

# **TwistedBrush Pro Studio FAQ**

# TwistedBrush Pro Studio FAQ

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# Purchasing and Upgrades

## How much does TwistedBrush Pro Studio cost?

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Visit the [Pixarra Online Store](#) to see the current prices.



## How do I purchase TwistedBrush Pro Studio?

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Visit the Pixarra [Online Store](#) and select a product.

## Can you explain the different licenses that are available or were previously available?

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- **Version license with free upgrades for current major version:** The software will never expire. Free updates are available for the current major version (18.x) for example. Upgrades to the next major version will be available for a fee. This is the standard way most consumer software is sold.
- **Perpetual with free upgrades for the life of the product:** This license is no longer available for purchase. Existing customers of this license will, of course, still get free upgrades. The software will never expire.
- **6 Month license:** This license is no longer available for purchase. Software will be usable for 6 months, during which time updates are free. After 6 months, a new license must be purchased to continue to use the software.
- **1 Year license:** This license is no longer available for purchase. Software will be usable for 1 year, during which time updates are free. After 1 year, a new license must be purchased to continue to use this software.

## **After I purchase TwistedBrush, what happens next?**

---

You will receive a license key at your supplied email address, usually within minutes of purchasing the product. When you get your license key, use it to fully activate TwistedBrush Pro Studio. You can activate the version of TwistedBrush Pro Studio you already installed as a trial or you can download and install the latest version.

## **I have my license key. Where do I download my TwistedBrush software?**

---

You can download the latest version of the product that you purchased from the Pixarra website at:  
<http://www.pixarra.com/download.html>

## **As an owner of TwistedBrush can I use TwistedBrush Pro Studio?**

---

Yes, all TwistedBrush owners may download and use TwistedBrush Pro Studio as long as your license is still valid. It's the new name for TwistedBrush. Your existing TwistedBrush license will continue to be valid for TwistedBrush Pro Studio.

## **Is there an upgrade path from TwistedBrush Open Studio to TwistedBrush Pro Studio?**

---

If you have purchased brushed for TwistedBrush Open Studio and want to upgrade to TwistedBrush Pro Studio contact us at [support@pixarra.com](mailto:support@pixarra.com) for details about your available upgrade discount.

## How do I purchase TwistedBrush as a gift for someone else?

---

To purchase TwistedBrush as a gift for someone else, go through the standard order process. After you receive your purchase confirmation, email Pixarra support via email at [support@pixarra.com](mailto:support@pixarra.com). In this email include your full name, email address or order number and indicate that your recent purchase is intended to be a gift and include the recipient's full name. A license key in his or her name will be returned to you via email. At that point, you can present the license key as a gift in any way you like. You may wish, for example, to include the license number and the link to download the new software in a traditional greeting card or in an email.

## Can I just send you my credit card information in email?

---

No. Please use the order page at the [Pixarra Online Store](#). From there, once you select the product you wish to purchase, you will find numerous purchase options. These are all handled by the payment processing center, Plimus.



## **What payment options are available?**

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These payment options are available: secure online credit card, phone-in credit card, fax, mailed money order, mailed check, wire transfer, purchase order, or PayPal.

## **Can I have a CD mailed to me for my purchase?**

---

We don't offer this option because our frequent updates would likely make the CD version out of date before it reaches you. We're vigilant about keeping the download size of the application small. Currently, the full download of TwistedBrush is about 16mb.

# TwistedBrush Editions

## **What are the different editions of TwistedBrush that are available?**

---

Currently there are 2 editions available, TwistedBrush Pro Studio and TwistedBrush Open Studio. TwistedBrush Pro Studio is everything, all features and all brushes (over 8000 at this point). TwistedBrush Open Studio is a free version of TwistedBrush with many of the feature of Pro Studio and just a handful of very fine brushes with the ability to purchase additional brush collections.

## **Is TwistedBrush Open Studio really free?**

---

Yes, really! TwistedBrush Open Studio has many of the great features of TwistedBrush Pro Studio but just a handful of very fine brushes but no ability to edit brushes.

