

USER MANUAL

# HZP - HANS ZIMMER PIANO

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# CONGRATULATIONS

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*Thank you for purchasing Hans Zimmer Piano. In his fourth collaboration with Spitfire Audio, the legendary trailblazer Hans Zimmer presents the ultimate piano library. Recorded in the Hall at Air Studios over many weeks, with Hans’ crack team of engineers, and the award-winning Spitfire crew. This library embodies what Hans described as a “once-in-a-lifetime” opportunity to create a top-of-its-class writing tool for discerning composers the world over.*

## Quick Specs

- 88352 samples
- 452.7 GB Uncompressed WAV
- 211.2 GB Disk space required
- 422.4 GB Disk space required during install
- Free Kontakt Player Included
- Essential microphones
- Detailed sampling:
  - Multiple dynamics
  - Multiple round robins
  - Release Triggers

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# WELCOME

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The task was simple. Over the last two decades of producing oscar-winning and world-renowned scores, Hans had often stolen a rare moment of downtime to play the glorious piano in the inspiring setting and luscious acoustic of the hall at Air Studios. These brief solitary sojourns at the piano often produced a spark of inspiration for his next Oscar-nominated blockbuster score. It had happened time and time again. So Hans pondered, what if I could capture that degree of inspiring potential, box it and take it anywhere?

Over a series of impassioned phone calls with Spitfire director Paul Thomson, it was agreed a no-holds-barred approach was required. With Hans having used and favoured certain piano VIs over the years a careful plan was calculated to make sure this once-in-a-lifetime project would yield success. That this project would give him what he needed as a composer, to inspire, to write and to create masters from a wonderfully recorded and performed set of recordings.

HZP features the combined signals of over 60 microphones passing through the unique Air “Montserrat” pre-amps via a Neve 88R desk into Prism AD converters. The piano, a world class stretch concert grand, was played utilising a mixture of technical wizardry and dogged performing talent to produce literally days of recordings. From a huge array of round robins, dynamic layers, staccato and long notes to some extraordinarily detailed studies in the quietest layers of the piano, and a vast collection of effects and additional techniques. The Spitfire team of over a dozen highly qualified editors has spent nearly 12 months treating each sample like a little rough diamond, carving and polishing it by hand. Every sample has been cut, cleaned and refined and placed gently in a queue waiting for implementation, experimentation and review by the whole Spitfire team and Mr Zimmer himself. With recall sessions booked in the hall for more days of recording to make sure the full timbral ‘gallery’ of sounds was captured, the Spitfire team then cut, and polished again. The final version of the piano was then further refined by expert technicians working side-by-side with esteemed piano players testing on a number of different controllers (including Hans’ preferred Deopfer LMK4+) to make the most responsive, true and inspiring set of instruments.

## BACKGROUND

Hans Zimmer is one of the most successful, influential and prolific film composers of his generation. Having won countless awards (including an Oscar accompanied by an embarrassment of academy nominations). HZ’s scores have underscored a generation of hugely successful films, that have turned over billions of dollars, countless awards and critical acclaim. Hans has defined not only a compositional style, but also production approach and sonic innovation that has influenced a generation of composers.

## FEATURES

Balanced to give you an ultra-realistic experience that is robust and scalable to differently powered systems. Use more than one mic selection and multiple round robins on your main rig, scale them back for use on your laptop for that trip on the red-eye from LA to New York. You can hype the quieter layers in a specially prepared “soft” patch and we have some extraordinarily quiet articulations for you to investigate. With the release edition there are 16 mic positions with the tree offering up a lush contextual position ideal for larger orchestral arrangements, highly useful ‘mid range’ that couple the intimacy of the piano with the beautiful wide screen effect of the hall, to a series of close “spot” stereo mic pairs, engulfed by the huge instrument to give you a pure and intimate recording. There is also a huge array of effects and playable “additional techniques” instruments that feature the talents of first-call pianist Simon Chamberlain and percussion supremo Paul Clarvis utilising many different techniques and a large supply of cotton buds and paper clips!

