

SPITFIRE AUDIO

SP

SPITFIRE PERCUSSION
USER MANUAL

CONGRATULATIONS

Thank you for purchasing Spitfire Percussion, a comprehensive orchestral percussion library featuring the renowned Joby Burgess in Lyndhurst Hall at Air Studios. Alongside a huge array of large and small percussion, timpani, bass drums and cymbals lie a set of mallet instruments described by Sound On Sound magazine as “to die for”..

Quick Specs

- 43109 samples
- 55.8 GB Uncompressed .WAV
- 28.9 GB Disk space required
- **57.8 GB Disk space required during install**
- Free Kontakt Player Included
- New intuitive GUI with inline help
- Essential microphones (CTA)
- Detailed sampling:
 - Multiple Instruments
 - Multiple Variation
 - Multiple dynamics
 - Multiple round robins
 - Release Triggers

Table Of Contents

CONGRATULATIONS	2
WELCOME	2
DOWNLOADING & INSTALLING	3
REGISTERING WITH KONTAKT PLAYER	4
FOLDER STRUCTURE	5
THE ‘KICKSTART’ INTERFACE	6
OPTIONS	10
APPENDIX A - RECOMMENDED TECH SPECS	12
APPENDIX B - KONTAKT vs KONTAKT PLAYER	12
APPENDIX C I - PRESET/ARTICULATION LIST	13
APPENDIX D - MIC & MIX ACRONYMS	14
APPENDIX E - FAQs & TROUBLESHOOTING	15

WELCOME

Spitfire spent weeks at Air Studios recording a comprehensive orchestral percussion library with the renowned Joby Burgess (ensemblebash, Peter Gabriel, many major Film & TV scores) - a collection full of life and character. This percussion library is the ideal bedrock of your orchestral template.

The collection was recorded ‘in situ’ in Lyndhurst Hall, giving a degree of spatial richness that is extremely difficult to replicate artificially. The mic positions give you control over the amount of ambience in the sound, and the recording chain is strictly A class - vintage valve and ribbon mics through Neve Montserrat preamps, through the world’s largest Neve 88R desk to meticulously maintained 2” tape, and finally converted via Prism AD.

BACKGROUND

Joby Burgess is an exceptionally talented percussionist, and has worked hard to give Spitfire Percussion a hugely flexible and intuitive workflow. Playing in the beautiful Hall at Air Lyndhurst is an inspiring experience and this passion can be heard in the end result of the recordings.

Spitfire founders Paul and Christian worked with Joby to curate the most essential articulations and playing styles. An example of this, the Marimba in which Joby chooses the most appropriate beater for each range and dynamic, was described by Sound On Sound magazine as “to die for” - this careful process of vetting

gives you very usable instruments right out of the box, without you needing a degree in percussion to be able to assemble a beautiful and detailed performance. You can concentrate on the music rather than on the technology.

FEATURES

As one of Spitfire’s earliest releases, the library is now at v5.1 - with Spitfire’s new KickStart percussion engine, springing easily out of the box, but also featuring great depth of customisation for use with all kinds of controllers.

The library features up to 8 ‘round robins’ and up to 8 dynamic layers, as ever these are curated carefully so that for example the loudest ffff layer of the Timpani is played with a wooden mallet to give that extra welly, while the ppp layer is a genuine super-quiet performance rather than a mid volume hit just scaled down like in so many libraries. Conversely, the Ship’s Bell doesn’t have quite so many dynamic layers! These choices made during production result in the best balance of performance and features, meaning that you get huge detail while the library is still usable in practice and doesn’t gobble up system resources.

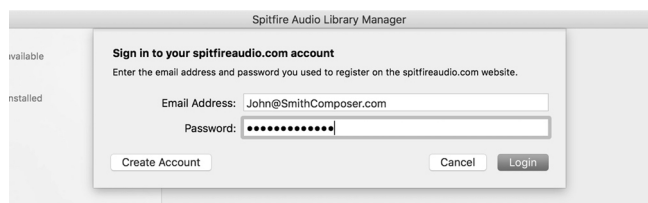
DOWNLOADING & INSTALLING

Thank you for buying this Spitfire product. If you are a total newbie to this kind of thing you can get up to speed here:

<http://www.spitfireaudio.com/info/basics/>

First though, grab our 'Library Manager' app from this link: <http://www.spitfireaudio.com/info/library-manager/>

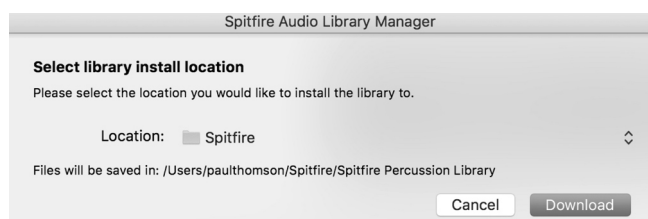
This app will enable you to download the library



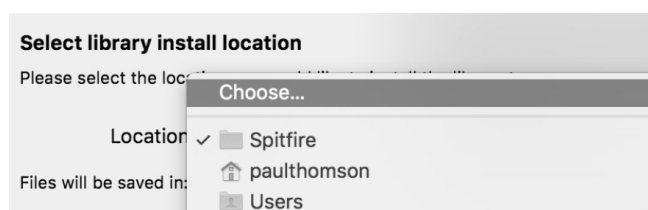
When you launch the app you will be prompted to login using the same details you use at our site. Then you'll see your available downloads:



Once you have selected what you wish to download on the left pane and clicked the 'download' button you will have the option to select a location.



A default location will be generated but you'll most likely want to change this. Here's how! Click on the two little vertical arrowheads to the right of the default location. You will be presented with the following options, and you'll want to click 'CHOOSE'.



Once you've selected the location you can proceed with the download. **NOTE THAT THE DOWNLOADER WILL CREATE A SUB-FOLDER FOR YOUR LIBRARY IN THE LOCATION SELECTED.** This is important: if you have a multi part library, or an update, it means that the Library Manager app will look **INSIDE** the selected location for your library folder. If its not there, it will create a new library folder. So, if you mistakenly select the actual 'SSB library' folder itself, when adding content or doing an update, instead of the location (one folder level up) that **CONTAINS** this library folder, you'll end up with a nested mess!!

