

USER MANUAL

FINK SIGNATURES

SPITFIRE AUDIO

CONTENTS

| | |
|---------------------------------------|----|
| INTRODUCTION | 3 |
| DOWNLOADING & INSTALLING | 5 |
| THE SPITFIRE APP PREFERENCES | 6 |
| THE DEDICATED PLUGIN | 7 |
| HAVE A LOOK AROUND | 8 |
| PRESET SELECTOR | 9 |
| MAIN CONTROLS | 11 |
| TOP MENU | 12 |
| INSTRUMENTS/PRESETS/ARTICULATIONS | 14 |
| REVERB IR OPTIONS | 17 |
| APPENDIX A - FAQs AND TROUBLESHOOTING | 18 |
| APPENDIX B - DEFAULT CC MAPPINGS | 22 |

INTRODUCTION

AN ACOUSTIC GUITAR TOOLKIT WITH A SIGNATURE SOUND

Signatures is a definitive acoustic guitar toolkit with a human touch, full of character and sonic depth. At the heart of this sound library are three distinctive acoustic guitars, beautifully captured in microscopic detail and offering a range of classic and signature playing styles, from delicate to punchy, including pulled, plucked, muted and thumbed one-shots, pristine harmonics, and more. These emotive sounds are complemented by a range of guitar-based percussive tempo-synced loops and hits, soothing vocals, and contemplative pads. Made in collaboration and performed by producer, composer and songwriter Fink, this toolkit has been carefully curated to inspire both composers and songwriters, guitarists and non-guitarists alike — an instantly playable collection that lends itself to a range of compositions, from intimate indie scores to acoustic pop tracks, and beyond.

Signatures features a range of core and extended techniques from the heart and mind of Fink, captured on three of his favourite ‘signature’ acoustic guitars, each with their own distinctive tone. Affectionately named ‘Brady’, a 2004 Mal Brady Bouchier nylon with a rich, mellow sound, ‘Festy’, a 2010 Martin D28 steel-string acoustic with a pop sound, his workhorse festival and touring guitar, and ‘Orwell’, a gentle 1984 Martin D35 steel-string acoustic, which features most prominently on his recent records. Fink’s signature techniques within each guitar section include tempo-synced arpeggios in DADGAD, pulled, plucked, muted and thumbed one-shot notes, three variations of harmonics, two-finger chords, ready-made strumming patterns and more. All guitars are presented in Spitfire Audio’s easy-to-use plugin, with fluid playability.

QUICK SPECS

MAC SYSTEM REQUIREMENTS

Mac OS X 10.13 to OS 12

Minimum: 2.8GHz i5 minimum (quad-core), 8GB RAM. Recommended: 2.8GHz i7 (six-core), 16GB RAM.

Intel and Apple Silicon/ARM are supported.

32-bit is not supported.

PC SYSTEM REQUIREMENTS

Windows 7, Windows 8, Windows 10 or Windows 11, 64-bit only. Intel Core i7 6th gen and later or AMD Ryzen 7

32-bit is not supported.

9.5 GB install Size

FINK

Fin Greenall started as a DJ and producer before developing his signature guitar-based folk and blues inspired sound. Growing up in Bristol's thriving '90s music scene, Greenall signed to legendary label Kickin' Records and subsequently with Ninja Tune, releasing the critically acclaimed record *Fresh Produce*, and DJing worldwide. A renowned guitarist, producer, songwriter and artist, Fink has been an in-demand collaborator for various established artists, including writing and recording Amy Winehouse's earliest demos, as heard on her posthumous record, *Lioness*. Fink's *Sort of Revolution* also featured a collaboration with John Legend on the track *Maker*, with Fink having co-written two tracks on Legend's album *Evolver*, leading to three prestigious BMI awards.

Fink has penned seven critically-acclaimed studio albums, leading to numerous film and advertisement placements, as well as extensive world tours. His record *Perfect Darkness* (2011) included *Yesterday Was Hard On All Of Us*, with a live version of the track featuring in the Oscar-nominated film, *Selma*. *Warm Shadow* was later prominently featured in *The Walking Dead*, with Justin Vernon & Colin Stetson teaming up to remix the track, resulting in a collaboration with Colin Stetson on blues side project *Sunday Night Blues Club, Vol. 1*. The studio album *Hard Believer* included the hit *Looking Too Closely*, which has over 30 licences to TV and film and over 100 million streams. 2017 marked the beginning of Fink's collaboration with renowned producer Flood, culminating in the release of both his blues side project and studio albums *Resurgam* (2017) and *Bloom Innocent* (2019). After putting out his acoustic best-of record *It Isn't Until It Is*, 2022 sees Fink's first foray into film scoring with production work on a major gaming soundtrack.

