ANGULAR STRING EVOLUTIONS

USER MANUAL

CONGRATULATIONS

Thank you for purchasing Angular String Evolutions, An extraordinary collection of long, evolving chamber strings, these evolutions provide composers with a unique palette of inspirational tools. Create ultra-minimal, realistic textures, shimmers and micro-movements, from tense and spine-tingling, to beautiful and moving, holding your listeners spellbound. Recorded in the dry, vintage craft acoustic of Air Edel Studios with the UK's finest progressive string players, the library is now presented in our own sophisticated GUI with an ingenious grid layout, giving you an almost infinite number of Evo configurations at your fingertips. The Spitfire team have also created a range of straight-out-of-the-box presets, offering you instant playability and inspiration.

Quick Specs

- 3324 Samples
- Disk space required: 32.69 GB
- Disk space required during install: 33GB
- 48 Evolutions
- 22 Presets
- 6 signals
  - Close,
  - Tweaked
  - Ambients
  - Distorted
  - x2 Stretch
  - x8 Stretch
- Dedicated plugin (AU, VST2, VST3, AAX)

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WELCOME

ANGULAR STRING EVOLUTIONS

Back in 2015, Spitfire handpicked a chamber ensemble of the UK's most progressive string players (4,3,3,3,1) to perform a range of very long, subtly evolving notes, employing a diverse set of techniques and articulations. Recorded to tape by acclaimed engineer Nick Taylor, via the finest vintage mics, with Neve preamps and a vintage Cadac desk, we have captured the full tonal range of each instrument.

Our 2019 update transforms these evolutions (formerly known as Evo Grid 1) by migrating them to Spitfire's free and easy to use dedicated plugin. Spitfire Audio Head of Product Stanley Gabriel has also created twelve new presets to add to our existing ten. You can choose between a whole range of signals, and in our updated version, these can be used in any combination or all at once on any patch, giving you even more control. See our articulation list below.

The presets are an example of the range of possibilities that can be achieved through Evo Grid technology — from simple tutti patches containing all 48 Evos spread evenly across your keyboard, to specially curated patterns. With a number of FX accessible from the front panel, this is a tool designed for producers, composers and sound designers looking to create spellbinding, award-winning material from the moment your fingers hit the keyboard.

WHAT IS AN EVO?

Our recording expertise and acclaimed Evo Grid technology adds extra dimensions to each sample, offering you an instinctive, ever-changing kaleidoscope of progressive techniques. For the newly initiated, Evolutions are hyper-long notes that change sometimes subtly and sometimes radically over time before looping, giving you unexpected results. Evolutions have become widely adopted amongst the composer community as the most effective means of easily writing music that is able to subtly change over time without melodic variation. These textures can be developed, shaped and processed further, offering you a rich range of possibilities.

Our bespoke, sophisticated Evo Grid interface, inspired by the EMS VCS3, positions 'pegs' via an onscreen 12 x 48 grid arrangement, giving you access to recordings across 12 intervals, organised in a grid with an almost infinite number of possible configurations. Instantly select which Evo (evolution) sits on each of those 12 key ranges, toggle your pegs, or hit "Feeling Lucky" to generate randomised Evolutions, replay the MIDI, and no cue will ever sound the same twice.

DOWNLOADING & INSTALLING

Thank you for buying Angular String Evolutions. 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 the 'Spitfire Audio App' from this link: this app will enable you to download the library
http://www.spitfireaudio.com/info/library-manager/

THE SPITFIRE AUDIO APP
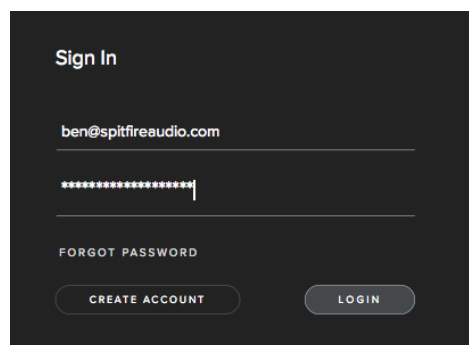
When you launch the app you will be prompted to login using the same details you use at our site. Then you'll see the page pictured below:

TABS the default tab is My Products, which shows all of the libraries on your Spitfire Account. Downloads will show currently downloading products and Preferences allows you to set default locations and behavours as described on the next page.

FILTERS clicking these filters will quickly display products you've yet to install, those already installed, and any available updates. Clicking again will remove the filter.

SEARCH and SORT allow you to quickly navigate through your collection and arrange your collection either by size or name.
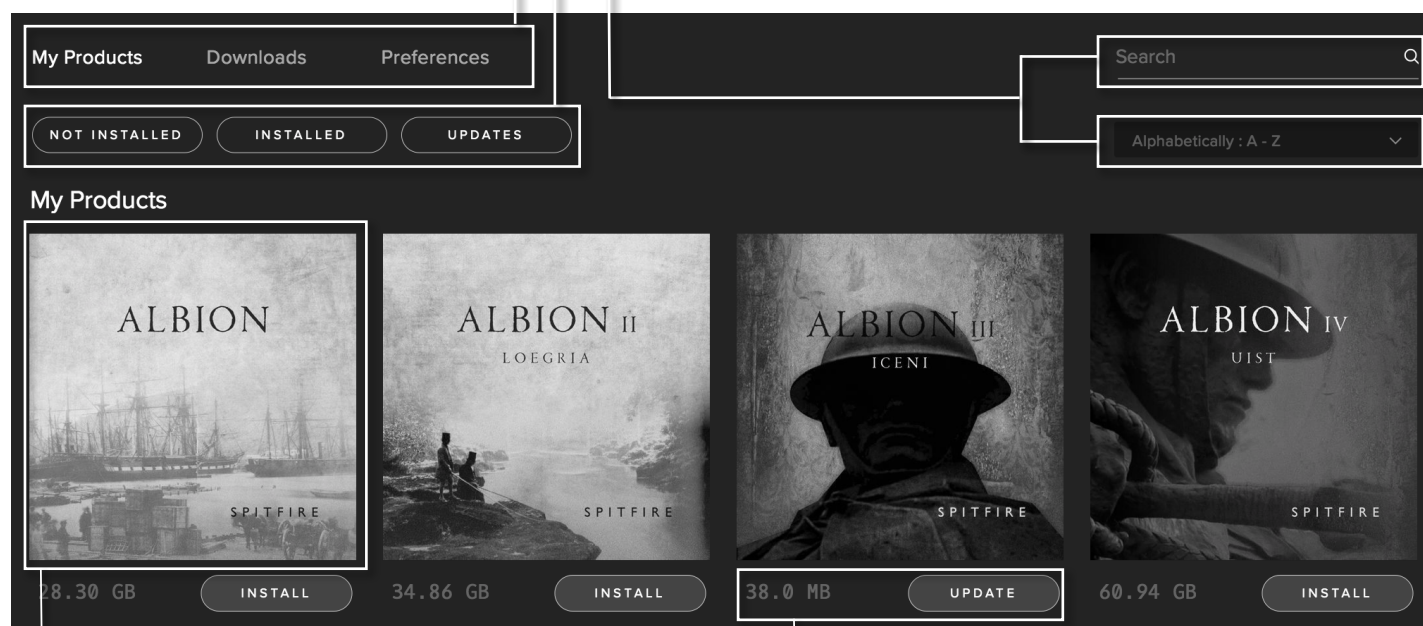

LIBRARY All libraries and plugins in your collection will appear with their artwork on the My Products tab. Clicking this artwork will open the product page. This is a great place to find information such as system requirements and insructions as well as where to find Reset and Repair options.

