

USER MANUAL

APPASSIONATA STRINGS

SPITFIRE AUDIO

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INTRODUCTION

Spitfire Appassionata Strings represents a massively exciting new development with regard to string legatos. Highly detailed, Appassionata has been made possible thanks to an incredible amount of work and research behind the scenes at Spitfire Audio HQ. Recorded at Lyndhurst Hall, AIR Studios, in a brand new innovative way and employing some of the best players London has to offer, passion through performance is at the very core of this meticulous library. The legatos are the main event here with vibratos baked in and perfectly balanced, enabling composers to write in a beautiful, soaring melodic style in stunning detail.

Referencing the aesthetic of classic melodies from the scores of composers like John Williams and Thomas Newman, this medium-sized string band (8,6,6,6,4) delivers a highly desirable and much sought after style of performance — we believe this is simply the best sounding and most alive, passionate string legato sound captured thus far. Appassionata will allow you to compose with intention, emotion, inspiration and of course passion.

MAC SYSTEM REQUIREMENTS

Mac OS X 10.13 to OS X 11

Minimum: 2.8GHz i5 minimum (quad-core), 8GB RAM.

Recommended: 2.8GHz i7 (six-core), 16GB RAM.

M1 Apple computers are supported and 64 bit DAW required. (32 bit DAWs not supported).

PC SYSTEM REQUIREMENTS

Windows 7, Windows 8, or Windows 10 (latest Service Pack, 64-bit)

Minimum: Intel Core 2.8GHz i5 (quad-core) or AMD Ryzen 5, 8GB RAM

Recommended: Intel 2.8GHz i7 (six-core) or AMD R7 2700, 16GB RAM

- Download Size: 82.34GBs
- Dedicated plugin (AU, VST2, VST3, AAX)

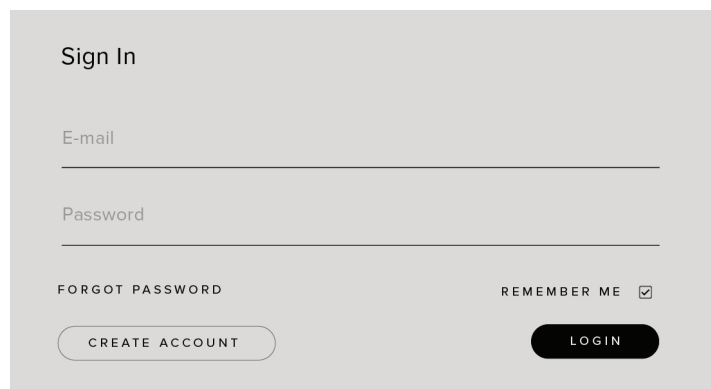
DOWNLOADING & INSTALLING

Thank you for buying Appassionata Strings. If you are new to Spitfire Audio you can get up to speed here: <https://www.spitfireaudio.com/about/>

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:

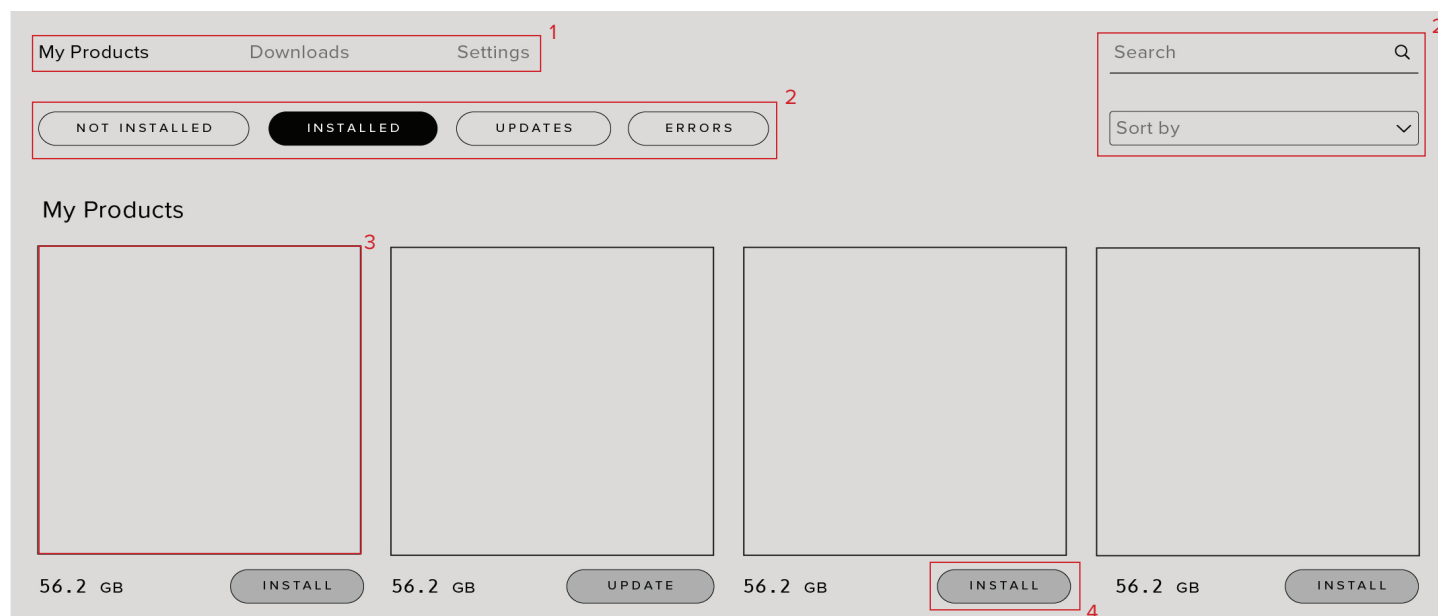
The image shows the 'Sign In' screen of the Spitfire Audio App. It features a light gray background with a white sign-in form. The form has fields for 'E-mail' and 'Password'. Below the password field, there is a 'FORGOT PASSWORD' link on the left and a 'REMEMBER ME' checkbox on the right. At the bottom, there are two buttons: 'CREATE ACCOUNT' on the left and 'LOGIN' on the right.

1. TABS the default tab is My Products, which shows all of the libraries on your Spitfire Account. Downloads will show currently downloading products.

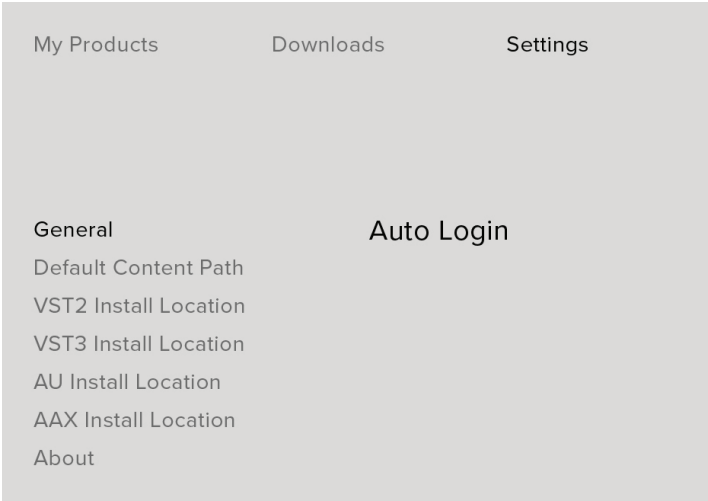
2. FILTERS Clicking these filters will quickly display products you've yet to install, those already installed, and any available updates. Clicking again will remove the filter.

3. 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 instructions as well as Reset and Repair options.

4. 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.