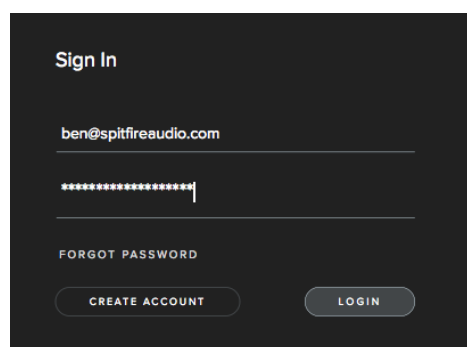
This is a big-daddy of a tool, the Bugatti Veyron of virtual instruments, the Concorde of sampleware. If you write scores on, or for piano, and feel you deserve a piece of production history that has cost considerably more than buying a concert grand of your own. If you feel respect and admire the craftsmanship that goes into making something truly special? Then you deserve HZP.

# DOWNLOADING & INSTALLING

Thank you for buying Hans Zimmer Piano. 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. The app will enable you to download the library  
<http://www.spitfireaudio.com/info/library-manager/>

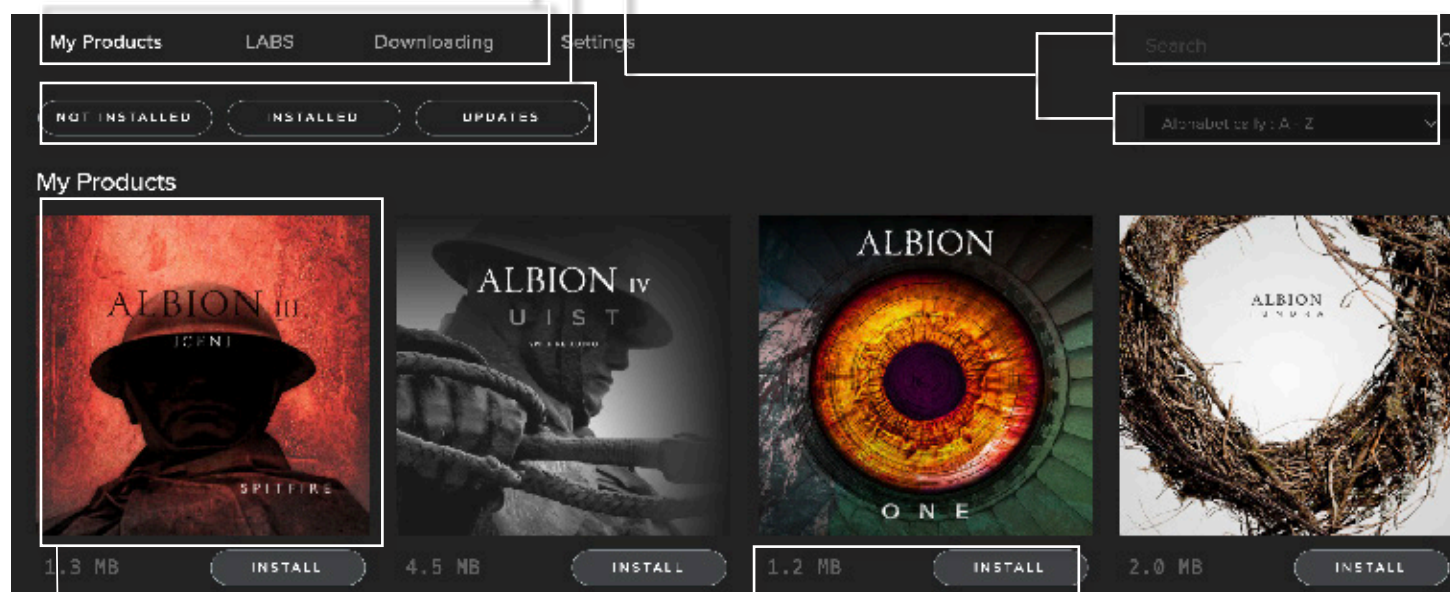
## THE SPITFIRE AUDIO APP



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:

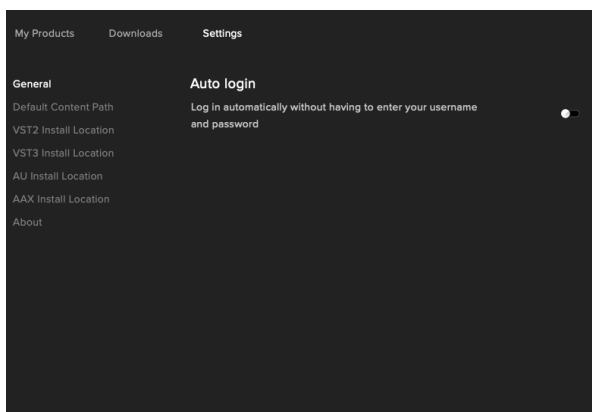
**TABS** the default tab is **My Products**, which shows all of the libraries on your Spitfire Account. **Downloads** will show currently downloading products and **Settings** allows you to set default locations and behaviours as described on the next page.