INSTALL/UPDATE buttons allow you to quickly start a download directly from the My Products tab, instead of clicking through to the Library. Next to the button the size of the download is shown, you will need twice as much available space to allow the download to unzip correctly.
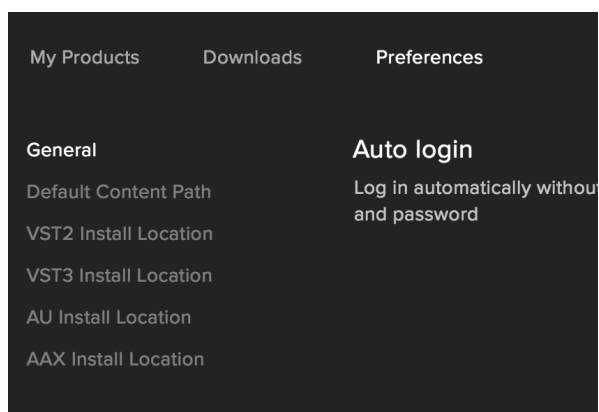
If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the Preferences tab and make sure that the Default Content location is set to the location where you wish to download your libraries and that the VST2 install location is set to the folder where your DAW epxects to find VST files.

Here you can also enable Auto Login to save time in future.
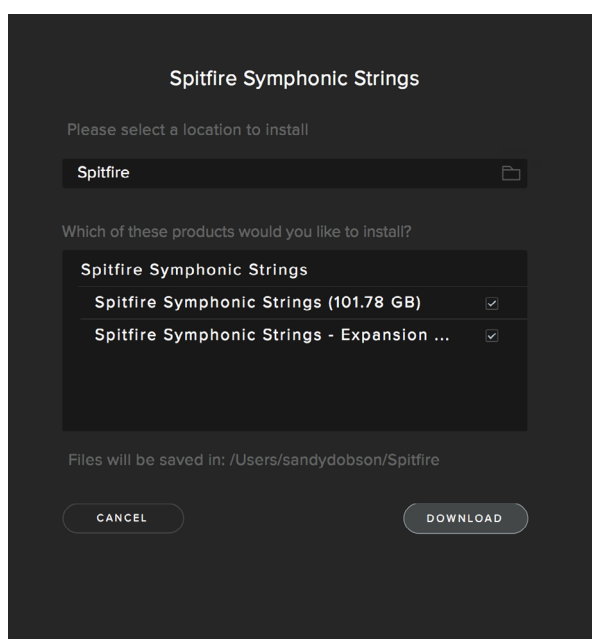
Once you are happy with your preferences, simply click the Install button, either directly on My Products tab, or by clicking on the library image you wish to install and then clicking the install button on the page that appears.

Clicking either of these will prompt you for a location, the default content location in your preferences will be suggested but you can select any suitable location.

Once you are happy with the location click Download.
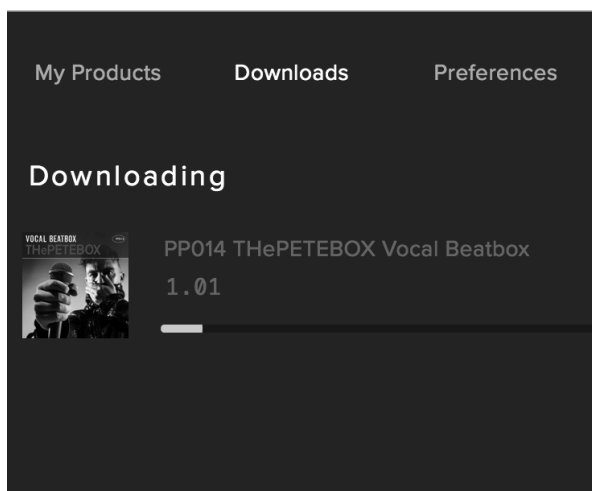
After clicking download you will be directed to the Downloads tab where you can watch the progress if you like. You can of course leave the Downloads tab and start other downloads but at this point you should leave the Spitfire App open until the download completes.

As this is a Kontakt player library, once it is downloaded you will need to activate it by following the steps on the next page.