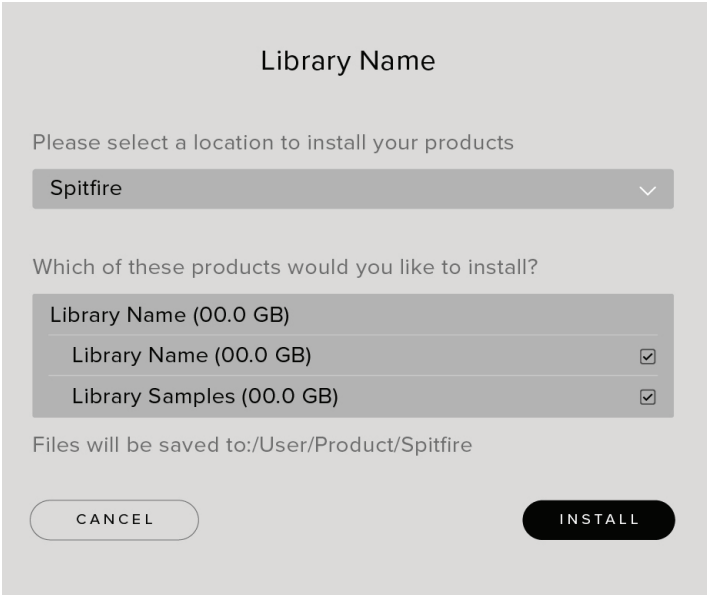
The image shows the 'My Products' screen of the Spitfire Audio App. At the top, there are three tabs: 'My Products', 'Downloads', and 'Settings'. Below the tabs, there are four filter buttons: 'NOT INSTALLED', 'INSTALLED', 'UPDATES', and 'ERRORS'. To the right of the filters, there is a search bar and a 'Sort by' dropdown menu. The main area displays a grid of product cards. Each card shows a placeholder image, the product name 'APPASSIONATA STRINGS', and the size '56.2 GB'. Below each card is an 'INSTALL' or 'UPDATE' button. Red boxes and numbers 1 through 4 highlight specific features: 1 points to the tabs, 2 points to the filter buttons, 3 points to a product card, and 4 points to an 'INSTALL' button.

THE SPITFIRE APP PREFERENCES



If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the Settings tab. Here you can set the Default Content location for where you wish to download your libraries. You can also you can set the default VST2 install location to the folder where your DAW expects to find VST files.

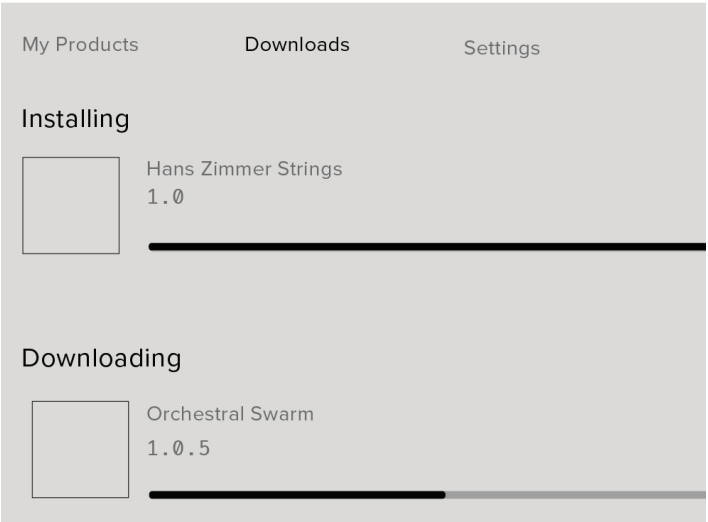
Here you can also enable Auto Login to save time in future.



Once you are happy with your preferences, click the Install button for the library. This is either directly on My Products tab under the library artwork, or it can be found by clicking on the library image and 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. If installing from a hard drive, ensure that you choose the drive as the location.

Once you are happy with the location click Download.



After clicking install 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.

THE DEDICATED PLUGIN

Appassionata Strings is its own, self contained plugin built for VST, AU and AAX, so once you've downloaded and installed you're ready to go.

LOGIC PRO X

- On a fresh project, a track dialogue box will automatically pop up
- Choose 'Software Instrument', and then look beneath the 'Instrument' dropdown
- Select AU Instruments > Spitfire Audio > Appassionata Strings.

CUBASE

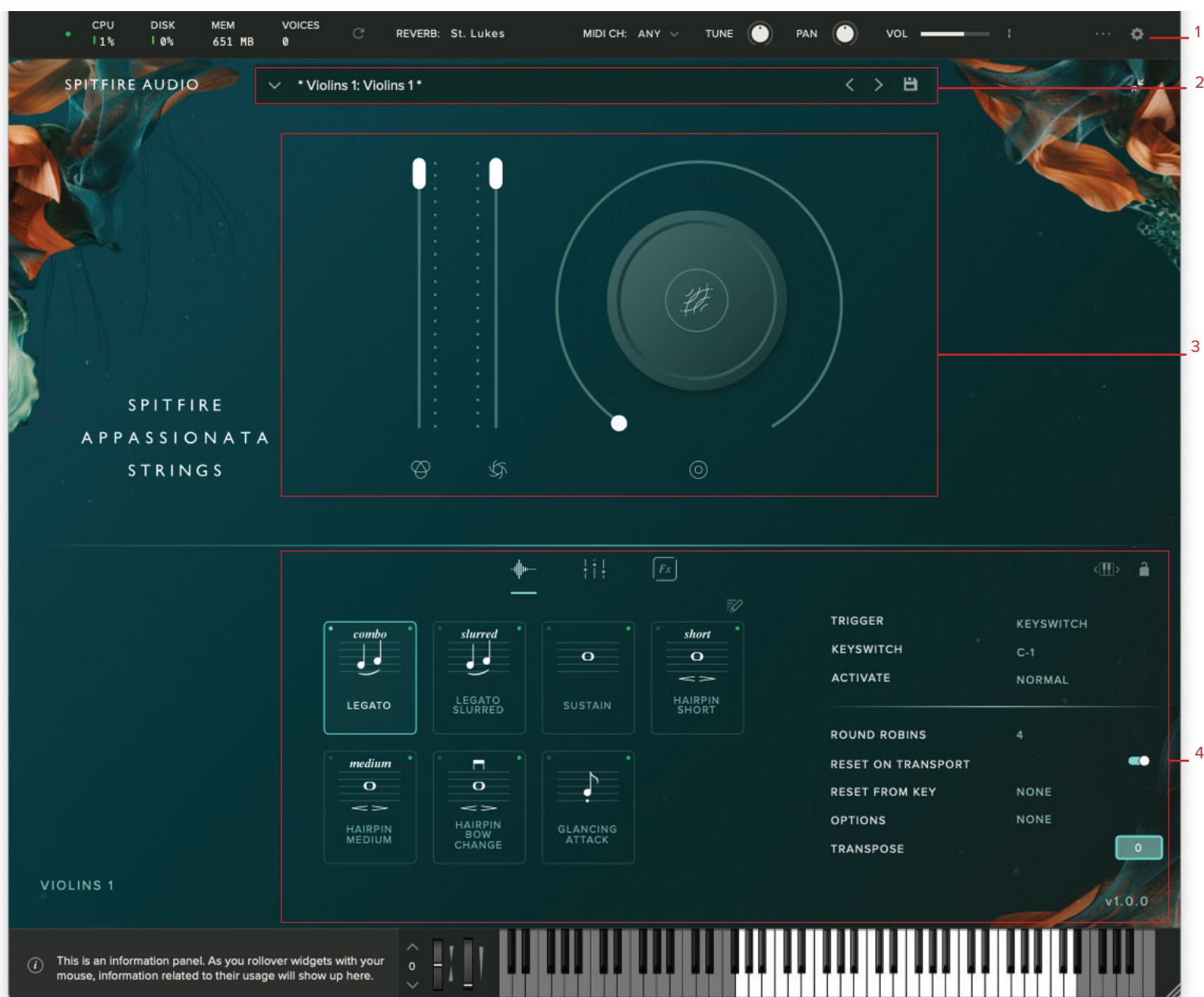
- Right-click the track window and choose 'Add Instrument Track'
- Underneath the 'Instrument' dropdown, choose Appassionata Strings
- Select 'Add Track'

PRO TOOLS

- Go to the 'Track' menu at the top of the screen, and select 'New'
- In the pop-up, select Stereo and Instrument Track, and press 'Create'
- In the first Insert slot, select multichannel plug-in and 'Instrument'
- You should see the Appassionata Strings available as an option

HAVE A LOOK AROUND

THE APPASSIONATA STRINGS INTERFACE



OPENING YOUR FIRST PRESETS

When you first open Appassionata Strings, this is what you will see.

