

Ólafur Arnalds Composer Toolkit

SPITFIRE AUDIO - ÓLAFUR ARNALDS COMPOSER TOOLKIT
USER MANUAL

CONGRATULATIONS

Thank you for purchasing Ólafur Arnalds Composer Toolkit. For composers, for songwriters, for producers. An intimate and deeply personal set of tools curated by BAFTA winning composer Ólafur Arnalds with the writer in mind. Centred around a hugely characterful ‘felted’ grand piano and a comprehensive set of extraordinary and inspiring sounds recorded in Iceland.

Quick Specs

- 4691 samples
- 22.7 GB Uncompressed WAV
- 15.2 GB Disk space required
- 30.4 GB Disk space required during install
- Kontakt Player
- NKS
- Detailed sampling:
 - Multiple Instruments
 - Multiple dynamics
 - Multiple round robins
 - Release Triggers

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WELCOME

So many virtual instruments libraries are created with the art of production in mind. Ólafur and the Spitfire team created a more nuanced brief here with the writer at heart. Everyone has that piano, that guitar, that instrument they love to write on, everyone has that place that inspires them. “What if we could create a set of tools that could enable anyone to take an inspiring collection of instruments recorded in an inspiring setting to write with anywhere?” they asked themselves.

Ólafur then conceived what would be his staple set of sounds that could enable him to continue to produce original, inspiring and moving music wherever he was in the world. Spitfire is proud to present Ólafur's Composer Toolkit.

A crack team of Spitfire technicians, musicians and engineers descended on Ólafur's studio in Reykjavik to work closely with the BAFTA winning composer to capture the essence of Arnald's approach to harnessing the spirit of his surroundings.

Centred around a deep sampled ‘felted’ antique grand recorded ultra quiet via Ólafur's vintage outboard. The levels of recording were so hyped that everyone in the room had to hold their breaths for the duration of every sound. This piano is accompanied by what can only be described as a gift selection of go-to sounds personally programmed and curated by the man himself.

BACKGROUND

This is the second Spitfire collaboration with BAFTA-winning, multi-instrumentalist and producer Ólafur Arnalds who mixes strings and piano with loops and edgy beats crossing over from ambient/electronic to pop. In 2009, Ólafur came together with Faroese native, Janus Rasmussen to form an experimental techno project, called Kiasmos. And in 2014 Ólafur announced his electronic debut album under the Kiasmos project.

Ólafur gained huge notoriety with a new audience for his BAFTA-winning score featuring haunting strings, pianos and electronics for the British crime drama, Broadchurch. He has drawn heavily on the techniques he explored for that project for this selection of evolutions.

FEATURES

The main feature of the library is a 1904 Beckstein grand piano, which Ólafur has customised, after several tests using various strips, with a single piece of felt. This was sampled in meticulous detail over several days to capture the subtle nuances of the softest layers. The felt piano is presented with 4 unique signals; KM84, Coles, Processed and Spaced. The KM84 signal is the pure sound of the small condensers in place, giving a tight crisp sound to the piano. The Coles is a mono signal below the soundboard, processed through a Roland Space Echo as a LoFi tape simulation to give a gritty low end. The processed signal is a mix of the KM84s with a pair of C12s, mixed by Ólafur into a pair of Pultec EQs and finally slammed through a 1178 stereo compressor to give the distinctive Arnalds sound. This processed sound has been paired with a ‘Spaced’ sound in a ‘Mixed’ patch that Ólafur has further processed to give a truly unique take on his signature piano.

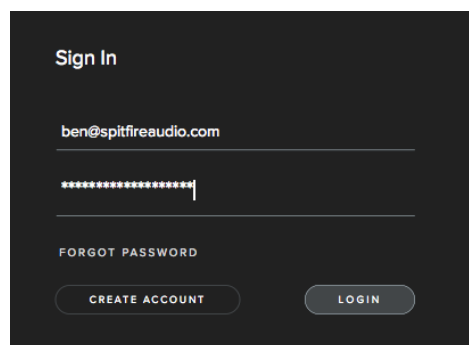
To accompany this inspirational instrument, Ólafur has created numerous sonic manipulations of the original piano as well as individual instruments to provide instant aural inspiration. With nearly 100 presets, neatly presented by type, the library contains more than enough to allow musical creativity to flow, all presented in Spitfire's Mercury synth engine.

DOWNLOADING & INSTALLING

If you are new to this kind of thing you can get up to speed here: <http://www.spitfireaudio.com/info/basics/>

Our app enables you to download libraries. Install the 'Spitfire Audio App' from this link: <http://www.spitfireaudio.com/info/library-manager/>

THE SPITFIRE AUDIO APP

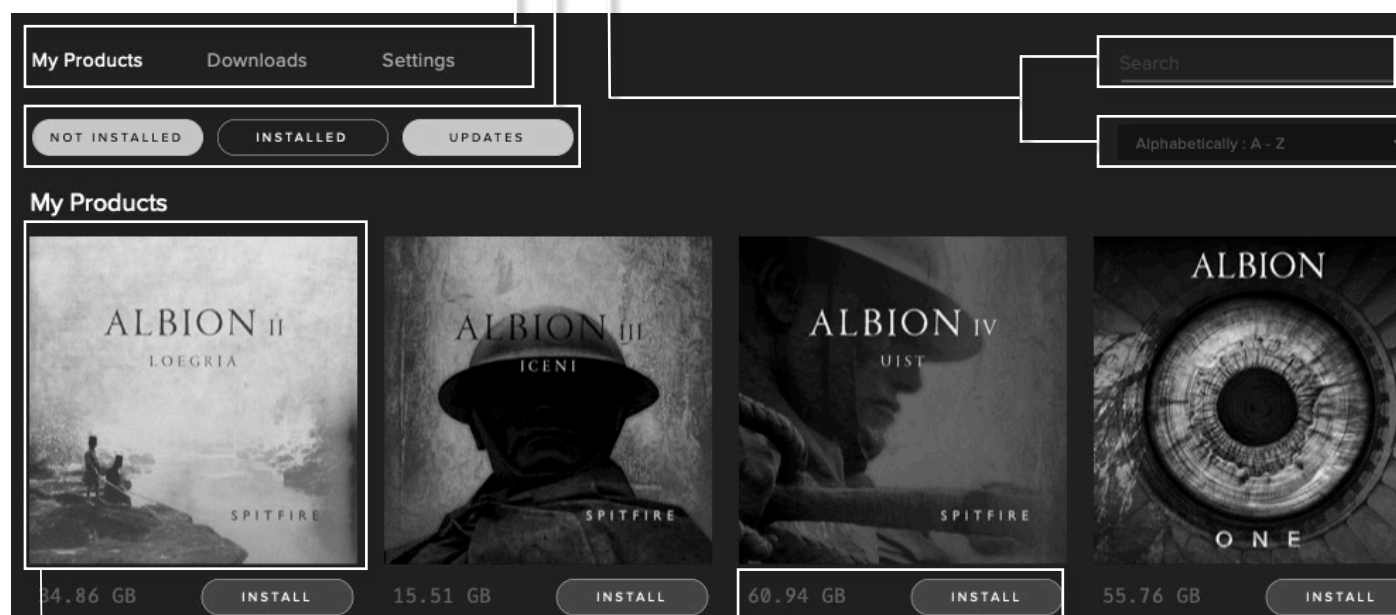


When you launch the app you will be prompted to login using the same details you use at our site. Then you'll see the page pictured below:

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

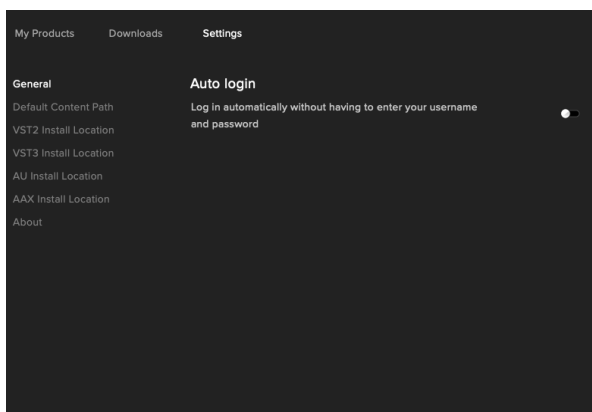
FILTERS clicking these filters will quickly display products you've yet to install, those already installed, and any available updates. Clicking again will remove the filter.

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



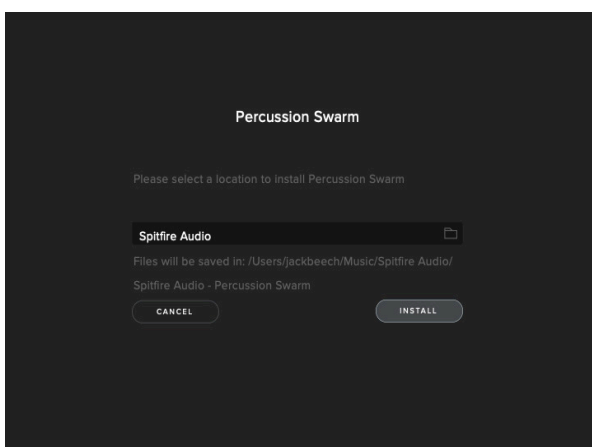
LIBRARY All libraries and plugins in your collection will appear with their artwork on the My Products tab. Clicking this artwork will open the product page. This is a great place to find information such as system requirements, instructions as well as where to find Reset and Repair options.

INSTALL/UPDATE buttons allow you to quickly start a download directly from the My Products tab, instead of clicking through to the Library. Next to the button the size of the download is shown.



If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the Settings tab and make sure that the Default Content location is set to the location where you wish to download your libraries.

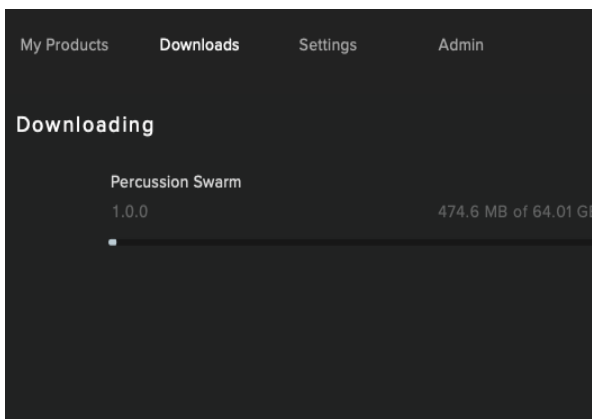
Here you can also enable Auto Login to save time in future.



Once you are happy with your Settings, click the Install button, either directly on the My Products tab, or by clicking on the library image you wish to install and then clicking the install button on the page that appears.

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

Once you are happy with the location click Install.



After clicking install you will be directed to the Downloads tab where you can watch the progress. You can leave the Downloads tab and start other downloads but at this point you should leave the Spitfire App open until the download completes.

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

REGISTERING WITH KONTAKT PLAYER

If you have never used one of our libraries before and you don't own a copy of Native Instruments Kontakt, you'll need to download the free "Kontakt Player" here:

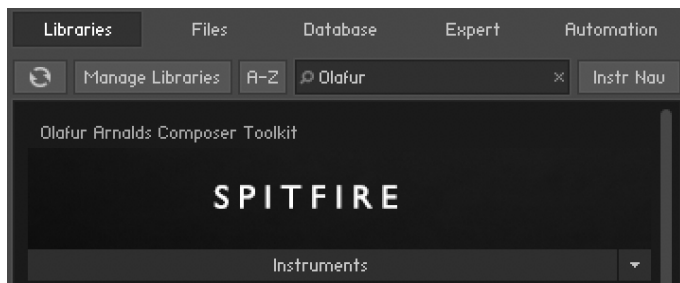
<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-6-player/>

If you'd like to find out more about the differences between Kontakt and Kontakt Player) go to *Appendix A*.

If you'd also like to know what we recommend as an optimal set up please go to *Appendix B*.

1. Install Kontakt Player (skip this step if you already have it)

2. Open Kontakt Player (or Kontakt 6 full version if you have that) and click **Manage Libraries** in the library browser window, then click **Launch Native Access** in the window that opens:



3. Once you have opened Native Access, click **Add Serial** in the top left of the window.

4. Enter the serial number in this format:



ADD A SERIAL

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

Q4105 - 7LQF9 - TUS29 - EKD23 - KW3L5

[Where can I find my serial number?](#)

By registering new products, you agree with the [EULA](#) and [terms and conditions](#).

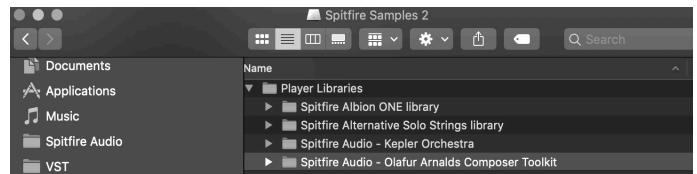
Cancel

ADD SERIAL

...It can be found in your 'ready to download' email and at the following link:

<https://www.spitfireaudio.com/my-account/serial-numbers>

5. You will then be prompted to navigate to the not installed products in Native Access. From here, add library for Ólafur Arnalds Composer Toolkit. Browse for your downloaded Spitfire Audio - Ólafur Arnalds Composer Toolkit folder and select this to complete the authorisation.