LOADING THE PLUGIN

Angular String Evolutions is its own, self contained plugin built for VST, AU and AAX, so once you've downloaded and installed you're ready to go. The image below shows how you would open Angular String Evolutions in Apple's Logic Pro X. We've clicked on software instrument and have scrolled to the stereo version of Angular String Evolutions via the dedicated 'Spitfire Audio' Folder.
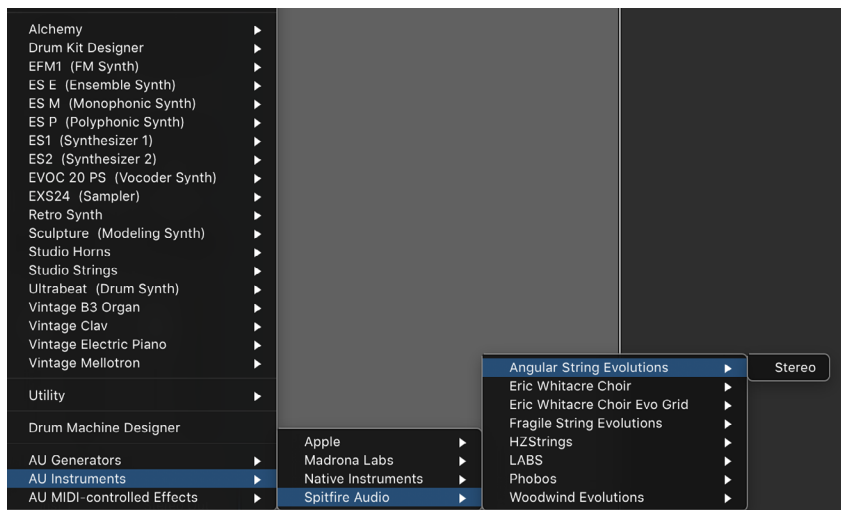
Here is Angular String Evolutions being loaded into Cubase.
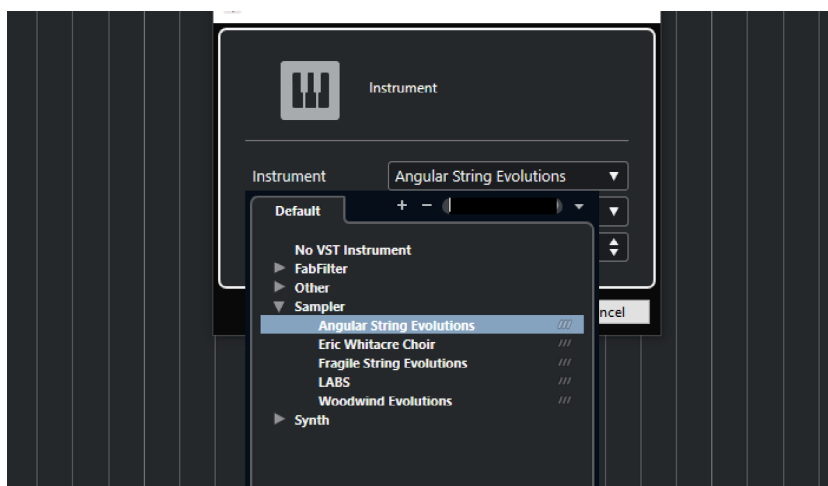
And finally, as an AAX on an instrument track in Pro Tools:
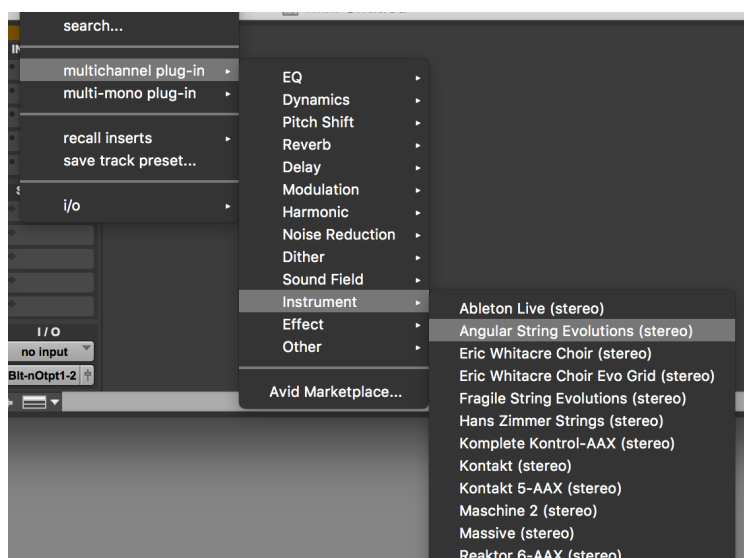
A QUICK LOOK

OUR NEW INTERFACE!
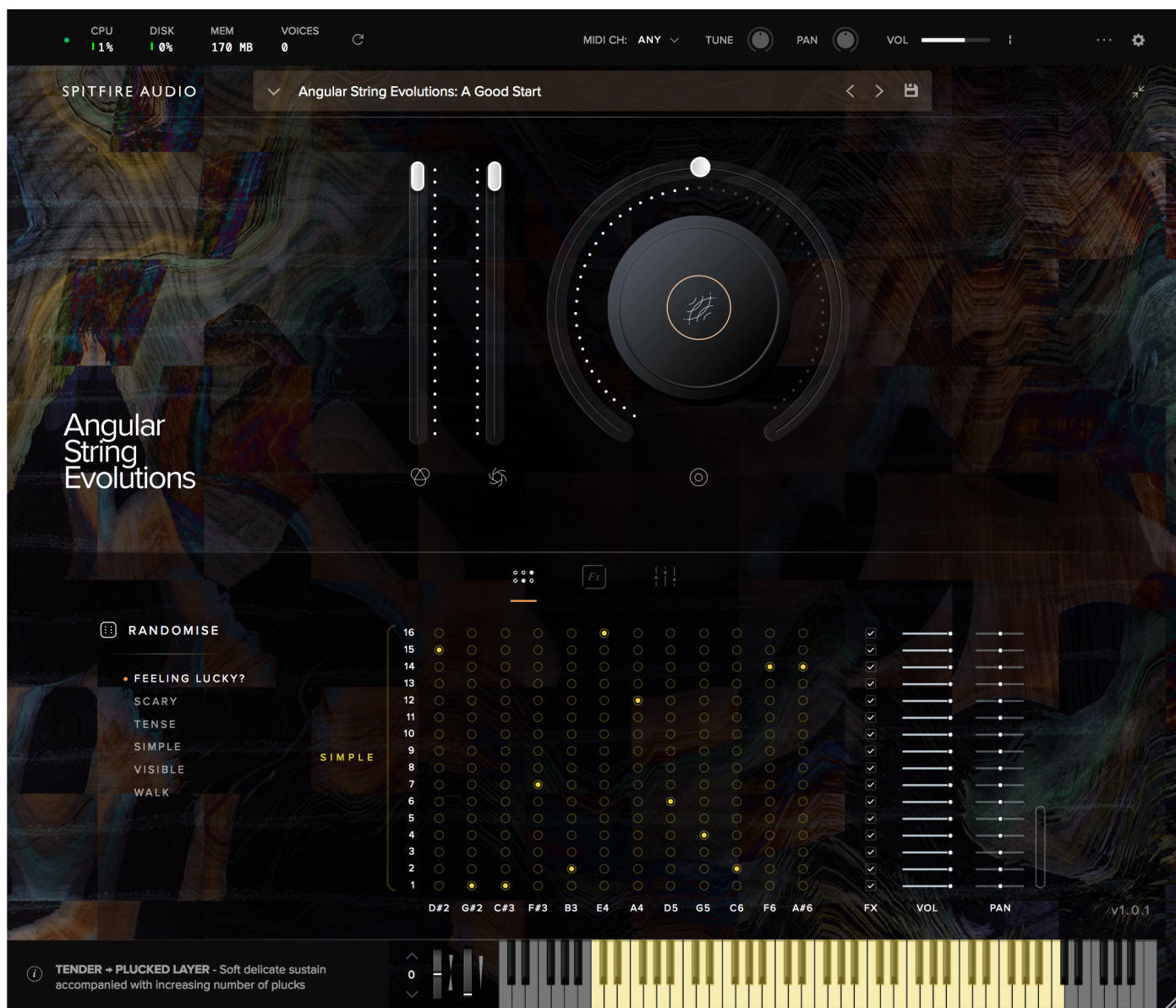
OPENING YOUR FIRST PRESETS

