1. How to activate HUE Intuition / HUE Animation

Please download the latest version of the software from:

HUE Intuition:

https://huehd.com/ufaqs/download-hue-intuition/

How to registrate your INT code and activate the software:

https://huehd.com/ufaqs/registration-intuition/

HUE Animation:
https://huehd.com/ufaqs/download-hue-animation/

How to registrate your HUE code and activate the software:

https://huehd.com/ufaqs/registration-animation/

If that doesn't help, please confirm your activation details and the exact error message (with screenshots, if possible) and we will take another look at what's happening.

2. Connectivity problem / Offline activation

We're sorry to hear that you're having trouble using your HUE software. It sounds as though the software is having trouble maintaining its connection to the activation server; an offline activation should clear the error.

Please leave the top half of the activation screen blank (or choose the 'License Key' method if you are using the latest version of the software) and enter your license details in the bottom half of the window.

You can follow these instructions to generate an offline key: https://huehd.com/ufaqs/generate-offline-key/

Detailed tutorials are included at the bottom of this message.

If you receive an error message, please let us know what it says and send a screenshot showing the details entered in the activation screen so that we can take a closer look.

We hope that our advice resolves the issue and are ready to answer any additional questions you may have.

Extra help:

Activating HUE Intuition offline: https://huehd.com/ufaqs/intuition-offline-activation/
Activating HUE Animation offline: https://huehd.com/ufaqs/activate-hue-animation-offline/

3. Camera is not recognized/detected by the computer

There are a number of reasons why the HUE camera might not be detected so we'd like to check a few things.

1. Please try disconnecting the camera and plugging it in via its flexible neck (without the base or cable). Is there any improvement? This may indicate some kind of connection problem with the base or cable.

2. Next, check that your camera is not open in any other software at the same time. The easiest way to confirm this is to close all open applications (including web browsers and instant messengers which might be running in the background) then check whether you can select the camera in the software again.

In HUE Intuition, you can select the camera from the dropdown menu at the bottom of the screen.

In HUE Animation, you can select the camera from 'Sources' in the 'Camera' menu.

If you're using HUE Animation, the third thing to try is to see whether you can take a picture in the software by pressing the on-screen Capture button (or the Space Bar). Since you can't see your camera screen, any image it takes may be out of focus but it would be useful to know whether the button works and takes a picture even though you're seeing the error message.

3. Please advise which version of Windows (e.g. 10, 8, 7, XP) or macOS (e.g. 10.14.3) you have installed on your computer so that we can give instructions which will be suitable.