6. Your library is authorised.

If you have never used Kontakt before we recommend that you familiarise yourself with the basics of patch (or instrument) loading, multi management, outputting and midi routing detailed in the Kontakt user-manual and native instruments website:

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

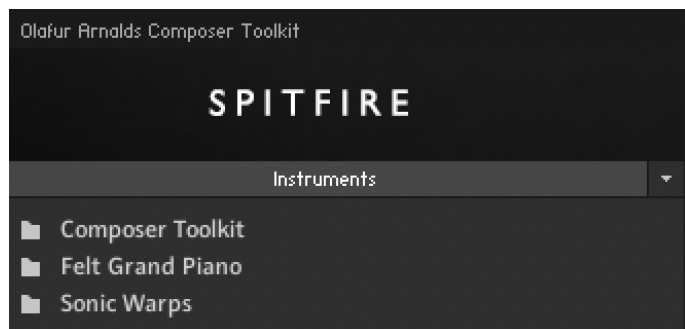
If you are an established Kontakt user please make sure you absolutely have the latest version of it downloaded via Native Access.

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

https://support.native-instruments.com/hc/en-us?_ga=2.14557879.1664369915.1595258679-1014426992.1588239468

FOLDER STRUCTURE

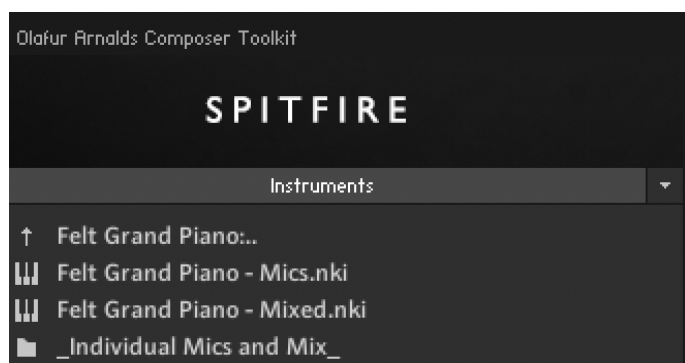
When you open the main folder you will find 3 sub folders:



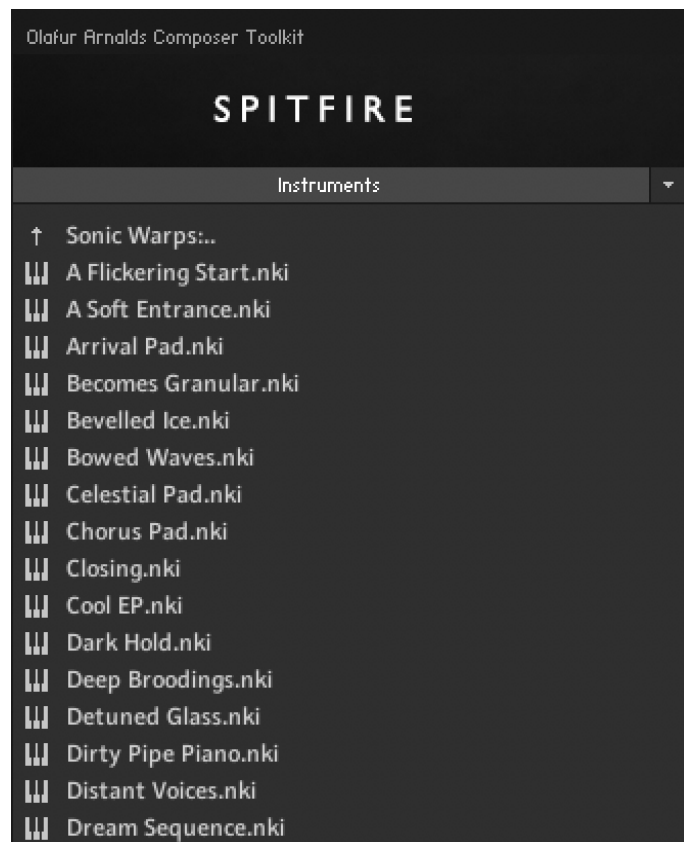
The Composer Toolkit folder provides 3 separate sections:

- Organic Warps,
- Synth Embellishments
- Tempo Locked patch

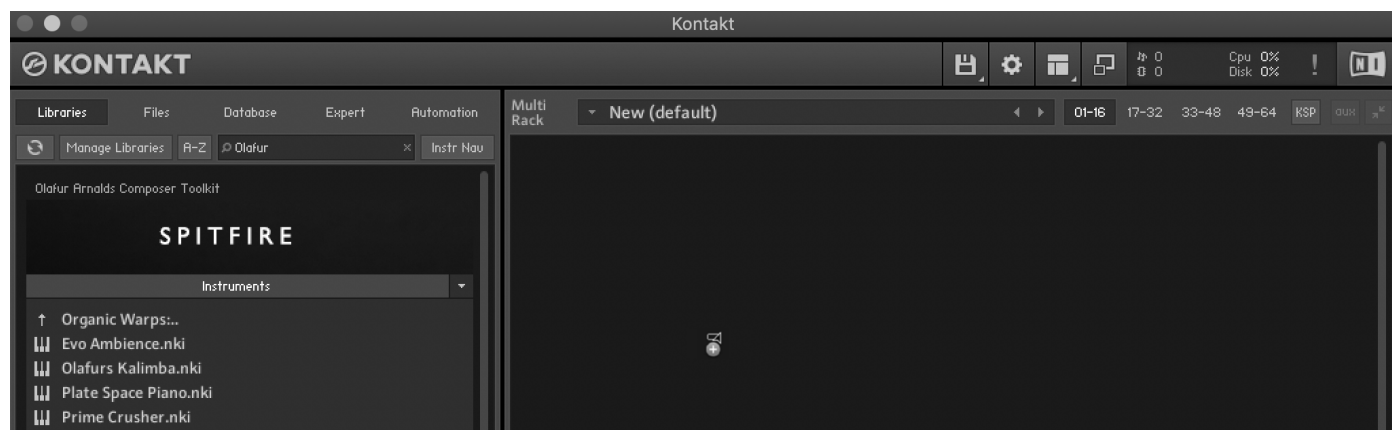
Inside Felt Grand Piano are dedicated piano patches.



Inside "Sonic Warps" are the warped content created using the original source content.



OPENING YOUR FIRST INSTRUMENT.