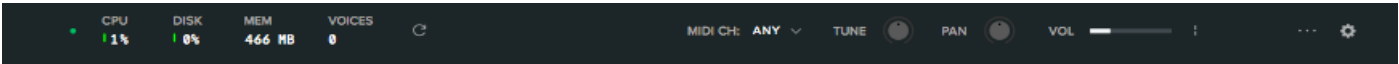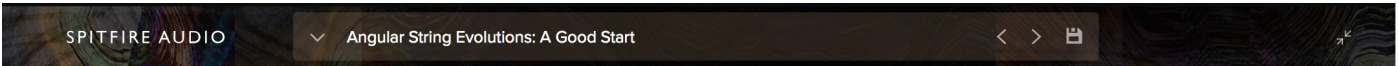When you first open Angular String Evolutions, this is what you will see. It opens up in our favourite preset and you can play immediately using the default settings.
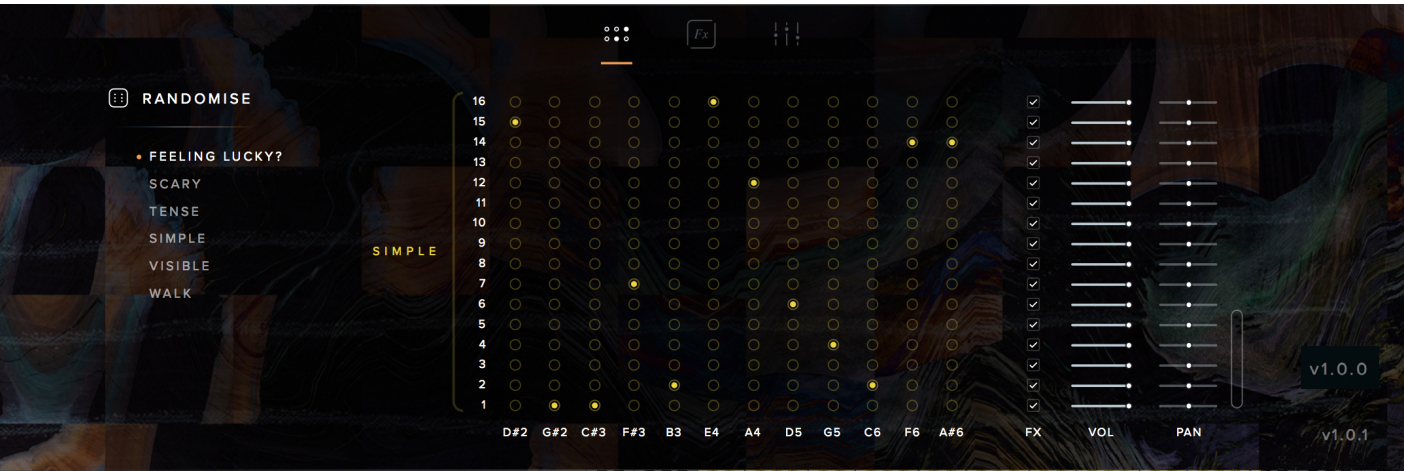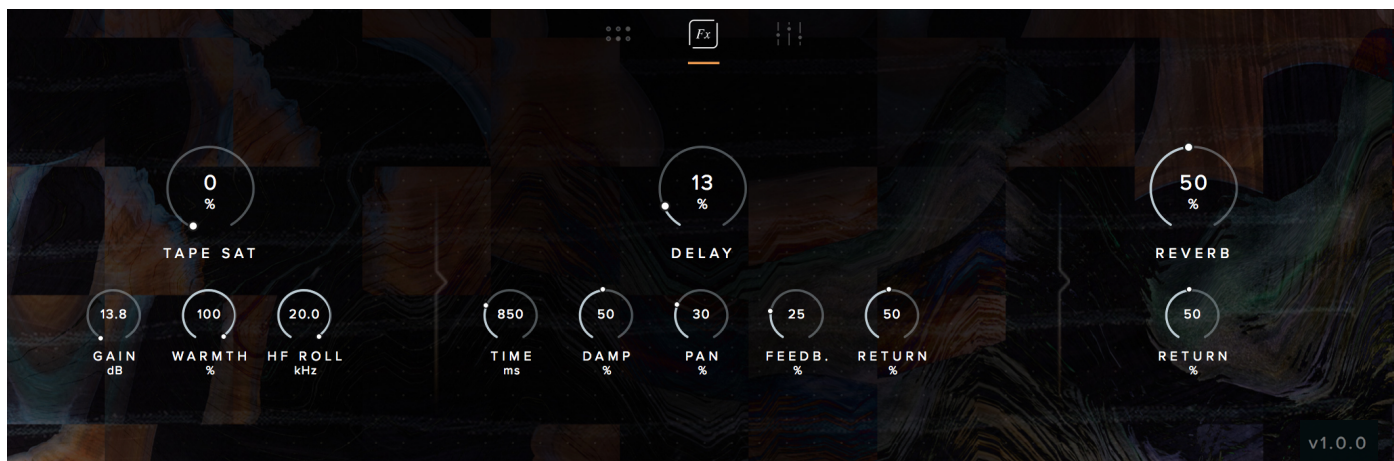
HAVE A LOOK AROUND

TOP MENU

PRESET SELECTOR

MAIN CONTROLS

EVO GRID

FX

SIGNAL MIXER + CONTROLLERS
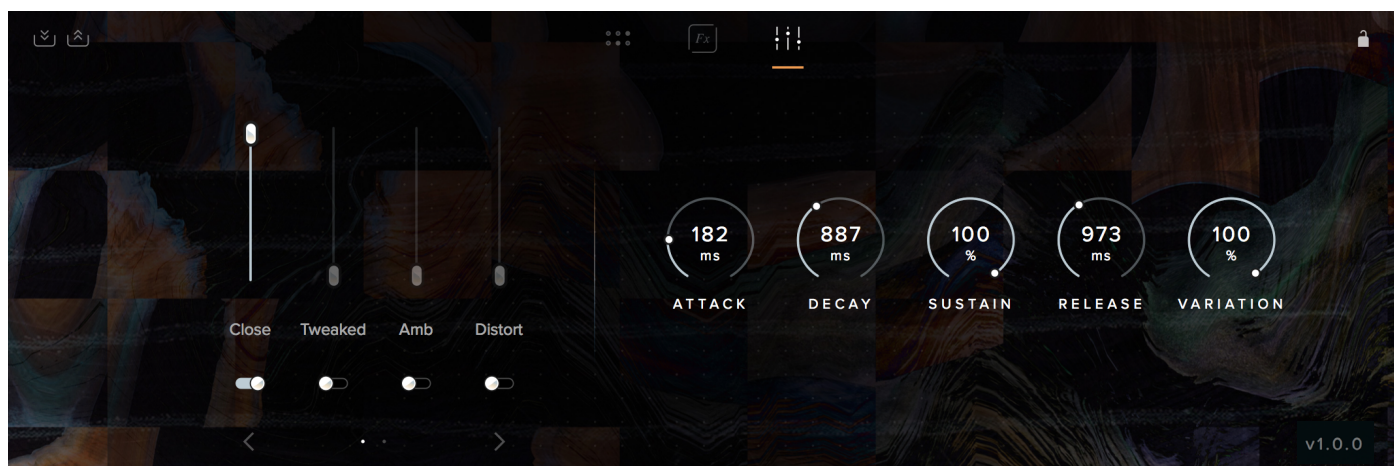
KEYBOARD AND INFO

