SPITFIRE AUDIO IMPRESSIONISM

CONTENTS

INTRODUCTION

A love letter to 150 years of Impressionist art, our latest creation offers a brightly hued palette of instrumental sounds to inspire your next masterpiece. Designed to be your track-one go-to, Impressionism enlivens the blank canvas under impasto daubs of brass; pastel washes of strings and woodwinds, shimmering touches of harps and vibraphones; and fine-tipped trills, clouds, and atonal clusters — all layered in with the turn of a mod wheel.

Comprising uniquely expressive performances from some of the UK's leading instrumentalists, Impressionism's sounds overflow with vibrant shades of emotion. Unorthodox combinations of instruments swirl together, with each note evolving across three distinct phases to create fluid, delicate brushstrokes of sound.

Impressionism is less a means for applying fine detail and finishing touches to your music than a powerful toolkit for quickly and directly capturing the emotions that inspire it. It is a totally unique toolkit for creating beautiful musical shapes, textures and gestures.
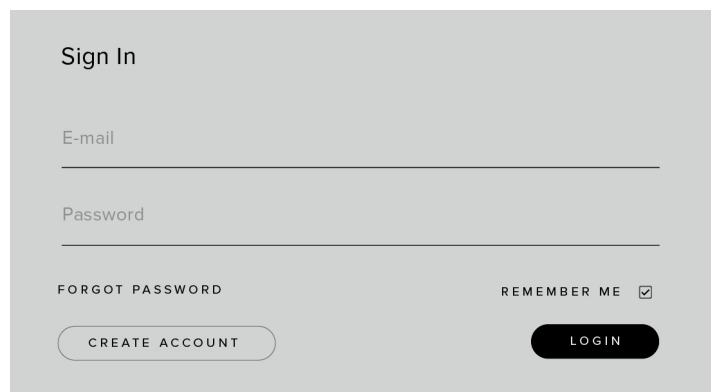
QUICK SPECS

DOWNLOADING & INSTALLING

Thank you for buying Impressionism. 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:
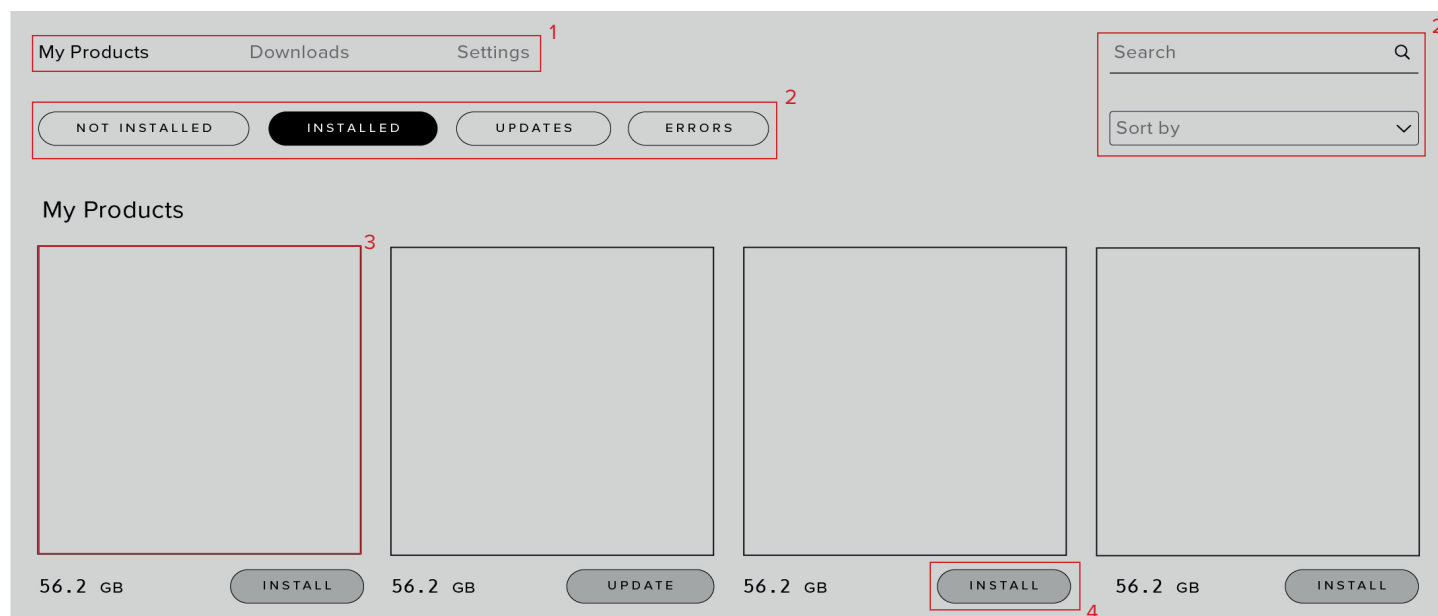
Sign In

E-mail

Password

FORGOT PASSWORD   REMEMBER ME ☑

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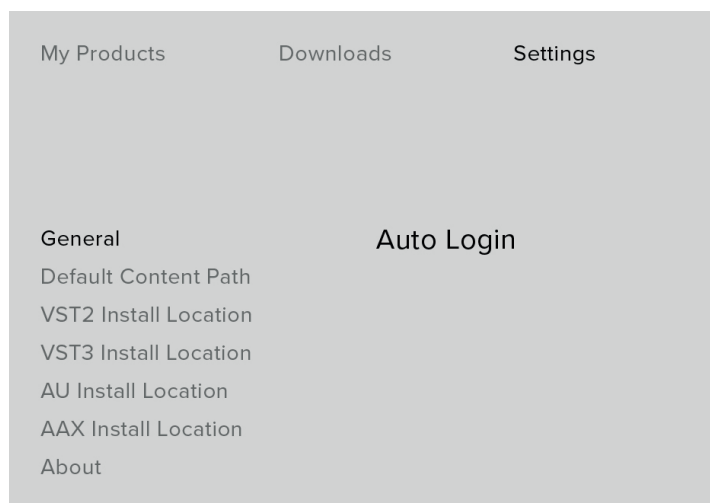
2. FILTERS Clicking these filters will quickly display products you've yet to install, those already installed, and any available updates. Clicking again will remove the filter.

