

Model Packs and License Keys

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Model Packs and License Keys

How Do I purchase model packs?

In order to purchase model packs, you'll first need to create a Line 6 user account on our website. To do this, just click on the "sign up" link at the top of our homepage. Once you have created an account you'll notice a "My Account" button will appear where it used to say "sign up". Select "My Account" and go to the "personal info" link located on the left side of the page. Fill in all of the appropriate personal information. Now, you are ready to purchase model packs.

- Select the "Products" link at the top of the homepage.
- Select "computer based" and finally "model packs".
- At this point, select the device in which you would be installing your model pack.
- Now select the particular model pack you would like to purchase and then select "ADD TO CART"
- At this point you will want to select "CHECK OUT"
- Once this is done a license key for your model pack will be sent directly to your emails inbox.

How Do I transfer License Keys?

In order to transfer a license key from one device to another, it is important to note that BOTH devices need to be present at the time of the transfer. That being said, log on to www.line6.com with your username and password and click on the “My Account” link near the top of the page. On the next page you’ll notice a list of options on the left hand side. Click on “Transfer License Key” and follow the steps provided.

How do I activate License Keys?

Once you have successfully purchased your model pack license key and it has been emailed to you, you will need to activate it in your Line 6 hardware device. This is done using our intelligent updater utility, Line 6 Monkey. If you have not downloaded this software yet, you can do so for free on our website at www.line6.com/software.

From your email inbox, copy the license key that has been provided for you.

- Launch the Line 6 Monkey.
- In the Line 6 Monkey go to the “Optional Add Ons” tab and select “Activate Purchase”.
- You will see a prompt screen where you can paste your license key.
- Now select the “Activate” button and the Line 6 Monkey will proceed with the activation process.

If I sell my device with the packs installed do I lose my packs?

This is a good question and can be a little confusing to our many customers at first, so let us clarify. When you purchase a model pack it gets tied to your purchase history which is located under the “My Account” section of our website once you log in. If you have installed model packs into your device and soon after sell your device, those model packs go with it. Yes, the model pack is still tied to your purchase history (and always will be) but if you do not transfer that model pack out of the unit before you sell it you will not be able to put that model pack into your new device. Remember, you need two devices present to transfer model packs. Please be sure to transfer all model packs out of your Line 6 devices BEFORE you sell them.

If I buy a unit used with packs installed, can I transfer to another device?

If you are a buyer and have purchased a Line 6 device with model packs installed you have the ability to use the model packs in that particular device. However, since you did not originally purchase your model pack you therefore do not have the license key in your purchase history. This will make it impossible to transfer your model packs from one device to another.

If I return my device do I lose my packs?

Just like selling your Line 6 device privately, if you do not transfer your model packs out of your device **BEFORE** you return the unit to your dealer, you will lose your model packs.

If my device breaks or is stolen what happens to my packs?

If your Line 6 device requires service from an authorized Line 6 service center you need to let the service center know that you have installed model packs so they can take the appropriate measures to preserve them. If by chance you lose your model packs, please call us directly at (818) 575-3600 and speak to a customer support representative. Please have any proof of repair and purchase handy at the time of the call as well as the serial number of the damaged device. Line 6 will issue new license keys at our own discretion based on this information provided by you. This also applies to stolen units.

How can I tell if my models packs have been installed?

There are a few ways to tell if your model packs have successfully been installed into your device. If you are an owner of a POD XT family device, power the unit on after you have activated your pack. Upon power up your POD's LCD screen will display "Model Packs Installed" and then flash the corresponding icon for your model pack. You can

also access Edit Mode in your POD and scroll through your amp models. The new amp models will be displayed but preceded with the initials of your model pack. For example, “MS” corresponds to Metal Shop. If you purchased a model pack for your TonePort or GuitarPort hardware, the new models will be displayed under the Amp, Cab and Effects drop down menus in the Gearbox software.

Will my packs erase memory or use up preset space?

Many of our users become confused when talking about *models* as opposed to *presets*. Let’s take a minute and clarify. Models are the different types of amplifiers, cabinets and effects that can be accessed in your Line 6 device. Presets are the sounds created using the models by us (factory), or by you (user), and are stored in banks in your POD or in the Tonelocker of your software if you are using a Toneport or Guitarport interface. That being said, your new model packs will not erase memory or take up preset space in your Line 6 device as we have dedicated the appropriate amount of space in your device.

Are there model packs for the Bass POD XT series? Can I load guitar models into my Bass POD XT or XT Live?

The Bass POD XT series contains what we believe to be a complete and compelling set of amp, cab and effect models for bass guitar. The Bass POD XT series does not support any add-on model packs at this time.

The amp models are not consecutively numbered in my POD XT device – there are numbers missing. Is this normal?

Yes, this is normal. The complete model set for the POD XT series is consecutively numbered and the model packs are assigned to particular model numbers in the middle of the list. For example, the Metal Shop models are numbered 37-54. If you purchase all available model packs, you will see consecutive numbers from 1-106. If you have not purchased all available model packs, these gaps in numbering present no limitations in using the models you own or in expanding your model set at a later time.

Are there model packs for Vetta, Flextone, HD147, POD 2.0 or Spider?

Model packs require hardware in your Line 6 device that is not present in POD 2.0, Floor POD or amps such as Vetta, Flextone, and Spider. Vetta is special in that it already contains the complete model set found in Power Pack, FX Junkie, Metal Shop, and Collector Classics.