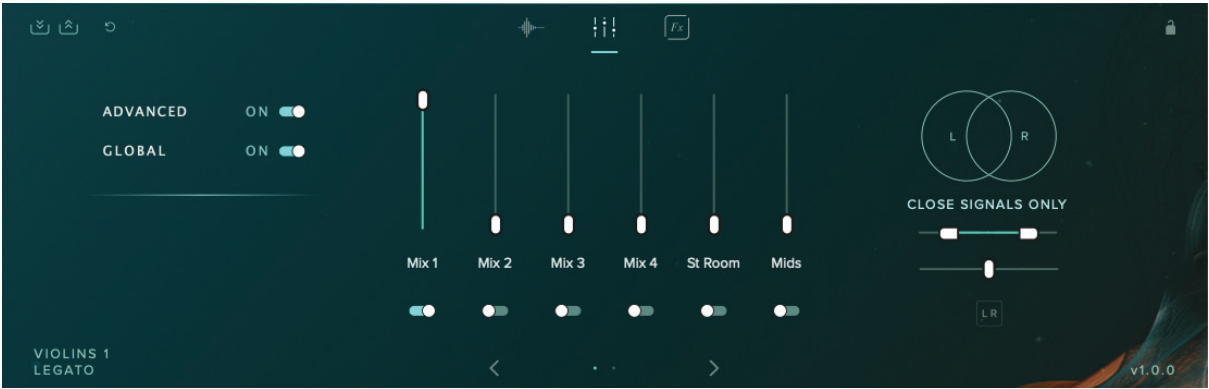
1. TOP MENU

2. PRESET SELECTOR

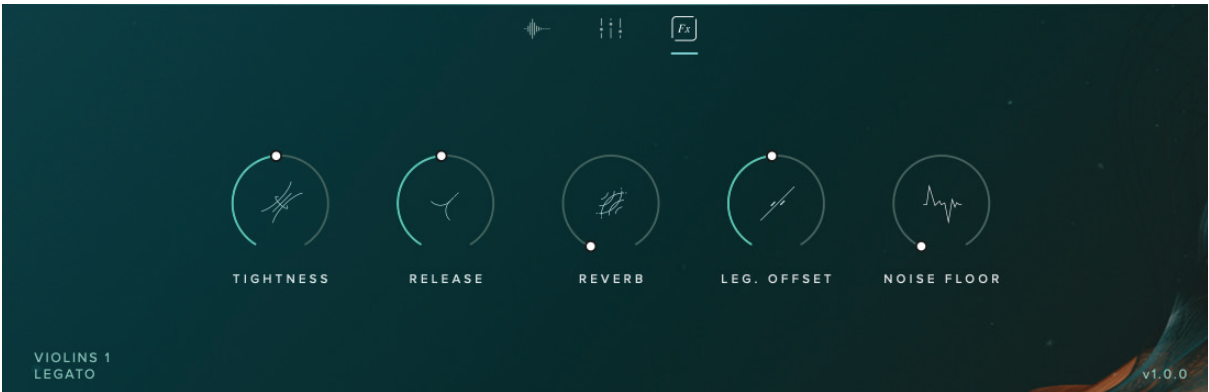
3. MAIN CONTROLS

4. TECHNIQUE SELECTOR

SIGNAL MIXER



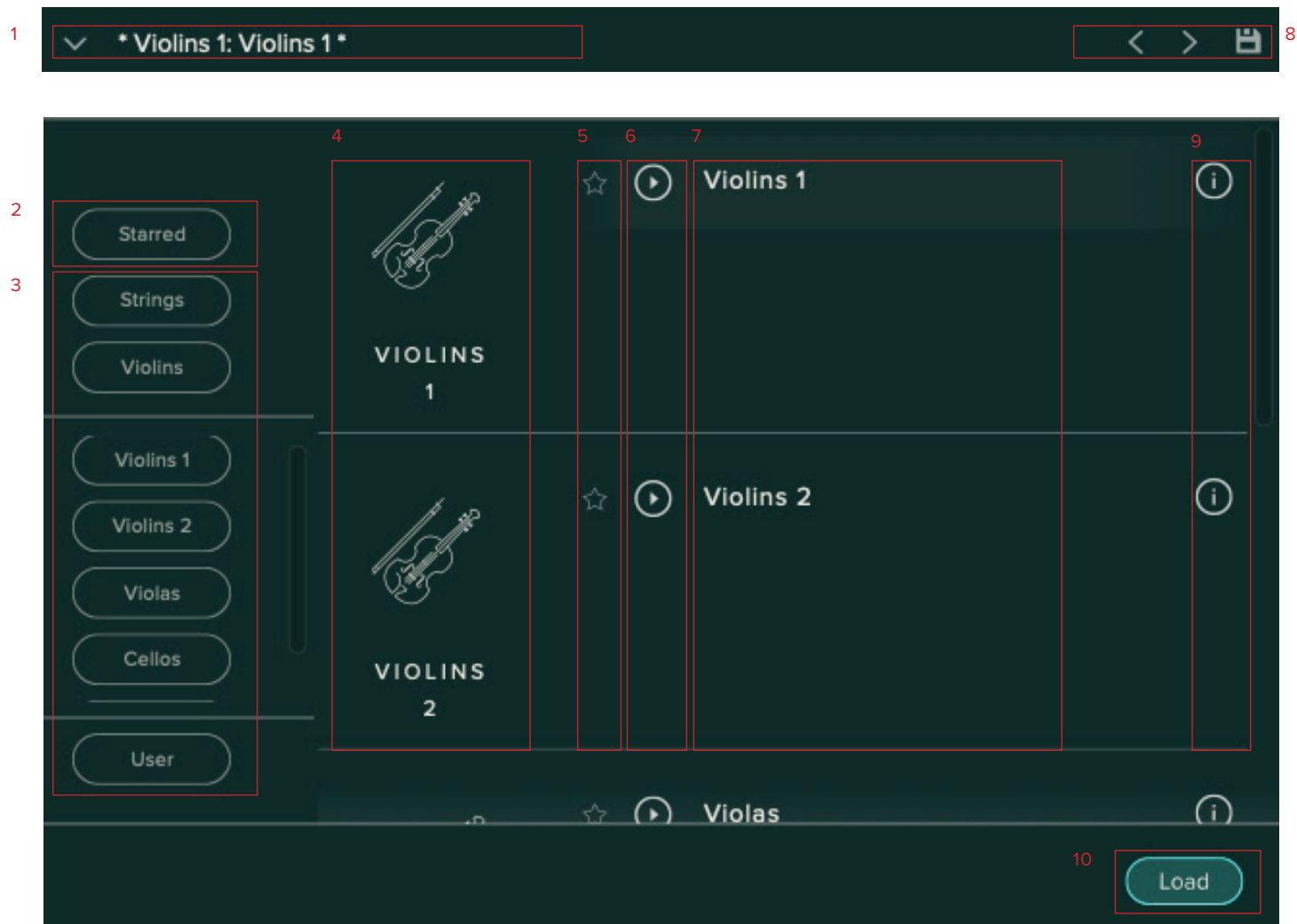
CONTROLLERS



KEYBOARD & INFO



PRESET SELECTOR



1. PRESET NAME

Here you can see the currently selected preset.