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.
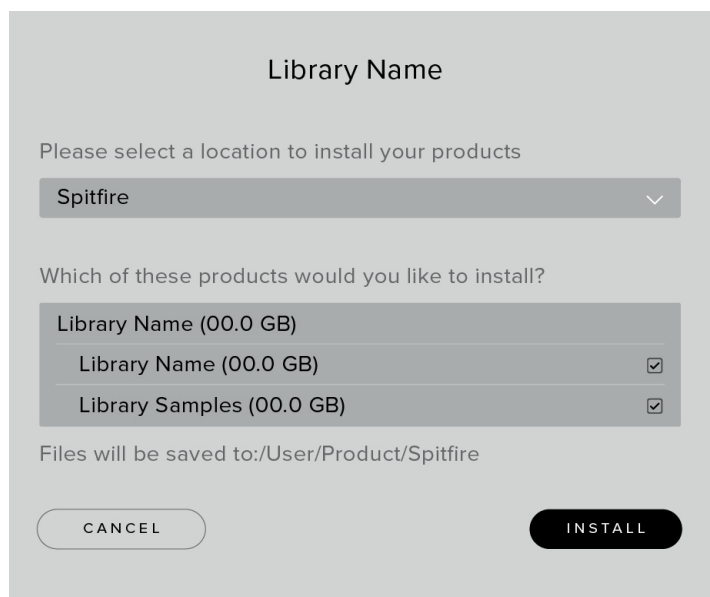
My Products	Downloads	Settings

NOT INSTALLED   INSTALLED   UPDATES   ERRORS

Search 🔍

Sort by ⌄

My Products

56.2 GB   INSTALL   56.2 GB   UPDATE   56.2 GB   INSTALL   56.2 GB   INSTALL

THE SPITFIRE APP PREFERENCES

My Products   Downloads   Settings

General   Auto Login

Default Content Path

VST2 Install Location

VST3 Install Location

AU Install Location

AAX Install Location

About

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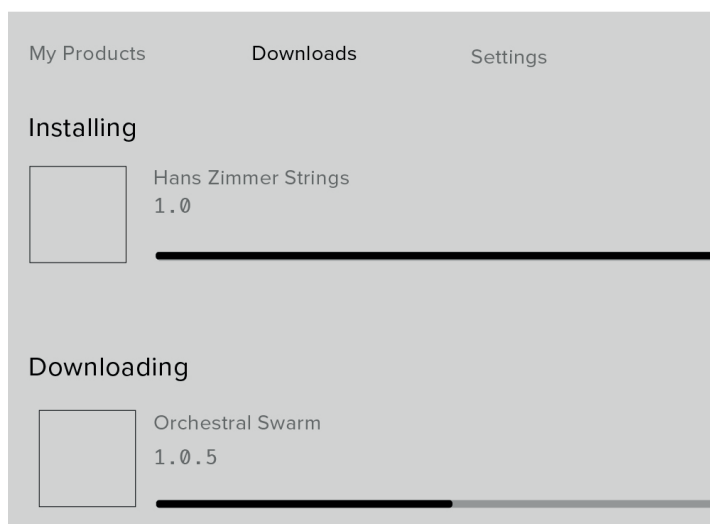
Here you can also enable Auto Login to save time in future.

Library Name

Please select a location to install your products

Spitfire   ⌄

Which of these products would you like to install?

Library Name (00.0 GB)

   Library Name (00.0 GB)   ☑

   Library Samples (00.0 GB)   ☑

Files will be saved to:/User/Product/Spitfire

CANCEL   INSTALL

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.

My Products   Downloads   Settings

Installing

                Hans Zimmer Strings
                1.0

Downloading

                Orchestral Swarm
                1.0.5

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

Impressionism 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 > Impressionism

CUBASE

• Right-click the track window and choose 'Add Instrument Track'

• Underneath the 'Instrument' dropdown, choose Spitfire Audio > Impressionism

• 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 Impressionism available as an option

STANDARD INTERFACE (QUICK LOOK)

