

# Licence Keys Explained

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We supply **licence keys** for most of our products. These are used to activate installed software (e.g. ClaroRead for Windows).

They also enable features and downloads in **ClaroRead Cloud**. You log in to ClaroRead Cloud and click on **My Licence Keys**:

Enter your licence key there and different features and downloads will appear.

This is a summary of the different types of Claro licence key and what each does. If you already have a key and want to see what type it is, you can use our [Licence Key Lookup](#). If you have activated your software and need to find out what the key is, check our [Finding Your Licence Key](#) article. There are four types:

## 1 End-User Licence Keys

End-user licence keys are used to activate Windows and Mac software after you have installed it on your laptop or desktop. You can use your end-user licence key on up to two machines, as set out in our [End-User Licence Agreement](#).

When you enter an end-user licence key into ClaroRead Cloud then the **Windows Software** and/or **Mac Software** options will appear. These let you **download Windows and Mac software** to install on your machine.

You also get access to our Web Apps. When you enter an end-user licence key into ClaroRead Cloud then the **ClaroSpeak Web**, **Claro Cloud OCR**, **ClaroPDF Web**, and **ClaroIdeas Web** Cloud web apps will also appear and you can use them on any phone, tablet or desktop.

End-user licence keys may have an expiry date: if they do, then your client software (e.g. ClaroRead for Windows) will stop working then. You will also lose access to the Cloud web apps. You will need to purchase a new key (and enter it into My Licence Keys) or extend the expiry of the existing key (which we do, so you have to contact us.)

## 2. Multi-User Licence Keys

Multi-user licence keys are just like end-user licence keys: you use them to activate Windows and Mac software after you have installed it on your laptop or desktop. The difference is that you use the same licence key for many machines – ten, twenty, fifty. So multi-user licence keys are one way for universities or companies to put the software on a number of machines (the other way being a site licence).

When you enter a multi-user licence key into ClaroRead Cloud then the **Windows Software** and/or **Mac Software** options will appear, same as for end-user licence keys. These let you (or users) **download Windows and Mac software** to install on a number of machines. You or the user then enters the same multi-user licence key into each machine.

You have a per-machine limit on multi-user licence keys. For example, a key might only be valid for 100

machines. You can see the number of times you have already used your key in My Licence Keys.

The **Manage Referrers** option will also appear in ClaroRead Cloud, in the Admin section, allowing you to link your website to the **Windows Software** or **Mac Software** options so your users can access them and download and install the software themselves. When users log in the multi-user licence key is displayed so they can put it into the software when prompted.

Multi-user licence keys may have an expiry date: if they do, then your software (e.g. ClaroRead for Windows) will stop working then. You will need to obtain a new key or extend the expiry of the existing key.

Multi-user licence keys do not come with access to the Cloud Web Apps.

### 3. Network Licence (Site Licence) Keys

Network licence keys are for [site licences](#) where you are installing to every machine in your organisation, typically through a Windows network. For this we provide versions of the software that do not need keys entered after installation.

When you enter a network licence key into ClaroRead Cloud then the **Network Software** option will appear. This lets you **download Windows software to install on a Windows Network** (in the form of MSI files.) You do NOT need a licence key to activate or licence this version of the software. The network licence key is used only in ClaroRead Cloud to turn on the option to download it.

If you have purchased an **annual** site licence, then the software must be removed from your network if you do not renew the annual licence – you are responsible for doing that. See our [site licence terms and conditions](#).

Network licence keys do have an expiry date: this has no effect on already-installed client software (e.g. ClaroRead for Windows.) However, you will NOT be able to download the software any more – the Network Software option will disappear. While the Network Software option is available you will always find the latest versions of our software there. You can also purchase **Upgrade Assurance** and this will keep the Network Software option available.

Network licence keys do not come with access to the Cloud web apps.

### 4 ClaroRead Cloud and Chrome Licence Keys

ClaroRead Cloud licence keys are for our ClaroRead Cloud web apps and for unlocking ClaroRead Chrome Premium features. You can't use them to activate Windows or Mac software. They are for customers – usually organisations – who want to provide access to our web apps and Chrome apps and extensions.

When you enter an ClaroRead Cloud Licence Key into ClaroRead Cloud then the **ClaroRead Anywhere** and **ClaroRead Cloud OCR** Cloud web apps will appear. You can log in on any tablet, phone or desktop and access and use the web apps.

If you have a **site licence** Cloud key then the **Manage Referrers** and **Domain Admin** options will also appear.

**Manage Referrers** allows you to link your website to the Cloud web apps so your users can access them without having to sign in. See [Provisioning ClaroRead Cloud](#) for more information.

**Domain Admin** lets you enable ClaroRead Chrome Premium features for your whole Google Domain and also decide on the defaults for the extension settings. See [Provisioning ClaroRead Chrome Site Licences](#) for more information.

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