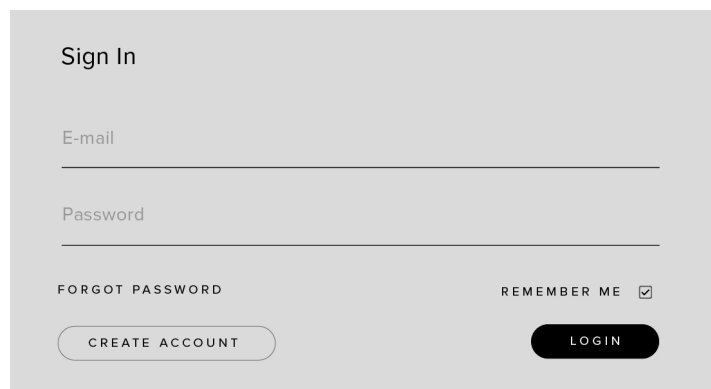
DOWNLOADING & INSTALLING

Thank you for buying FINK - SIGNATURES. 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:

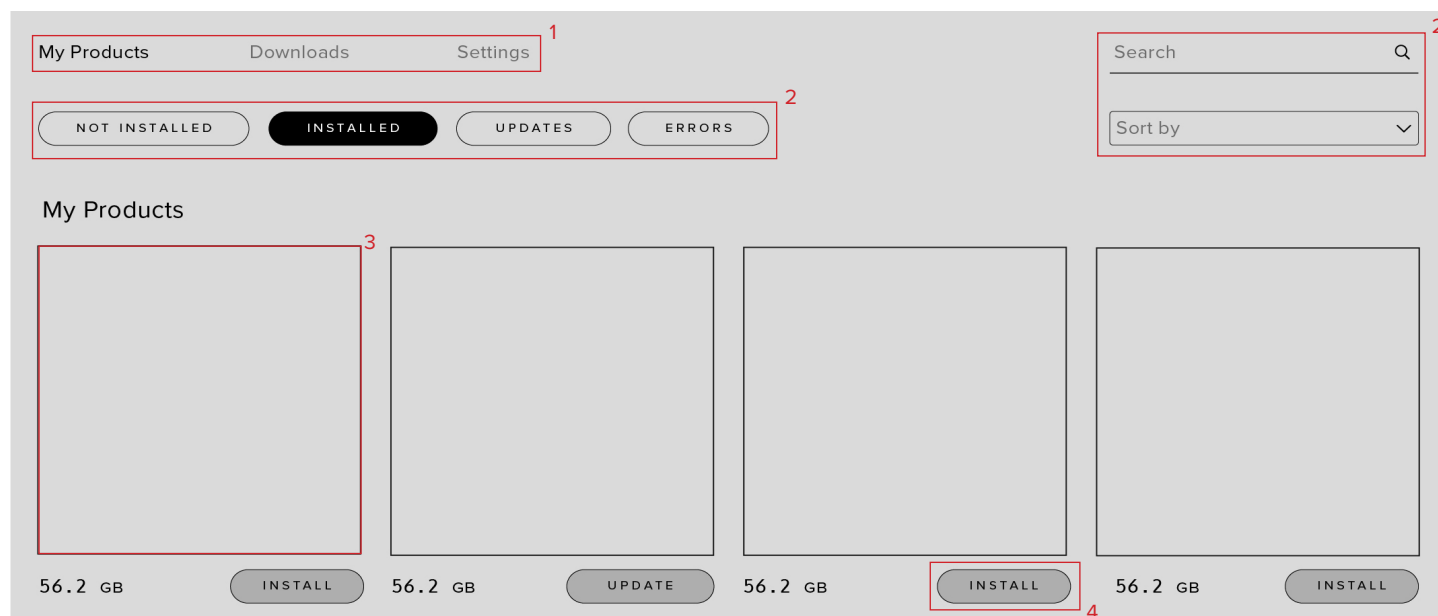
The image shows the 'Sign In' screen of the Spitfire Audio App. It features a light gray background with the text 'Sign In' at the top. Below it are two input fields: 'E-mail' and 'Password'. To the left of the password field is a link that says 'FORGOT PASSWORD'. To the right is a checkbox labeled 'REMEMBER ME' with a checkmark. At the bottom left is a button labeled 'CREATE ACCOUNT', and at the bottom right is a black button labeled 'LOGIN'.