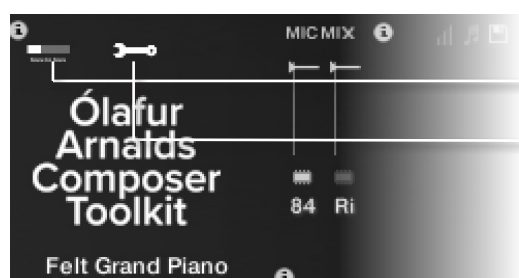
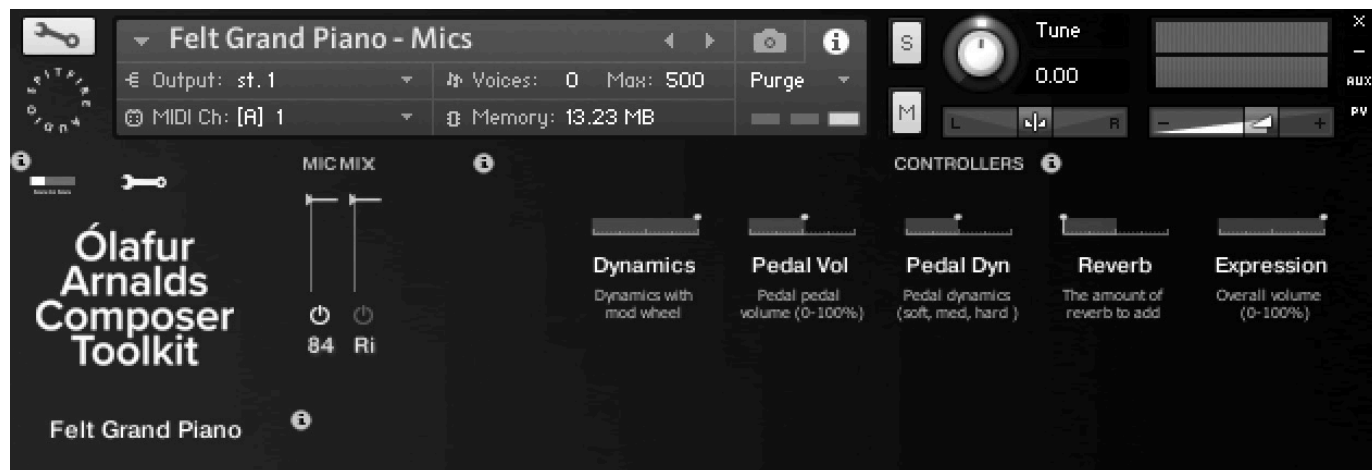
Double click an 'nki' file to load a patch. A patch has a file .nki extension and a little keyboard icon. Alternatively drag the instrument from the left pane into the right pane.

If you can't hear anything double check first that the midi channel you are transmitting with your keyboard is the same as the one in the Kontakt Instrument.

THE ‘GENERAL OVERVIEW’ PANEL

SWITCHING VIEWS

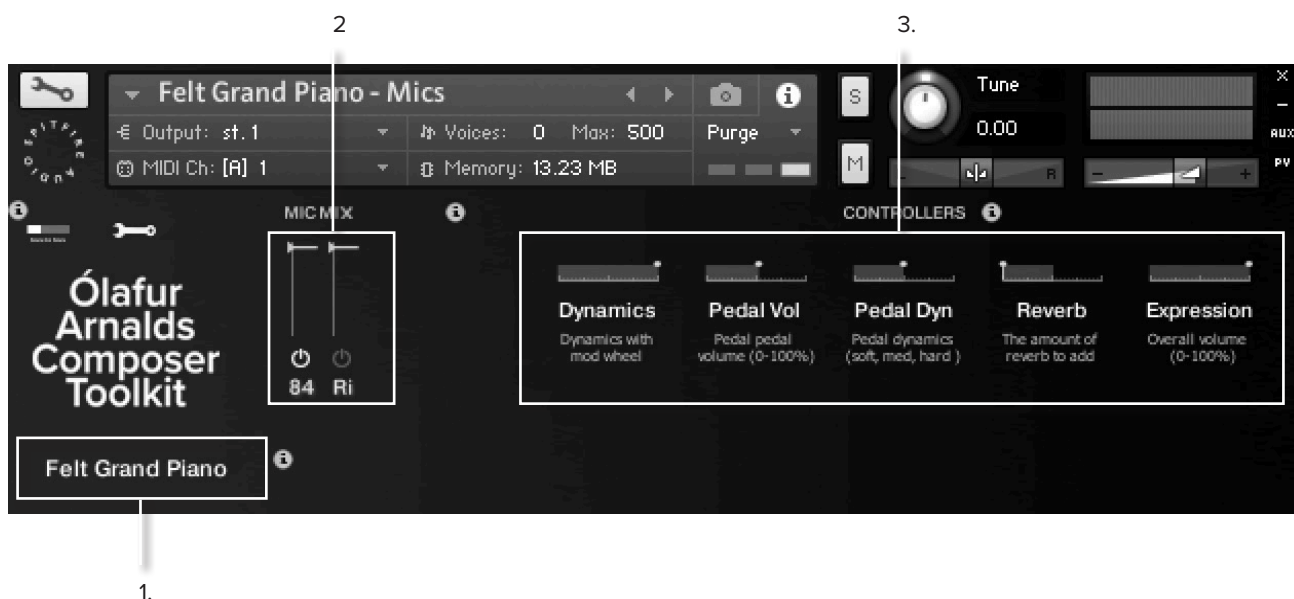
When you first load a standard GUI patch you'll be greeted with the simple view. This is one of 3 pages that you can switch between using the panel switcher.



Click on these to switch views or pages:

1. General Overview (the view shown above)
2. Expert View

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



1. SIDE BAR

Tells you what articulation you're playing.

2. EASY MIXER

OA Composer Toolkit has a two microphone options on the BML interface. These are the "84" and "Ri" show above.

84 - Nueman KM84 Mics.

Ri - Ribbon Mics. (Cole 4038)

On the "Mixed" patches, there is two additional signals.

Mi - Mix. A blend of the 84s and 4038 Ribbons

Spaced - Curated FX.

