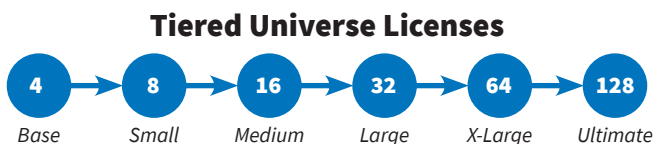


PRODUCT UPDATE:

**We're changing how CueServer Universe Licenses work.
This document explains everything you need to know.**

Overview

CueServer is expanding its Universe capacity to meet the growing demands of modern pixel-based lighting designs, large-scale installations, and complex productions. With the release of new firmware, **CueServer 3** now supports up to **128 Universes** and more playbacks per universe — a significant leap from the previous 32-Universe limit. This expansion is paired with a simplified, more affordable **Tiered Licensing Model** that delivers immediate value to both new and existing customers.



The bottom line: All CueServer users (both existing and new) benefit from *lower pricing* and higher universe counts. It's easier and more cost-effective to jump up to higher tiers. Bigger projects are now easier to win with CueServer. Everyone benefits all the way back to the first CueServer 2 shipped in 2014!

Key Benefits & Highlights

- **All CueServers now include 4 Universes** in the base model at no additional cost, providing a stronger starting point for every user.
- **Universes are now licensed in convenient Tiers.** CueServer starts at 4 licensed universes and can be upgraded to have 8, 16, 32, 64, or 128 licensed universes.
- **Each upgrade step shares the same price** for the simplest pricing structure possible. Upgrading from 8 to 16 is the same price as going from 16 to 32, and so on.
- **Ordering a new CueServer with a desired license tier is easy.** Use part numbers CS-LICENSE-8/16/32/64/128.
- **Upgrading an existing CueServer has a simple solution.** Use CS-UPGRADE-X2 to double a CueServer's existing license. Combine multiple times to jump up multiple tiers.
- **Existing CueServers get an automatic upgrade.** Updating to new firmware *doubles* their existing license (and is rounded up to the next tier if in-between tiers).
- **CueServer 3** now has a maximum capacity of up to 128 Universes.
- **CueServer 2** remains hardware limited to 32 Universes.

New SKU Numbers

The following SKU numbers are used when ordering a new CueServer (or upgrading a base CueServer) to set the Universe License to a desired level:

SKU	Name	Description
CS-LICENSE-8	CueServer 8-Universe License	Upgrades a base CueServer to 4,096 Channels
CS-LICENSE-16	CueServer 16-Universe License	Upgrades a base CueServer to 8,192 Channels
CS-LICENSE-32	CueServer 32-Universe License	Upgrades a base CueServer to 16,384 Channels
CS-LICENSE-64	CueServer 64-Universe License	Upgrades a base CueServer to 32,768 Channels
CS-LICENSE-128	CueServer 128-Universe License	Upgrades a base CueServer to 65,536 Channels

The following SKU number is used to increase the license in an existing CueServer:

SKU	Name	Description
CS-UPGRADE-X2	CueServer License Tier Upgrade	Doubles the existing license (moves upward one tier)

*Note: The serial number of the CueServer being upgraded must be provided if the unit being upgraded is already in the field.

Frequently Asked Questions (FAQs)