2. CLEAR FILTERS

Click here to show all instruments at once.

3. FILTERS

Click on a filter to only show those preset grouped by the filter.

4. INSTRUMENT GROUP

As you scroll through the available presets, the instrument group is displayed here.

5. STAR

Favourite to add to the “starred” filter.

6. PREVIEW

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

7. PRESET LIST

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

8. 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 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.

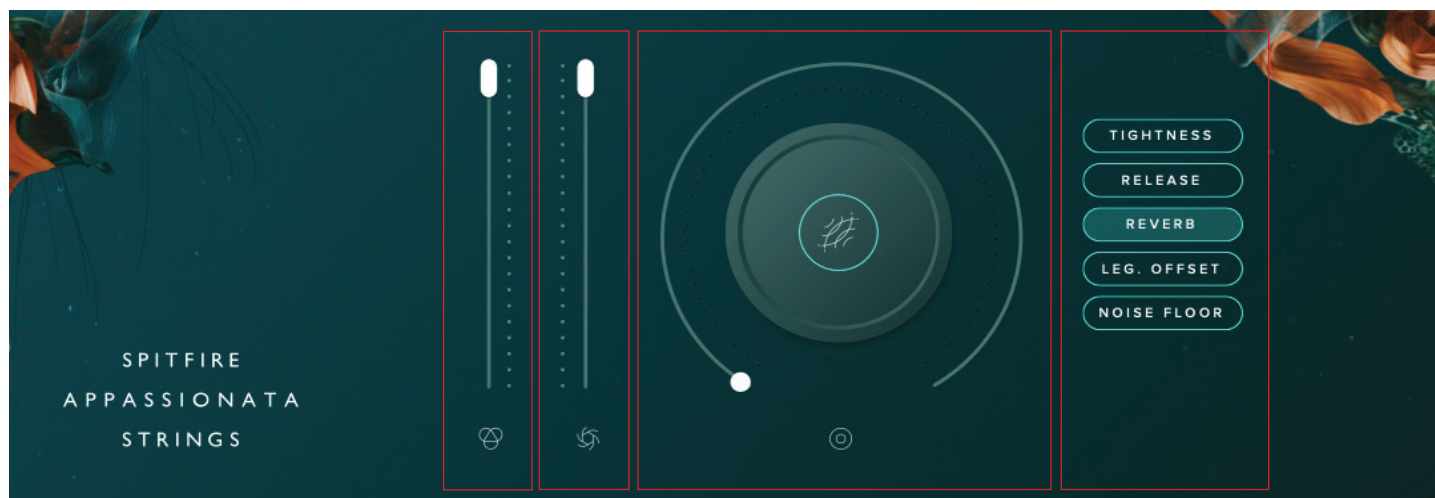
9. INFORMATION

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

10. 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.

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 red.

4. CLICK

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.

Tightness: Increase to eat into the sample start point. Useful for tighter passages for a more snappy response.

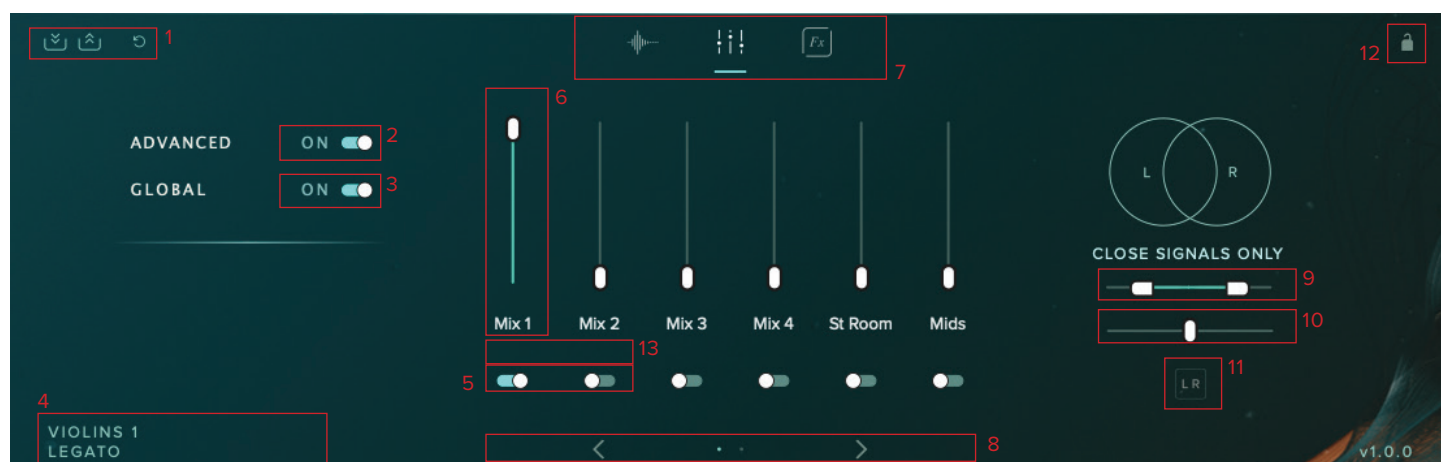
Release: Extend the ends of long articulations to help blur between notes.

Reverb: Increase to add reverberation to the sound.

Legato Offset: Adjusts the overall offset of the legato interval, from 150ms to 100ms.

Noise Floor: Adjusts the noise floor from the recording signal path. In small amounts this can help blend notes together and make the instruments sound more realistic.

SIGNAL MIXER



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 Appassionata Strings > Presets > Mix in the finder and edit the .mpreset files.

2. ADVANCED

By default, the mixer will load up in the advanced view, toggle off for the simple view.

NOTE: The simple view will not exist in Iconic Strings Core, after the initial release.

3. GLOBAL

This is on by default meaning that any changes you make to the mixer will affect all techniques in the preset. When switched off any changes to mixer will only affect the technique you have selected.

4. TECHNIQUE NAME

5. 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 Appassionata Strings, 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.

6. SIGNAL FADER

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

7. VIEW SELECT

Choose between the Technique Switcher, Mixer, and Effects. The Technique Switcher, Mixer and Effects are covered in the following chapters of this manual.

8. SIGNAL NAVIGATION

Click the right arrow to access additional signals. Unused signals are greyed out.

9. STEREO WIDTH

Adjust the stereo width the mono signals here.

10. PAN

Adjust the position of the mono signals within the stereo field.

11. INVERT

Click to swap the left and right channels.