3. EXPRESSION CONTROLS

DYNAMICS - Moving this crossfades the different dynamics between loud and soft. (CC#1)

Pedal Volume - Moving this increases the overall volume of the pedal noises. (CC#16)

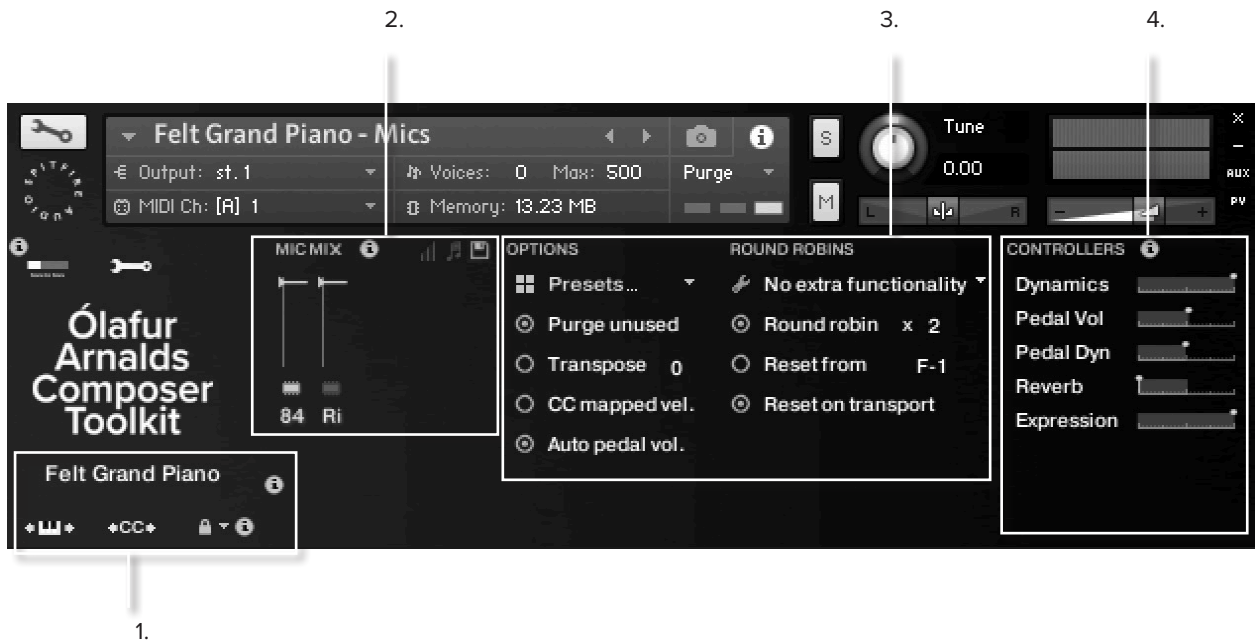
Pedal Dyn - Automatically controls the response of the pedal press depending on how hard or soft you hit the keys.

Three different dynamics occur. Soft, Medium and Hard. (CC#17)

REVERB- Toggle switch for reverb. Increase the reverb amount by turning to the right. (CC#17)

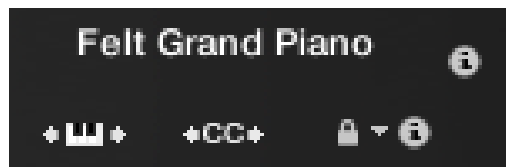
EXPRESSION - Instrument trim that adjusts the volume within the dynamics. (CC#11)

THE EXPERT VIEW



1. SIDE BAR

The 'Expert View' has some additional functions compared to the general overview page.



1a. "KEYBOARD SHIMMIER" - This shifts your bank of keyswitches left or right on the keyboard. Not applicable to this library as there are no articulations to switch.

1b. "KEYSWITCH TO CC SELECTOR" - Use this to assign a CC controller to act as articulation / keyswitcher. Right Click on "CC" and move the hardware controller you wish to use in order for the instrument to "learn" how you'd like to select articulations. Also not applicable to this library as there are no articulations to switch.

1c. "ARTICULATION LOCKER" - This selection allows the user to lock the articulation switching method.

This feature is also not applicable to this library as there are no articulations to switch.

UNLOCKED ARTIC' - Is the standard setting, select articulations via the front panel or associated keyswitch.

LOCKED ARTIC' - This locks your articulation so it doesn't change either via front panel or keyswitch.

LOCKED KS - This locks your articulation via keyswitch but you're free to switch via the front panel.

LOCKED TO UACC - This standard was developed by Spitfire and more information is [found here](#). The default controller channel is #32 but this can be changed by right/ CTRL clicking on the CC (1b)

LOCKED TO UACC KS - The functionality of UACC triggered via KS. When activated, a single keyswitch is available. Pressing this key at varying velocities (according to UACC standards) changes articulation. [Learn more about UACC KS here](#).

SHARED KS - This setting allows you to spread keyswitches across multiple articulations and multiple patches.

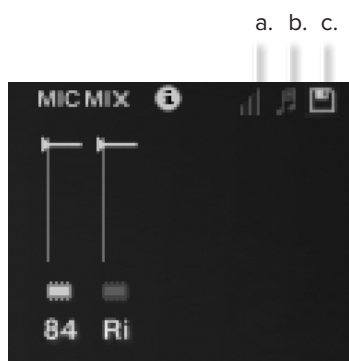
2. MICROPHONE MIXER

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

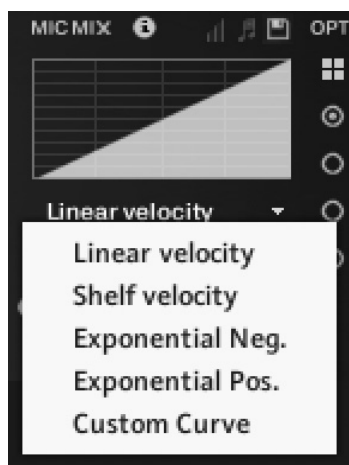
Use the chips beneath the faders to load & unload different microphones. The faders above tweak the balance of Microphones. Turn a fader all the way down to unload the mics and back up to reload. Right click on the faders to assign CC controllers so you can mix these live.

Click on the mic letters to change Kontakt channel/output assignment.

On the top right of the mixer controller section are some deeper mixing options.



2a VELOCITY RESPONSE



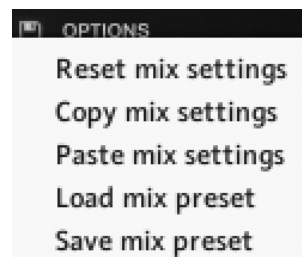
Pick from 5 different velocity curves to suit your MIDI controller.

2b MIC MIX TO ARTICULATION LINKER

The small notation symbol locks the microphone mix. This means if you want to smooth any perceived inconsistencies in volume articulations, or if you want to roll off some of the ambience for a short versus the long articulations, this is how to fine tune.

This control is not needed in OA Toolkit as no articulations are being switched.

2c MIXER PRESETS



How transfer mixer settings between patches, or save and load presets to disk.