THE IMPRESSIONISM STANDARD INTERFACE
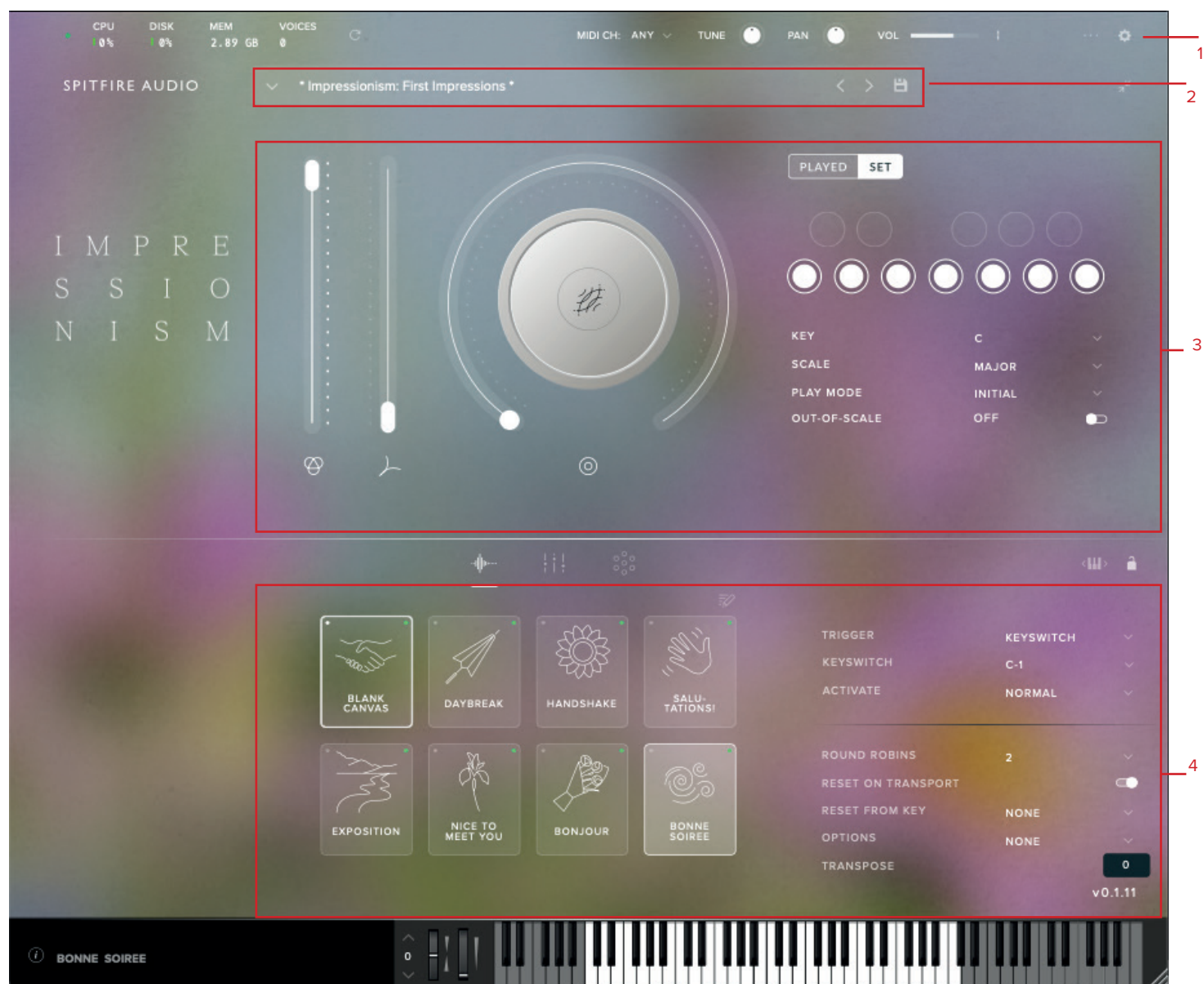
OPENING YOUR FIRST PRESETS

When you first open Impressionism, this is the default preset that you will see.

1. TOP MENU

2. PRESET SELECTOR

3. MAIN CONTROLS

4. TECHNIQUE SELECTOR

MAIN CONTROLS AND SCALE MODE

SIGNALS & FX

GRANULATOR

KEYBOARD & INFO

This is an information panel. As you rollover widgets with your mouse, information related to their usage will show up here.

PRESET SELECTOR
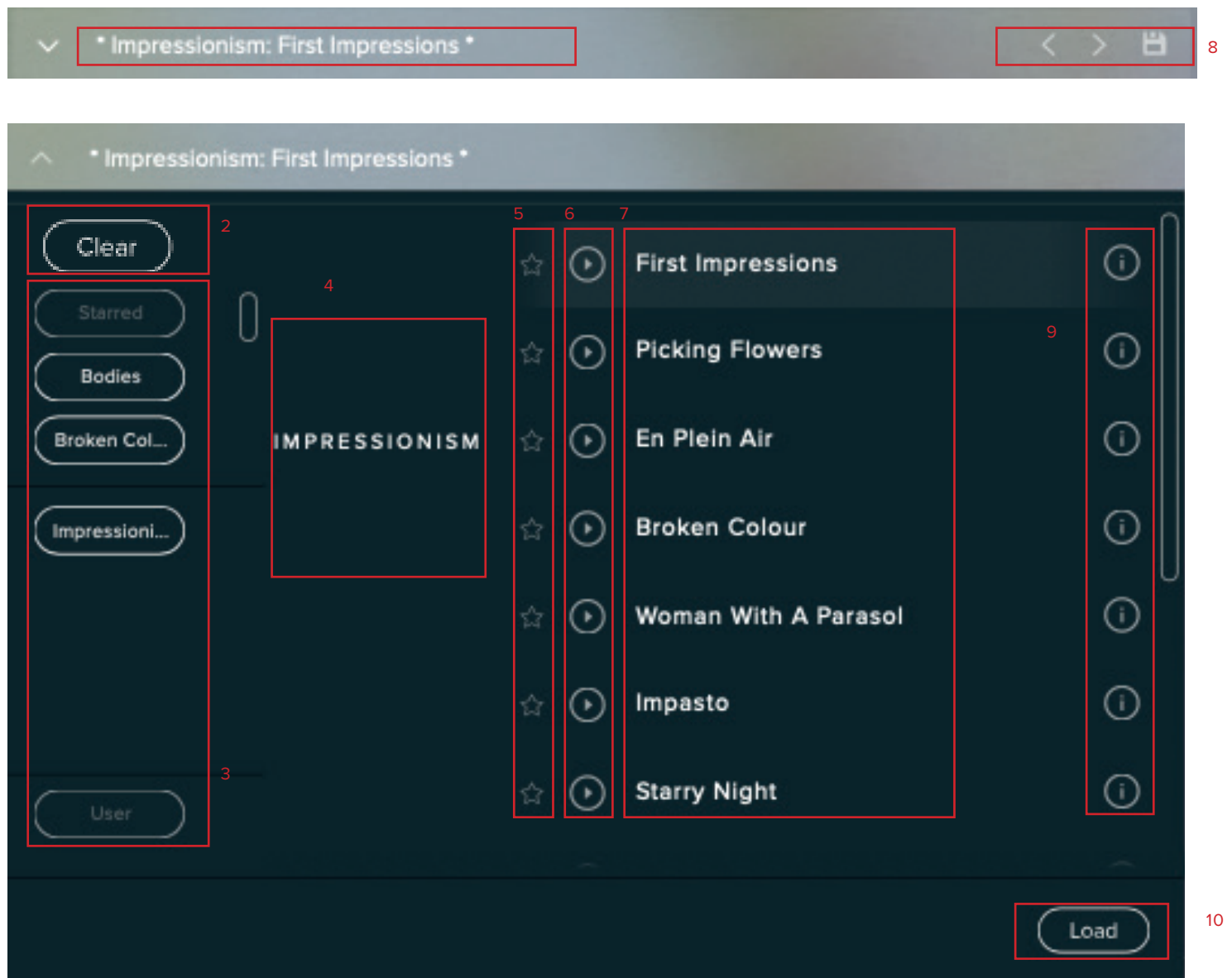
1. PRESET NAME

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. DYNAMICS

For Long techniques, this will increase or decrease the dynamic being played. For short techniques, this will limit the lowest velocity playable, essentially acting as a dynamic range compressor.

2. DIVERGE

Diverge dials in an additional sound that allows you to perform with widening and intensifying the sonic palette, use this fader to dial in the level of the Diverge section.

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.

Click and you will be able to assign any of the remaining available controls to the knob (3.1).

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.

Separation -Controls amount of separation between elements by increasing silence before note. Similar to Tightness but only affecting time pre-note.

Reverb - Increase to add reverberation to the sound.