PRESET SELECTOR
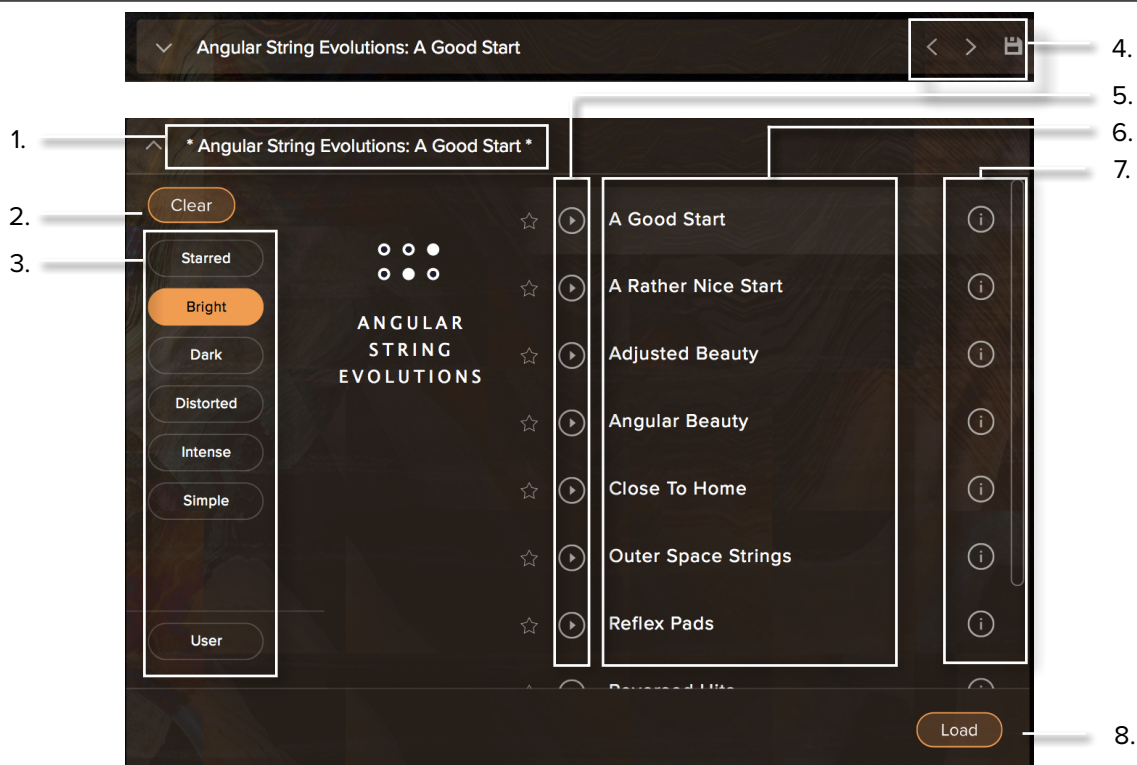
1. PRESET NAME

Here you can see the currently selected preset. All of the presets contain a curated assortment of evolutions,

2. CLEAR FILTERS

Click here to show all instruments at once.

3. FILTERS

Click on a filter to only show those presets. The filters are subtractive, so selecting "Bright" and "Intense" will show you only the presets with both of these tags. Click the "Clear" button to return to a view of all presets.

4. NEXT, PREVIOUS AND SAVE

With the presets view collapsed, you will be able to see the Next, Previous and Save icons. Next and Previous will simply send you to the next available preset - if you have a filter enabled, you will scroll through the filtered set of presets. Save allows you to save your own preset, click save, name the preset and it will appear under the "user" filter.

5. PREVIEW

Play back a short example of the preset without having to load it! Enormously helpful when choosing a sound.

6. PRESET LIST

Scroll through the list of presets here. Double-click to load a preset or click the load button.

7. INFORMATION

Hover over on the "i" icon to see some information about the preset.

8. LOAD

Select a preset and then press "load" (or double-click the preset).

MAIN CONTROLS

1. VOLUME

Often referred to as "Expression" in our Kontakt Libraries, this is a simple level control for you to adjust along with...

2. DYNAMICS

Adjust the dynamic layer that you are playing here, use in conjunction with the volume to make your performances sound so much more musical than before!

3. KNOB

The configurable knob allows you to control any of the other available parameters for the particular technique.

Hover over the knob and it will turn orange
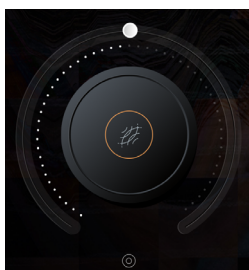
Click and you will be able to assign any of the remaining available controls to the knob.
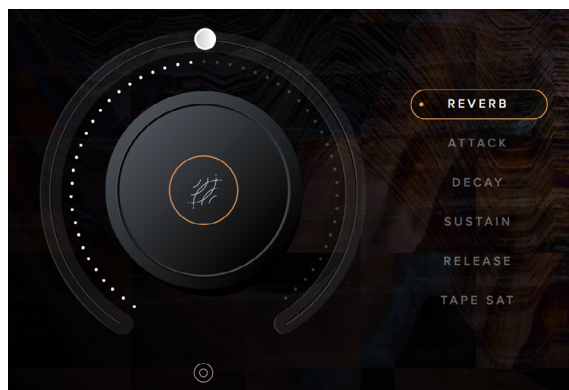
Right click on any of these controls to assign them to a MIDI controller. Remember that if you assign a MIDI controller to a parameter via the knob, the MIDI controller will follow the parameter rather than being permanently assigned to the knob.

