

Troubleshooting Registration/Activation Problems

The following table details some common problems users have had when trying to register or activate Kurzweil 3000.

Troubleshooting Registration and Activation Problems
Issue 1: I can't install the software.
Possible Solution(s)
<ul style="list-style-type: none">• You must have Windows Administrator privileges. On PCs that have multiple Windows user accounts this can be an issue, as some accounts may have these privileges, while others do not. By default, PCs that have a single Windows user account have Administrator privileges.• Make sure the Kurzweil 3000 platform version (Windows or Macintosh) matches the type of computer on which you are trying to install it.• Review the <i>Kurzweil 3000 Installation and Administration Guide</i>.• If the problem is not resolved, call Technical Support at 1-800-894-5374.

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Issue 2: There is no System Code present.

Possible Solution(s)

- Uninstall Kurzweil 3000.
- Reinstall Kurzweil 3000.
- Restart your PC.
- If the problem is not resolved, call Technical Support at 1-800-894-5374.

Issue 3: The Unlock Code doesn't activate the product.

Possible Solution(s)

- Is the Serial Number present in the Registration dialog box? If not, re-enter it, and try again.
- Are the Serial Number and System Code Number entered exactly as repeated to the Kurzweil Customer Service representative?
- Was this software moved to a different PC? You cannot use the Unlock Code you received for software installed on another PC. You must obtain a new Unlock Code.
- Restart Kurzweil 3000, then re-enter the Serial Number and Unlock Code.
- If the problem is not resolved, call Customer Service at 1-800-894-5374.

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Issue 4: My software stays in Trial Mode.

Possible Solution(s)

- The trial period of Kurzweil 3000 lasts 30 days. It cannot be extended. You must register the product after 30 days. Do you only have a Trial CD? If so, call Customer Service at 1-800-894-5374.
- Have you attempted to activate the product? Select **Update Registration Info** from the **Help** menu, to see registration/activation options.
- Was this software moved to a different PC? You cannot use the Unlock Code you received for software installed on another PC. You must obtain a new Unlock Code.
- Uninstall Kurzweil 3000.
- Restart your PC.
- Reinstall Kurzweil 3000. Refer to the Kurzweil 3000 Installation and Administration Guide for detailed installation procedures.
- If the problem is not resolved, call Customer Service at 1-800-894-5374.

Issue 5: I can't create a new account.

Possible Solution(s)

Many reasons for possible failure.
Call Technical support at 1-800-894-5374.

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Issue 6: I can't retrieve the Username and Password.

Possible Solution(s)

- Make sure you're entering the correct Serial Number.
- Did you previously create a Username and Password?
- Verify that the e-mail address used to create the original account is the same e-mail address that you are using to retrieve the account information.
- If the problem is not resolved, call Customer Service at 1-800-894-5374.

Issue 7: My Key Disk doesn't work.

Possible Solution(s)

- Are there any keys remaining on the Key Disk?
- Does the version of the Key Disk match the version of Kurzweil 3000 you are using? The version number printed on the Key Disk must match the version of Kurzweil 3000 that you are currently using. To see the version of Kurzweil 3000, choose **About Kurzweil 3000** from the **Help** menu.

Issue 8: I can't locate the Serial Number.

Possible Solution(s)

The Serial Number for all Kurzweil 3000 products is located on the back of the product box, on the CD-ROM holder and on the Certificate of Ownership inside the box.

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Issue 9: I don't know my Product Type.

Possible Solution(s)

- The product type and platform type are printed on labels affixed to the left side of the product box.
- Start Kurzweil 3000. From the Help menu, choose About Kurzweil 3000. The product type is displayed on the top line of the dialog box.