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

4. SCALE MODE

Scale Mode enables articulations which move between multiple pitches to be mapped across the keyboard according to a user-defined Scale. When a note is played by a user, the Scale Mode will intelligently play a 'valid' interval based on the played note and settings.
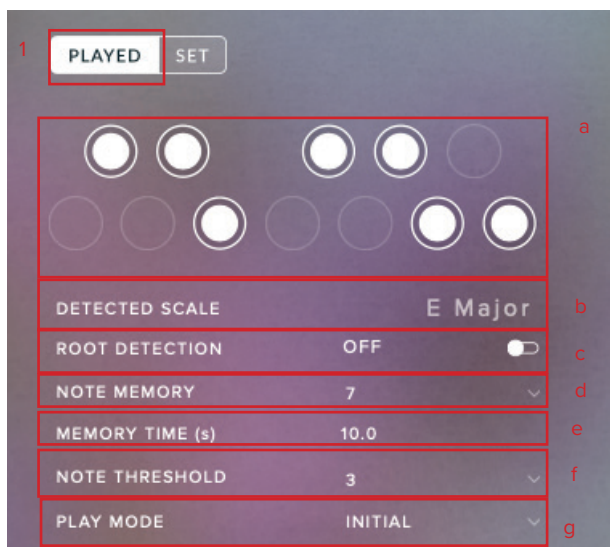
1. PLAYED MODE

Toggle here to change between Played and Set Mode.

Played Mode detects what scale the user is playing sets the scale accordingly. As more notes are played, the scale is continually updated.

1A. SCALE BUTTONS: The 12 central toggle will display the scale intervals here.

1B. DETECTED SCALE: Displays the scale that has been determined.

1C. ROOT DETECTION: When this is ON, the lowest note currently in the memory is presumed to be the root note.

1D. NOTE MEMORY: This controls the number of notes that are held onto in memory. If it is set to 3, then the last 3 notes will be remembered, and the scale calculated from these 3 notes.

If the memory is "full", playing a new note will push the oldest note out of the memory.

Set to more notes for a more accurate scale. However, if the user is wanting to change scales/chords often, then this should be set lower.

1E. MEMORY TIME: Notes are only held in the memory for a set length of time. This control defines how long that time is. When a note is played (and so added to the memory), after this time it will be "forgotten".

This can be used to ensure that notes are not held on in the memory overly long, which would affect the scale calculated in future.

1F. NOTE THRESHOLD: If the scale was calculated from just 1 note, it would default to the major scale of that note. This may not be useful, and so this control allows the user to set how many notes need to be in memory before a scale is calculated.

If there are less than this number of notes in memory, then unison will play (if available). If there is no unison patch, then no sound will play.

1F. PLAY MODE: Determines whether the triggered samples begin, or end with the played note.
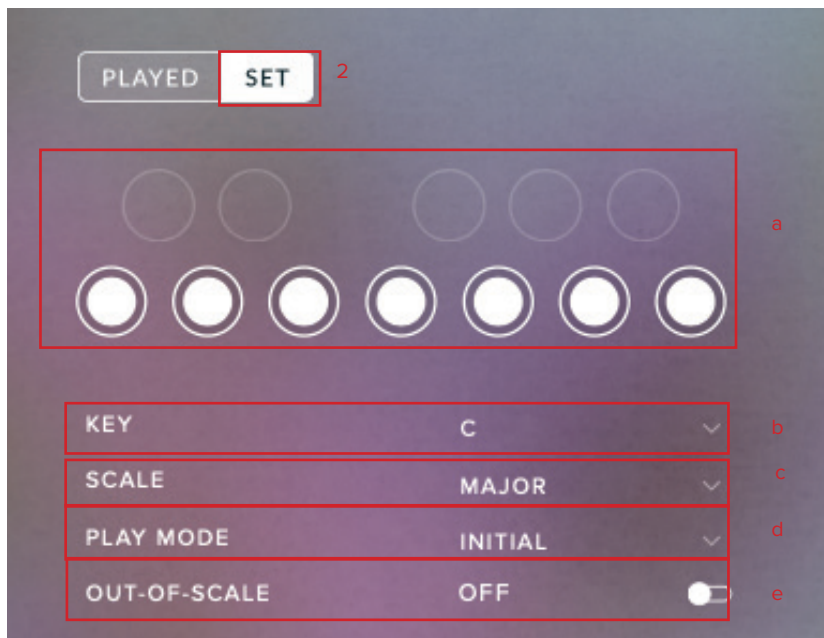
2. SET MODE

Toggle here to change between Played and Set Mode.

Set Mode lets a user define any scale they like using 12-tone keyboard UI Element.

When a note is played by a user, the Scale Mode will intelligently play a 'valid' interval based on the played note and selected scale.

2A. SCALE BUTTONS: The 12 central toggles can have 3 states as follows:

OFF: the note is not enabled

ON: the note is enabled

NO VALID SAMPLES: Peg is greyed out, this note has no samples which fit into the selected scale.

When modifying scale buttons to differ from the chosen scale, this can be identified with asterisk icons next to the Key and Scale controls.

2B KEY: Dropdown box - with a range of all keys from C, C#, D etc. to B.
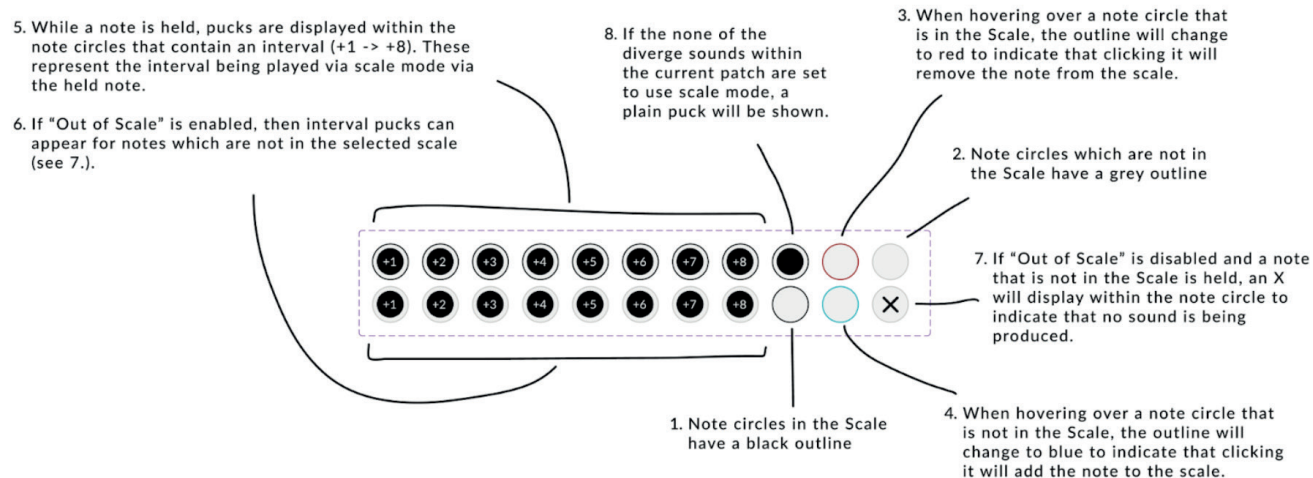
2C. SCALE: Dropdown box - with a range of scales including Major, Minor and Modes (Dorian, Phrygian as two examples)