TOP TIP: You will need approx **TWICE** the amount of hard drive space as the library uses (see the product page on our site for this info) to download: this is because the zip files are all downloaded, and then unzipped. This process takes a while so don't panic if it looks like its frozen!

TOP TIP 2: If you get in a total mess you can reset the download of either the whole library or just the latest update from the 'Library' menu of the app. This is limited to a couple of downloads as bandwidth is expensive! Please only do this if you actually need to.

You'll also see an option to Change Install Location, if you selected the wrong one, at any time you can hit the **PAUSE** button to pause the download, then select **CHANGE INSTALL LOCATION** and the app will move all the downloaded files to the new location. Once it has finished you'll be prompted if you want to proceed, **THEN** you can hit the **RESUME** button to continue the download in the new location.

REGISTERING WITH KONTAKT PLAYER

If you've never used one of our libraries before and you don't own a copy of Native Instruments Kontakt, you'll need to download the free "Kontakt Player" here:

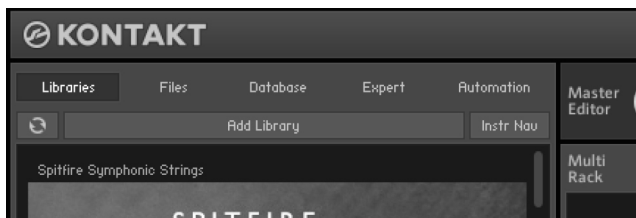
<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-5/downloads/>

If you'd like to find out more about the differences between Kontakt and Kontakt Player (we know, very confusing!) go to *Appendix B*.

If you'd also like to know what we recommend as an optimal set up please go to *Appendix A*.

1. Install Kontakt Player and Native Access (skip this step if you already have these installed)

2. Open the player (or Kontakt 5 full version if you have that) and click 'add library' in the library browser window:



3. You will be prompted to enter the serial number in this format:

xxxxxx-xxxxxx-xxxxxx-xxxxxx-xxxxxx

...This can be found in your 'ready to download' email.

4. Now you have added the library to Native Access and you will be prompted to browse to the library folder.

5. Navigate to and select the library folder, in this case the 'Spitfire Percussion library' folder that contains your library's instruments and samples folders, and also contains the 'nkr' and 'nkc' files.

6. Your library is authorised. If the library does not add to the libraries pane or disappears when you re-open Kontakt, see *Appendix E - Troubleshooting and common problems*

If you have never used Kontakt before we wholeheartedly recommend that you familiarise yourself with the basics of patch (or instrument) loading, multi management, outputting and midi routing detailed in the Kontakt user manual and native instruments website:

<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-5/downloads/>

If you are an established Kontakt user please make sure you

absolutely have the latest version of it downloaded via NATIVE ACCESS. Our libraries are frequently updated and often simply won't work on any previous versions. We cannot describe the multitude of painful symptoms you will experience if you don't do this!

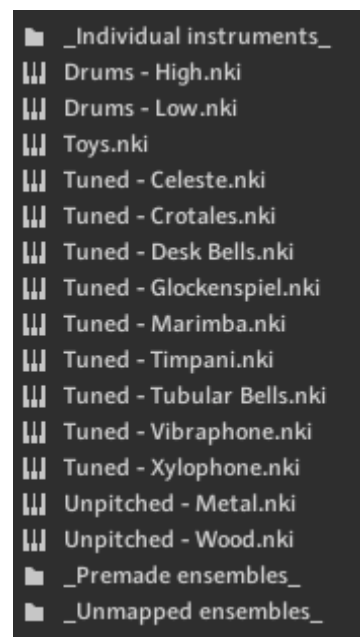
FOLDER STRUCTURE

Looking in the main folder (right) for Spitfire Percussion you will see the instruments and basic drum groups listed as well as three folders containing the following:

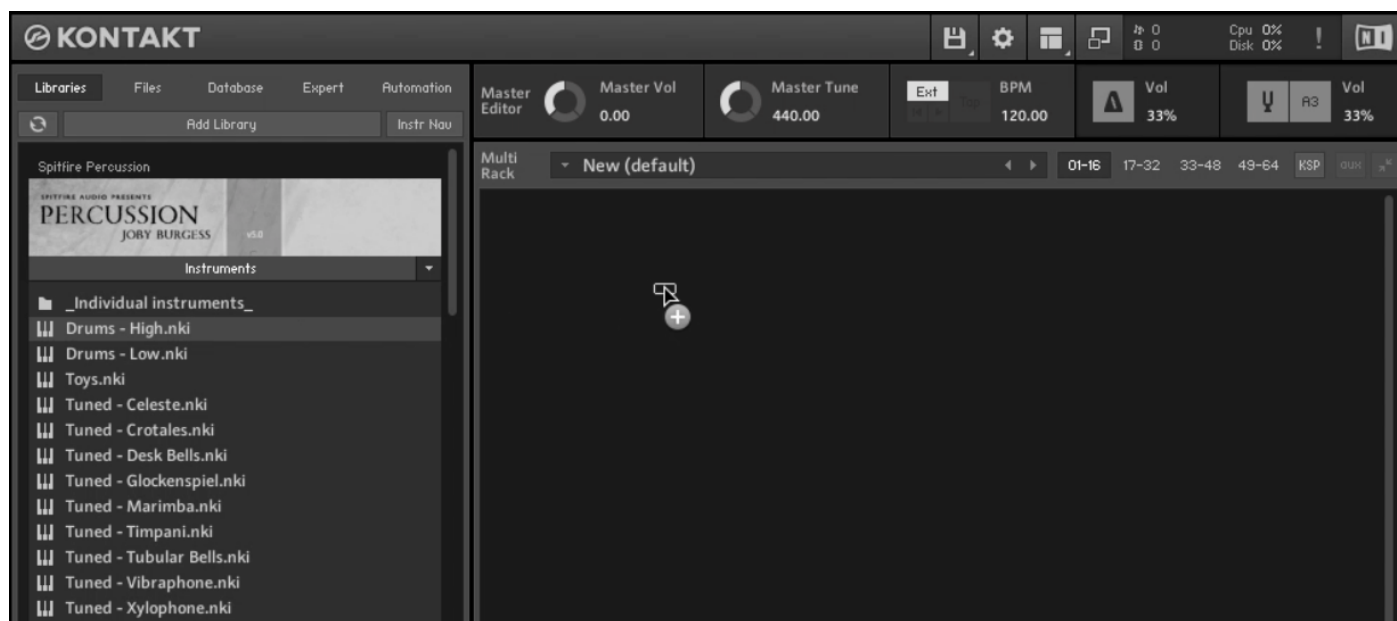
Individual instruments - each separate instrument from the Drums - High, Drums - Low, Toys, Unpitched - metal and Unpitched - wood in their own individual patches. Double clicking on any folder will reveal its content and double clicking again will navigate up a level.