## **Why did Pixarra include so many great features in a free version of TwistedBrush?**

---

It is our hope that more and more people will use TwistedBrush and that a very feature packed free version will accomplish this. Of course beyond that we would hope those users will be inspired to purchase additional brush collections for Open Studio or move up to Pro Studio.

**If I already have purchased TwistedBrush Pro Studio is there any reason to install or use TwistedBrush Open Studio?**

---

Not really, TwistedBrush Pro Studio includes everything that TwistedBrush has to offer plus all the brushes and the ability to edit and install user created brushes.

## **Should I buy TwistedBrush Pro Studio or TwistedBrush Open Studio and some of the brush collections?**

---

TwistedBrush Pro Studio has more advanced features and more control. However, TwistedBrush Open Studio has a lower starting cost - free, plus small incremental costs if you decide to purchase additional brushes. The brushes purchased for TwistedBrush Open Studio will not expire. If you have purchased brushes for TwistedBrush Open Studio and later decide to move up to TwistedBrush Pro Studio ask about an upgrade discount to do this.



## **Can I install TwistedBrush Pro Studio brushes into TwistedBrush Open Studio?**

---

No, TwistedBrush Pro Studio ArtSets and user created brushes and ArtSets will not work in TwistedBrush Open Studio.

## **How is TwistedBrush Open Studio different than TwistedBrush Free Edition that used to be available?**

---

There are major differences. Whereas the previous Free Edition was very limited, Open Studio has a wealth of features. For example TwistedBrush Open Studio can import images, all TwistedBrush filters are available, all the tools (too many to list are available), layers, masks, etc are available all of which were not available in the previous Free Edition.

# TwistedBrush Help and Features

## Is there a free trial of TwistedBrush?

---

Yes, TwistedBrush Pro Studio has a free, fully featured 15-day trial. You can download it [here](#).

## Is there an Extended trial of TwistedBrush?

---

Yes, an extended free trial of TwistedBrush exists. It allows for full usage for 30 days. You can sign up for the extended trial [here](#).

## How do I use a specific feature?

---

Please see the [TwistedBrush Pro Studio User Guide](#).

## **I couldn't find information in the User Guide about how to do something. Where should I go for help?**

---

Posting a new topic in the [Pixarra Forum](#) often leads to the best and fastest response to your question. If you are wondering about something, chances are good that other people are wondering the same thing.

## How do I suggest a new feature or a feature enhancement to TwistedBrush?

---

The best place to suggest a feature is in the [Feature Request](#) section of the forum.



## Is there a Mac version of TwistedBrush?

---

Right now, TwistedBrush is a Windows only product. It is possible to run Windows programs on more recent Macs by using [Boot Camp](#), [VMware Fusion](#) or [Parallels Desktop](#).

## Is there a iPad or Android tablet version of TwistedBrush?

---

TwistedBrush is a Windows only product this at time. It is possible to fully access your Windows system and run TwistedBrush remotely via solutions such as [Splashtop Remote](#).

## **Are drawing tablets supported in TwistedBrush?**

---

Yes. tablets that conform to the Wintab tablet specification are supported in TwistedBrush. This means that most all drawing tablets are supported.

## What new features are coming up in a future release?

---

We usually don't announce features ahead of time. However, if a feature or fix is completed and just not released yet, it will likely appear in the Revision History section of the [Reference Manual](#).

## Are tutorials for videos available?

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Yes these can be found in the [TwistedBrush Pro Studio Videos](#) manual.

# Problems and Issues

**I've run into a problem with the TwistedBrush software. Where should I report the problem?**

---

The best place to report a problem with your TwistedBrush software is in the [Problem Report](#) section of the forum.

## **When I report a problem with TwistedBrush, what information should I include?**

---

Please include as much information as you can about how the problem occurred. Describing the exact steps you took to get the problem to occur helps a great deal. In your report please state the version of Windows that are you using. The version of TwistedBrush and the edition of TwistedBrush (TwistedBrush Pro Studio or TwistedBrush Open Studio) that you are using should also be listed. If it seems appropriate, include a screen shot of the problem. If it's a crash, post the log.txt file that is found in the TwistedBrush directory.