**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.



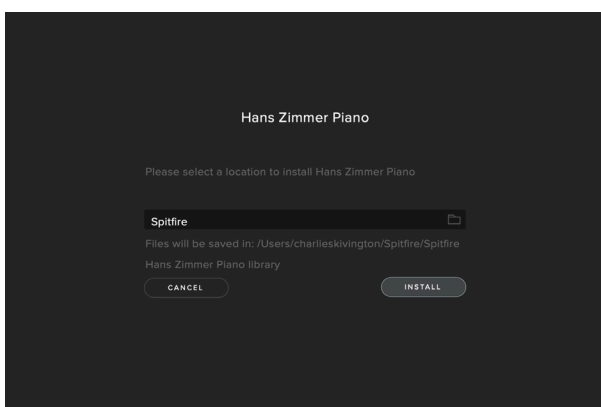
**LIBRARY** All libraries and plugins in your collection will appear with their artwork on the **My Products** tab. Clicking this artwork will open the product page. This is a great place to find information such as system requirements, instructions as well as where to find Reset and Repair options.

**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.



If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the Settings 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 expects to find VST files.

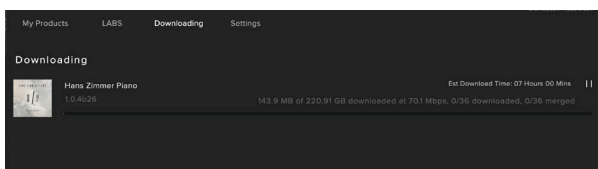
Here you can also enable Auto Login to save time in future.



Once you are happy with your Settings, 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 settings 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. You can 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

# 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:

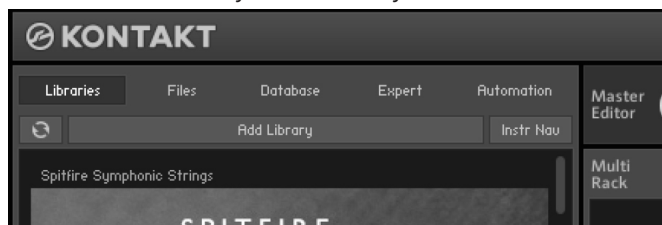
<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-6/downloads/>

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 them)

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



3. Native Access will open and you will need to log in or create an account if you do not have one already.

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

XXXXX-XXXXX-XXXXX-XXXXX-XXXXX

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



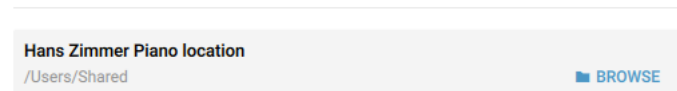
## ADD A SERIAL

If your purchase came with a serial number, enter it here to receive the associated products and product updates.

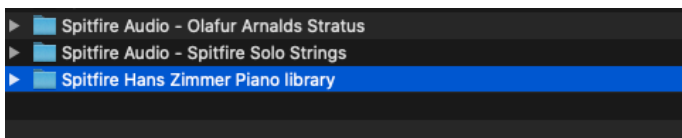
-  -  -  -

Where can I find my serial number?

6. Once you have added this you will be asked to browse to the folder containing the library. Click on "BROWSE" to direct Kontakt to the correct location.



7. Navigate to and select the Spitfire Hans Zimmer Piano library" folder and click "open".



8. Click "Install" and 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-6/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!

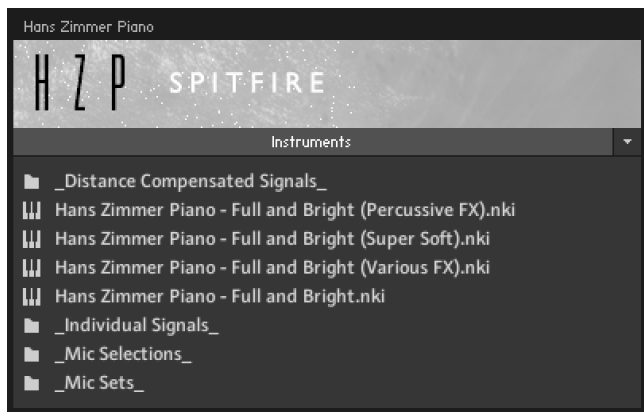
For more information about NKS and integration with Native Instruments hardware controllers and keyboards please checkout their online instructions:

<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-6/downloads/>

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# FOLDER STRUCTURE

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In “**Individual Signals**” separate microphones are available to enable you to create your own mixes or use individual signals

Within “**Distance Compensated Signals**” you get separate microphone signals but the delay associated with the distance between the piano and the microphone has been removed.