Premade ensembles - these are premade groupings of instruments arranged in logical or commonly used. These include: Contemporary, Hands and hits, Low Ensemble, Metal Clangs, Snare ensemble and Traditional Orchestra.

Unmapped ensembles - These are the same groupings of instruments as above but the note ranges for each instrument have not been mapped, allowing you to map them to taste from scratch.



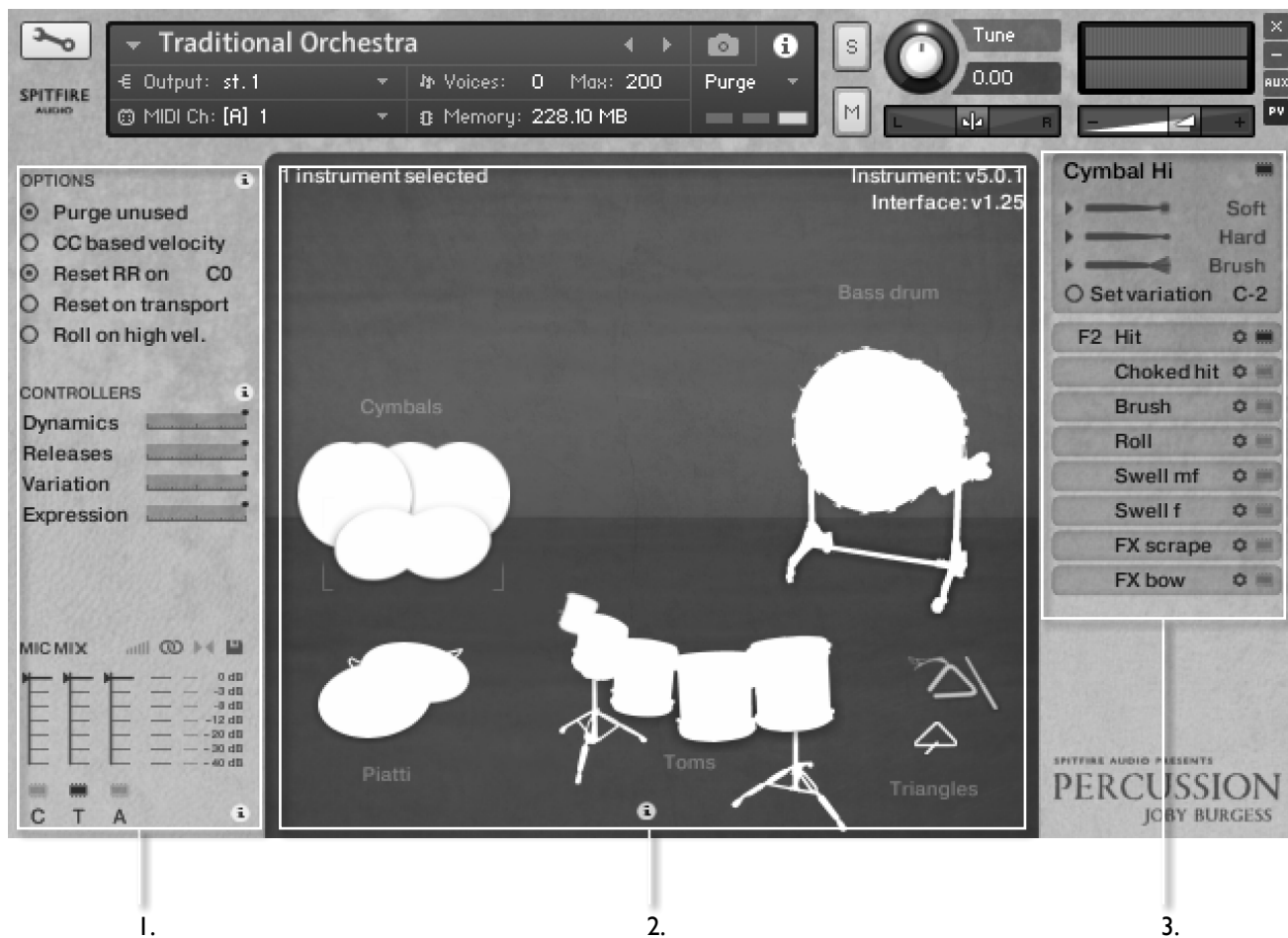
OPENING YOUR FIRST INSTRUMENT.



Simply double click an 'nki' file (this is Native Instruments' file extension for a Kontakt instrument) to load, or indeed drag the instrument (it'll have the little keyboard icon and the suffix .nki) from the left pane into the right pane.

If you can't hear anything double check first that the midi channel you are transmitting on with your keyboard is the same as the one in the Kontakt Instrument!

THE ‘KICKSTART’ INTERFACE



1. OPTIONS (LEFT)

The left panel contains all the options and controls, as well as the signal mixer. This is where you'll configure the instrument's preferences to your liking, change any assigned CC mappings, or customise the instrument's mix to your liking.

2. THE INSTRUMENT AREA (MIDDLE)

The middle area gives a visual-overview of all the instruments included within the Kontakt patch.

You can click the instrument silhouettes in this area to select and configure each one, or hold CMD/CTRL and click to select multiple. Selected instruments are usually shown in a shaded colour, or with a visible outline.

When instruments are selected all hits and techniques available are shown to the right.

3. HITS & TECHNIQUES (RIGHT)

The right panel lists all available techniques for the instrument currently selected. In Kickstart, a technique is a way the instrument can be played. Available techniques differ between instruments.

This panel also allows you to switch between variations. A variation is an alternative way of playing the instrument.