2D PLAY MODE: Determines whether the triggered samples begin, or end with the played note.
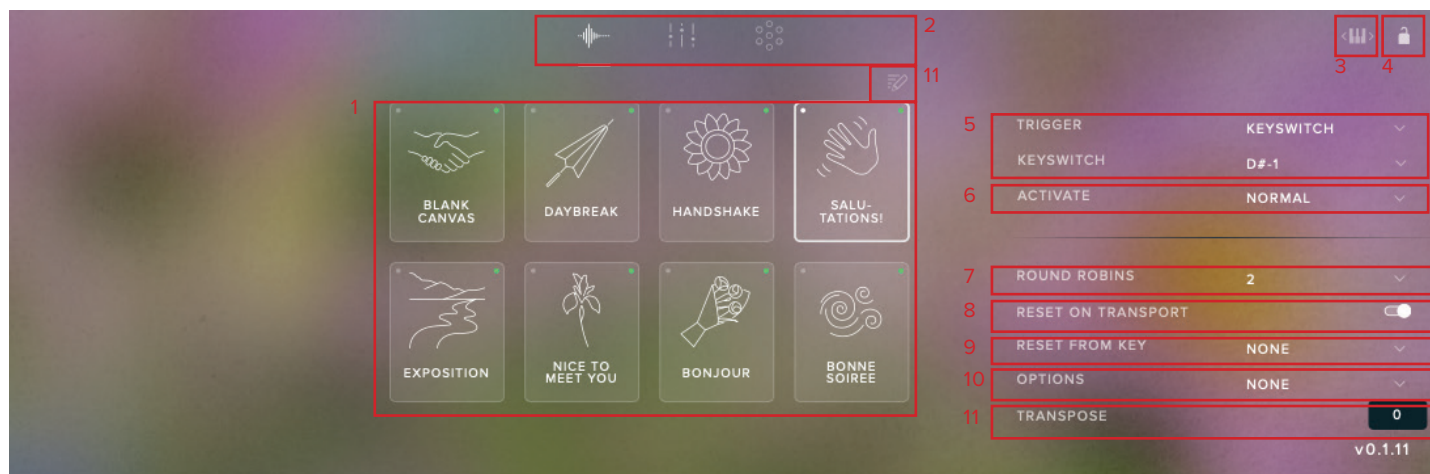
2E. OUT OF SCALE: Toggle switch that when enabled provides the ability to trigger notes out of the selected key, and samples will play which include the

SCALE MODE STATES

There are 8 states for the Scale Mode UI buttons

5. While a note is held, pucks are displayed within the note circles that contain an interval (+1 -> +8). These represent the interval being played via scale mode via the held note.

6. If "Out of Scale" is enabled, then interval pucks can appear for notes which are not in the selected scale (see 7.).

8. If the none of the diverge sounds within the current patch are set to use scale mode, a plain puck will be shown.

3. When hovering over a note circle that is in the Scale, the outline will change to red to indicate that clicking it will remove the note from the scale.

2. Note circles which are not in the Scale have a grey outline

7. If "Out of Scale" is disabled and a note that is not in the Scale is held, an X will display within the note circle to indicate that no sound is being produced.

1. Note circles in the Scale have a black outline

4. When hovering over a note circle that is not in the Scale, the outline will change to blue to indicate that clicking it will add the note to the scale.

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, Effects and the auto arranger. The Technique Switcher, Effects and Auto Arranger 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.

7. 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. TRANSPOSE

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.

11. TECHNIQUE EDITOR

Opens the Techniques Editor, allowing you to customise and edit your preset (see pg. 17).