AUTOMATING MIXER FADERS - Each mixer fader has a dedicated #CC. To change this to suit your MIDI controller or surface, simply right click (on PC) or command click (on Mac) on the fader itself to "learn" the new controller.

ROUTING MIC MIXES - To route each mic mixer channel to unique Kontakt channels simply click on the Mic acronym. Great for putting your ambient mics in the surround for example. Also good for tracklaying individual mics for your engineer to control in your final mix sessions.

3. GENERAL CONTROLS

OPTIONS

PRESETS - This allows you to load predetermined sets of articulations. Use this to optimise your system quickly for essential articulations or to start building templates using empty “shells”.

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

TRANPOSE - Toggle this on and tweak the number to the right to transpose your instrument.

Note this is not the same as tuning, the instrument will actually offset the samples to the selected pitch.

CC MAPPED VEL(OCITY) - For short articulations only, click this to control note velocity with the Dynamics slider.

AUTO PEDAL DYN - Uncheck to enable CC control of your Pedal Timbre.

ROUND ROBINS

NO EXTRA FUNCTIONALITY(NEIGHBOURING ZONES) - Next to this lies a pop-down menu with the round robin options.

“**NO EXTRA FUNCTIONALITY**” - Is the standard default where round robins are used as they were intended.

“**NEIGHBOURING ZONES**” - pulls from neighbouring zones, so for an ‘8RR’ instrument, you effectively cycle through up to 24 different sounding notes when pressing a key. It’s still just playing the one RR at a time, though giving you more of them.

“**2x ROUND ROBIN WITH SKIP**” - plays two RR simultaneously, so you get a thicker sound, it’s the equivalent of placing two notes on top of each other in your DAW. This process drops the overall volume -6db so that the levels remain the same but it sounds thicker.

NB THIS IS NOT AVAILABLE TO LEGATO TRANSITIONS.

This plays the pairs and moves ahead by 2 RR. In this mode RR is effectively halved. eg, if you press a note it would play RR1/RR2 then RR3/RR4 ,etc.

“**LAYER 2x ROUND ROBINS WITH NO SKIP**” - As above but this plays a pair and doesn’t move ahead by 2. This means the RR isn’t halved. So if you press a note it would play RR1/RR2, then RR2/RR3, then RR3/RR4.

ROUND ROBINS - This refers to the number of round robins (multiple recordings of the same notes that cycle around as you repeatedly play a note) your instrument uses, the number can be dragged up and down (1-8) to save you memory.

RESET FROM G-1 - This enables you to control the round robin cycle (so it sounds identical every time you play) toggle on & play the key selected (default G-1) to reset.

RESET ON TRANSPORT - As above but resets every time you press play in the DAW.

4. EXPRESSION CONTROLS

DYNAMICS - Moving this crossfades the different dynamics between loud and soft. (CC#1)

Pedal Volume - Moving this increases the overall volume of the pedal noises. (CC#16)

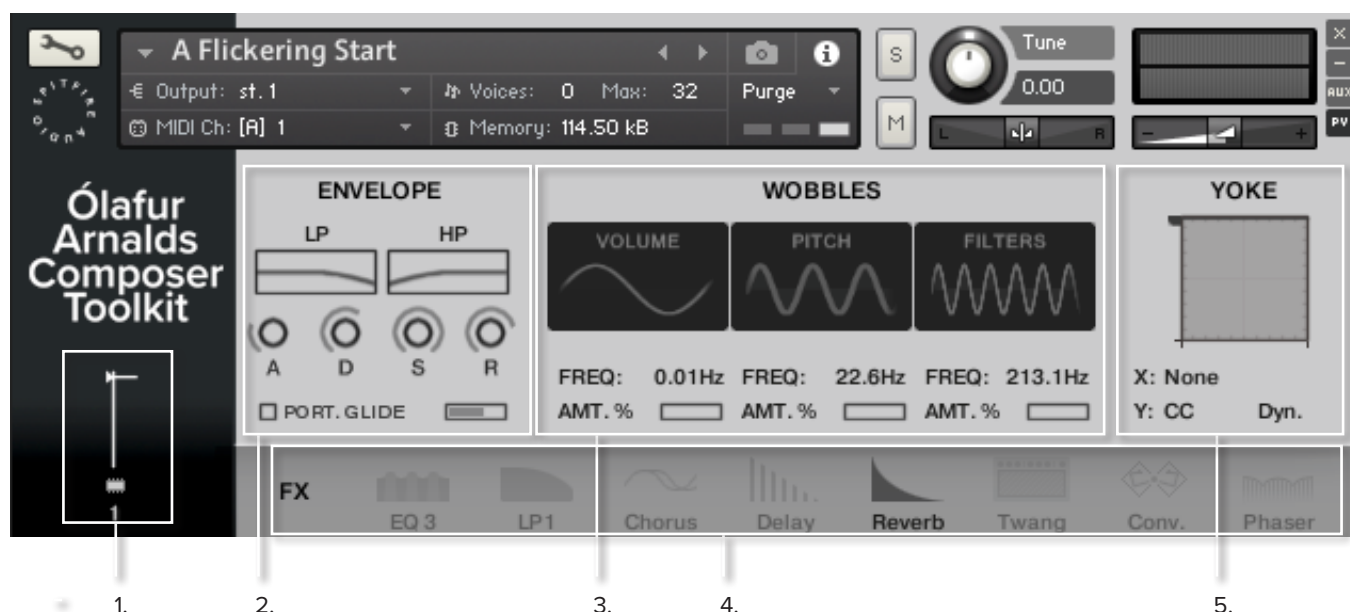
Pedal Dyn - Automatically controls the response of the pedal press depending on how hard or soft you hit the keys.

Three different dynamics occur. Soft, Medium and Hard. (CC#17)

REVERB- Toggle switch for reverb. Increase the reverb amount by turning to the right. (CC#17)

EXPRESSION - Instrument trim that adjusts the volume within the dynamics. (CC#11)

THE MERCURY SYNTH



1. SIGNALS

The slider acts as an overall level control as there is only one signal.

Right click on the fader to assign a CC controller so you can mix these the volume of the patch in real-time.

Click on the mic letters to change Kontakt channel/output assignment.

2. GENERAL CONTROLS

Lo & Hi Pass Filters

Adjust the graph on the LPF to reduce the top end frequencies. Adjust the HPF to reduce off the bottom end frequencies.

A.D.S.R.

Attack, Decay, Sustain and Release. These knobs adjust the shape of the sounds volume over time.

ATTACK - The attack time is how long it takes for the sound to fade in to its maximum volume.

DECAY - This control is how long it takes for the maximum attack level to reach the sustain level.

