



Updates, and a New Beginning (FAQ)

Will High Fidelity keep its App on the Oculus and Steam Stores?

No. We will withdraw High Fidelity from the Early Access programs on both the Oculus and Steam stores as of January 15, 2020.

Will the Virtual You: 3D Avatar Creator app remain on Google Play and Apple App Stores?

No. We plan to take down the app from the stores January 15, 2020, as we won't be offering centralized account creation that avatars can be sent to.

What will happen to my High Fidelity account as of January 15, 2020?

You will still be able to use it to login to the High Fidelity Interface application, you will still be able to access your inventory.

How will new users create accounts for High Fidelity?

They will not be able to. New account creation will be disabled.

What will happen to the existing blockchain?

It will remain active for existing users.

If you're going to continue to maintain the blockchain, how will that affect users?

Users should see no significant difference in how the application interacts with the blockchain. Existing inventory will remain visible in your Inventory app. You will still be able to use those items as you have before.

How long will you maintain the blockchain for existing users?

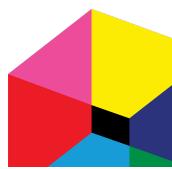
We do not have any current plans to end maintenance of the blockchain. Since the blockchain is integral to features like inventory and avatar ownership, we expect to maintain it as needed for those features.

What will happen to the Marketplace?

The Marketplace will close. The public Marketplace pages will be removed, you will not be able to purchase new items, you will not be able to add new items available for sale, and you will not be able to edit existing items' details. We will also no longer offer cash-out of HFC after January 15, 2020.

What will happen to my Marketplace items I purchased?

Existing inventory will remain visible in your Inventory app. You will still be able to use those items as you have before.





High Fidelity

Can I cash out my HFC?

We will no longer offer cash-out of HFC after January 15, 2020.

Can I still get an initial grant of HFC, or buy HFC, to purchase new items before January 15, 2020?

No, we are no longer selling HFC to users, nor are distributing HFC grants.

What will happen to the Placename and/or Groupname I purchased?

Purchased placenames and groupnames will remain operational until they expire. After they expire, you will not be able to renew them.

Can I get a refund for my Placename I purchased?

You may request a refund for a placename you purchased through January 15, 2020. Requests received after that date will not be granted. You must email support@highfidelity.com from the email associated with the purchase in order to receive the refund. For most payment methods, transactions can be refunded any time after the transaction has settled, as long as the associated method is still active. PayPal transactions can only be refunded within 180 days of receiving payment.

Please note we are only refunding transactions made by credit card or PayPal. Refunds are subject to individual credit card companies, and some may have time limits on transaction refunds.

Will you still have in-world or email support for version 0.86.0?

No. We will no longer offer support services to users after January 15, 2020.

Will High Fidelity leave its documentation up for version 0.86.0?

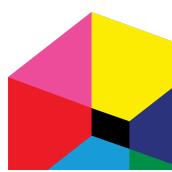
Yes. We will leave up documentation for now, but we may take it down in the future. If you think you may want or need a copy for future reference, you can download a [PDF here](#) or an html version by clicking on the book icon in the lower left of docs.highfidelity.com.

What are you doing with the Roadmap, including Bugs and Open Source Projects, that have been submitted?

The Roadmap will also be made private after January 15, 2020. If you wish to reference any previous posts, please do so before then.

What is happening to the remote work app? Can testers continue to use it themselves?

Current pilot users can continue to use it through January 15, 2020. We are no longer granting access to new users.





High Fidelity

Will you make the remote work app open source? Or can we license it?

No, we will not make the Virtual Workplace application open source. If you're interested in licensing it, please email support@highfidelity.com.

Is High Fidelity the company closing down?

No, we are working on something new.

What can you share about future plans?

We're not ready to share our future plans at this time. [Subscribe here](#) to stay up to date on the latest news.

What will happen to the Forum?

The High Fidelity Forum will close on January 15, 2020. If there's any forum content you would like to save, please do so before then.

Can I get a license to your Audio codec?

Sorry, no.

Can I fork High Fidelity's code?

Yes. We are excited to see what users will build from this strong foundation.

If I continue to use High Fidelity's code, do I need to license it?

Your use is covered under the [Apache License Version 2.0](#). If you have more questions about licensing, you should seek legal counsel.