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

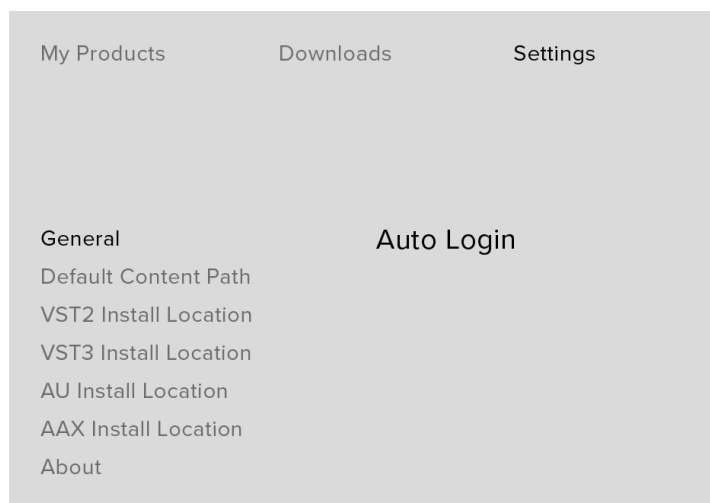
2. FILTERS Clicking these filters will quickly display products are not installed, those already installed, and any available updates. Clicking again will remove the filter.

3. LIBRARY All libraries and plugins will appear with their artwork on the My Products tab. Clicking this artwork will open the product page.

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.

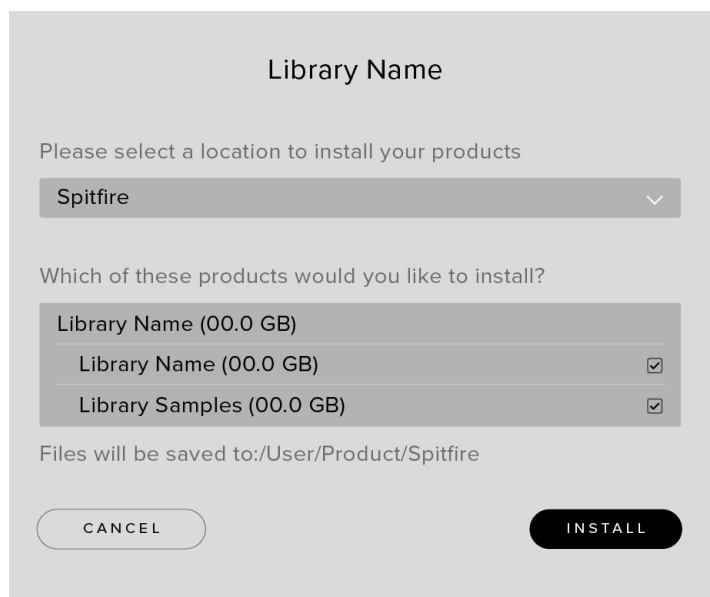


THE SPITFIRE APP PREFERENCES



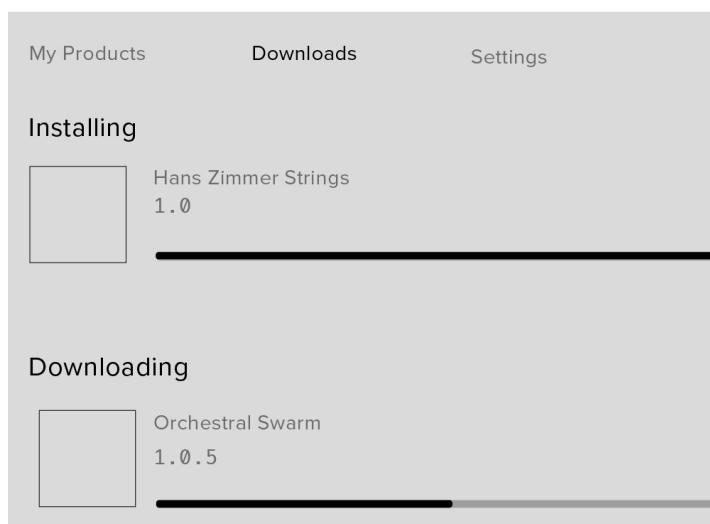
If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the Settings tab. Here you can set the Default Content location for where you wish to download your libraries. You can also you can set the default VST2 install location to the folder where your DAW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

