.avid.com/> and click "Your Products" in the account management section. *(DO NOT try to use your activation code again. It won't work and you don't need to use it again.)*

## Account Management

### Products

**Products**

[Your Products](#)

[Products Not Yet Downloaded](#)

[Activate & Download Your Product](#)

[Lost LE Auth Code](#)

Once your download is complete, locate the disk image or zip file to run the installer.

### Step 4: iLok authorization

Return to [www.ilok.com](http://www.ilok.com) and log in again. When you've logged in, look for this banner right in the middle of your Account Management page:

You have new licenses available

[Download to iLok ▸](#)

Click the "Download to iLok" button on the right to see your new license(s). Find your Pro Tools 10 license in the list and "check" it to be downloaded to your ilok.

|                                     | Product     | Company    |
|-------------------------------------|-------------|------------|
| <input checked="" type="checkbox"/> | Pro Tools 9 | Digidesign |

Select your iLok for the license to be deposited. (if you have more than one ilok, choose the one you'd like to use)

### 3. Select the iLok for license download:

Select an iLok  iLok not listed? Connect it and click "update" (left menu)

Click the "download to ilok" button and proceed. Once the license download is complete, you can continue to the licenses page to verify the license is on your ilok.

At this point, with Pro Tools 9 installed and your iLok connected to the same computer, you should be able to launch Pro Tools and start working!

If you have more questions or encounter an issue, visit SweetCare online at <http://www.sweetwater.com/sweetcare/>

We'll be frequently posting notes, tips and solutions for Pro Tools 9 and other products. Be sure to check our our "Most Popular" list for hot topics. If you don't find it there, search our Knowledgebase. You can also contact us from SweetCare online.