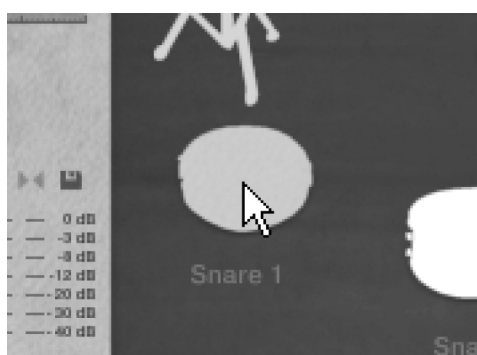
One thing you may have noticed in the picture above are the little info buttons (i) located around the interface. Clicking any of these will pop up a helpful explanation of the UI around it. Click these if you're looking for tips and tricks related to the UI.

MAPPING HITS & TECHNIQUES TO A MIDI CONTROLLER

Whilst libraries utilising Kickstart come with pre-mapped Kontakt patches, one of the big advantages that the system brings to Spitfire Audio's percussive instruments is that everything can be completely remapped and customised to your preference. It's extremely easy to pull together all the playing styles you need for each instrument onto a single MIDI channel. This allows you to quickly map each and every instrument's hit to any imaginable MIDI controller:

1. SELECT THE INSTRUMENT

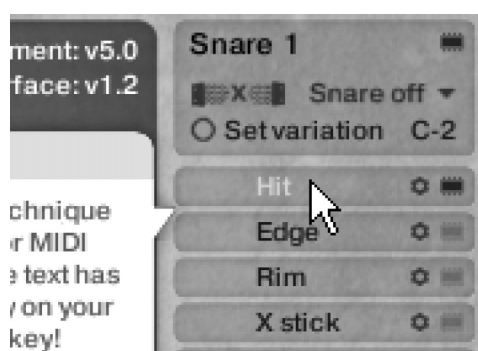
First, select the instrument you want to map to the keyboard. Simply move the mouse over the silhouette and give it a click.



With the instrument selected, you'll see its name to the top right, just above a list of its available techniques on the panel to the right.

2. SELECT THE TECHNIQUE

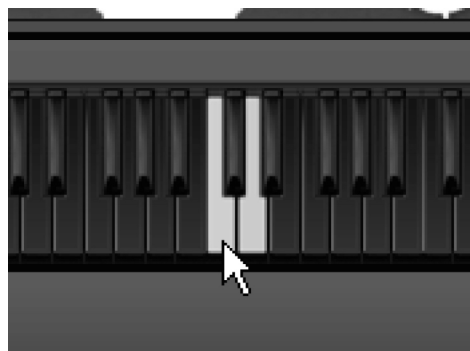
From the list of techniques, find the one that you want to map and give it a click. If done correctly you'll notice the technique name should highlight:



If you clicked the wrong technique, don't worry. Simply click it again to deselect it and cancel mapping.

3. PRESS THE DESIRED KEY

With the technique selected, use your MIDI keyboard, drum controller or Kontakt's on-screen keyboard to play the note you wish to map to.



You'll notice that the on-screen Kontakt keyboard now shows a blue note to indicate that you've mapped a technique to this key.

4. CONFIGURE THE TECHNIQUE

If you look to the right of each technique's name in the list you'll notice two buttons: a configuration cog and a purge icon.



You can click the purge button (🗑️) to unload a technique from memory and deactivate its mapping.

If you want to configure a technique further you can expand the configuration area by pressing the configuration cog button (⚙️).

We'll cover the various options available below.

CONFIGURING OPTIONS FOR TECHNIQUES

Different techniques can provide differing levels of configuration. You can access a technique's options in the right-hand panel by clicking the configuration cog to the right of its name (⚙️). The area will expand when clicked and display further customisation options. Let's go through the various options that may be available:

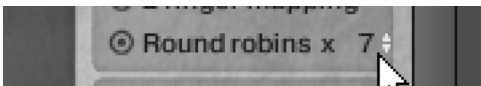
TWO FINGER MAPPING

Techniques with this option can be toggled between single and two fingered mapping modes. The former will provide you with a single key to play the technique. The latter expands this to two keys allowing you to play rolls, flams and trills much easier.



ROUND ROBINS x ...

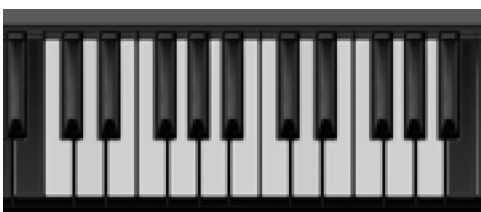
The round robins option allows you to configure how many round-robins should play for the technique (or completely turn them off).



To change the number of active round-robins, click and drag the number up and down. You can completely disable round-robins by clicking the Round robins x button itself.

Please note that this option may read No round-robins if there are none available for the selected technique.

MAP RR TO RANGE



The Map to Range option maps each round-robin sequentially to the keyboard and allows you to play specific round-robins by pressing the respective note.

MAP RR TO VELOCITY

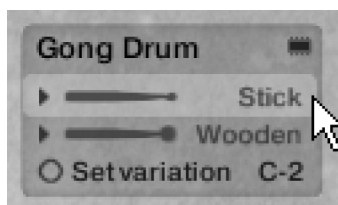
An alternative to the Map to range is to Map to velocity. This will evenly spread each round-robin across a single key. You can play specific round-robins by adjusting the velocity with which you press the note.



This can be particularly useful in this Library, where some hits gradually increase in intensity with each round-robin.

INSTRUMENT ‘VARIATIONS’

In Kickstart, a variation is an alternative way of striking or playing the instrument. A common application of this is the type of stick or mallet used to hit the instrument. For example, the Gong Drum in Spitfire Percussion was recorded being struck with both a stick and a wooden mallet. When an instrument features varying recordings, Kickstart provides the variation menu and variation keyswitches which can be assigned to custom keys on your keyboard.



To change variation with the UI simply click the current stick in the variation menu. You can locate this just below the instrument's name on the right-hand panel of the interface. If you don't see the menu, don't worry - not every instrument has variations, and this menu only shows when it does. Once clicked, a list of all available variations appears. Simply click the desired variation to select it. Note that variations are instrument-wide and apply to all mapped techniques. Also note that any mapped techniques on the visual keyboard may temporarily disappear if they are not applicable to the current variation. Don't worry, they'll reappear when you activate a stick or variation that applies to them.

At the bottom of the variation menu is an option called Set variation (defaulting to C-2). When activated, you can switch variations of this instrument using the newly-provided keyswitches that start on the specified key. You can change the starting key by clicking and dragging the displayed key up and down. It's worth keeping in mind that this option works on a per-instrument basis and you must activate it for each instrument you wish to variate via keyswitches. Also note, however, that you can configure multiple instruments' Set variation option to the same, shared keys.