SUSTAIN - The main volume of the sound occurring after the attack time. This occurs whilst holding down a key.

RELEASE - Release is how long it takes for the sound to decay to 0db having let go of a key.

3. WOBBLES

The 3 different LFOs ,

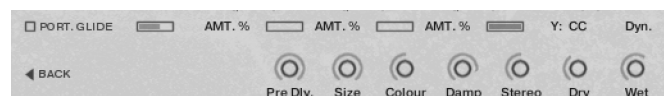
VOLUME - Increase AMT % to modulate the sound via amplitude. Click and drag up/down in the back box to adjust LFO speed.

PITCH - Increase AMT % to modulate the sound via pitch. Click and drag up/down in the back box to adjust LFO speed

FILTER - Increase AMT % to modulate the sound filter cut off. Click and drag up/down in the back box to adjust LFO speed

4.FX PARAMETER DISPLAY

We've pre-loaded a selection of FX. Activate by clicking the FX icons along this bar then CMD/CTRL click to display the controls.



...and if you wish to have a real-time control map ALT click on the controllers to map an FX to the Yoke control.

5. THE YOKE

The Yoke is a dual FX controller that adjusts your FX parameters in real time for fantastic sequencing options. Y = vertical controller, X = horizontal.

You can also alter the FX parameters further and map them direct to the Yoke controller. Command/ CTRL Click on the FX Icon you'd like to access additional parameters for. You can map them to the yoke by ALT-clicking on the name of the parameter or by selecting the parameter just under the yoke itself.

Yoke X&Y FX Parameter Selector determines which parameter from your selected FX you wish to map to the X or Y yoke controller.

APPENDIX A - KONTAKT vs. KONTAKT PLAYER

Kontakt Player is a free version of the Kontakt sample playback engine available to download:

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

It works with libraries that the developer has paid a license fee for. Essentially, you've bought this playback engine along with your library.

The Kontakt player gives you full access to all the sounds and all the editable parameters on the front panel. Also, unlike non-Player libraries, these libraries will also have a banner that appears on the Kontakt Libraries pane.

If you want to go deeper into editing you'll need a full version. As you will already own the free Kontakt player and have bought one of our 'player' libraries you will be eligible for a discount upgrade to Kontakt via the NI website. See here for more details:

<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-6/pricing-kontakt-5/crossgrade-offer/>

If the library you want to use is NOT a 'Player' library then you need to buy the full retail version of Kontakt.

Then you can also load 'non-Player' libraries like some of our other ranges, Harp, Piano, Harpsichord, etc.

Please note that non-Player library instruments will not appear on the Kontakt libraries pane and so can't be added as a library as Player libraries need to be. Instead, these libraries will simply need to be loaded via the Kontakt files browser or you can add the library as a favourite to the Kontakt Quick Load window.

APPENDIX B - RECOMMENDED TECH SPECS

IF YOU PLAN TO USE THIS LIBRARY WITH THE FULL VERSION OF KONTAKT PLEASE MAKE SURE YOU HAVE THE LATEST VERSION OF KONTAKT 6 INSTALLED.

RECOMMENDED SPEC:

The better your computer, the better the performance of any Spitfire module. But not to worry if you're not spec'd up to the hilt. All programs are provided with a set of parameters that enable you to dial back the CPU demands of any given patch. But moving forward, we're confident this module will keep your computer busy for many years to come! We recommend a combination of high processor speeds, a good chunk of memory and a devoted SSD eSata, USB3, or Thunderbolt drive. The more memory you have, the less demand placed on your drive, and having a totally devoted drive gives you the chance to load less into memory and reduce load times. The higher the speed of your CPU, the more capable your computer will be to deal with some of the amazing, but complicated scripts we've written.

PCs: We recommend Windows 7 or later (latest Service Pack, 32/64 Bit), Intel Core Duo or AMD Athlon 64 X2, 16 GB RAM (8 GB minimum).

MAC: We recommend Mac OS X 10.10 or later. Intel Core 2 Duo, 16 GB RAM

DRIVES: USB3, Thunderbolt, or eSata SSDs. Ask your dealer for drives that are suitable for "AV use". If you use an SSD drive instead of HDD, this will massively increase the power of your system. Instead of 7-9ms seek time, the usual seek time is <0.1ms. These are fast enough to run a patch 'Purged' of all its samples, and they can load on the fly as you play the notes. You can also reduce your sampler's "pre-load" buffer tenfold meaning you'll be able to load enormous orchestral palettes into a single machine.

HOST: The Kontakt 6 platform should work comfortably on most commonly found platforms and DAWs. As always make sure you're as up-to-date as you can afford! If your main DAW is not a newish machine, or has a limited spec, and you're planning on building or adding Spitfire to an already large orchestral palette, you could consider running your library independently of your DAW, either on your host computer (e.g. via Re-Wire) or on a slave device (e.g. via Midi or MOL). This will assist your loading times, and will allow your DAW to do what it does best, sort out all your note ons and note offs!

APPENDIX C - FULL ARTICULATIONS LIST

FELT GRAND PIANO:

INDIVIDUAL MICS AND MIX:

- Felt Grand Piano - Coles
- Felt Grand Piano - KM84
- Felt Grand Piano - Mix
- Felt Grand Piano - Mics
- Felt Grand Piano - Mixed

COMPOSER TOOLKIT:

ORGANIC WARPS:

- Evo Ambience
- Olafurs Kalimba
- Plate Space Piano
- Prime Crusher

SYNTH EMBELLISHMENTS:

- Basic 60
- Big 60
- Big Open 60
- Big Pad
- Dark Angel
- Detuned 60
- Detuned Tape
- Hi Jen
- High Thrills
- Init 60
- Jen Distortion
- Low Thrills
- MonoLead
- Noise Stab
- P6LFO
- SoftEntrance
- Sonar Rhodes
- Sub 60
- Wild Resonance

TEMPO LOCKED:

- Less Resonant Synth TM
- Resonant Synth TM
- Rhythm 1 TM
- Slow Attack Perc Rhythm TM
- Timed Delay Stab TM

SONIC WARPS:

- A Flickering Start
- A Soft Entrance
- Arrival Pad
- Becomes Granular
- Bevelled Ice
- Bowed Waves
- Celestial Pad
- Chorus Pad
- Closing
- Cool EP
- Dark Hold
- Deep Broodings
- Detuned Glass
- Dirty Pipe Piano
- Distant Voices
- Dream Sequence
- Dreams
- Dreamscape