THE EVO GRID
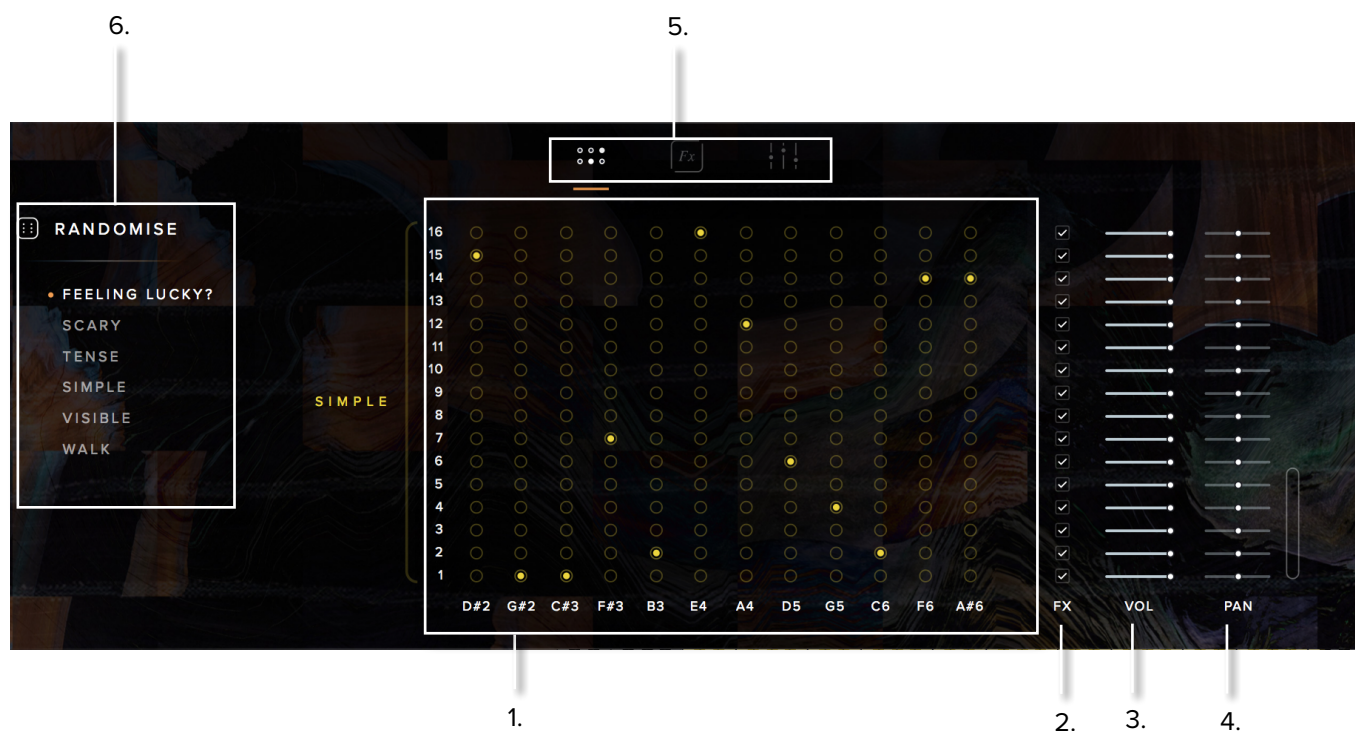
1. THE GRID

This is where all the action happens. Assign evolutions to ranges across the keyboard by clicking on circles on the grid. lit circles (sometimes referred to as pegs) shows where the evos are currently assigned.

The circles behave like toggles, click on them to select an evolution and they'll automatically disable any circle on the same Y axis. On the X axis are the pitch centres, on the Y axis are the Evos. The different categories are colour coded, scroll vertically to see more evolutions.

Evos are long evolutions which are considerably longer than the longs you get in standard string libs. This is because they evolve, change, mutate, and return to their original state before looping. We've purposefully recorded each evolution at a different tempo so when you start assigning different evolutions on your grid and playing them together after a while the different evolutions will start to undulate against each other.

HOT KEYS

Holding down CMD while clicking an Evolution will assign that evolution to all note centres vertically Holding down SHIFT while clicking an Texture will draw a line from the last selected evo (ie click D#1: evo1, then hold shift and click C5: Evo10; you'll get a diagonal line from top-left to bottom-right.)

2. FX

These checkboxes toggle whether the evolution in this row will be sent to the FX or not.

3. VOLUME

These faders adjust the level of each evolution.

4. PAN

Pan each evolution left or right.

5. NAVIGATION BUTTONS

These buttons switch between the Evo grid and the other two views, covered on page 14-15.

6. RANDOMISE

Clicking on the options under this heading will assign the evos randomly according to the following rules:

FEELING LUCKY?
Randomises the selection across all types of evolutions.

SCARY
Randomises the selection within the "Scary" types of evolutions.

TENSE
Randomises the selection within the "Tense" types of evolutions.

SIMPLE
Randomises the selection within the "Simple" types of evolutions.

VISIBLE
Randomises the selection within what is visible.

WALK
Randomises each playable range up or down by one elolution.

F X
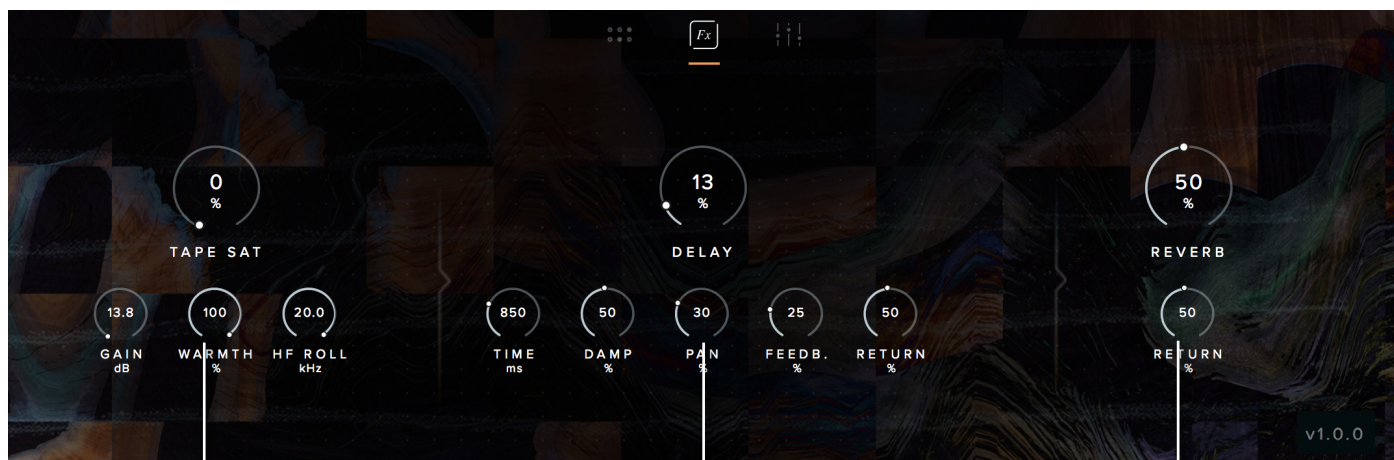
1.   2.   3.

1. TAPE SATURATION

TAPE SAT
Controls the amount of tape saturation heard on the signal, 0% is none, 100% is full saturation.

GAIN
Controls the amount of additional gain added to the saturated signal.

WARMTH
Controls the level of warmth on the saturated signal, this is how much low frequency material is heard.

HF ROLL
Controls the point at which high frequencies are attenuated (reduced in volume).

2. DELAY

DELAY
Controls the amount of signal sent to the delay effect.

TIME
Changes the delay time in milliseconds

DAMP
Changes the dampening of the signal, the more dampened the signal is, the more the high frequencies are reduced on each repeat.

PAN
Adjusts the stereo spread of the delay effect.

FEEDB
Control the level sent back through the delay. The higher the level, the more repeated and pronounced the delay effect.

RETURN
Adjust the level of the delay effect in the mix

3. REVERB

REVERB
Adjust the amount of signal sent to the reverb effect.

RETURN
Adjust the level of the reverb effect in the mix

SIGNAL MIXER + CONTROLLERS

1. MIXER PRESETS

Load and save your own mixer presets here, this is a good way for you to share your mixes across different instruments and presets. Click on the down arrows to save and the up arrows to load.

To rename a preset after saving or delete a preset, browse to Spitfire Angular String Evolutions > Presets > mix in the finder and edit the .mpreset files.