“**Mic Selections**” contains sets of curated patches allowing you to find a good mix of signals quickly and easily.

“**Mic Sets**” contains the mid mics together and the spot mics together in separate patches

Hans Zimmer Piano is arranged into the four main patches at the top level of the instruments folder and four separate folders for those that wish to delve deeper into the options available.

The four main patches are mirrored elsewhere and include:

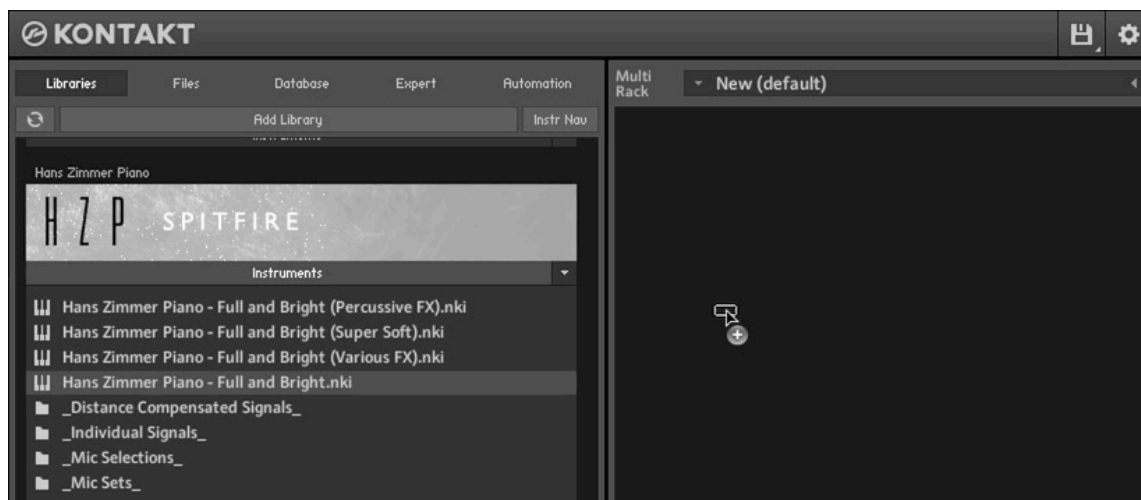
**Hans Zimmer Piano:** The main patch.

**Hans Zimmer Piano (Various FX):** The piano played in an assortment of ways: timp sticks, nail plucks and paper clip plucks amongst others.

**Hans Zimmer Piano (Super Soft):** The quieter layers of the piano prepared in its own patch.

**Hans Zimmer Piano (Percussive FX):** Some percussion performed using the body of the piano, separated into articulations for ease of use.

## 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!



# A QUICK LOOK



All of the libraries that we track at Air Studios are recorded via priceless ribbon and valve mics via Neve Montserrat pre-amps, the largest 88R Neve console in the world and into Prism AD converters at 96k and this library is no different. Each of the mic signals presented to you by this library is a combination of any number of the 60 microphones that we used when recording.