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



Once you are happy with your preferences, simply 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.



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

Unlike other Spitfire libraries you don't need Kontakt Player or the full Kontakt to run this library. FINK - SIGNATURES is contained within its own plugin, built for VST, AU and AAX. Once you have completed the installation, you are 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 > FINK - SIGNATURES

CUBASE

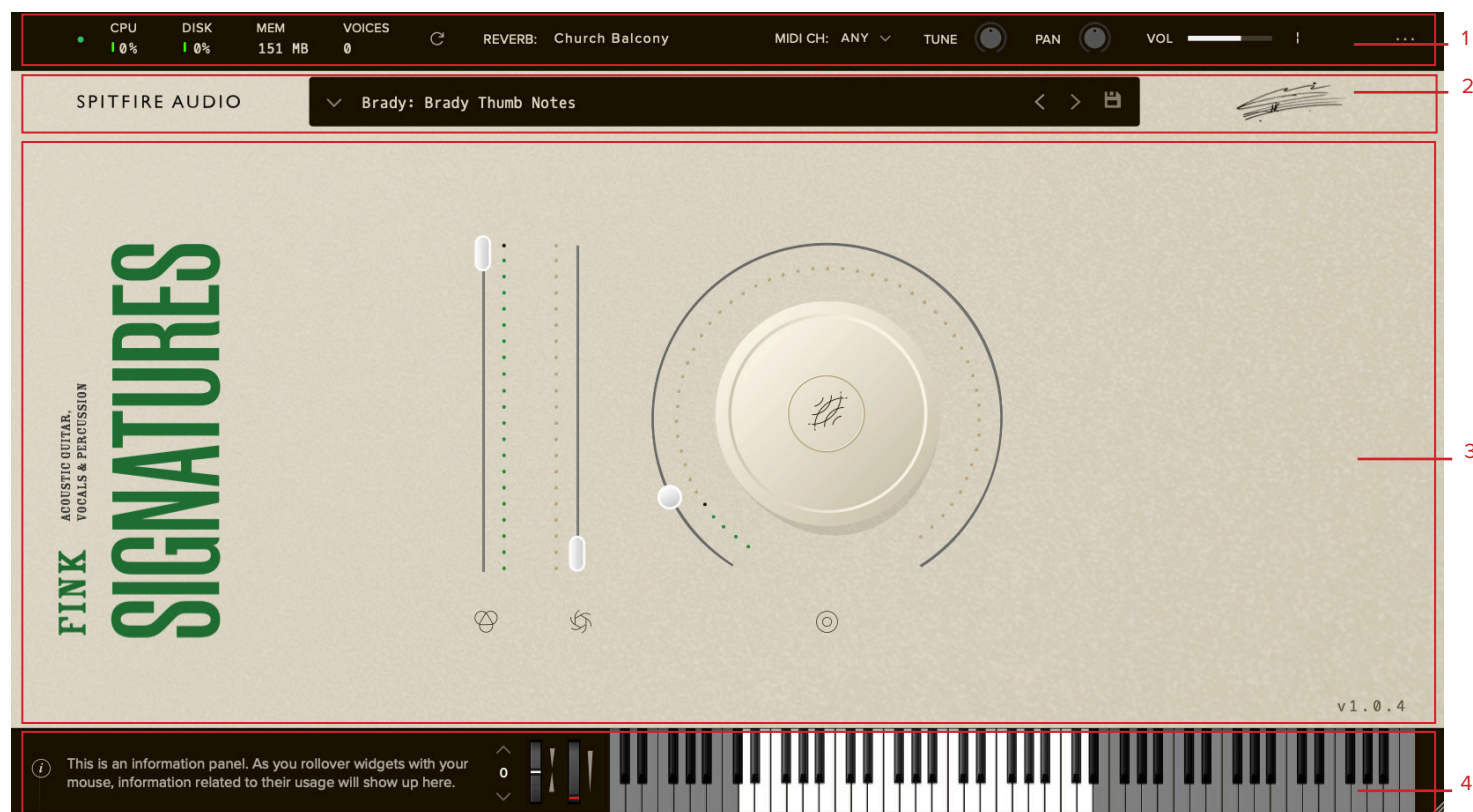
- Right-click the track window and choose 'Add Instrument Track'
- Underneath the 'Instrument' dropdown, choose FINK - SIGNATURES
- Select 'Add Track'