2. SIGNALS

Close
A tight and dry natural sound. Perfect for adding your own reverb and a great starting point

Tweaked
This is the close mix turned up to 11. Compressed, with occasional glitches, this adds further chaos into each evolution

Ambient
Very reverberant and atmospheric, an additional layer to the sound

Distorted
A full on gritty signal, useful for adding some dirt into the mix

Stretch x2
The close mix stretched to be twice as long, giving all the sounds a more ethereal quality

Stretch x8
The close mix stretched eight times the length, turning busy evolutions into lethargic smears

2a. SIGNAL ON/OFF

Here you can turn signals on or off (you can also turn them on by fading them up). If you turn a signal on, pay attention to the LED in the top left of Angular String Evolutions, if it is flashing red, it means that the samples are still loading into RAM and you should wait before playing again to avoid glitches.

2b. SIGNAL FADER

Adjust the level of each signal here, right-click to learn MIDI cc# automation.

2c. SIGNAL NAVIGATION

Click the right arrow to access additional signals.

3. CONTROLLERS

Attack
Adjust the attack time of the amplitude across the instrument. This is the amount of time taken to reach the maximum volume.

Decay
Adjust the decay time of the amplitude across the instrument. This is the time taken to drop from the maximum volume to the sustain volume.

Sustain
Adjust the sustain level of the amplitude across the instrument. This is the volume that will be held after the attack and decay time until the note is released.
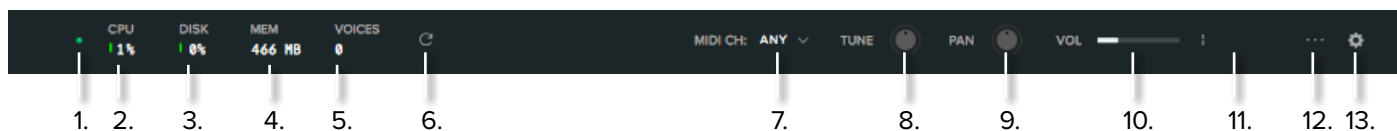
Release
Adjust the release time of the amplitude across the instrument. This is the amount of time taken for the signal to drop to silence after the note is released.

Variation
Alter this control to vary the sound of the technique.

TOP MENU

1. LED

Shows when an instrument is loaded by lighting solid green. If this is flashing, your instrument is not loaded yet

2. CPU METER

An indication of how much your CPU is being taxed, the green flash next to the CPU meter will turn red when you are overloading it.

3. DISK METER

How hard are you taxing your hard drive? If this is close to, or going over 100% it's time to consider a faster drive. See next page for settings that can help get the most out of a slower drive

4. MEMORY

This shows how much RAM you are currently using in this instance of Angular String Evolutions. While the preset is loading, this will show the instrument loading into memory.

5. VOICES

Shows how many voices are being used at any one time.

6. REFRESH

Refresh the instrument, alt-click to refresh the whole plug-in. This can be useful if you have hanging MIDI notes or have moved samples in your file system

7. MIDI CH

Set the MIDI channel that will control the instrument here. If in doubt select "all" so that the instrument will react to any incoming MIDI messages.

8. TUNE

Move this knob to tune in semitone increments, shift-click to move in increments of 0.01 of a semitone. Alt-click to reset to default

9. PAN

Pan the whole plug-in left and right in the stereo field. Alt-click to reset to centre.

10. VOLUME

Control the overall volume of the instrument.

11. LEVEL

A visual indication of the level of the instrument.

12. PRESET SETTINGS
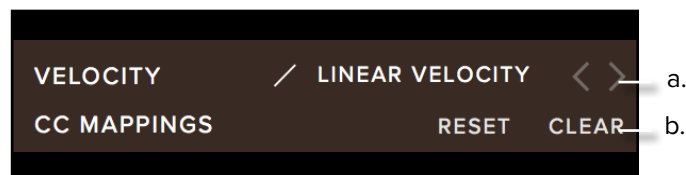
a. Velocity response - Pick from 4 different velocity curves to suit your controller.

b. Reset CC Mappings - Clicking on this will reset all of the CC mappings for this instrument to the defaults - useful if you've got yourself in a mess!
Clear CC Mappings - Delete all CC mappings - this is good if you have a clear idea of what parameters you want to control and want to start from a clean slate!

For a list of all the default CC mappings, please see Appendix B.

13. PLUGIN SETTINGS/ABOUT

The Plugin settings fall into 4 categories:

GENERAL
In this section you can copy the settings from the other sections to to your other Spitfire plugins so that these settings are consistent.

INTERFACE
Help text - Turn the help text off here if you don't need it any more

Default size - Set whether the instrument opens up collapsed or expanded by default.

Default scale - How big the instrument is when you open it as a fraction of its original size. Here you can "get" the current scale of the instrument or change the value and press set to change the scale of the instrument. Press "save" to save the current scale as the default and press "reset" to change the current scale to the default value.

Automatic unload with mixer fader - Toggle this to unload data from RAM when fader is pulled down to the bottom.

Gain Units - Toggle this if you want your gain to be displayed in dB instead of as a percentage.

AUDIO
Maximum voices - Enter the maximum number of voices that can play at once. More voices = More CPU and memory used.

Preload Size - The minimum number of sample values preloaded into memory for each audio recording. Increase for slower hard drives. Default is 12888.

Stream Buffer Size - The number of sample values kept in memory for each audio recording stream at any time. Increase for slower hard drives. Default is 65536.

PLUG-IN

Under this heading you can choose a default preset to load, simply click on the preset name and choose your preferred preset from the list.

EVOLUTIONS

SIMPLE

Tender ➔ Lyrical
Simple, pure tone from the string ensemble. Great starting point or as a pedal for other evolutions.

Tender ➔ Emotive
Soft non-vibrato evolving into full expressive vibrato and back

Simple ➔ Shimmer
Pure non-vibrato transitioning into a shimmering warm tremolo

Soft Simple ➔ Searing
Delicate normale playing descending into a fragile sul ponticello, with wisps of overtones

Gossamer Bright Waves
Warm soft sound gently undulating in dynamics to create a 'wave' of sound

Tender ➔ Shudder
Pure tone with ricochet shudders of sound as it progresses

Plainsong ➔ Patina
Fragile tone with gently increasing circular oscillations

Bright ➔ Lense Flare
High and bright sound with upper harmonics introduced

Beauty ➔ Patina
Warm lush sound with occasional overtones

Baroque ➔ Textured
Bright tone slowly introducing a tremolo texture, back and forth

Timed ➔ Confident
Gentle bow change to give a soft undulating effect.