**I was using TwistedBrush just fine for a while, but then things starting moving slowly. What's happening?**

---

It is possible that your PC is running low on memory. This can happen if you are using a lot of layers and working on large-sized pages.

## I seem to be running low on memory when running TwistedBrush. Is there anything I can do to improve this situation?

---

Yes. There are a number of things that can be done to improve this situation in the short-term. There are ways to try to keep it from happening in the future, too. For short-term improvement:

- Close other applications that are open and not being used.
- Merge layers that are no longer needed to be separate.
- Clear the undo information if you don't need to undo any current steps. Use the menu **Control > Clear Stored Undo Steps**.
- Move to a new page and return to your current page.
- Use a smaller brush size.
- Exit from TwistedBrush and start it back up if you are still having problems.

If you continually run low on memory while using TwistedBrush, you can:

- Purchase more memory for your computer.
- Work on smaller page sizes in TwistedBrush.
- Set the Max Undo Levels to a smaller number through the menu **Edit > Preferences**.

Alternatively if you are running Windows XP or Vista (32 bit Editions) there is a system level setting within Windows to allow for applications to have access to more memory. The switch is called 3GB and will allow TwistedBrush versions 16.01 and later access to 3GB of memory instead of the standard 2GB. Search the microsoft support forums on the internet for information on setting this switch for your version of Windows.

If you still need access to more memory you can install TwistedBrush on Windows (XP, Vista or 7) 64 bit editions and this will give TwistedBrush up to 4GB of memory in TwistedBrush versions 16.01 and later.

## **My drawing cursor doesn't match up with paint strokes when I'm using my drawing tablet. Is there a way to adjust this?**

---

Yes. Make sure that your pointing device is set up for absolute position in your tablet driver settings. This setting is sometimes called Pen mode. Either way, you should be able to access this setting in the Windows Control Panel application that was installed with your tablet. You can also turn on Tablet Compatibility Mode in TwistedBrush. This can be found in the Preferences dialog. Access the Preferences dialog from the menu Edit > Preferences.

# Compatibility

## Is TwistedBrush Pro Studio compatible with Windows 8.1?

---

Yes. Windows 8.1 may request permission to install the DirectPlay component. This is normal. Here is additional information on this.

<http://msdn.microsoft.com/en-us/library/windows/desktop/dn323745%28v=vs.85%29.aspx>

## Is TwistedBrush compatible with Windows Vista and Windows 7?

---

Yes

## **I'm getting a DEP (Data Execution Protection) error when I run TwistedBrush on Windows Vista or Windows 7, how do I correct this?**

---

Make sure you are using the latest version of TwistedBrush version 17 or later.

For older versions of TwistedBrush set DEP to only manage Windows services and internal programs.

Alternately you can keep the setting for DEP on for all programs and add tbrush.exe to the list of exceptions.

Click the [Add] button and browse to tbrush.exe, usually in "C:\Program Files\Pixarra\TwistedBrush" and say Open, double check that it is now in the list and checked, and then say OK

## TwistedBrush is not starting after the splash screen, what's wrong?

---

There are a few different things that could cause this.

- The PC Tablet service is running. You may need to manually stop the PC Tablet service.
- Your anti-virus software may be terminating the TwistedBrush. Adjust your anti-virus software to allow TwistedBrush or disable temporarily to test if that is the issue.
- Other software running on your system is incompatible with TwistedBrush. Start Windows in Safe Mode and test if TwistedBrush starts normally. If it does then it is likely other software is conflicting with TwistedBrush in a normal start.
- The configuration of TwistedBrush may be faulty. Please remove the file TwistedBrush.env and start TwistedBrush.
- If still having an issue you can install TwistedBrush into a different directory.
- On a very small percentage of Windows Vista systems the auto switching from Aero to Vista Basic color themes doesn't work. This is purely a Windows function, TwistedBrush isn't doing or actually even requesting it but Windows determines it needs to be done based on the features of the OS that TwistedBrush uses. Manually switch from the Aero theme to the Vista Basic theme before starting TwistedBrush to see if that is the problem.