12. LOCK

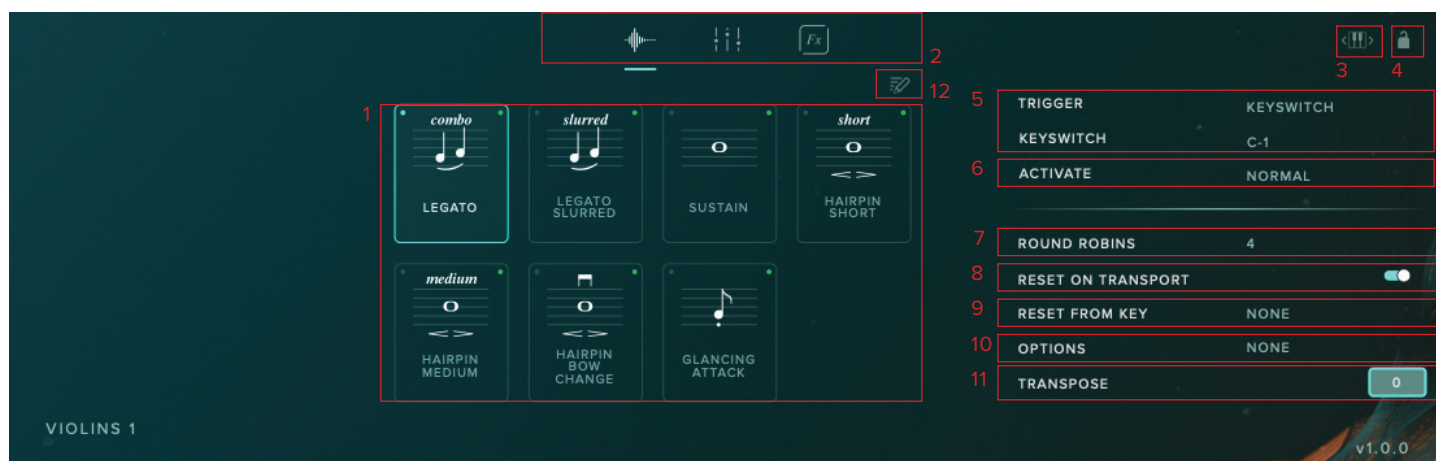
Click to lock the Mixer. This will prevent further changes to the mixer, useful if you're happy with what you've done and don't want to accidentally change it. This will even prevent changes made by MIDI controllers, but beware, as soon as you unlock the mixer, the control will be active.

13. MULTIPLE OUTPUTS

This option becomes visible if a multi output version of the plugin is enabled in your DAW.

This is where you can assign each signal to a different stereo output.

TECHNIQUE SELECTOR



1. TECHNIQUE SWITCHER

Click to select a technique. Shift-Click to select multiple techniques. The red dot in the top left shows which technique(s) will play, the black outline shows which technique will be affected by any changes you make to the other options in this page.

2. VIEW SELECT

Choose between the Technique Switcher, Mixer, and Effects. The Technique Switcher, Mixer, and Effects are covered in the following chapters of this manual.

3. KEYSWITCH ADJUST

Click and drag to move the keyswitches to the left or right on your keyboard.

4. LOCK

Click here to lock off the technique section and prevent any unwanted changes.

5. TECHNIQUE TRIGGER

With the technique trigger section you can choose to trigger techniques using various parameters:

KEYSWITCH: Pick a key on the keyboard that will select this technique. The selected keys will show up in green for unselected techniques and in orange for selected techniques.

CC RANGE: Choose a CC# and a range of values (or a single value) for the control that you want to trigger this technique.

VEL. RANGE: Switch technique based on how hard you are playing. You might want to trigger longs when playing softly and pizzicato when playing hard.

MIDI CHANNEL: Switch techniques based on the incoming MIDI channel.

SPEED: Switch technique based on the speed of playing. Specify the time interval between notes to switch to a particular technique.

6. ACTIVATE

Choose between “NORMAL” and “LATCH” for your technique switching.

A “normal” keyswitch will change articulation and remain on the changed articulation until the next keyswitch is pressed.

Latch will switch articulation until the keyswitch note is released. On release, the keyswitch returns the original articulation.

7. ROUND ROBINS

Round robins are a way to ensure that repeated notes don't sound robotic and unnatural. We record the same note multiple times and then cycle through them. Here you can choose to reduce the number of round robins that are being used.

8. RESET ON TRANSPORT

If you're worried about the effect of the round robins making each run through of your session sound different, you can choose to reset the round robins using the DAW transport.

9. RESET FROM KEY

You can also reset the round robins using a keyswitch. Choose that keyswitch here.

10. OPTIONS

NEIGHBOUR ZONE RR: Double the number of round robins by “stealing” notes from neighbouring notes and transposing them to match the pitch.

LAYER X2: Thicken the sound by layering round robins on top of one another. This option will play round robins 1/2 followed by 3/4, effectively halving the number of round robins.

LAYER X2 (NO SKIP): Same as above but this time you will be playing 1/2 followed by 2/3 and so on, meaning that you will not halve the number of round robins available.

LAYER +2: This option will play the round robins from the tone above the key played but transposed down so that it plays at the right pitch.

LAYER -2: This option will play the round robins from the tone BELOW the key played but transposed UP so that it plays at the right pitch.

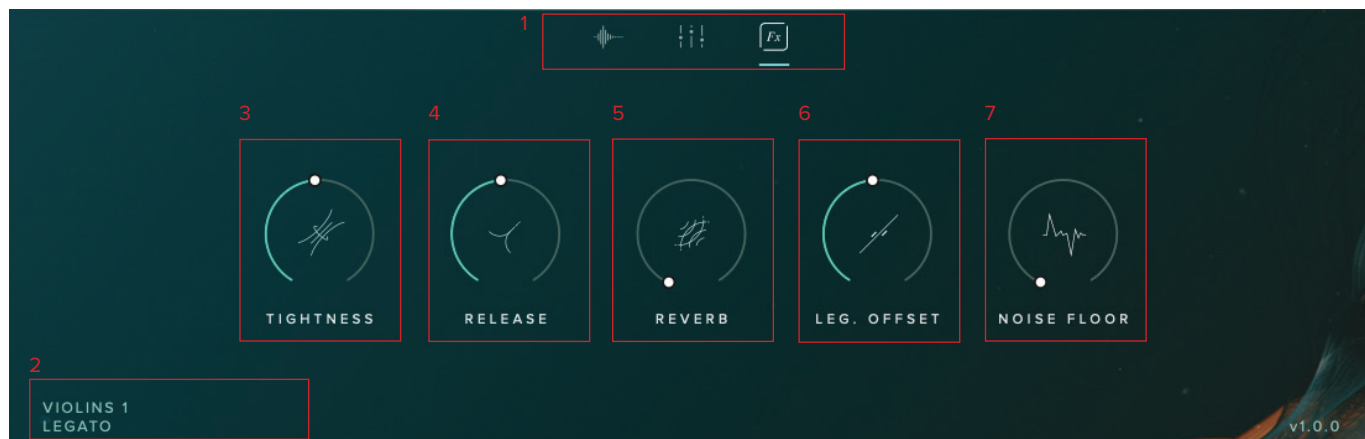
11. TRANPOSE

Transpose the instrument up or down in 1 semitone increments. This control does not stretch the samples, but instead transposes the incoming MIDI notes. To adjust samples, use the tune knob explained on page [21](#).

12. TECHNIQUE EDITOR

Opens the Techniques Editor, allowing you to customise and edit your preset (see [pg. 20](#)).

EFFECTS



1. VIEW SELECT

Choose between the Technique Switcher, Mixer, and Effects. The Technique Switcher, and Effects are covered in the following chapter of this manual.

2. TECHNIQUE NAME

3. TIGHTNESS

The start of a short note is often not the start of the 'sound' of the instrument.

This control cuts further into the note to make it tighter but can detract from realism

Many users turn up the tightness when recording in MIDI notes, turning it back down and using a negative delay on the track in the DAW for tighter timing.

4. RELEASE

Allows you to change the amount of release trigger you hear. This only applies to Long techniques.