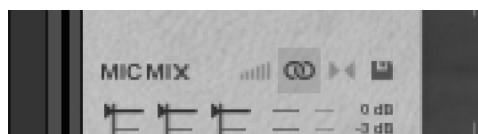
Variations aren't just limited to stick-types. They can also cover things such as Snares on/off for snare drums, or change the material an instrument is made out of such as glass, plastic, metal, etc. and much more. It really depends on each library and its instruments, so feel free to explore and see what's available.

ADVANCED TIPS AND TRICKS

While we've tried to keep the interface and functionality relatively similar to existing Spitfire Audio libraries, there are some new tricks that apply to Kickstart. We'll cover a few of the key ones below:

PER-INSTRUMENT MIXING

Just above the mixer, you'll have noticed a few small icons in a row. Most of these are covered later, but one of them is new to Kickstart.



The Per-instrument mixer button allows you to toggle between global mixing (single circle icon) and per-instrument mixing (double circle icon).

When set to global, changes to the mixer (purge and levels) affect all instruments identically. When set to per-instrument any changes will only be applied to the instruments that are currently selected.

OPTIONS

GENERAL CONTROLS

OPTIONS

PURGE UNUSED - This control keeps unloading any samples you are not using to keep your memory usage as low as possible.

CC MAPPED VEL(OCITY) - Click this to control note velocity with the Dynamics slider. If a user has customised the dynamics slider, that same customised CC will control velocity now.

RESET RR on C0 - This enables you to control the round robin cycle (so it sounds identical every time you play) toggle on & play the key selected (default C0) to reset.

RESET ON TRANSPORT - As above but resets every time you press play.

ROLL ON HIGH VEL. - For instruments which have a roll articulation such as snare drums, the roll articulation will trigger at a velocity value of 127.

5. EXPRESSION CONTROLS

We curated some of these for the general controls view, here is the full complement, dial these cc's into your midi controller for an infinite choice of emotional and human responses.

DYNAMICS - CC#1 This slider displays and controls which dynamic layer is live. Also controlled via the modulation wheel.

RELEASES - CC#17 Dialed in all the way, this helps blur the transitions when using long articulations such as rolls and swells in slow passages in a natural and musical way. Dial back to shorten the release tails of these techniques.

VARIATION - CC#18 This fader is not implemented in Spitfire Percussion.

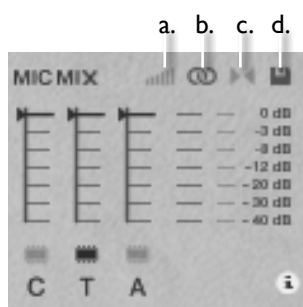
EXPRESSION - CC#11 Displays the overall instrument volume (0-100%). Remember you can also trim your instrument volume with CC#7.

MICROPHONE MIXER

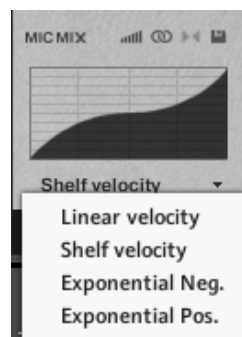
Giving you greater control over the blends of microphone positions for your work.

Use the chips beneath the faders to load & unload different microphones and the faders above to tweak the balance of them. Turning a fader all the way down will also unload the mics, conversely turning the fader back up will reload. Right click on the faders to assign CC controllers so you can mix these live for fantastic shifts in the spacial nature of the samples. Left click on the mic letters to change Kontakt channel/output assignment.

On the top right of the mixer controller section are some deeper mixing options.



3a VELOCITY RESPONSE



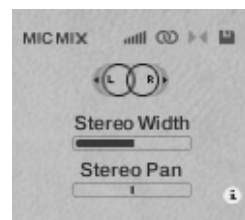
Pick from 4 different velocity curves to suit your controller.

3b MIC MIX TO ARTICULATION LINKER

As mentioned on page 9 the Per-instrument mixer button allows you to toggle between global mixing (🔊) and per-instrument mixing (🔊).

When set to global, changes to the mixer (purge and levels) affect all instruments identically. When set to per-instrument any changes will only be applied to the instruments that are currently selected.

3c CLOSE PAN MIC COLLAPSER

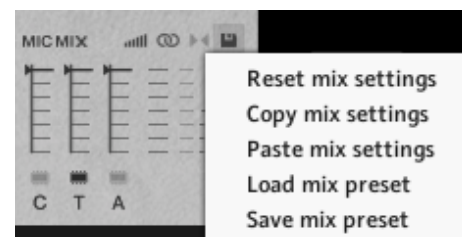


The close mics are a stereo mix and this collapser allows you to refine how the stereo image is handled. All our musicians are recorded in-situ, ie. where they would be seated on a standard scoring session, giving you a fantastic spectral spread when putting all the elements together, which helps define the detail. This panning tool helps you to manage and tweak this to your own tastes/ needs.

STEREO WIDTH - Allows you to control how far the stereo image reaches. All the way to the right would be like having your two pan pots panned hard. All the way to the left would be like having both pots centre,

STEREO PAN - Then allows you to control where in the pan field the centre of this image is placed.

3d MIXER PRESETS



A new way to transfer mixer settings between patches, or save and load presets to disk.

AUTOMATING MIXER FADERS - Each mixer fader has a dedicated #CC. To change this to suit your MIDI controller or surface, simply RIGHT or CTRL click on the fader itself to "learn" the new controller.

ROUTING MIC MIXES - To route each mic mixer channel to unique Kontakt channels simply click on the mic letter. Great for putting your ambient mics in the surround for example. Also good for tracklaying individual mics for your engineer to control in your final mix sessions.

APPENDIX A - RECOMMENDED TECH SPECS

IF YOU PLAN TO USE THIS LIBRARY WITH THE FULL VERSION OF KONTAKT PLEASE MAKE SURE YOU HAVE THE LATEST VERSION OF KONTAKT 5 INSTALLED.