TECHNIQUE EDITOR

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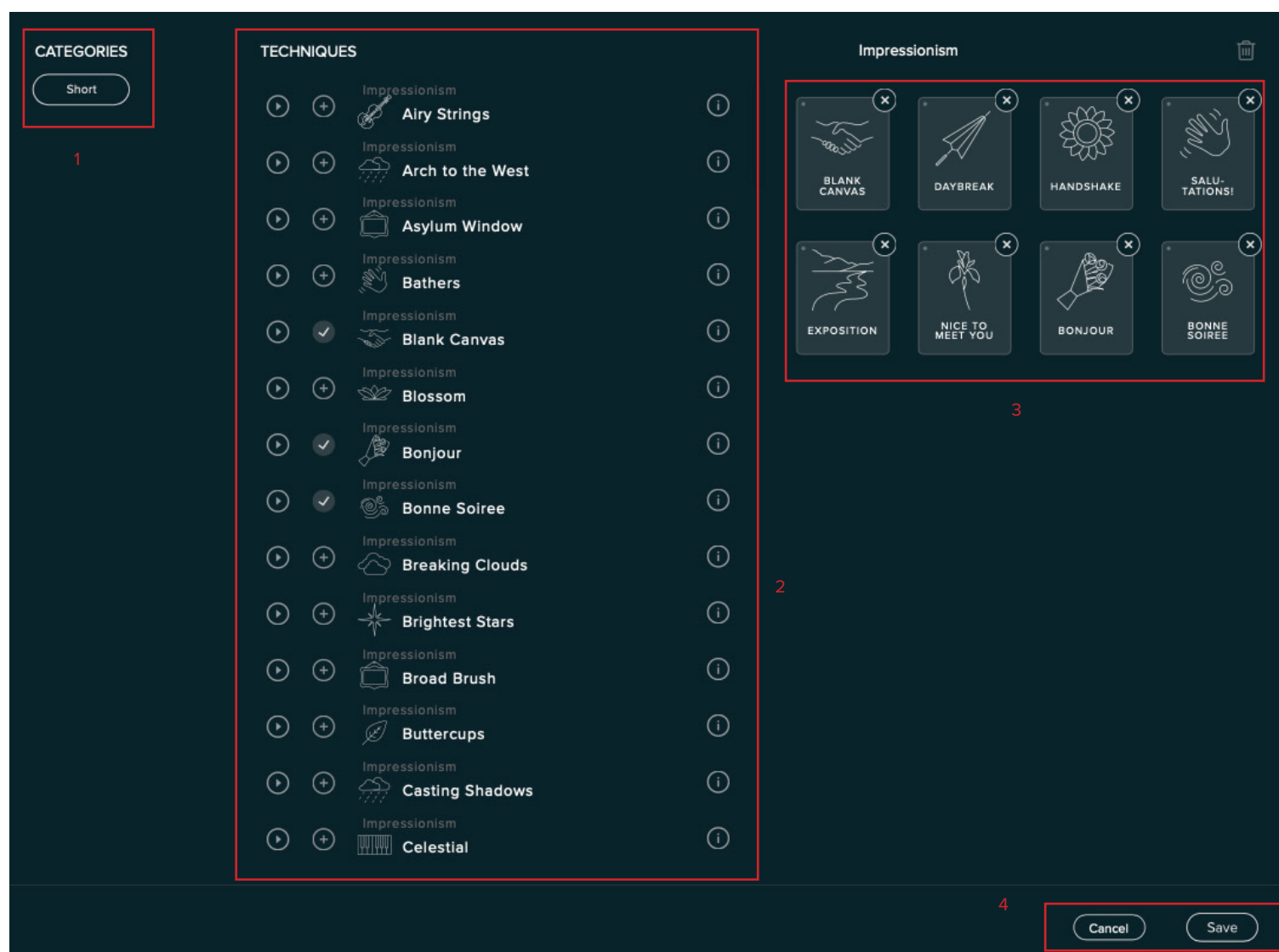
1. CATEGORIES

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.

4. 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.

SIGNAL MIXER & FX

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.

2. TECHNIQUE NAME

3. 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 Impressionism, 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.

4. SOLO / MUTE

Click S (Solo) to isolate that signal. Hear multiple signals isolated by clicking S below multiple signals.

Click M (Mute) to silence a signal whilst keeping it active. Silence multiple active signals by clicking M below multiple signals.

Holding 'shift' and clicking solo allows the user to solo more than one channel if desired.

Alt+click on a solo unsolos all

Alt+click on a mute unmutes all

Alt+click on a mute removes all mutes but

leaves solos and vice versa.

CMD+Click snaps level to 100% (and turns the signal on)

5. SIGNAL FADER

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

6. VIEW SELECT

Choose between the Technique Switcher, Mixer and Granulator.

7. LOCK

Click to lock the Mixer. This will prevent further changes to the mixer by CC or Mouse.

8. EFFECTS

Same as those available under the smart knob:

Separation -Controls amount of separation between elements by increasing silence before note. Similar to Tightness but only affecting time pre-note.

Reverb - Increase to add reverberation to the sound.

Release - Extend the ends of long articulations to help blur between notes.
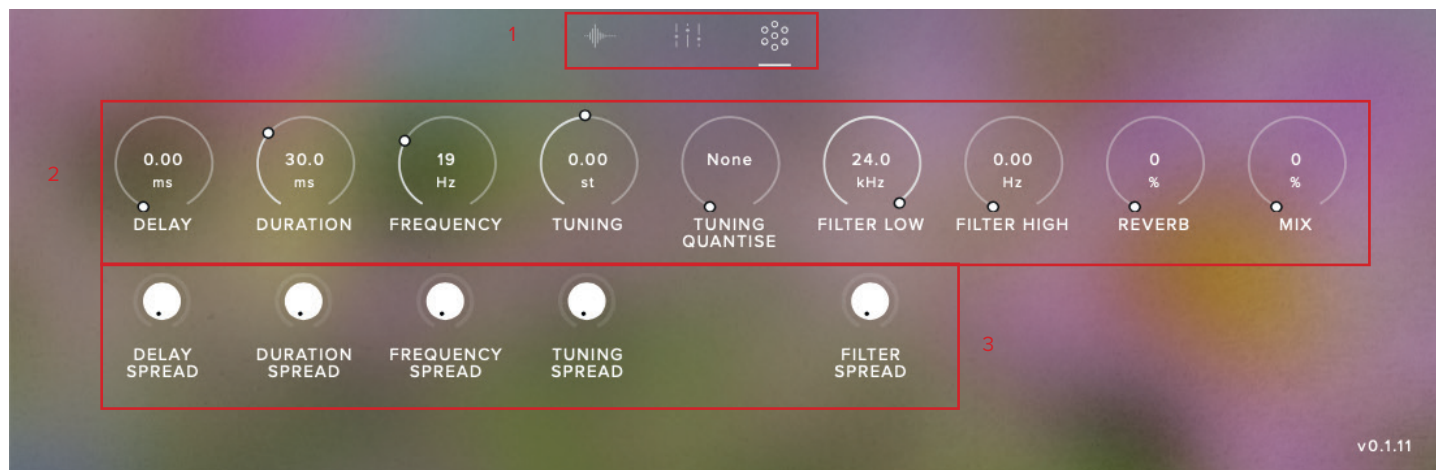
9. IR SELECTOR

Choose from a list of impulse responses using the dropdown menu.

10. SPEED

Toggle between Fast and Slow Swell tempo groups.

GRANULATOR

1. VIEW SELECT

Choose between the Technique Switcher, Mixer and FX, and Granulator.

2. MAIN GRANULATOR CONTROLS

Delay - The delay offset within the delay line from where grains will be chosen.

Duration - Duration of the grains in milliseconds.

Frequency - The frequency at which grains are generated.

Tuning - The tuning of grains in semitones.

Tuning Quantise - Quantise the tuning to grain transpositions as set here.

Filter Low - Controls application of Low Pass Filter to grain.

Filter High - Controls application of High Pass Filter to grain.

Reverb - Controls the level of Reverb applied.

