ZBrush

Please use the links provided below to register and download your ZBrush **Windows** Licenses:

https://pixologic.com/CD

Name:

Code: *(Check your LA Film Email)*

(This CD Code is only valid once. Once it has been redeemed you will receive an email containing your account information. Please save that email for your records.)

Upon clicking the "Submit" button the page will updated to request your email address.

After entering your email address the page will update to show the ZBrush version. Before proceeding, please ensure that you are receiving the correct platform **(Win).**

You will also be asked for your personal information. If you already have a Support account, you will see that this info has already been filled in for you. Simply verify that everything is accurate before proceeding. If you do not have a Support account, you will need to fill in all required information before proceeding.

To finish, click the "Register ZBrush & Generate Serial Key" button.

You now will be provided with your ZBrush serial number. <mark>This information will also be sent to you by email</mark>, along with your ZBrush download link. From this point you can install ZBrush and then activate it!

PLEASE SAVE YOUR SERIAL NUMBER. Should you ever need to install ZBrush again in the future, you will not be able to activate it without your serial number. There is no need to keep a record of your CD Code as it cannot be used again. Nor will you need to keep a record of your activation code, created when you actually active any installation of ZBrush.

INSTALLING ZBRUSH

After your download, most computers will mount the .DMG file automatically. If yours does not, simply locate the downloaded file and double-click it to mount it. Either way, you will then be guided through the installation process.

UPDATING ZBRUSH

After installing you will have an application in its folder called ZUpgrader. Periodically run this to check for ZBrush updates. These may include updates of ZBrush itself or its plugins, documentation, etc. If an update is found, the ZUpgrader will download and install it automatically.

ACTIVATING ZBRUSH

ZBrush can be activated online, by email, or by telephone. Online activation is recommended as you will be able to start using ZBrush within minutes. Only choose Phone activation if your computer cannot be connected to the internet. Simply choose the "Web Activation" option, which will launch your internet browser to a page that asks

for your serial number, email address and computer description. Your serial number will be the ZBrush serial that you received after upgrading using the link above.

The email address to enter is the one that you specified when during the upgrade, so if you chose to change your email address while upgrading you should use your new email when activating. For computer description, use anything that you want to identify the specific computer that you are activating. That way you'll recognize it if you have to get a list of your activations in the future.

After following the activation instructions, ZBrush can be used immediately. If you activate by web, you will be given the activation code in your browser, where you can copy and paste it back into ZBrush to complete your activation. For web and phone activations you will also be emailed a copy of your activation code. Once ZBrush has been activated, you can delete the email with your activation code since that code will never be used again. Any time you need to reactivate ZBrush you will need to start again with a fresh Web or Phone activation.

If your computer has no internet access, we highly recommend that you choose the phone activation option and copy down the request code that you will be given. Then from any computer with internet access, submit a Support ticket at https://support.pixologic.com. Please choose the Licensing and

Activation department when prompted and enter "Phone Activation Request" in the ticket subject line. In the body of your ticket, provide your name, email address and ZBrush serial number along with the request code from ZBrush. Our staff will create your activation code and email it back to you. You can then take that activation code back to the computer that ZBrush is installed on and enter it to complete your activation.

REGISTERING YOUR SUPPORT ACCOUNT

After upgrading ZBrush you should also register your copy of ZBrush with the Pixologic Support system, found at https://support.pixologic.com. A Support account is REQUIRED to receive technical support for ZBrush by email or by phone.

If you already have a Support account, log into it and click the "My Account" link. You will be taken to a screen where you can enter the Cleverbridge reference number and serial number from your ZBrush purchase. Now is also a good time to double-check and make sure that your system information is current.

If you have not yet created a Support account, please do so now by clicking the "Register" button. Fill in all requested information, including your Cleverbridge reference number and serial number. When complete, a confirmation email will be sent to you. It is necessary to follow the instructions in that email in order to complete your registration.

While logged into your account you can view the status of and make updates to any support tickets that you have submitted. If you call for support, a new ticket will be created for you, which will then be available through the Support site as well.

TECHNICAL SUPPORT

Technical support includes all topics regarding installation and activation of ZBrush, including licensing questions or account changes.

Pixologic provides free technical support during normal business hours.
(Monday-Friday, 9 AM to 5 PM, U.S. Pacific Time) Appropriate topics include questions about installation and activation, error reports, etc.

Submit a ticket at https://support.pixologic.com or call 1-888-748-5967.
Please be sure that you have registered your copy of ZBrush with the Support system before calling.

USAGE SUPPORT

If you have questions about how to use ZBrush, we recommend that you make use of the following resources:

Within the ZBrush folder are PDF documents with helpful information for new users as well as coverage of the many new features found in ZBrush 4 and above. They are the best place to begin your learning.

http://www.pixologic.com/zbrush/downloadcenter/documentation/ -- Included the highly recommended Getting Started with ZBrush guide.

http://www.pixologic.com/zclassroom -- Video tutorials, Artist-in-Action Workshops, links to third party training resources and more. This is the best place to begin learning about ZBrush.

http://www.pixologic.com/docs -- Online documentation, including tutorials and advice for using ZBrush together with other applications.

http://www.zbrushcentral.com -- The official ZBrush user forum with search functionality. Most questions about using ZBrush have been asked and answered there many times! If you cannot find an answer, please feel free to post your question in the Questions & Troubleshooting forum. Membership is free. ZBC is a very active forum, with members sharing their ZBrush artwork, tutorials, and community-authored plugins.

If you need assistance on installing the license, or have questions about ZBrush please contact our Technical Support team via web at http://support.pixologic.com or by phone at 888-748-5967 during normal business hours.

Happy ZBrushing!