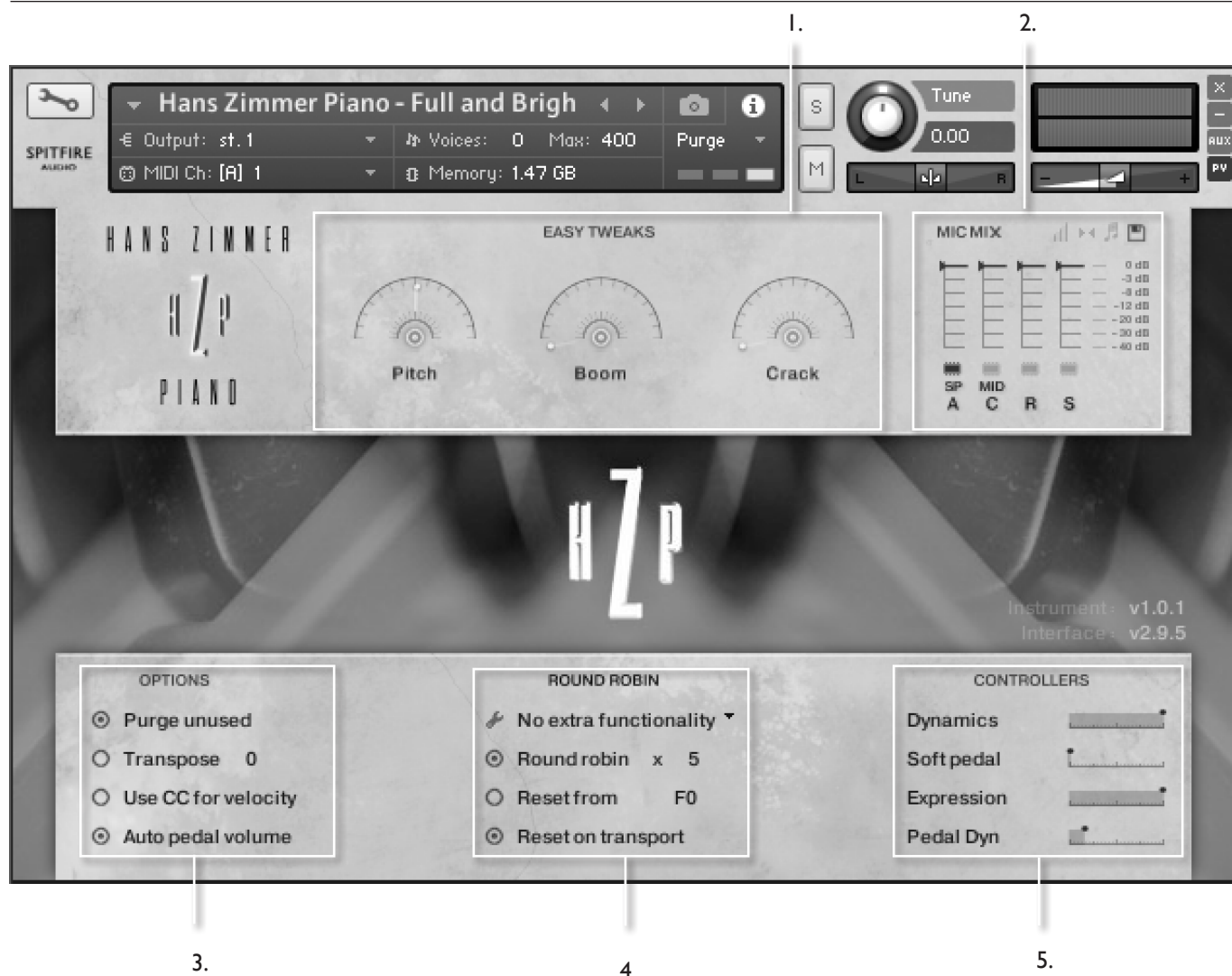
## ASSIGNING CONTROLS IN KONTAKT

All GUI controls can be assigned a unique controller number so you can automate or adjust via an external controller. To un-assign, assign or just to see what CC number is assigned to any control RIGHT or CTRL CLICK.

You can then alter the controller parameters in the “Automation pane” if for example you want your mod wheel to go all the way from top to bottom but the control to have restricted bandwidth change from the default of 0-127 to 20-100. Or if you want the controller to make the GUI control in the reverse direction change from the default of 0-127 to 127-0.



# THE MAIN PANEL



## 1. EASY TWEAKS

Pitch: Pitch shift the piano up or down 3 octaves

Boom: Low pass filter to bring out the low frequency elements

Crack: High pass filter

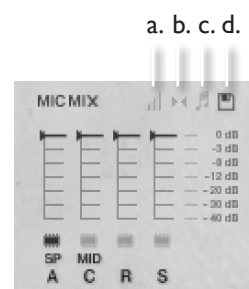
CMD/Ctrl-click to reset these controls

## 2. MICROPHONE MIXER

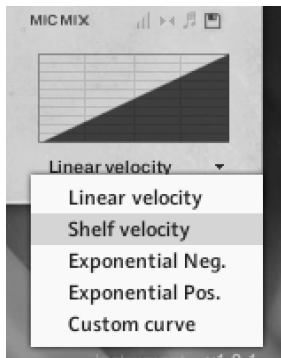
Giving you greater control over the blends of microphone positions for your work.