RECOMMENDED SPEC:

The better your computer, the better the performance of any Spitfire module. But not to worry if you're not spec'd up to the hilt. All programs are provided with a set of parameters that enable you to dial back the CPU demands of any given patch. But moving forward, we're confident this module will keep your computer busy for many years to come! We recommend a combination of high processor speeds, a good chunk of memory and a devoted 7200rpm eSata, USB2 or 3, or Thunderbolt audio drive. The more memory you have, the less demand placed on your drive, and having a totally devoted drive gives you the chance to load less into memory and reduce load times. The higher the speed of your CPU, the more capable your computer will be to deal with some of the amazing, but complicated scripts we've written.

PCs:

We recommend Windows 7 or later (latest Service Pack, 32/64 Bit), Intel Core Duo or AMD Athlon 64 X2, 4 GB RAM (8 GB recommended).

MACs:

We recommend Mac OS X 10.10 or later (latest update), Intel Core 2 Duo, 4 GB RAM (8 GB recommended).

DRIVES:

USB2 or USB3, Thunderbolt, or eSata, 7200rpm. Ask your dealer for drives that are suitable for "AV use". If you can afford an SSD drive, this will massively increase the power of your system. Instead of 7-9ms seek time, the usual seek time is <0.1ms. These are fast enough to run a patch 'Purged' of all its samples, and they can load on the fly as you play the notes. You can also reduce your sampler's "pre-load" buffer tenfold meaning you'll be able to load enormous orchestral palettes into a single machine.

HOST:

The Kontakt 5 platform should work comfortably on most commonly found platforms and DAWs. As always make sure you're as up-to-date as you can afford! If your main DAW is not a newish machine, or has a limited spec, and you're planning on building or adding Spitfire to an already large orchestral palette, you could consider running your library independently of your DAW, either on your host computer (e.g. via Re-Wire) or on a slave device (e.g. via Midi or MOL). This will assist your loading times, and will allow your DAW to do what it does best, sort out all your note ons and note offs!

APPENDIX B - KONTAKT vs KONTAKT PLAYER

Kontakt Player is a free version of the Kontakt sample playback engine available to download:

<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-5/downloads/>

It works with libraries that the developer has paid a license fee for. Essentially, you've bought this playback engine along with your library.

The Kontakt player gives you full access to all the sounds and all the editable parameters on the front panel. Also, unlike non-Player libraries, these libraries will also have a banner that appears on the Kontakt Libraries pane.

If you want to go deeper into editing you'll need a full version. As you will already own the free Kontakt player and have bought one of our 'player' libraries you will be eligible for a discount upgrade to Kontakt via the NI website. See here for more details:

<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-5/pricing/crossgrade-offer/>

If the library you want to use is NOT a 'Player' library then you need to buy the full retail version of Kontakt.

Then you can also load 'non-Player' libraries like some of our other ranges, Spitfire LABS, Harp, Piano, Harpsichord, Solo Strings etc. Please note that non-Player library instruments will not appear on the Kontakt libraries pane and so can't be added as a library as Player libraries need to be. Instead, these libraries will simply need to be loaded via the Kontakt files browser or alternatively you can add the library as a favourite to the Kontakt Quick Load window.

APPENDIX C I - PRESET/ARTICULATION LIST

INDIVIDUAL INSTRUMENTS

TUNED:

- Tuned - Celeste
- Tuned - Crotales
- Tuned - Desk Bells
- Tuned - Glockenspiel
- Tuned - Marimba
- Tuned - Timpani
- Tuned - Tubular Bells
- Tuned - Vibraphone
- Tuned - Xylophone

DRUMS - HIGH:

- Bongos
- Conga 1
- Conga 2
- Rototoms
- Snare 1
- Snare 2
- Snare 3
- Timbales

DRUMS - LOW:

- Bass Drum
- Field Drum
- Gong Drum
- Tom Ensemble
- Toms

TOYS:

- Agogo
- Cabasa
- Castanets
- Cowbells
- Gankogui
- Guiro
- Jawbone
- Ratchet
- Shakers
- Ships Bell
- Sleighbells
- Tambourines

UNPITCHED - METAL:

- Anvil
- Cymbal Hi
- Cymbal Lo
- Cymbal Med
- Mark Tree
- Mini Anvil
- Piatti
- Rain Sheet
- Rivet Cymbal
- Tam Tam
- Trash Metals
- Triangle 1
- Triangle 2
- Wind Gong

UNPITCHED - WOOD :

- Claves
- Temple Blocks
- Woodblocks

LEGACY INSTRUMENT PATCHES:

DRUMS - HIGH:

- Bongos
- Congas
- Rototoms
- Snare 1
- Snare 2
- Snare 3
- Snare All
- Timbales

DRUMS - LOW:

- Bass Drum
- Field Drum 1
- Gong Drum
- Toms (Ensemble)
- Toms

MALLETS - METAL:

- Celeste V4
- Crotales V4
- Desk Bells V4
- Glock V4
- Tubular Bells V4
- Vibes V4

MALLETS - WOOD:

- Marimba V4
- Xylophone V4

TIMPANI

- Timpani V4

TOYS:

- Agogo
- All Toys
- Cabasa
- Castanets
- Cowbells
- Gankogui
- Guiro
- Jawbone
- Ratchet
- Shakers
- Ships Bell
- Sleighbells
- Tambourines

UNPITCHED - METAL:

- All Metal
- Anvil
- Cymbal Hi
- Cymbal Lo
- Cymbal All
- Cymbal Med
- Mark Tree
- Piatti
- Rain Sheet
- Rivet Cymbal
- Tam Tam
- Trash Metals
- Triangles
- Wind Gongs

UNPITCHED - WOOD:

- Claves
- Temple Blocks
- Woodblocks

PREMADE ENSEMBLES:

- Contemporary
- Hands and Hits
- Low Ensemble
- Metal Clangs
- Snare ensemble
- Traditional Orchestra

UNMAPPED ENSEMBLES:

- Drums - High
- Drums - Low
- Toys
- Unpitched - Metal
- Unpitched - Wood

MICS & MIXES:

MICS:

- Close
- Tree
- Ambient

APPENDIX D - MIC & MIX ACRONYMS

STANDARD ARRAY:

C - Close mics, a selection of valve mics placed for optimum focus close to the instruments. This mic control is great to add in for added definition and at times a bit of “rounding of sound”, in isolation it can be a way of achieving a more intimate or pop-music style sound.