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 FINK - SIGNATURES available as an option

HAVE A LOOK AROUND

FINK - SIGNATURES INTERFACE



OPENING YOUR FIRST PRESETS

When you first open this library, this is what you will see. It opens with Brady: Brady Thumb Notes as the default preset.

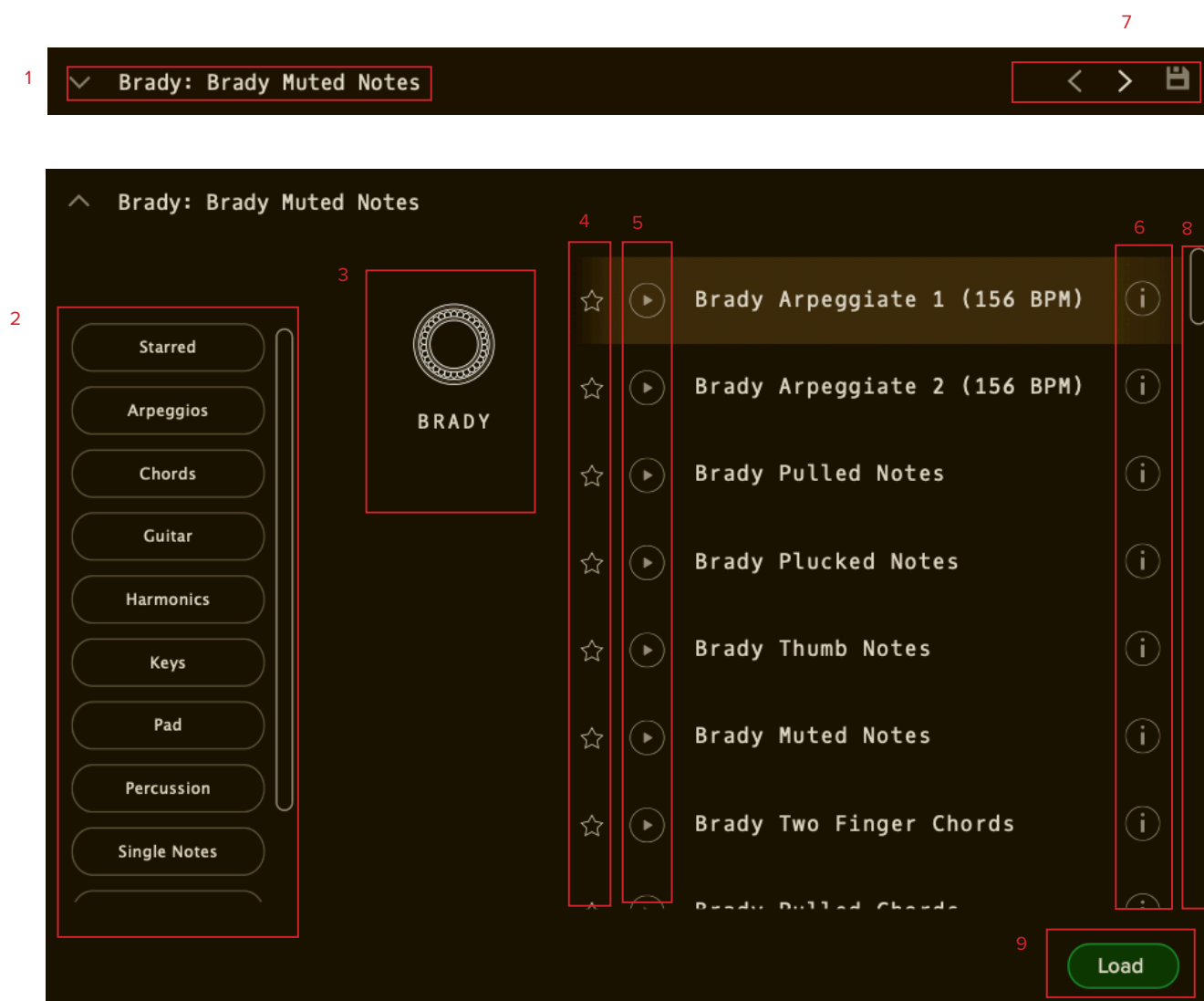
1. TOP MENU

2. PRESET SELECTOR

3. MAIN CONTROLS

4. KEYBOARD PANEL

PRESET SELECTOR



1. PRESET NAME

Here you can see the currently selected preset.

2. FILTERS

