Synapse Licensing FAQ

Why does Synapse require licensing?

Starting in v96, the Synapse gizmos are now grouped into separate packages based on application. You only pay for the gizmos that you need. This will make future Synapse purchases less expensive and will hide gizmos you don't need so it's easier to find the ones that you do.

Are current users affected?

Current users will need to activate Synapse at no additional cost. You will receive all the packages you currently use in your experiments.

Will Synapse stop working if it's not activated?

Synapse is fully operational during the 30-day trial period. The trial can be reset twice, so you have effectively 90 days to activate Synapse with no interruption.

How long does it take to get an Activation Password?

You can call us with the Activation Request Key and get your Activation Password immediately. If you choose the web form or email option, we will get back to you within one business day, though we typically respond within an hour.

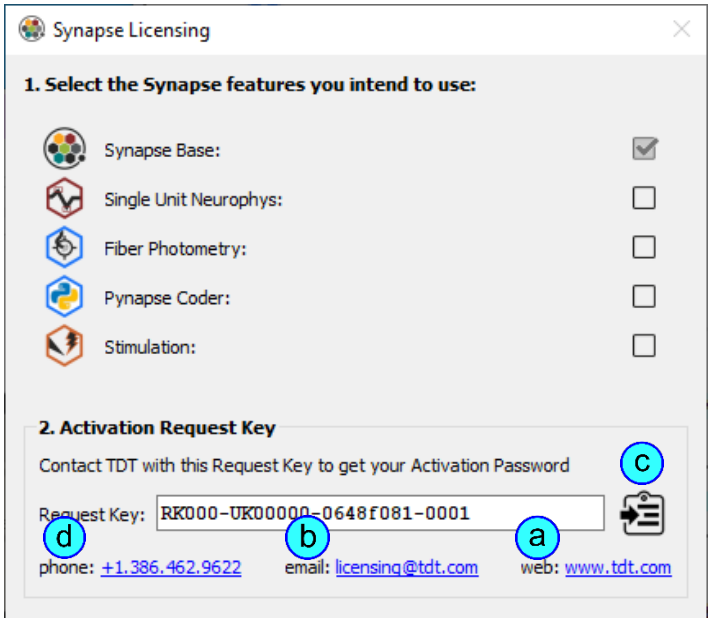
What gizmos are included in each package?

Package Name	**Includes these gizmos**
Synapse Base	All gizmos not found below
Single-Unit Neurophys	Box Spike Sorting, Neural Signal Reference, PCA Spike Sorting, Sort Binner, Tetrode Spike Sorting
Fiber Photometry	Fiber Photometry
Pynapse Coder	Python Coding Gizmo
Stimulation	Audio Stimulation, Electrical Stim Driver, File Stimulation, Ultrasonic Stimulation

How do I activate Synapse?

When you first launch Synapse, you will see the Licensing dialog

1] Check the boxes next to the packages you want to use. This will begin a 30-day trial and will automatically generate an Activation Request Key.



2] Send us the Activation Request Key in one of the following ways:

a. click the web link and fill out the license request web form

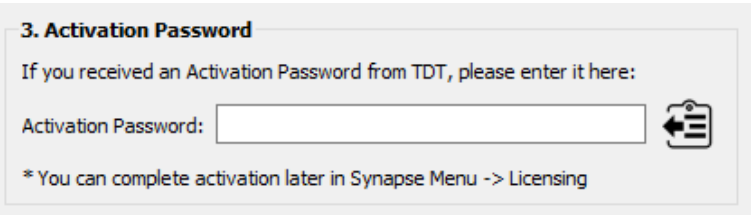
b. click the email link to auto-generate an email (in your default email application) that has the request key in the body

c. click the clipboard icon to copy the Activation Request Key to your clipboard and then paste it in an email to licensing@tdt.com

d. Give us a call at +1.386.462.9622 and tell us the Activation Request Key over the phone.

3] You will receive an Activation Password either immediately over the phone or via email if you choose the web form or email option. **You can get back to the Synapse Licensing dialog at any time by going to Menu > Licensing in Synapse.**

4] Copy the Activation Password and click the clipboard icon to paste it into Section 3 of the Licensing dialog.



How do I stop an unwanted trial?

The Activation Password that you receive from TDT activates the packages you have purchased. If you have started an unwanted trial of additional packages and wish to remove the trial, please follow these instructions:

1) Delete the file C:\TDT\Synapse\Synapse.lic
2) Start Synapse
3) Select "Create New File" when prompted
4) In the Licensing dialog, don't check any of the boxes and just directly apply the Activation Password that you received from TDT