T - Tree. This refers to the “Decca” tree of three mics placed above the conductor’s podium. In the case of Sable; 3 priceless vintage Neumann M50s. These are placed to give the ultimate sound of the band, the hall and are the default mic position that loads in with each patch.

A - Ambient. A set of condenser mics placed high up in the gallery away from the band. This mic position gives a massive amount of stereo spread and room sound over the band. Great mixed in with the other mics but also ideal fed to your Ls & Rs speaker sends for true surround information.

APPENDIX E - FAQs & TROUBLESHOOTING

Q: HOW DO I DOWNLOAD AND AUTHORISE A KONTAKT FULL LIBRARY ONTO MY MAIN RIG IF IT ISN'T CONNECTED TO THE INTERNET?

Simply use our download manager on a computer that IS connected, transfer over either over your LAN or via a portable drive. Native Instruments no longer support offline authorisation in the latest Kontakt so Player libraries (such as this one) require an internet connection for installation.

Q: THE LIBRARY KEEPS DISAPPEARING FROM MY KONTAKT 'LIBRARIES' PANE OR I CAN'T ADD THE LIBRARY - IT FAILS EACH TIME I TRY?

This is a known Kontakt bug. Please contact our support team to obtain a small file which should enable you to workaround the problem.

Q: "NO LIBRARY FOUND" ERROR MESSAGE

If you are getting the error message "No Library Found" in Kontakt when trying to add a new library, it's because the product you have purchased isn't a "Player" library (also see appendix B) You will therefore need to load the files manually into Kontakt to load them. This can be done via the 'Files' browser, top left hand side of Kontakt, or by simply dragging the instrument files over the Kontakt window to load them.

Q: WHAT IS THE DIFFERENCE BETWEEN KONTAKT AND KONTAKT PLAYER?

See appendix B

Q: HOW CAN I REDOWNLOAD A PRODUCT?

With the continuous improvements to our Library Manager app, we have incorporated the ability to reset your own downloads, be it the entire library or the most recent update!

This can easily be done via your Library Manager app. To reset both your entire library download or the latest update;

Open up the Library Manager app and log in with your account email and password.

- Select the download you wish to re-download
- In the toolbar under Library > Reset Download > Entire Download/Latest Update
- This will reset your whole download/your latest update

You can repeat this process for any of the libraries you own.

Note that there is a limit to how many times you can reset your downloads in a certain time frame. If you do exceed your reset limit please get in touch.

Q: DIFFICULTIES IN DOWNLOADING / INSTALLING

Customers may find that they have some difficulties in the downloading process. If you find that you are having some trouble, please check the list below for possible causes.

- The formatting of your drive, if it is FAT32 this will cause errors, because there is a maximum file size with this format of 4GB and our download files will exceed this limit. To solve this problem, reformat your drive to a more modern format, or use a different drive. We recommend NTFS on PC and Mac OS Extended (journalled) on Mac.

- Free space on your hard drive, please allow at least double the space for the respective library. This is because your library is downloaded compressed, then uncompressed into a separate location, then the original is deleted. So briefly during install, there are two copies of the library on disk. To solve this problem use a drive with more space (the size you'll need during install is listed on the website page of the product you bought).

Other issues;

- Library Manager freezes in the "Extracting" stage for hours. This may be because our libraries are often very large files, and this is the stage where the compressed files are extracted and placed in their final locations on the hard drive. There could be hundreds of GB of content to unpack, so it really can take hours. If you're unsure whether it has crashed or is simply extracting files, visit the installation folder you chose when you started the install. If everything is working normally you'll see various files appearing in the folder (or one of its sub-folders).

- If you see a "Download interrupted" message, this may be caused by a change in IP, usually the case with people using a VPN, or people who for some reason started a download in one country and tried to resume it in another. In this case, please submit a support ticket and we can unblock you.

- If your download gets stuck and is continually cycling and not resuming, please get in touch with us, giving us as much detail as possible about your set up. It would be helpful if you can tell us: Your operating system, where you are downloading from (your country, and also whether you're at home or work), your ISP, and whether there are any proxy servers or firewalls between your computer and the internet.

Q: I'VE LOST MY INSTRUMENT FILES.

In some cases, instrument files may get lost when transferring libraries from one place to another, or if an update has gone wrong. If this happens, the best way forward is to re-download the library in question. It will ensure you will get all of the content you are missing

Q: I HAVE FAST INTERNET, WHY IS MY DOWNLOAD SLOW?

We have no direct influence on your actual download speeds, our libraries are hosted on Amazon S3 servers which are normally very quick but it may well be that at certain times of the day when traffic is particularly busy, your ISP may throttle your connection speeds.

We would advise you to leave your download running overnight as speeds should ramp up at less busy times. Our Library Manager downloader aims to use as much of the available bandwidth as possible to give you the quickest possible speeds, and may take several minutes to reach its peak.

Q: CAN I INSTALL ON MORE THAN ONE COMPUTER?

With our products you have two licenses. This means that you are allowed to download and install on two computers you own, say your main rig and your mobile rig. The best way to get your library on both of your machines is to copy it from one to another via an external HDD. It saves you from having to re-download the whole library again!

Q: CAN I TRY BEFORE I BUY?

No - it is not currently possible to demo our products. If you go to our YOUTUBE CHANNEL you'll see many many walkthroughs containing detailed info about all our products -- you can hear them being played in real time with no smoke and mirrors!

Q: MY LIBRARIES ARE NOT SHOWING UP IN MY LIBRARY MANAGER

A handful of customers may find that when they log into their Library Manager, some of their previous purchased products do not show up in the 'Installed' section or in the 'Download Ready' section either. It may be that you have purchased these under another email address. Checking other possible email addresses for your previous purchases may help to find these missing products. If this is not the case, and these missing products were purchased a few years ago, please create a support ticket telling us your account email address, and any serial numbers you may have to go with these missing products. Our support team can also merge one or more accounts together if you'd like to consolidate all your purchases in one place.

The more information, the quicker we can get you back up and running!

Q: HOW DO I UPDATE MY PRODUCTS?

The main premise of downloading our products is that our library manager downloads into the folder you choose, so it is always good to choose the folder above where you want the download to go. The best file path for our products is something very simple, a long file path will cause errors as there is a character limit on how far the library manager can read. We advise a file path of something along the lines of:

Samples Drive > Spitfire Audio - always point the downloader to the folder 'Spitfire Audio' (the folder above the library) for all downloads and updates.