- Dusk Pad
- Dusk To Dawn
- Encapsulated Pad
- End Credits Pad
- Enter Noises
- Excited String
- Filtered Noise
- Flatland Pad
- Ghost Bowls
- Head In The Clouds
- High Noise Mellow
- Hill Organ Fuzz
- Hill Organ
- Holar Falls
- Holding On
- Hollow Wind
- Hope Pad
- Hopes And Dreams Pad
- Horizon Pad
- Innnes Piano
- Is it Simple
- Jarring Music Box
- Kopasker Wind High
- Light Noise
- Longing Pad
- Lost In Thought Pad
- Meditate Pad
- Moving Filters
- Opportunistic Moment
- Past Ride Piano
- Realisation Pad
- Resonant Glass
- Reversed Fun
- Reversed Pad
- Soft Bowls
- Soft Chords
- Sombre Waves
- State Of Mind
- Sub Organ
- Submerged Hopes
- Sunken Heaven
- Sunrise Pad
- Taking Time
- Tasty Round Bottom
- Underorgan
- Underwater Panic
- Vertical Lead
- Voices in the Machine
- Was It Right
- Wave Swept Pad
- Whale Song

APPENDIX D - MIC & MIX ACRONYMS

MICS & MIXES

FELT GRAND PIANO

KM84
Coles
Mix

Processed

Spaced

COMPOSER TOOLKIT/SONIC WARPS

Single signal

APPENDIX E - FAQs & TROUBLESHOOTING

Q: WHAT IS THE DIFFERENCE BETWEEN KONTAKT AND KONTAKT PLAYER?

[See appendix A](#)

Q: HOW CAN I REDOWNLOAD A PRODUCT?

With the continuous improvements to our Spitfire App, we have incorporated the ability to reset your own downloads, be it the entire library or the most recent update.

To reset your entire library download or the latest update; Open up the Spitfire App and log in with your account email and password.

- Select the download you wish to re-download
- In the cog menu choose Reset Download > Entire or Latest Update

You can repeat this process for any of the libraries you own.

Note that there is a limit to how many times you can reset your downloads in a certain time frame. If you do exceed your reset limit please get in touch.

Q: DIFFICULTIES IN DOWNLOADING / INSTALLING

Customers may find that they have some difficulties in the downloading process. If you find that you are having some trouble, please check the list below for possible causes.

- The formatting of your drive, if it is FAT32, will prompt an error in our app and you will not be able to install.

To solve this problem, reformat your drive to a more modern format, or use a different drive. We recommend NTFS on PC, and Mac OS Extended(journalled) on Mac.

The formatting of your drive, if it is EXFAT, will prompt an error in our app and you will be given a choice to accept the install.

We advise not install to EXFAT format as it is not optimised for sample streaming.

Free space on your hard drive, ensure you have 2GB more than the library size. The app will block the install if you do not have enough free space.

For other issues such as:

- Spitfire App freezes in the “Unzipping” stage,
- Spitfire App freezes logging in,
- Spitfire App won’t connect to the internet,
- Spitfire App says “install error”,

Please [contact us](#) with the Im.log file. Locations for Im.log:

Mac OS: User/Music/Spitfire Audio/Settings

Windows: Application Data/Roaming/Spitfire Audio

Q: I’VE LOST MY INSTRUMENT FILES

In some cases, instrument files may get lost when transferring libraries from one place to another, or if an update has gone wrong.

If this happens, the best way forward is to re-download the library in question. This will ensure you will get all of the content you are missing.

Q: WHAT IS YOUR REFUNDS / RETURNS POLICY?

If you have NOT completed the download / installation process, then we CAN refund/return your product within 14 days of purchase, please contact support with your account email address and order number.

If you HAVE completed the installation process (even if you’ve not yet registered your serial number), we do not accept refunds and returns. Please see our [EULA](#).

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](#), 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 have used.

Q: I HAVE FAST INTERNET, WHY IS MY DOWNLOAD SLOW?

We have no direct influence on your download speeds. Our libraries are hosted on Cloudfront servers which are normally very quick. At certain times of the day when traffic is particularly busy, your ISP may throttle your connection speeds. [See this link to troubleshoot.](#)

We would advise you to leave your download running overnight as speeds should ramp up at less busy times.

Q: CAN I INSTALL ON MORE THAN ONE COMPUTER?

Yes, with our products you have two installs. You are allowed to download and install on two computers you own,

The best way to get your library on both of your machines is to copy it from one to another via an external HDD. [See here for this process.](#)

Q: CAN I TRY BEFORE I BUY?

No - it is not possible to demo our products. Our [Youtube Channel](#) has many walkthroughs containing detailed info about all our products -- you can hear them being played in real time with no smoke and mirrors!

Q: HOW DO I UPDATE MY PRODUCTS?

To update one of your libraries, open our Spitfire Audio App. Navigate to the “updates” tab at the top of the window and select this.

This pane shows you all available updates.

Click update, then select your library folder, or the folder above.

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.

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 will receive an order confirmation email IMMEDIATELY upon placing your order confirming that your order has successfully been logged in our system.

Please check your junk folders before contacting our support. The message will come from do_not_reply@spitfireaudio.com if you’d like to add us to your whitelist.

Q: CAN I DOWNLOAD ON A PC, THEN TRANSFER TO A MAC OR VICE VERSA?

Yes, all of our libraries are compatible on both PC and Mac computers.

You can download all of our libraries on either PC or Mac and they will work if you need to transfer them across to the other operating system.

We advise to do this by copying the library you want to move across to an external EXFAT formatted HDD and then copying it to your other machine.

Q: ‘SAMPLES MISSING’ ERROR MESSAGES

In some cases, samples files may get lost when transferring libraries from one place to another, or if an update has gone wrong.

If this happens, the best way forward is to re-download the library in question. That will ensure you will get all of the content you are missing.

For more information on how to re-download a product, please see the beginning of this appendix.

Q: HOW TO BATCH RESAVE A LIBRARY?

There are two main reasons to batch resave: It speeds up the loading of patches. and it can help you find missing samples and relink them to the patches.

[See here to learn how to do this.](#)

Q: I WANT TO BUY A COLLECTION, BUT I ALREADY OWN ONE OR MORE OF THE PRODUCTS IN IT?

Our cart will intelligently deduct the proportional cost of any products you already own from the total price when you get to the checkout.

Q: I’VE LOST MY SERIAL NUMBER FOR PRODUCT ACTIVATION

The best place to find all of your serial numbers would be to log into your Spitfire Account [HERE](#).

Under there you will find all of your serial numbers. If you find that the serial number you are looking for is not there, please contact us at www.spitfireaudio.com/support

Q: I THINK I HAVE FOUND A BUG

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
- An audio example
- The exact patch name (or patches) in question and also the library giving us as much detail as possible will help us get to the bottom of the issue.

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