Mix - Adjusts the overall level of the grain effect (100% = Max volume, 0%= Silent).

4. GRANULATOR SPREAD CONTROLS

Control the randomisation of the parameter to which it applies.

For example, if the grain Duration is set to 0.1s and the Duration Spread is set to 0.5 (50%) then the duration will be randomised between 0.05s and 0.15s, i.e., ±50%.

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 Impressionism. While the preset is loading, this will show the instrument loading into memory.

5. VOICES

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

6. REFRESH

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

7. MIDI CH

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

8. TUNE

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

9. PAN

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

10. VOLUME

Control the overall volume of the instrument.

11. 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.

B. VELOCITY

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

C. 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!

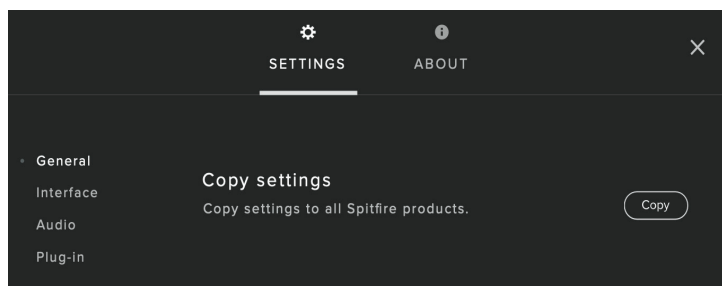Clear will remove all CC mappings on the plugin.

D. SHORT RELEASES

Timed: Will allow you to release a note earlier than the length of the sample.

Untimed: Triggers a release at the end of the sample, meaning the full performance of the note will need to play out.
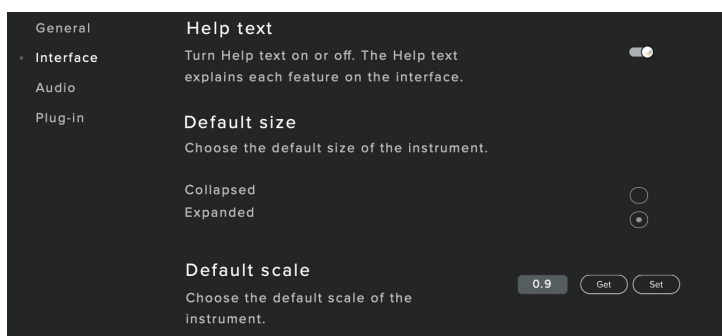
None: Will always play the full length of the sample, i.e. a one shot.

E. SYNC TO TEMPO

Enabling this will sync tremolo techniques to BPM.

This setting will increase CPU. Disable for better CPU performance or modify pitch stretch algorithm in settings,

12. PLUGIN SETTINGS

COPY SETTINGS

Common controller values will copy to other Spitfire plugins.
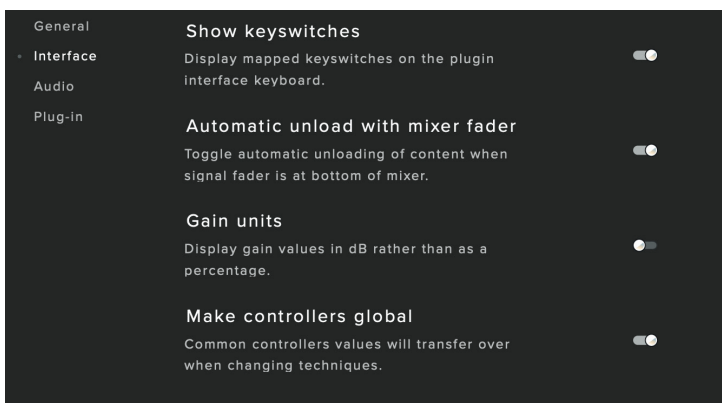

HELP TEXT

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.
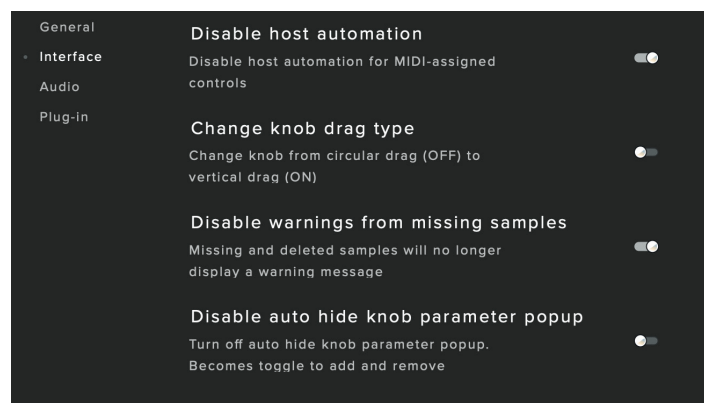
UNLOAD WITH MIXER FADER

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.
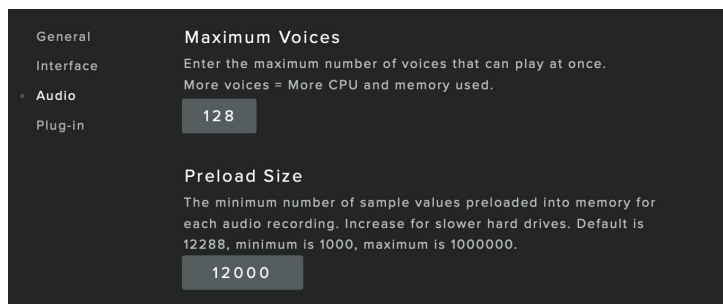
DISABLE WARNINGS FROM MISSING SAMPLES

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.