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.

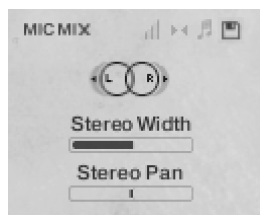


## 2a VELOCITY RESPONSE



Pick from 4 different velocity curves to suit your controller.

## 2b 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.

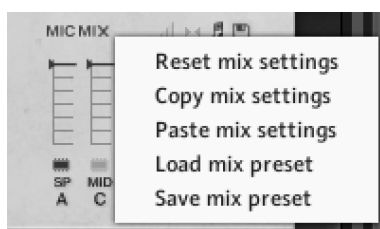
**STEREO WIDTH** - Allows you to control how far the stereo image reaches. All the way to the right would be like having your two pan pots panned hard. All the way to the left would be like having both pots centre,

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

## 2c MIC MIX TO ARTICULATION LINKER

The small notation symbol locks the microphone mix or tweak you've made to an articulation. Since articulations are not used in this library, it has no effect.

## 2d 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.

## 3. OPTIONS

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

**TRANPOSE** - Toggle this on and tweak the number to the right to transpose your instrument. Note this is not the same as tuning, the instrument will actually offset the samples to the selected pitch.

**USE CC FOR VELOCITY** - 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.

**AUTO PEDAL VOLUME** - Leave this selected if you would like the physical sound of the sustain pedal to be controlled by the velocity of your playing, unselect to control directly with the "Pedal Dyn" control.

## 4. ROUND ROBIN

**NO EXTRA FUNCTIONALITY (NEIGHBOURING ZONES)** - Next to this lies a pop-down menu with some amazing new functions:

- **"No extra Functionality"** - Is the standard default where round robins are used as they were intended.

- **"Neighbouring Zones"** - pulls from neighbouring zones, so for an 'SRR' instrument, you effectively cycle through up to 15 different sounding notes when pressing a key. It's still just playing the one RR at a time, though giving you more of them.

- **"Layer x2 round robins"** - plays two RR simultaneously, so you get a thicker sound, it's the equivalent of plopping two notes on top of each other in your DAW (and it drops the overall volume ~6db so that the levels remain the same but it just sounds thicker). This plays the pairs and moves ahead by 2 RR. In this mode RR is effectively halved. eg. if you press a note it would play RR1/RR2 then RR3/RR4, etc.

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• **“Layer 2x Round Robins With No Skip”** - As above but this plays a pair but doesn’t move ahead by 2 so that RR isn’t halved. So if you press a note it would play RR1/RR2, then RR2/RR3, then RR3/RR4.

• **“Layer +2 (transpose)”** - As above but this plays a pair artificially generated by transposing neighbouring notes and layering them on top of the ones you are playing.

• **“Layer +2 (transpose)”** - As above but transposing in the other direction. Both of these methods have the effect of reducing the range of the instrument.

**ROUND ROBIN x 5** - This refers to the number of round robins (multiple recordings of the same notes that cycle around as you repeatedly play a note) your instrument uses, the number can be dragged up and down (1-5) to save you memory.

**RESET FROM F0** - This enables you to control the round robin cycle (so it sounds identical every time you play) toggle on & play the key selected (default F0) to reset to RR#1. You can reset to RR#2 by playing the key above the one selected (default F#0), RR#3 by playing the key above that and so on.

Click and drag on F0 to change the key that resets the round robin, CMD/Ctrl-click to only reset to RR#1

**RESET ON TRANSPORT** - As above but resets every time you press play! Genius!

## 5. EXPRESSION CONTROLS

**DYNAMICS - CC#1** This slider displays and controls which dynamic layer is live. On a piano obviously, this would normally be controlled by velocity so this control is not used.

**SOFT PEDAL - CC#67** Allows you to control the soft pedal on the piano

**PEDAL DYN - CC#2** Controls (or displays if “auto pedal volume” is selected) the physical sound of the sustain pedal being pressed.

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

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## APPENDIX A - RECOMMENDED TECH SPECS

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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! We heartily endorse Plogue Bidule (<http://www.plogue.com>) as a virtual rack/ routing system.