Uncertain ➔ More Certain
Constantly on the edge of overtones

Innocent ➔ Grandiose
Soft non-vibrato evolving into wide and pitchy vibrato and back

Tender ➔ Plucked Layer
Soft delicate sustain accompanied with increasing number of plucks

Searing ➔ Lense Flare
Warm sound with upper harmonics introduced

Shimmer ➔ Grandiose
Light shimmers of tremolo into a full and rich normale sound

SCARY

Soft Simple ➔ Operatic
Straight tone into a vibrato so wide it is almost a trill

Gossamer ➔ Floating
Light notes with slight pitch bends constantly upwards

Bold ➔ Floating
Strong sustain with slight pitch bends constantly upwards

Simple ➔ Insects
From a simple pure note to a swarm of pitchy insects, filling the sound

Beauty ➔ Operatic
Gentile sound into a pulsating nervous circular texture

Searing ➔ Operatic
Soft trills ascending into madness and back

Shimmering ➔ Upwards
Light tremolo with overtones ascending and descending in pitch

Bright ➔ Diving Bright
Full and bright sound with microtonal changes in pitch

Warm ➔ Siren Song
Warm straight tone introducing oscillating semitones either side.

Bright ➔ Descent/Ascent
Full and bright sound slowly descending in pitch and held, before returning.

Tender ➔ Collapse/Reform
Players slowly drifting in pitch from one another, before combining again in unison

Diving Birds ➔ En Masse
Constantly bending up and down

Plucks ➔ Ascending
Random plucks ascending and then descending in pitch

Bright ➔ Ascent (with Pedal)
Full and bright sound, with a section drifting upwards in pitch

Searing ➜ Ascent (with Pedal)
Soft trills with a section drifting upwards in pitch

Soft Simple ➜ Ascent (with Pedal)
Straight tone with a section of tremolo drifting upwards in pitch

Warm ➜ Descent (with Pedal)
Warm tone with a section slowly descending in pitch and held, before returning.

Simple Pedal ➜ Diving Birds (with Pedal)
Constant simple, pure tone with a section constantly bending up and down

Tender ➜ Ascending Plucks (with Pedal)
Pure tone with a section of random plucks ascending and then descending in pitch

Searing ➜ Ascending Plucks (with Pedal)
Fragile soft tone with a section of random plucks ascending and then descending in pitch

TENSE

Tender ➜ Grind
Simple, pure tone gradually becoming distorted and gritty in tone

Simple ➜ Plucks
Straight tone gradually introducing a pater of plucks

Bold ➜ Lense Flair
Strong tone with gradual harmonics and movement

Plucks ➜ En Masse
Plucked strings gradually increasing and decreasing in frequency

Soft ➜ Accelerating Siren
Straight tone with increasing and decreasing speeds of semitone trill

Soft ➜ Beautiful Siren
Straight tone with increasing and decreasing speeds of whole tone trill

Bright Shimmer ➜ Choral
Fragile tremolos slowing in speed to a pure note and back

Sticks ➜ En Masse
Hit strings gradually increasing and decreasing in frequency

Still ➜ Patina
Pure note with increasing number of ricochet notes bouncing off the strings

Shimmer ➜ Building
Soft tremolo becoming slower to a sustained note and back

Tender Pedal ➜ Sticks (with Pedal)
Fragile soft tone with a section of hit strings, increasing in frequency

Uncertain ➜ Sticks Patina (with Pedal)
Open overtones with a section of hit strings, increasing in frequency

Q: WHAT ARE THE SYSTEM REQUIREMENTS?
MAC SYSTEM REQUIREMENTS: Mac OS X 10.10, 10.11, 10.12, 10.13 (latest update)

Minimum: 2.8GHz i5 (dual core), 8GB RAM, 184GB free HD space (7200rpm).

Recommended: 2.5GHz i7 (quad-core), 16GB RAM, 184GB free SSD space.

Machine must be connected to the internet during install

PC SYSTEM REQUIREMENTS: Windows 7, Windows 8, or Windows 10 (latest Service Pack, 32/64-bit)

Minimum: 2.8GHz i5 (dual core), 8GB RAM, 184GB free HD space (7200rpm).

Recommended: 2.5GHz i7 (quad-core), 16GB RAM, 184GB free SSD space.

Machine must be connected to the internet during install

Q: I WANT TO RESET MY ANGULAR SETTINGS TO THE DEFAULT
You can delete the Angular String Evolutions.settings file to reset the settings to default. This is located at Users/*username*/Music/Spitfire Audio/Settings on a Mac and C:\Users\username\AppData\Roaming\Spitfire Audio\Settings on a PC.

Q: MY LIST OF PRESETS IS EMPTY, HOW DO I SOLVE THIS?
If you have moved your Angular String Evolutions folder, you can solve this problem by using the "Locate" feature in the Spitfire Audio App.

If this does not solve the problem, the library likely needs repairing, to do this, use the "repair" feature in the Spitfire Audio App.

Q: I SEE A RED EXCLAMATION MARK IN THE TOP LEFT OF Angular String EVOLUTIONS, WHAT DOES THIS MEAN?
This means that there is an error, you can click the excalamation mark to open a log with further details. It is likely that using the "repair" and "Locate" features in the Spitfire Audio App will solve the problem but if not, contact our Customer Experience team at spitfireaudio.com/support and attach the log.

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. If you have purchased the library on a hard drive, you should copy the contents of the drive on to the destination machine before completing the download with the Spitfire Audio App. If you

downloaded Angular String Evolutions, you can copy the library folder and plugin files over to the second machine and then use the "repair" feature in the Spitfire Audio App.

Q: I CAN'T SEE THIS IN THE KONTAKT LIBRARIES PANE AND WHEN I TRY AND LOAD IT INTO KONTAKT IT SAYS NO LIBRARY FOUND
This library does not run in Kontakt, it is a standalone plug-in that you can run in your chosen DAW.

Q: HOW DO I AUTHORISE Angular String EVOLUTIONS ON A MACHINE NOT CONNECTED TO THE INTERNET?
It is currently not possible to authorise on a machine not connected to the internet. Authorisation is done with the Spitfire Audio App and an internet connection is required.

Q: HOW CAN I REDOWNLOAD A PRODUCT?
This can easily be done via your Spitfire Audio app. To reset both your entire library download or the latest update;

• Open up the app and log in with your account email and password.
• Select the download you wish to re-download
• In the cog menu choose Reset Download the select 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: 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 Cloudfront 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 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 APP

A handful of customers may find that when they log into their Spitfire Audio App, some of their previously 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 we have, 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 app downloads into the folder you choose, so it is important 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

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: 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?

Yes, you can copy the library folder and plugin files over to the second machine and then use the "reauthorise" and "Locate Library" features in the Spitfire Audio Library Manager. Please note that although the majority of the download can be done on a separate machine, you will always need an internet connection to finish the authorisation process.

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 preset name (or presets) 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 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 1-2 days after you order.

Q: I'VE FORGOTTEN MY PASSWORD?

If you have forgotten your password, please see this link 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.

APPENDIX B - DEFAULT CC MAPPINGS

Global Gain	7
Global Pan	10
Reverb	19
Tighness	18
Release	17
Expression	11
Dynamics	1
Variation	20
Close	22
Tweaked	23
Ambient	24
Distorted	25
Stretch x2	26
Stretch x8	27