SWITCH MIDDLE C OCTAVE NUMBER

If turned on, Middle C will show as C4. When turned off, it will be C3.
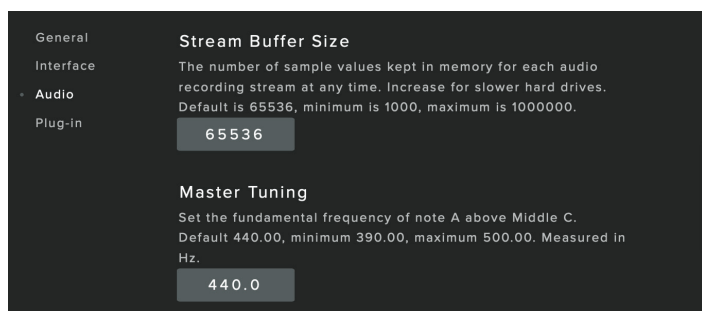

MAXIMUM VOICES

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
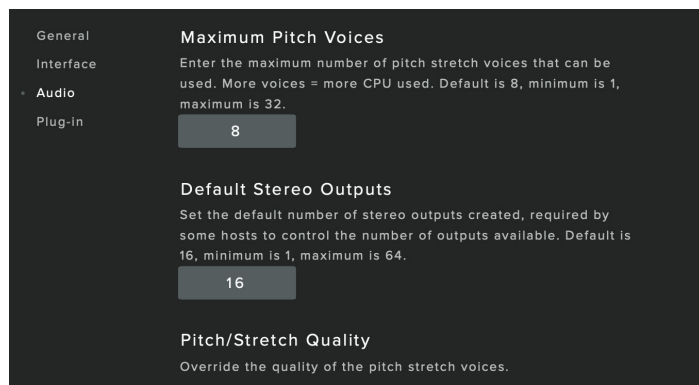

STREAM BUFFER SIZE

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.

MAXIMUM PITCH VOICES

Limit the number of voices triggered at any one time. Lower values can aid CPU.

DEFAULT STEREO OUTPUTS

The default number of outputs for the Microphone routings.

PITCH/STRETCH QUALITY

This option allows you to override the default pitch/time quality to improve performance or improve audio quality.
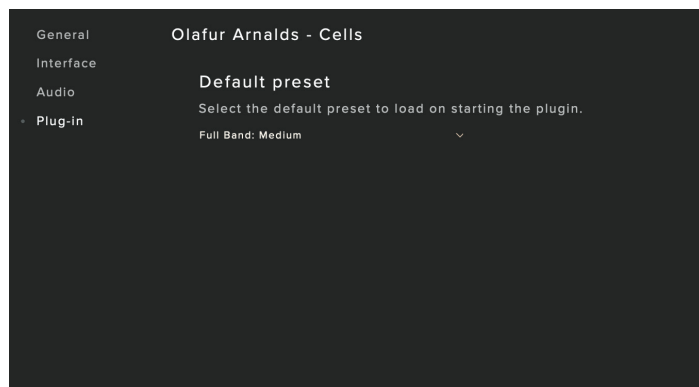
PLUGIN

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

PART 1

Adjusts the level for the first element
(typically a short impactful articulation).

PART 2

Adjusts the level for the second element
(typically a swelling articulation).

PART 3

Adjusts the level for the third element
(typically a sustained long note).

REVERB IR SELECTION

ABRUPT PLATE

A metallic plate reverb.

BRIGHT ROOM

A bright room reverb.

LARGE ROOM

A large room reverb.

SPRING

Spring reverb like that found in classic guitar amps.

GRAND TOASTY

A warm hall reverb.

ARTICULATIONS PER PRESET

FIRST IMPRESSIONS (A new journey begins)

Blank Canvas
Daybreak
Handshake
Salutations!
Exposition
Nice To Meet You
Bonjour
Bonne Soiree

PICKING FLOWERS (A pair stand in a flowering garden)

Petal Plucks
La Cueillette des Fleurs
Wild Growth
Breaking Clouds
Waistcoat
For You
Blossom
Forest's Edge

EN PLEIN AIR (The great outdoors awaits)

Fontainebleau Forest
Sweeping Strokes
Sunset Parliament
Poplars
Touches Boheme
Evening Honfleur
Impression Sunrise
Le Pont-Neuf

BROKEN COLOUR (Rules were made to be broken)

Grainstack Sunset
Arch to the West
Green Valley
Sunset at Sea
Mountain Meadow
The Doge's Palace
Chestnut Tree
Bathers

WOMAN WITH A PARASOL (It's always sunny in Argenteuil)

Skyward Strokes
Buttercups
Madame Monet
Light Breeze
Sun Rays
Day Trip
Casting Shadows
Green Parasol

IMPASTO (A painting technique wherein paint is applied thickly to a surface such that the brushstrokes are visible)

Water Lily Pond
Saint Remy
Shimmering Substance
Untitled 1949
Painting 1954
No F
Tattoo
Mal Content

STARRY NIGHT (A dark tower looms eerily beneath the glistening cosmos)

Creeping Vines
Souls of the Sky
Dark Tower
Crescent Moon
Brightest Stars
Shadowy Hills
Asylum Window
Wake Me Up

THE GRAND CANAL (The calm waters of Venice glisten beneath the summer sun as the gondola rows through)

Water Taxi
Venice
Townhouse
Shimmering Reflections
Ready Oar Not
Spiral Gates
September 1875
Gradual Sink

IRISES (Show your true colours)

Harpstrokes
Good Vibes
Celestial
Airy Strings
Fleeting Strings
Resonance de la Basse
Murmurs of the Bass
Flutes en Lumiere
Clarinet Murmurs
Tuba Tapestry
Vibrant Saxophones
Saqueboute

IMPACTISM (The smallest of changes may
have the greatest of impacts)

Droplet
Dispersal
Undertone
Earthquake

BODIES (Just as they come, they fade)

Swelling Waves
Broad Brush
Permutations
Sunken Rise

SUSTENANCE (Enduring beauty)

Mariana Trench
Foul Sound
Droning Wind
Ethereal Cirrus

LASTING IMPRESSIONS (Brushstrokes upon
the canvas of time)

Resonant Echo
Strung Along
Dusty Canvas
Dried Paint
Faded Memories
Vivid Memories
Hanging on the Wall
Wistful Reverie

APPENDIX A — FAQS AND TROUBLESHOOTING

Q: WHAT ARE THE SYSTEM REQUIREMENTS?

MAC SYSTEM REQUIREMENTS

Mac OS 11 - OS 14
Minimum: 2.8GHz i5 (quad-core), 8GB RAM

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

32 bit is no longer supported. Apple Silicon / ARM is supported.

PC SYSTEM REQUIREMENTS

Windows 10 and Windows 11. (latest Service Pack, 64-bit)

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

Recommended: Intel 2.8GHzi7 (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 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 IMPRESSIONISM, 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 Impressionism, 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 IMPRESSIONISM ON A MACHINE NOT CONNECTED TO THE INTERNET?

It not possible to authorise Impressionism 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.

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: 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
Release	17
Separation	18
Reverb	19