

Purchases

I purchased the Live Stream/PRO monthly subscription. Is the Live Stream option for one device only? I tried the restore function unsuccessfully.

All In-App purchases, including subscriptions, can be used across multiple devices, **as long as you are using the same Apple ID or are using [Family Sharing](#)**.

Here is the FAQ link on how to restore: [ScoreCam FAQ: How to Restore](#)

Apple will not allow you to make the same purchase twice **when using the same Apple ID** so even if you try to buy it again, you will be presented with a dialog that basically says, "You already made this purchase, would you like to restore?"

Just make sure you are 100% sure which Apple ID you used for the original purchase and the Restore button will work.

Restoring and purchasing is all handled by Apple so if it's not working, try the following: (1) uninstalling the app, (2) restarting your phone, (3) reinstalling the app. [NOTE: Make sure you have no videos in the "Recovered Videos" file as these will be gone once you delete the app. Additionally, all your settings will be reset]

It could also be the case where you installed the app with one Apple ID and tried purchasing features with another Apple ID. That will likely cause issues, so make sure you install the app and purchase subscriptions with the same Apple ID, then the restore function will work across multiple devices.

Unique solution ID: #1000

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