**TwistedBrush is not starting on my Windows Vista or Windows 7 system.**

---

See topics for working with [start-up issues](#).

## **When I open up the Tablet PC Input Panel in Vista or Windows 7 TwistedBrush closes, why?**

---

There is a compatibility issue with the Tablet PC Input Panel and TwistedBrush that can result in this behavior. Note, installing a Wacom tablet will also enable the Tablet PC Input Panel in case you don't have a keyboard. To reduce the chance of accidentally opening the Tablet PC Input Panel which is docked on the side of your desktop, you can disable it.

## Where are my images (pages and books) stored on Windows Vista and Windows 7?

---

TwistedBrush creates folders named Book1, Book2, etc under the TwistedBrush folder. On Windows Vista and Windows 7 depending on your UAC (User Account Control) these are stored elsewhere by the operating system and tagged as Compatibility files. Here's a link with further information on seeing this files:

<http://www.pcmag.com/article2/0,2817,2124519,00.asp>

On Windows Vista and Windows 7 you should find the files created from within TwistedBrush in the Virtual Store. For example this would be at

c:\Users\username\AppData\Local\VirtualStore\Program Files\Pixarra\TwistedBrush\

Windows Vista and Windows 7 place user files that are created in a secure location not within the real Program Files. Note in the path above replace username with whatever your user name is on your system.

Also see this item: [Where are my TwistedBrush data files stored on Windows 7?](#)

## Where are my TwistedBrush data files stored on Windows 7?

---

On Windows 7 user files are saved in the Virtual Store rather than in the Program Files location.

For example this would be at:

On 32 bit Windows

c:\Users\**username**\AppData\Local\VirtualStore\Program Files\Pixarra\TwistedBrush\

On 64 bit Windows

c:\Users\**username**\AppData\Local\VirtualStore\Program Files (x86)\Pixarra\TwistedBrush\

In place of **username** you would use your Windows user name.

In sub directories of this location you will find your books (and pages/images), filter presets, clips, ArtSets and Scripts.

## **Can I keep my pages and custom ArtSets stored in the TwistedBrush installation folder when running Windows Vista or Windows 7?**

---

Yes, you can choose to run TwistedBrush as an administrator in which case the pages in your books and custom ArtSets will be stored under the installation location for TwistedBrush. Just like they do on Windows XP.

Right click the TwistedBrush shortcut on your desktop and choose Properties and set compatibility to Run as Administrator

When running a program with administrator rights in Windows Vista or Windows 7 the default is to prompt for your approval each time that program starts. It is possible to disable that as well by during off User Account Control for the user account in question. But this isn't required and turns off one of the security features of Windows.

## **Will TwistedBrush run properly on an UMPC (Ultra Mobile PC)?**

---

Yes, TwistedBrush is fully functional and will dynamically adjust the user interface for systems with screen resolutions as low as 1024x600.

## **Will TwistedBrush run properly on a my netbook computer?**

---

Yes, TwistedBrush is fully functional and will dynamically adjust the user interface for systems with screen resolutions as low as 1024x600.

## **When I start TwistedBrush in Windows Vista or Windows 7 I get a warning that the color scheme needs to change, is this normal?**

---

Windows Aero schemes are not compatible with all Windows applications. When Windows detects the need to switch modes it changes the color scheme to the standard color scheme until TwistedBrush exits. This does not impact the proper function of TwistedBrush or other applications running.

Starting in version 18.14 for TwistedBrush Pro Studio the option to disable Windows Aero on start up of TwistedBrush is exposed. This means you can allow TwistedBrush Pro Studio to keep the Windows Aero theme. This option is available in the [Preferences dialog](#).