5. REVERB

You can add additional reverb to the sound here

6. LEG. OFFSET

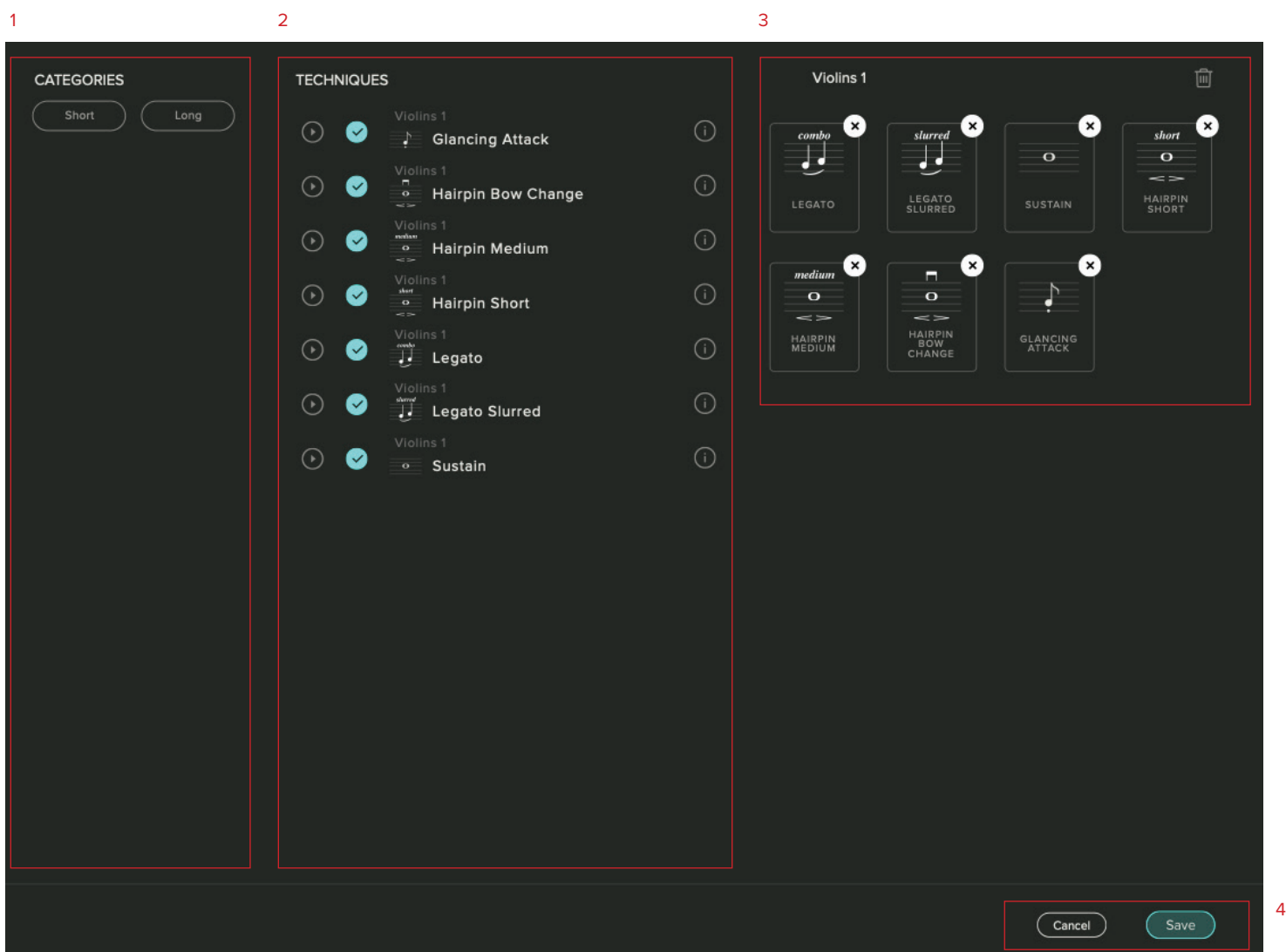
Adjusts the overall offset of the legato interval, from 150ms to 100ms.

7. NOISE FLOOR

Adjusts the noise floor from the recording signal path. In small amounts this can help blend notes together and make the instruments sound more realistic.

TECHNIQUE EDITOR

In the Technique Editor you can remove and reorder techniques from the current preset.



1. CATEGORIES

The Categories panel allows you to filter between all available techniques for this specific preset.

2. TECHNIQUES

The central 'Techniques' panel shows all available techniques for each preset. Click the '+' to add techniques back into your current preset.

3. TECHNIQUES ARRANGER

The panel on the right is where your current articulations are displayed. Click and drag these to re-arrange the order. Clicking the 'x' in the top right corner deletes the technique. Click the 'trash-can' in the upper corner to remove all techniques completely in a single click.

2. CANCEL / SAVE

Once you're done, click 'Save'. If you have made a mistake and don't want to save, choose 'Cancel' instead to go back to your previous settings.

TOP MENU



1. LED

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

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 your hard drive is working. If this is close to, or going over 100% it's time to consider a faster drive.

4. MEMORY

This shows how much RAM you are currently using in this instance of Appassionata Strings. 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. REVERB

Choose from 3 different reverbs. St. Lukes - A large hall reverb. Lush and characteristic. Gilded Hall - A large and ambient hall. Stage - A stage based digital reverb.

8. MIDI CH

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

9. TUNE

Move this knob to tune in increments of 0.01 of a semitone. CMD/CTRL-click to reset to default.

10. PAN

Pan the signal left / right. CMD/CTRL-click to reset.

11. VOLUME

Control the overall volume of the instrument.

12. LEVEL

A visual indication of the level of the instrument.

13. PRESET SETTINGS

A. VELOCITY MAPPED TO DYNAMICS

Different behaviours for the Dynamics fader.

- 1) Full Velocity Range.
- 2) Velocity Mapped to Dynamics.
- 3) Compressed Velocity High.
- 4) Compressed Velocity Low.

These settings will change how hard you need to hit the keyboard to trigger different layers. Velocity mapped to dynamics will allow you to control short note velocity with the mod wheel.



A
B
C
D

B. DYNAMIC SMOOTHING

This setting controls the overall reactivity of the dynamics slider, smoothing out the crossfade between the various dynamics.

Agile (Default) - Allows for fine and precise control of the Dynamics.

Moderate - Gently smooths out the crossfades to allow for a more tactile and expressive performance.

Relaxed - A further increased smoothing perfect for enhanced control over dramatic swells & crescendos.

C. VELOCITY

Pick from 4 different velocity curves to suit your controllers touch.

D. RESET AND CLEAR CC MAPPINGS

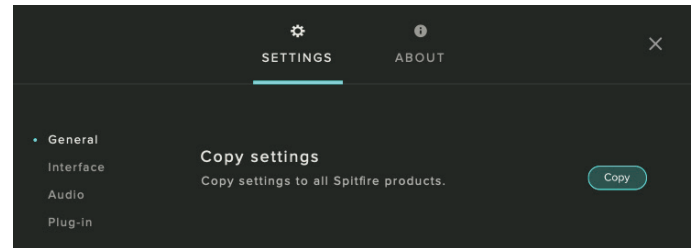
Clicking reset will set all of the CC mappings for this instrument to the defaults - useful if you've got yourself in a mess!

Clear will remove all CC mappings on the plugin.

14. PLUGIN SETTINGS

COPY SETTINGS

Common controller values will copy to other Spitfire plugins.



