



HeyCaption

Install & activate your Mac app

Get HeyCaption running and unlocked with your license key
in about two minutes.

BEFORE YOU START

What you need

Mac	Apple Silicon (M1 or newer)
macOS	macOS 14 Sonoma or later
License key	In the email from Dodo Payments, our payment partner, sent right after you bought HeyCaption. Check spam if you can't find it.
Internet	Only for installing and the one-time language model download. After that, HeyCaption works offline.

STEP 1

Install HeyCaption

- 1 Download HeyCaption from heycaption.com (the **Download for Mac** button).
- 2 Open the downloaded **HeyCaption-1.0.dmg** file.
- 3 Drag **HeyCaption** into your **Applications** folder.
- 4 Open HeyCaption from Applications. If macOS asks whether you want to open an app downloaded from the internet, click **Open**.

STEP 2

Download your language model

On first launch, HeyCaption downloads the speech model for your language. It's a one-time download and takes a minute or two. Your videos are always processed on your Mac and never uploaded.

STEP 3

Activate your license

HeyCaption asks for your key the first time you open it.

- 1 Open HeyCaption. The welcome screen asks for your license key.
- 2 Copy the key from your Dodo Payments email and paste it in. Copy the whole key, with no spaces before or after.
- 3 HeyCaption checks the key automatically. When you see **Pro unlocked**, every feature is ready.

Want to try it first? Choose **Start free trial** instead and caption 3 videos without a key. You can enter your key later in **Settings**, then **License**.

One license, one Mac. Each key activates HeyCaption on one Mac at a time. Switching Macs is easy: see step 4.

Your plan at a glance

	Pro	Lifetime
Price	\$49 a year	One-time payment
Renewal	Renews automatically each year. Cancel anytime.	Never expires
Updates	Every update while active	All future updates
Macs	1 Mac per license	1 Mac per license

STEP 4

Moving to a new Mac

Free the license on your old Mac, then activate the new one.

- 1 Go to heycaption.com/activate and paste your license key.
- 2 Next to your old Mac, click **Remove**, then **Confirm remove**.
- 3 Install HeyCaption on the new Mac and activate it (step 3).

TROUBLESHOOTING

If something doesn't work

You see	What to do
"We couldn't find that license key"	Copy the whole key again from the email, with no extra spaces.
"Already active on its maximum number of Macs"	Remove your old Mac at heycaption.com/activate , then try again.
"This license key isn't active"	The purchase was refunded, or a Pro subscription has ended. Renew Pro, or email us.
No license email	Check spam for an email from Dodo Payments. Still nothing after 10 minutes? Email us with the address you paid with.

Cancel Pro or get a refund

To stop Pro renewing, use the subscription link in your Dodo Payments receipt email, or email us and we'll cancel it for you. Pro stays active until the end of the year you paid for. Changed your mind? You get a full refund within 7 days of purchase, no questions asked: heycaption.com/refund-policy.

Need a hand? Email support@heycaption.com. A real person reads every message.