Click on a filter to only show those presets. The filters are subtractive, so selecting "Atmosphere" will show you only the Atmosphere presets.

Click the "Clear" button to return to a view of all presets.

3. INSTRUMENT GROUP

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

4. STAR

Click here to favourite your presets. Once "Starred" they show in the "Star" 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.

6. INFORMATION

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

7. 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.

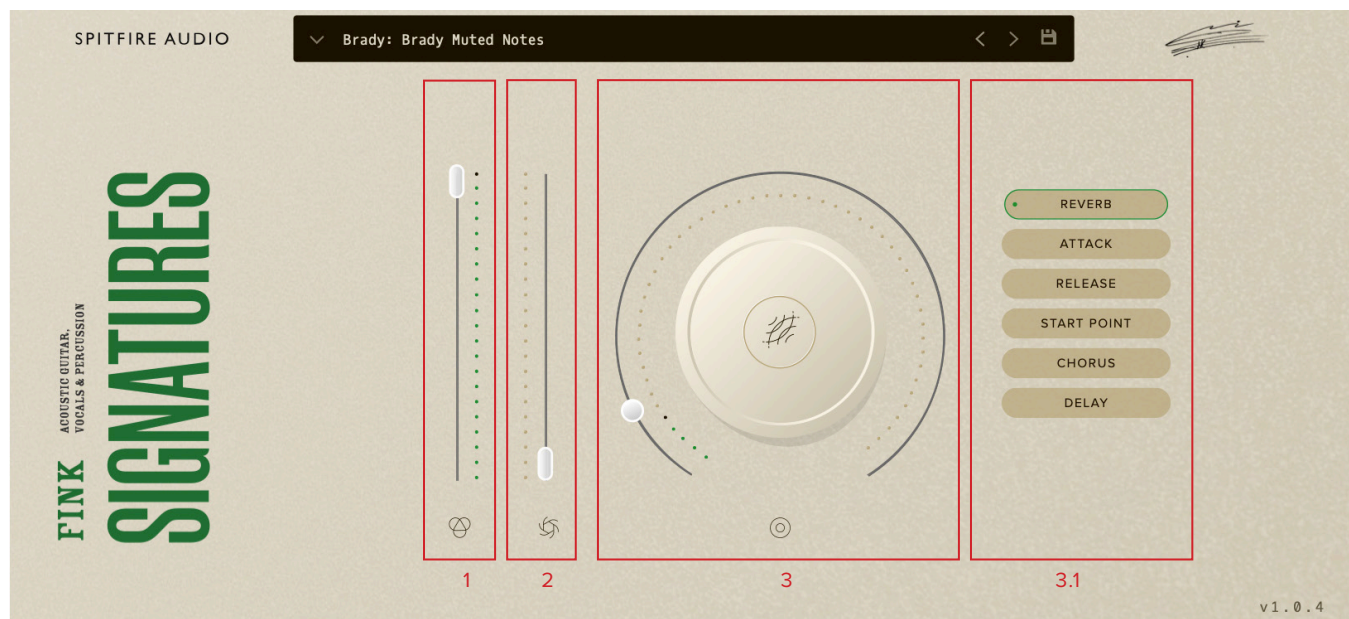
8. SCROLL

Drag up and down to see more presets.