HELP TEXT

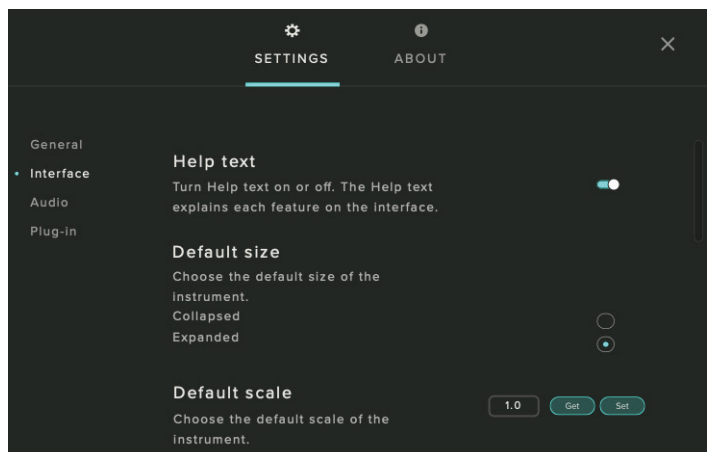
Turn this on to display parameter information in the bottom left corner of the plug in.

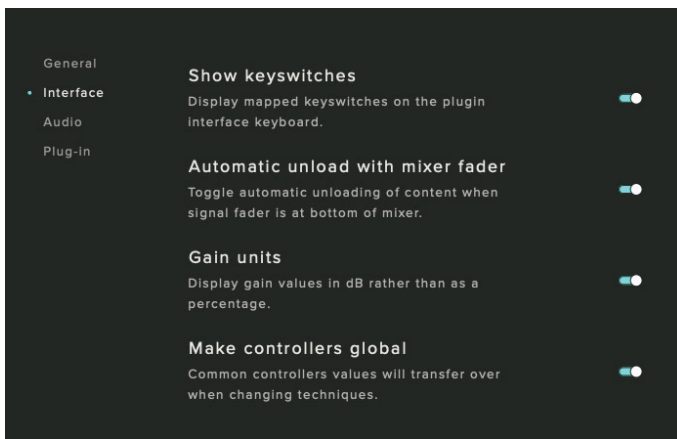
DEFAULT SIZE

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

DEFAULT SCALE

How big the plugin UI is when opened. Press "get" to set the current scale or type a value before pressing "Set" and "Save"





SHOW KEYSWITCHES

When this option is on, presets that have multiple techniques will show available keyswitches in red and the currently selected technique(s) in yellow.

UNLOAD WITH MIXER FADER

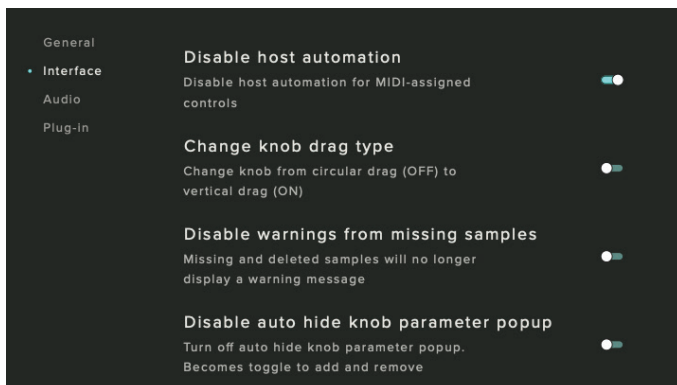
Toggle this to unload data from RAM when fader is pulled down to the bottom.

GAIN UNITS

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

MAKE CONTROLS GLOBAL

Common Controller values will remain when switching techniques.



DISABLE HOST AUTOMATION

Turn this on to enable the Host Automation from the DAW.

CHANGE KNOB DRAG TYPE

Change the mouse behaviour when dragging the Knob control.

DISABLE WARNINGS FROM MISSING SAMPLES

Hide an error in the plugin top left corner which is visible when the library is missing its content.

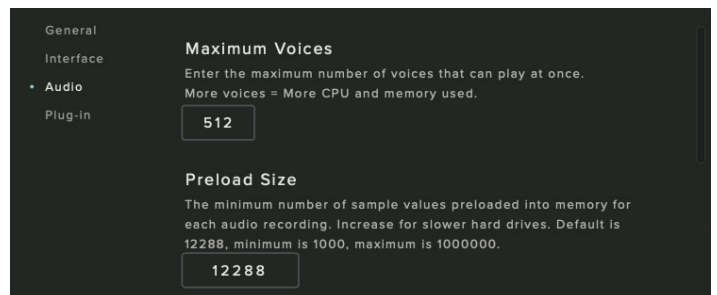
DISABLE AUTO HIDE KNOB PARAMETER POPUP

When enabled, clicking the knob will always shows the fx controls menu.

ENABLE AUTOMATIC EXCLUSIVE MIC GROUP BEHAVIOUR

Disable if you want mics to be un grouped together.

For example, when enabled, enabling the ambient mic, will disable the Pop mic grouping.

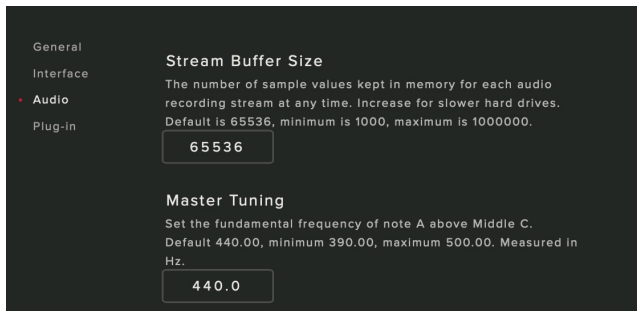


MAXIMUM VOICES

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 12288

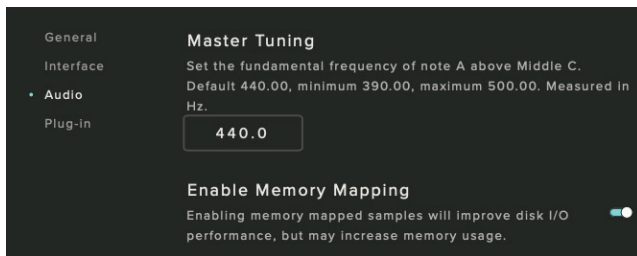


STREAM BUFFER SIZE

The number of sample values kept in memory for each audio recording stream. Increase for slower hard drives.

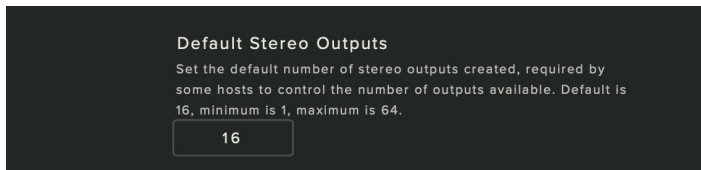
MASTER TUNING

Change the default tuning of the plugin. For example A = 440hz or A = 432 HZ.



ENABLE MEMORY MAPPING

Turn off for windows machines for better performance

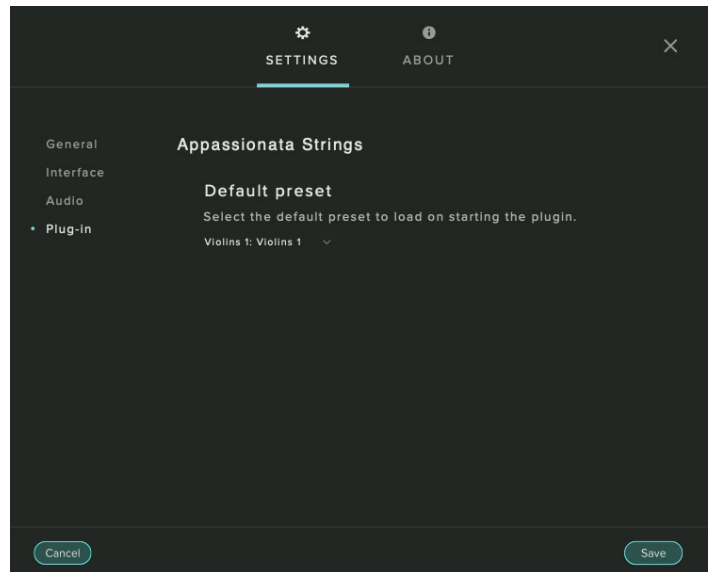


DEFAULT STEREO OUTPUTS

The default number of outputs for the Microphone routings.