**Every time I select an item from a list in the Brush Select dialog I hear a beep (ding) when using Vista, how do I stop the dings?**

---

This is a Vista issue. Here is the link to the Microsoft knowledge base article with information on correcting it on your system by editing the registry.

<http://support.microsoft.com/kb/944150>

# Installation and Upgrades

## **Can I install TwistedBrush Pro Studio on a second computer?**

---

Your TwistedBrush Pro Studio license key lets you install the program on one or two computers, as long as the program runs on only one of these computers at a time by the purchaser of the software.

## How do I uninstall TwistedBrush?

---

Use the standard Windows uninstall procedure. From Windows Control Panel, select Add or Remove Programs. There, select TwistedBrush.

## If I uninstall TwistedBrush what happens to my artwork?

---

If you uninstall TwistedBrush your artwork remains on your computer. All artwork that you create in TwistedBrush is stored in folders under the main TwistedBrush folder. These folders are labeled Book1, Book2, Book3 etc and correspond to the books within TwistedBrush. Files for each page are stored within these folders, including the .TBR file, which is the TwistedBrush image format. A BMP file for each page is also included so you have a file version that can be loaded into virtually any other Windows art program.

Also see this topic: [Where are my images \(pages and books\) stored on Windows Vista and Windows 7?](#)

## **Do I have to install every update that is released?**

---

No. You may skip any number of updates if you want and install an update only when you are ready. Each release includes the additions and fixes from all previous updates.

## How do I know if a new release is available?

---

New release announcements are made in the [Company News](#) section of the forum The [Download page](#) on the Pixarra website shows the latest version.

## Where do I download the updates?

---

The latest version of TwistedBrush can always be downloaded from the Pixarra [Download page](#).



## **After a new release of TwistedBrush, can I use it as a trial again?**

---

The trial expired indication is not reset on new releases of TwistedBrush. From time to time, a new Extended Trial key will be made available to give those whom have already evaluated the software another opportunity to evaluate it.

## **How often are updates released?**

---

At the time of this writing, updates are released about every 2 or 3 weeks.

## **I've installed the latest version of TwistedBrush over my previous version and I don't see the new brushes?**

---

If you edit a standard TwistedBrush ArtSet on Windows Vista or Windows 7 the ArtSet file is copied to the Virtual Store which is a Windows security measure. Now you have the edited ArtSet in the Virtual Store and the original ArtSet in the TwistedBrush\ArtSet folder. When an update installation occurs the original Artset is updated however Windows will only point to the edited ArtSet in the Virtual Store. To remedy this situation you can manually delete the ArtSet file in question from the following location.

`\desktop\username\AppData\Local\VirtualStore\Program Files\Pixarra\TwistedBrush\ArtSet`

Note if you are running the 64 bit version of Windows the location will be

`\desktop\username\AppData\Local\VirtualStore\Program Files (x86)\Pixarra\TwistedBrush\ArtSet`

## **I've installed the next major release of TwistedBrush without purchasing an upgraded and now my license key says it's expired, what can I do?**

---

You will have a number of days to try out the latest version at which point you can either purchase the upgrade or download the previous major version from the Pixarra website. If you don't wish to upgrade and instead install the old version you may need to request a replacement license key that was disabled during the upgrade to the new version. You can request the replacement key from [support@pixarra.com](mailto:support@pixarra.com).

# License Key

## What is a license key?

---

The license key is a special sequence of numbers and letters generated at the time of purchase. It is tied to your name and is used to fully activate TwistedBrush Pro Studio and allows continued usage of the software.

## **Where do I get my license key?**

---

Normally you will receive your license key by email within minutes of your purchase. Make sure you use a correct email address when you place your order. If you don't see the email in your inbox be sure to check your junk / spam folder in case the email was filtered.

## What does a license key look like?

---

This nonfunctional sample shows what a license key looks like:

Your Name

3A56-8B1F-B210-D233-981B-575B-44DE-80CA-1C11-F283



## That's a long license key. How do I enter that?

---

Highlight (select) the license key right in your email. Then, to insert it in the key-entry dialog in your TwistedBrush program, use the Windows copy-and-paste functionality--Ctrl+c to copy and Ctrl+v to paste. Make sure you enter your first and last name exactly as they were listed in your purchase order. They must match for the license key to work.