9. LOAD

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

MAIN CONTROLS



1. EXPRESSION

This is a control for you to adjust the level of the technique. (CC#11)

2. DYNAMICS

This slider allows you to fade from a close mic mix into a re-amped signal. Using Fink's signature vintage amp. (CC# 1)

3. KNOB

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

Hover over the knob and it will turn black.

3.1 CLICK: Click and you will be able to see all available controls for a particular preset. FINK - SIGNATURES features 6 additional controls on the Knob Control depending on the patch.

REVERB - Controls the amount of reverb being added. You can select alternative reverb types in the reverb selection box. (CC#19). More information on [Page 15](#).

ATTACK - Allows you to change the length of the attack of a note. (CC#94)

RELEASE - Allows you to change the length of the release of a note. (CC#110)

START POINT - This cuts further into the note. Combine with the Attack control to create pad-like sounds!. (CC#18)

STRING SQUEAK FX (available in the Arpeggiate patches) - This controls the volume of the string 'Squeak' noise that plays on note release. (CC#98)

CHORUS - Controls the amount of chorus being added. (CC#95)

DELAY - Controls the amount of delay added. (CC#20)

TOP MENU



1. LED

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

2. CPU METER

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

3. DISK METER

How much of the sample drive bandwidth is being used. 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 the plugin. 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. Right click this for additional options, such as switching all instances to a different mode.

7. REVERB TYPE

Select which type of Reverb you would like to be active, choose from 7 different impulse responses.

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

10. PAN

Pan the signal left and right. Cmd/Ctrl-click to reset.

11. VOLUME

Control the overall volume of the instrument.

12. PLUGIN SETTINGS

J. MAXIMUM VOICES — Enter the maximum number of voices that can play at once. More voices = More CPU and memory used.

K. PRELOAD SIZE — The minimum number of sample values preloaded into memory for each audio recording. Increase for slower hard drives. Default is 12888.

L. 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.

M. MASTER TUNING— Choose a preset that you wish the plug in to load by default on launch

| | | |
|--------------------|-------|---|
| MAXIMUM VOICES | 512 | J |
| PRELOAD SIZE | 12288 | K |
| STREAM BUFFER SIZE | 65536 | L |
| MASTER TUNING | 440 | M |

INSTRUMENTS/PRESETS/ARTICULATIONS

BRADY

(MAL BRADY FINK SIGNATURE CUSTOM)

THE ORIGINAL FINK NYLON GUITAR, BROUGHT OUT OF RETIREMENT FOR THIS LIBRARY!

Brady Arpeggiate 1 (156 BPM): Chord based tempo-synced arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Brady Arpeggiate 2 (156 BPM): Chord based tempo-synced arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Brady Pulled Notes: Pulled one-shot single notes.

Brady Plucked Notes: Plucked one-shot single notes.

Brady Thumb Notes: Thumb one-shot single notes.

Brady Muted Notes: Palm-muted one-shot single notes.

Brady Two Finger Chords: Neutral chords played with two fingers

Brady Pulled Chords: Pulled chords, with 3 variations in major, minor and neutral.

Brady Pulled Harmonics: Pulled one-shot single note harmonics.

Brady Thumb Harmonics: Thumb one-shot single note harmonics.

Brady Plucked Harmonics: Plucked one-shot single note harmonics.

FESTY

(2010 MARTIN D28)

FINK'S 'FESTIVAL' WORKHORSE GUITAR

Festy Arpeggiate 1 (156 BPM): Chord based tempo-synced arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Festy Arpeggiate 2 (156 BPM): Chord based tempo-synced arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Festy Strummed 1 (85 BPM): Strummed tempo-synced chords in DAGDAD. 3 variations with major, minor and neutral.

Festy Strummed 2 (126 BPM): Strummed tempo-synced chords in DAGDAD. 3 variations with major, minor and neutral.

Festy Pulled Notes: Pulled one-shot single notes.

Festy Plucked Notes: Plucked one-shot single notes.

Festy Thumb Notes: Thumb one-shot single notes.

Festy Muted Notes: Palm-muted one-shot single notes

Festy Two Finger Chords: Neutral chords played with two fingers

Festy Pulled Chords: Pulled chords, with 3 variations in major, minor and neutral.

Festy Pulled Harmonics: Pulled one-shot single note harmonics.