PLUGIN

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



MICROPHONE SIGNALS

MIX 1

A balanced mix that perfectly blends the cinematic sound of the hall together with closer details on the instruments.

MIX 2

A large cinematic mix that allows the hall to really speak out.

MIX 3

A tighter mix that showcases more of the instruments.

MIX 4

An even more intimate but still very classic mix.

STEREO ROOM

These microphones are in a different position to the tree (closer to ground level) and have a more direct and immediate sound than the tree.

MIDS

A great mid-distance pickup that adds focus without being too close.

CLOSE

A selection of valve microphones placed for optimum focus close to the instruments.

CLOSE RIBBON

Placed next to the standard close microphones and using a selection of ribbon microphones to add a warm and rounded tone.

TREE

This refers to the decca tree of three microphones placed above the conductor's podium.

AMBIENT

Placed at the back of the room, these microphones will give a great amount of the hall, perfect for adding ambience and depth to your mix in combination with other signals.

OUTRIGGER

A set of omnidirectional microphones placed wide apart to the left and right of the tree. These give a similar balance of room and band but with a broader stereo spread. The effect of this signal is somewhere between the tree and ambient signals.

TECHNIQUES

LEGATO

The core legato technique - a combination of slurred & détaché intervals, in up to 3 dynamics (pp, mf, ff), with repetition based alt-attacks, vibrato and velocity controlled switching between legato types.

Violins 1, Violins 2 and Cellos also include a particularly unique and intense Portamento, on the top string (from high E on Violins, from high A on Cellos) for intervals over a 5th.

LEGATO INFORMATION

CC1 Dynamic peak points:

ff - 127 (100%)

f - 95 (75%)

mf - 64 (50%)

mp - 31 (25%)

pp - 9 (7.5%)

Slurred transitions for all instruments sections occur between Velocities 1-99 and overlapping the MIDI notes.

Détaché transitions for all instruments occur between Velocities 100-127 and overlapping the MIDI notes. Portamento transitions are available for Violins 1, Violins 2 and Cellos between Velocities 120-127 and overlapping the MIDI notes, but only from E4 on Violins for intervals over a 5th, and from A2 on Cellos for intervals over a 5th.

The Legato Offset control changes all interval types so you can go from 100ms (responsive) to 150ms (more latency but sounds more natural).

LEGATO SLURRED

A slurred legato, with 3 dynamics of slurred intervals and repetition based alt-attacks.

SUSTAIN

A sustained note, recorded at 5 discrete dynamics (pp, mp, mf, f, ff) with Vibrato, and 4 round robins.

HAIRPIN SHORT

A short hairpin, utilising the alt-attacks.

HAIRPIN MEDIUM

A medium hairpin, utilising the body of the alt-attacks.

HAIRPIN BOW CHANGE

A long hairpin, featuring the bow-change used in capturing the sustain.

GLANCING ATTACK

A short brushed bow, ideal for accenting notes.

APPENDIX A — FAQS AND TROUBLESHOOTING

Q: WHAT ARE THE SYSTEM REQUIREMENTS?

MAC SYSTEM REQUIREMENTS

Mac OS X 10.13 to OS X 11
Minimum: 2.8GHz i5 minimum (quad-core), 8GB RAM.
Recommended: 2.8GHz i7 (six-core), 16GB RAM.
M1 Apple computers are supported and 64 bit DAW required. (32 bit DAWs not supported).

PC SYSTEM REQUIREMENTS

Windows 7, Windows 8, or Windows 10 (latest Service Pack, 64-bit)
Minimum: Intel Core 2.8GHz i5 (quad-core) or AMD Ryzen 5, 8GB RAM
Recommended: Intel 2.8GHz i7 (six-core) or AMD R7 2700, 16GB RAM

Q: I WANT TO RESET THE PLUGIN SETTINGS TO THE DEFAULT

You can delete the .settings file to reset the settings to default. This is located at:

Users/username/Music/Spitfire Audio - on a Mac

C:\Users\username\AppData\Roaming\Spitfire Audio - on a PC.

Q: MY LIST OF PRESETS IS EMPTY, HOW DO I SOLVE THIS?

If you have moved your Appassionata Strings Library folder, you can solve this problem by using the “Locate Library” feature in the Spitfire Audio App.

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

Q: I SEE A RED EXCLAMATION MARK

IN THE TOP LEFT OF APPASSIONATA STRINGS, WHAT DOES THIS MEAN?

This means that there is an error, you can click the exclamation mark to open a log with further details. It is likely that using the “Repair” and “Locate Library” features in the Spitfire Audio App will solve the problem but if not, contact our support 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 App. If you downloaded Appassionata Strings, you can copy the library folder over to the second machine and then use the “Repair” and “Locate Library” features 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 AUTHORIZE APPASSIONATA STRINGS ON A MACHINE NOT CONNECTED TO THE INTERNET?

It not possible to authorise Appassionata Strings 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 Spitfire Audio App and log in with your account email and password.
- Select the product artwork you wish to re-download
- On this page is a “cog wheel”. Select this, choose “reset” from the menu. Then “Reset Entire Download” (for a full download) or (Latest Update) for the latest update.

This will reset your latest update ready for install again. 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 or use a different drive. We recommend NTFS on PC and Mac OS Extended on Mac. Other possible issues:
- Spitfire App 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 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 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 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 Spitfire App 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 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 SPITFIRE APP

A handful of customers may find that when they log into their Spitfire 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 Spitfire 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 Spitfire App 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 Spitfire App 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 Spitfire Audio App, we have incorporated the ability to reset your own downloads.

This can easily be done via your Spitfire Audio App.

Open up the Spitfire Audio App and log in with your account email and password.

- Select the product artwork you wish to re-download
- On this page is a "cog wheel". Select this, choose "reset" from the menu. Then "Reset Entire Download" (for a full download) or (Latest Update) for the latest update.
- This will reset your latest update ready for install again.

You can repeat this process for any other updates you wish.

If you do not see the option to reset your download in your Spitfire Audio App, we would advise to download the latest version of the Spitfire App 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) 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.

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.

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 “Repair” and “Locate Library” features in the Spitfire Audio App. 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: HOW DO I DOWNLOAD PRODUCTS ON MAC OSX 10.9?

The version of the Spitfire App needed to install Appassionata Strings only supports Mac OSX 10.10 and upwards.

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, and bought within 14 days 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 — TECHNIQUES/MICS/MIXES

TECHNIQUES

LEGATO
LEGATO SLURRED
SUSTAIN
HAIRPIN SHORT
HAIRPIN MEDIUM
HAIRPIN BOW CHANGE
GLANCING ATTACK

MICROPHONES

MIX 1
MIX 2
MIX 3
MIX 4
STEREO ROOM
MIDS
CLOSE
CLOSE RIBBON
TREE
AMBIENT
OUTRIGGERS

APPENDIX C — DEFAULT CC MAPPINGS

Dynamics	1
Global Gain	7
Global Pan	10
Expression	11
Noise Floor	15
Legato Offset	16
Release	17
Tightness	18
Reverb	19

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