Also see the [License Key topic](#) in the User Guide.

## Where do I enter the license key?

---

When you start a trial mode of TwistedBrush, you will be presented with a dialog box that has an option to Enter Key. If you are currently running TwistedBrush, you can enter the license key from the menu File > Enter License.

Also see the [License Key topic](#) in the User Guide.

**What's the difference between a license key, activation code, serial number, and registration key?**

---

There is no difference. They all are the same thing.

## **My license key didn't work. Now what?**

---

Make sure you have installed the latest release of the edition of TwistedBrush that you purchased. Also, make sure the name that's entered exactly matches the name used during purchase. Use the Windows copy-and paste functionality to insert the key and name into the entry fields to reduce the chance of errors.

## **My computer crashed and I have to install Windows and all of my software. I don't have my license key anymore. Now what?**

---

It is always best to keep a backup or printed copy of your license key in case you have to re-enter it. If you can't locate it, you can use the automated support options below.

For purchases after 03/2007 <http://home.plimus.com/ecommerce/shoppers/customer-support>

For purchases before 04/2007 <http://shopper.esellerate.net/ics/support/default.asp?deptID=5620>

# Forum and Gallery

## Where is the TwistedBrush forum?

---

The forum is located at <http://forum.pixarra.com>

**Do I have to purchase TwistedBrush to register and be active in the forum?**

---

No, everyone is welcome and encouraged to visit and join the forum.



## Where is the gallery?

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The gallery is part of the forum and can be accessed from the [Gallery link](#) near the top of the forum pages.

## How do I register for the forum?

---

When you visit the forum, there is a link near the top called Register. Once you click on it, you will be guided in how to complete your registration.

## **Why can't I post in the forum or gallery?**

---

Normally, this will be because you are not registered in the forum or you aren't currently logged in. Posting in the forum and gallery requires that you be logged in.

## **When tried to upload my painting into the gallery, I got an error. Why?**

---

This could be happening for a few reasons. First, make sure you are logged in. Then, make sure you are trying to upload with a JPEG or PNG file type. Make sure the size of the image is less than 1mb.

## **Where do I post a TwistedBrush Art Competition entry?**

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There is a category in the gallery called TwistedBrush Competition entries. Post your entry within that category.

## **Are there special rules for the TwistedBrush art competitions?**

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Each month, the rules correspond to the current competition. These rules are always posted in the Open Art Competition section of the forum. Be sure to review and follow them before entering a competition.

## **How do I create a personal album in the gallery?**

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New personal albums are no longer allowed in the gallery. Please post your paintings in one of the existing categories.

# TwistedBrush Uses



## Is it possible to convert a photo into a painting or sketch with TwistedBrush?

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Yes, there are a number of options available to enhance photos and turn them into paintings or sketches.

- Using image filters from the Filters > Artistic menu. For charcoals, oils etc. This is a single click result.
- There are 100's of cloning brushes which give a wider variety of results than the first option but requires more effort but artist skill isn't required.
- Combining, filters and brushes from the Process - Photo Retouch and Process - Special Effects ArtSets you can get a wide variety of artistic results.
- Additional brushes, tools and filters through-out TwistedBrush can achieve great results for example the Blending brushes, Texturize Bump Filter for apply a canvas texture or Bristle brushes for adding a brush strokes textures.

# Artwork

## **Do I have full ownership of images that I create in TwistedBrush?**

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Yes, the images you create in TwistedBrush are owned by you.

# Marketing

**Is there a Press Kit, box shots and screen shots we can use for a review of TwistedBrush Pro Studio?**

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Yes a full press kit is available [here](#).

# Reviews and Links

**Can I include a link to the Pixarra home page or the forum?**

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Yes please do!

## Are there reviews of TwistedBrush that I can read?

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Links to some reviews are on the [Reviews page](#) of the Pixarra website.