Festy Thumb Harmonics: Thumb one-shot single note harmonics.

Festy Plucked Harmonics: Plucked one-shot single note harmonics.

ORWELL

(1984 MARTIN D28)

THE MAIN ACOUSTIC GUITAR FROM RECENT FINK ALBUMS

Orwell Arpeggiate 1 (156 BPM): Chord based tempo-synced arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Orwell Arpeggiate 2 (156 BPM): Chord based tempo-synced arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Orwell Arpeggiate Muted (156 BPM): Chord based tempo-synced muted arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Orwell Strummed 1 (126 BPM): Strummed tempo-synced arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Orwell Strummed 2 (85 BPM): Strummed tempo-synced arpeggios in DAGDAD. 3 variations with major, minor and neutral.

Orwell Pulled Notes: Pulled one-shot single notes.

Orwell Plucked Notes: Plucked one-shot single notes.

Orwell Thumb Notes: Thumb one-shot single notes.

Orwell Muted Notes: Palm-muted one-shot single notes.

Orwell Two Finger Chords: Neutral chords played with two fingers

Orwell Pulled Chords: Pulled chords, with 3 variations in major, minor and neutral.

Orwell Pulled Harmonics: Pulled one-shot single note harmonics.

Orwell Thumb Harmonics: Thumb one-shot single note harmonics.

Orwell Plucked Harmonics: Plucked one-shot single note harmonics.

PERCUSSION

Brady Beats Slow (96 BPM): Tempo-synced, percussive loops, played on the Brady.

Festy Beats Slow (96 BPM): Tempo-synced, percussive loops, played on the Festy.

Festy Beats Fast (158 BPM): Tempo-synced, fast percussive loops, played on the Festy.

Brady Kit: A selection of percussive one-shots, played on the Brady.

Festy Kit: A selection of percussive one-shots, played on the Festy.

Orwell Kit: A selection of percussive one-shots, played on the Orwell.

Stomps and Cases: A selection of percussive hits on different guitar cases and foot-stomps in the studio.

VOICE

Aah: Just Fink singing long aah's.

Mmm: Just Fink singing long mmm's.

Ooh: Just Fink singing long ooh's.

Aah Swell: Just Fink singing swelling aah's.

Mmm Swell: Just Fink singing swelling mmm's

Ooh Swell: Just Fink singing swelling ooh's

PADS

Electric Piano Pad: A classic electric piano fed through Fink's guitar pedals and amp.

Harmonic Pad: Festy guitar harmonics fed through the Spitfire granular machine.

Sustained Strings Pad: Brady played with a magnetic string resonator.

REVERB IR OPTIONS

The convolution reverb menu allows you to select from a bespoke collection of 7 impulse responses, ranging from short studios and rooms to long, cavernous churches and halls.

Church Balcony

Kiln

Drum Studio

Plate Reverb

Room

Church Far

Big Hall

APPENDIX A — FAQS AND TROUBLESHOOTING

Q: WHAT ARE THE SYSTEM REQUIREMENTS?

MAC SYSTEM REQUIREMENTS

Mac OS X 10.13 to OS 12
Minimum: 2.8GHz i5 minimum (quad-core), 8GB RAM.

Recommended: 2.8GHz i7 (six-core), 16GB RAM. Intel and Apple Silicon/ARM are supported.

32-bit is not supported.

PC SYSTEM REQUIREMENTS

Windows 7, Windows 8, Windows 10 or Windows 11, 64-bit only. Intel Core i7 6th gen and later or AMD Ryzen 7

32-bit not supported.

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 the FINK - SIGNATURES 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, 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 FINK- SIGNATURES, 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 FINK - SIGNATURES ON A MACHINE NOT CONNECTED TO THE INTERNET?

It not possible to authorise this library 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 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 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, e.g.. 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 (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.

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 FINK - SIGNATURES only supports Mac OSX 10.10 to OS 11.

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 — DEFAULT CC MAPPINGS

| | |
|------------------|-----|
| Dynamics | 1 |
| Global Gain | 7 |
| Global Pan | 10 |
| Expression | 11 |
| Start Point | 18 |
| Reverb | 19 |
| Delay | 20 |
| Attack | 94 |
| Chorus | 95 |
| String Squeak FX | 98 |
| Release | 110 |