When it comes to downloading / updating - if you have a folder called 'Spitfire Audio' always point the library manager to the folder Spitfire Audio - never go into this folder and choose the actual library in question.

Q: HOW DO I REDOWNLOAD THE LATEST UPDATE?

With the continuous improvements to our Library Manager app, we have incorporated the ability to reset your own downloads. This can easily be done via your Library Manager app.

Open up the Library Manager app and log in with your account email and password.

- Select the download you wish to re-download
- In the toolbar under Library > Reset Download > Latest Update
- This will reset your latest update

You can repeat this process for any other updates you wish. If you do not see the option to reset your download in your Library Manager App, we would advise downloading the latest version of the library manager from spitfireaudio.com/info/library-manager/.

Q: I'VE BEEN WAITING AGES FOR MY DOWNLOAD LINKS...???

We run all our orders through a fraud checking process. The automatic fraud check takes 20 minutes (but can take up to an hour during a very busy period, eg. Black Friday), but if your order gets caught at this stage, we run a manual order check, and this can delay the processing of your order for up to 24 hours (though this would be a rare and exceptional case).

You should however receive an order confirmation email IMMEDIATELY upon placing your order. This confirms that your order has successfully been logged in our system and that your payment was successfully taken. Please check your junk folders before contacting our support. The message will come from do_not_reply@spitfireaudio.com if you'd like to add us to your whitelist.

Q: CAN I DOWNLOAD ON A PC, THEN TRANSFER TO A MAC OR VICE VERSA?

All of our libraries are compatible on both PC and Mac computers (as they run inside Kontakt). You can download all of our libraries on either PC or Mac and they will work if you need to transfer them across to the other operating system. We advise to do this by copying the library you want to move across to an external HDD and then copying it to your other machine.

Q: 'SAMPLES MISSING' ERROR MESSAGES

In some cases, samples files may get lost when transferring libraries from one place to another, or if an update has gone wrong. You may also get this error in some cases if you installed your library on a drive with just under the minimum necessary amount of space to install the library (remembering that you need **DOUBLE** the size of the final library to install successfully - see above). If this happens, the best way forward is to re-download the library in question. It will ensure you will get all of the content you are missing. For more information on how to re-download a product, please see the question above.

Q: HOW DO I DOWNLOAD PRODUCTS ON MAC OSX 10.6.8?

Our Library Manager only supports Mac OSX 10.7 and upwards. If you do not have a system with 10.7 upwards installed, or do not wish to update your system there is a way of creating an external boot drive that will work with our Library Manager app. Alternatively, you can download the library to any other Mac or PC that is compatible with the Library Manager and then simply copy everything over to your own machine. We suggest doing this via an External Hard drive.

Q: NON PLAYER INSTRUMENT OPENING IN 'DEMO' MODE?

If you are seeing the 'demo' button and your patches are timing out, it means you are trying to run a non-player library in the Kontakt Player software. You need to upgrade your Player to the full version of Kontakt. We try very hard to ensure at all stages of our website that everyone understands which libraries need full Kontakt and which need the Player only. Essentially our Player libraries don't need the full Kontakt because we have paid the license fee on our customers' behalf. This is more financially viable on our higher priced libraries. If you have any of our Player libraries you can qualify for a discount on the full version of Kontakt. See the following page for more information: <https://www.native-instruments.com/en/products/komplete/samplers/kontakt-5/pricing/crossgrade-offer/>

HOW TO BATCH RESAVE A LIBRARY

There are two main reasons to batch resave: Firstly it greatly speeds up the loading of patches once you have batch resaved them. Secondly, it can help you find missing samples and relink them to the patches so that you don't need to search every time you load a patch. Bear in mind that it can sometimes take a few attempts to batch resave, and if Kontakt crashes the first time you try, you could go into the instruments folder and batch resave a bit at a time -- go by sub folders for example, just to lessen the load on Kontakt.

Q: I WANT TO BUY A COLLECTION, BUT I ALREADY OWN ONE OR MORE OF THE PRODUCTS IN IT

Our cart will intelligently deduct the proportional cost of any products you already own from the total price when you get to the checkout.

Q: I'VE LOST MY SERIAL NUMBER FOR PRODUCT ACTIVATION

Emails get misplaced and you might find that you are out of luck when you need to find a past serial number. The best place to find all of your serial numbers would be to log into your Native Instruments account here: <https://www.native-instruments.com/en/>, and traverse to the My Products, Serials, And Downloads section. Under there you will find all of your serial numbers, including your Spitfire Audio serial numbers. If you find that the serial number you are looking for is not there, please contact us with all of the relevant information.

Q: I HAVE FOUND A BUG

In some cases we can't squash them all and bugs shamefully make their way through. If you think you have found a bug, please contact us with all the relevant information;

- A description of the bug you have found
- A screencast (video) of the bug happening, or an audio example
- The exact patch name (or patches) in question and also the library giving us as much detail as possible will help us get to the bottom of the issue.

Q: WHAT IS THE NCW COMPRESSED FORMAT?

This is Native Instrument's new lossless compressed sample format – we have managed to reduce the sample data pool by around 55% and this also shows a benefit in streaming for you, along with reduced hard disk space required.

Q: WHAT IS YOUR REFUNDS / RETURNS POLICY?

If you have NOT completed the download / installation process, then we CAN refund / return your product, please contact support with your account email address and order number so we can handle this quickly. If you HAVE completed the installation process (even if you've not yet registered your serial number), please see our EULA in regards to why we do not accept refunds and returns. We can refund hard drive orders up until the point when the drive is dispatched from our office. This is usually 2-4 days after you order.

Q: I'VE FORGOTTEN MY PASSWORD?

If you have forgotten your password, please go to spitfireaudio.com/my-account/login, and click 'Forgotten Password'. If at some point in the past you asked us to merge two or more accounts but have since forgotten, you MAY find that the forgotten password isn't working for the email address you asked us to merge FROM. In this case, please contact support with your name, and any email addresses you think we might know about, and we'll work out what has happened.

Q: VEP - CONTROLS / GUI HAS DISAPPEARED!?

You need to 'connect' the instance of VEP to your sequencer, and send it some MIDI - then the controls will reappear. Unless the instance of VEP is 'booted up' by actually connecting it, Kontakt will not complete the setup of the instrument which includes drawing the GUI.

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