- **When should the CS-LICENSE-xxx part numbers be used?**
These SKUs set a CueServer to a specific license level. These are used when purchasing a new CueServer or when licensing a CueServer that is still at its base level (4 Universes). If a CueServer is above the base-level, use CS-UPGRADE-X2 instead.
- **When should the CS-UPGRADE-X2 part number be used?**
This SKU will *double* a CueServer's existing license, effectively moving upward by one tier (4 → 8 → 16 → 32 → 64 → 128). This can be applied to any CueServer up to its license limit (128 universes on CueServer 3, and 32 universes on CueServer 2).
- **Can a CueServer's license tier be upgraded by more than one step at a time?**
Yes, simply purchase a quantity of 1, 2, 3, 4, or 5 of CS-UPGRADE-X2 at the same time with the same serial number. A single license code will be produced that licenses the CueServer to the desired tier in one operation.
- **Is a firmware update necessary to use the tiered license levels?**
Yes, the CueServer must be updated to firmware version 5.4.0 or later.
- **Which CueServer processors are eligible for the automatic universe upgrade?**
All CueServer 2 and CueServer 3 models that shipped prior to the new tiered system are eligible to receive the free universe upgrade. In other words, a unit that shipped with 4 base universes is not doubled again.
- **How does an existing CueServer receive its automatic license tier upgrade?**
All that is required is a firmware update to version 5.4.0 or later. No Internet connection is necessary.
- **How many Universes will an existing CueServer automatically receive after the firmware upgrade?**
The current number of licensed universes will first be *doubled*, then if not currently on a specific tier level, it will be rounded up to the next tier. For example, a CueServer with 2 universes goes to 4. A CueServer with 3 or 4 universes goes to 8. A CueServer with 5, 6, 7 or 8 universes goes to 16. A CueServer with 9 through 16 goes to 32. A CueServer with 17 to 32 goes to 64 (unless it is a CueServer 2 device, which will be capped at 32 universes).
- **How is a new license or upgrade applied to CueServer?**
When a license or upgrade is purchased (device serial number must be supplied), a new License Code will be generated. Using Interactive Studio software (previously CueServer Studio), select the CueServer device and click on "Apply License Code". Enter the given license code into the dialog window. No Internet connection is required.
- **Can licenses be transferred to a different CueServer?**
A purchased license tier in one CueServer can be transferred out to a different CueServer. The customer must be in possession of both devices, or licenses can be pulled from damaged or broken units if that CueServer is physically at Interactive for evaluation. Removing one or more tier "steps" from one CueServer adds the same number of "steps" to the other CueServer. A CueServer cannot be lowered below 4 universes, or increased above the device's hardware limit.
- **What happens if Interactive receives a PO for the older CS-UNIV upgrade?**
The CS-UNIV part number is no longer valid. Our fulfillment team will reach out to the purchaser to let them know that a new licensing system is in place and will help the purchaser choose one of the CS-LICENSE-xxx or CS-UPGRADE-X2 part numbers.

Continued...

- **What are the maximum number of Playbacks that can be used based on the number of active Universes on CueServer?**
Starting with firmware version 5.4.0, the "Playbacks vs. Universes" budget has been significantly increased on CueServer 3. Due to hardware limitations, CueServer 2 retains the legacy restrictions. The following table shows the available Universes for each number of Playbacks:
- | Playbacks | Max CS2 Universes | Max CS3 Universes | Playbacks | Max CS2 Universes | Max CS3 Universes |
|-----------|-------------------|-------------------|-----------|-------------------|-------------------|
| 1 | 32 | 128 | 17 | 1 | 10 |
| 2 | 16 | 102 | 18 | 1 | 9 |
| 3 | 10 | 78 | 19 | 1 | 9 |
| 4 | 8 | 64 | 20 | 1 | 8 |
| 5 | 6 | 52 | 21 | 1 | 7 |
| 6 | 5 | 40 | 22 | 1 | 6 |
| 7 | 4 | 31 | 23 | 1 | 6 |
| 8 | 4 | 27 | 24 | 1 | 5 |
| 9 | 3 | 24 | 25 | 1 | 5 |
| 10 | 3 | 22 | 26 | 1 | 4 |
| 11 | 2 | 20 | 27 | 1 | 4 |
| 12 | 2 | 18 | 28 | 1 | 4 |
| 13 | 2 | 16 | 29 | 1 | 4 |
| 14 | 2 | 14 | 30 | 1 | 4 |
| 15 | 2 | 13 | 31 | 1 | 4 |
| 16 | 2 | 11 | 32 | 1 | 4 |
- **What happens if a new license SKU (such as CS-LICENSE-xxx or CS-UPGRADE-X2) is applied to a CueServer that has not yet had its firmware updated?**
The license code will be accepted, but the CueServer will only be able to use a maximum of 32 universes. Interactive Studio 6.1.0 or later will show the new license details even though CueServer won't be able to use them. Prior to Interactive Studio 6.1.0, the new license details will not be shown (even though they are stored in CueServer's memory).
 - **What happens if a CueServer's firmware is downgraded below v5.4.0 after applying new tiered licenses?**
Even though Interactive Studio 6.1.0 or later will show the new license details, CueServer will only be able to use a maximum of 32 universes. Updating again to version 5.4.0 or later will restore its ability to use up to 128 universes. Prior to Interactive Studio 6.1.0, the new license details will not be shown (even though they are stored in CueServer's memory).
 - **Will CueServer 2 be able to support more than 32 Universes in the future?**
No, due to hardware limitations, CueServer 2 will only ever support a maximum of 32 Universes.
 - **Will CueServer 2 be able to take advantage of the higher Playback vs. Universe budget that is now available in CueServer 3?**
No, due to hardware limitations, CueServer 2 will keep the original restriction of (Playbacks x Universes) <= 32.