SEGMENTR PRO

with

FILERx

FAQ (Frequently Asked Questions)

1. **Does SEGMENTR PRO with FileRx run on a Mac?**
   Both applications are designed exclusively for Windows. We do not recommend running on a virtual machine (Parallels, VMWare, etc.) but using BootCamp to run a full install of Windows will work.

2. **What Windows OS platforms are supported?**
   Windows 7 and Windows 10 – 64-bit only. (It hasn't been tested on Windows 8.)

3. **On how many computers can I install SEGMENTR PRO with FileRx?**
   The license is valid on one computer only. If you try to install on a second computer using an existing activation code, you'll receive this screen notification: "This Serial Number was already used on a different Computer."

4. **Can I install SEGMENTR PRO on one computer and FileRx on a second computer?**
   A single license for the two utilities is valid on only one computer. If you want to install licenses on more computers, you can purchase up to FOUR licenses at a discounted price with a one-time purchase.

5. **How do I move my license from one computer to another?**
   You can use the License Manager to transfer the license from one computer to another, but you must copy the license number before doing the transfer.

6. **What happens if my computer dies and I need to install on another computer?**
   You will need to contact RUSHWORKS and we'll confirm the license key. We'll deactivate the old key and provide you with another one for the installation.

7. **I already have a license for SEGMENTR (not PRO). Does this upgrade the license or is it a separate product? If it is separate, will my SEGMENTR license still be valid?**
   SEGMENTR PRO with FileRx is a completely different product. You'll need to uninstall the SEGMENTR application before installing the new software on the same computer. If you have an old SEGMENTR on a different computer that will still be usable, however if that computer crashes, there will be no way to retrieve that license, so we suggest getting an Image on that computer.

8. **I already have a license for MPEG.Rx. Does this upgrade the license or is it a separate product? If it is separate, will my MPEG.Rx license still be valid?**
   SEGMENTR PRO with FileRx is a completely different product. You'll need to uninstall the MPEG.Rx application before installing the new software on the same computer. If you have an old MPEG.Rx application on a different computer, that will still be usable. But MPEG.Rx is no longer supported, and does not run on Windows 10.

9. **I already have a license for SEGMENTR and/or MPEG.Rx. Is there a discount for purchasing SEGMENTR PRO with FileRx?**
   Yes. If you have an existing license for either SEGMENTR or MPEG.Rx, you'll receive a coupon code via email. Enter that code when you make your on-line purchase, or provide it to RUSHWORKS if you're purchasing directly from the company. You'll pay only $199, a savings of 50% off the regular price of $395.

10. **Is there a discount for purchasing multiple licenses for SEGMENTR PRO with FileRx?**
    Yes. There is a discount tier for multiple purchases. Pricing is shown when you use the PayPal purchasing portal, or available from RUSHWORKS.