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## APPENDIX B - KONTAKT vs KONTAKT PLAYER

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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.

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# APPENDIX C - PRESETS AND MIC LIST

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## INSTRUMENTS:

Hans Zimmer Piano - Full and Bright (Percussive FX)  
Hans Zimmer Piano - Full and Bright (Super Soft)  
Hans Zimmer Piano - Full and Bright (Various FX)  
Hans Zimmer Piano - Full and Bright

## MIC SELECTIONS:

### LIGHT AND BRIGHT:

Hans Zimmer Piano - Light and Bright (Percussive FX)  
Hans Zimmer Piano - Light and Bright (Super Soft)  
Hans Zimmer Piano - Light and Bright (Various FX)  
Hans Zimmer Piano - Light and Bright

### LOW AND WEIGHTED:

Hans Zimmer Piano - Low and Weighted (Percussive FX)  
Hans Zimmer Piano - Low and Weighted (Super Soft)  
Hans Zimmer Piano - Low and Weighted (Various FX)  
Hans Zimmer Piano - Low and Weighted

### WARM AND ROUNDED:

Hans Zimmer Piano - Warm and Rounded (Percussive FX)  
Hans Zimmer Piano - Warm and Rounded (Super Soft)  
Hans Zimmer Piano - Warm and Rounded (Various FX)  
Hans Zimmer Piano - Warm and Rounded

## MIC SETS:

### MID MICS:

Hans Zimmer Piano - Mids (Percussive FX)  
Hans Zimmer Piano - Mids (Super Soft)  
Hans Zimmer Piano - Mids (Various FX)  
Hans Zimmer Piano - Mids

### SPOT MICS:

Hans Zimmer Piano - Mids (Various FX)  
Hans Zimmer Piano - Spots (Percussive FX)  
Hans Zimmer Piano - Spots (Super Soft)  
Hans Zimmer Piano - Spots

### DISTANCE COMPENSATED SIGNALS:

Hans Zimmer Piano (Alt room)  
Hans Zimmer Piano (Bottle)  
Hans Zimmer Piano (Far Gallery)  
Hans Zimmer Piano (Mid A)  
Hans Zimmer Piano (Mid B)  
Hans Zimmer Piano (Mid C)  
Hans Zimmer Piano (Mid D)  
Hans Zimmer Piano (Near Gallery)  
Hans Zimmer Piano (Outriggers)  
Hans Zimmer Piano (Room)  
Hans Zimmer Piano (Spot A)  
Hans Zimmer Piano (Spot B)  
Hans Zimmer Piano (Spot C)  
Hans Zimmer Piano (Spot D)  
Hans Zimmer Piano (Surround)  
Hans Zimmer Piano (Tree)

## INDIVIDUAL SIGNALS:

Hans Zimmer Piano (Alt room)  
Hans Zimmer Piano (Bottle)  
Hans Zimmer Piano (Far Gallery)  
Hans Zimmer Piano (Mid A)  
Hans Zimmer Piano (Mid B)  
Hans Zimmer Piano (Mid C)  
Hans Zimmer Piano (Mid D)  
Hans Zimmer Piano (Near Gallery)  
Hans Zimmer Piano (Outriggers)  
Hans Zimmer Piano (Room)  
Hans Zimmer Piano (Spot A)  
Hans Zimmer Piano (Spot B)  
Hans Zimmer Piano (Spot C)  
Hans Zimmer Piano (Spot D)  
Hans Zimmer Piano (Surround)  
Hans Zimmer Piano (Tree)

## MICS & MIXES

## MICS:

Spot A  
Spot B  
Spot C  
Spot D

Mid A  
Mid B  
Mid C  
Mid D

Tree  
Outriggers  
Surrounds  
Room  
Room Alt  
Gallery Near  
Gallery Far  
Bottle

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## APPENDIX D - FAQs & TROUBLESHOOTING

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### **Q: HOW DO I AUTHORISE A KONTAKT PLAYER LIBRARY ON A MACHINE NOT CONNECTED TO THE INTERNET?**

You have to use the Native Instruments Service Centre. There is an offline system. Copy it over to the offline machine, add the library as usual, then run Service Centre - it will generate a file that they can copy back to the online machine. Its explained as you do it.

### **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 shuttle drive. No further authorisation is required.

### **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



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### **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/](http://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](mailto: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.



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### **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](https://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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