# RONROCO BY GUSTAVO SANTAOLALLA

SPITFIRE AUDIO

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# INTRODUCTION

*Ronroco by Gustavo Santaolalla is exactly that; a beautifully sampled ronroco from the legendary composer and performer Gustavo Santaolalla. Recorded by the great man himself in his Los Angeles studio, this instrument serves to capture Gustavo's uniquely mesmeric sound and playing style, through a sophisticated yet intuitive instrument design.*

*Ronroco by Gustavo Santaolalla offers a sophisticated yet intuitive experience across four main pages – Perform, Sequencer, Calibrate, and FX – designed to let you easily harness the instrument's unique character.*

## QUICK SPECS

MAC SYSTEM REQUIREMENTS
Mac OSX 10.15 or Later, Minimum Intel Quad Core i5, 4GB RAM or Higher, 32bit DAWs Not Supported, Machine must be connected to internet during install
4 GB RAM (6 GB recommended for large KONTAKT Instruments).

PC SYSTEM REQUIREMENTS
Windows 10, Minimum Quad Core CPU, 4GB RAM or Higher, 32bit DAWs Not Supported, Must be connected to internet on install
4 GB RAM (6 GB recommended for large KONTAKT Instruments).

• Download Size: ~1.22 GB
• Kontakt Player library (free to download from NI website or Native Access)
• Min Kontakt version is 7.2
• NKS Compatible

# WELCOME

**About the Ronroco:**

An instrument originating from the Andean region of South America, often considered a larger, lower-pitched relative of the well-known charango.

Typically featuring five courses of double strings, its unique character is partly defined by the middle course often being tuned in octaves, contributing to its rich resonance and notable sustain — qualities that differentiate its sound significantly from the brighter, quicker decay of the charango.

While rooted in Andean folk traditions, the ronroco has found a powerful and versatile voice in contemporary music and film scoring, largely thanks to Gustavo Santaolalla's pioneering use of the instrument. This library specifically captures the E-minor tuned variant he famously uses, known for its deeply soulful, atmospheric, and evocative tone.

**The distinctive sound of a legendary career**

Gustavo Santaolalla is a true visionary — a composer, producer, songwriter, and multi-instrumentalist whose evocative soundscapes have left an indelible mark on both film and popular music globally. He achieved the rare feat of winning consecutive Academy Awards® for Best Original Score for Ang Lee's poignant Brokeback Mountain (2005) and Alejandro G. Iñárritu's sprawling Babel (2006).

**Expertly programmed by Mike Georgiades**

Renowned for his 'beautifully recorded, meticulously crafted' MG Soft Acoustic Guitar and MG Soft Nylon Guitar libraries, the Ivor Novello-nominated Mike Georgiades is an expert in engineering libraries to replicate all the behaviours and nuances of a real guitar through detailed scripting and careful calibration, achieving ground-breaking realism. Innovative performance tools that authentically approach stringed virtual instruments lay the foundation for the expressive engine here in the Ronroco.
A virtuoso guitarist and ronroco player himself, Mike's programming ensures that every single note performed by Gustavo - capturing every delicate articulation, strum and squeak over five distinct velocity layers, becomes a truly responsive and musical tool for your own productions.
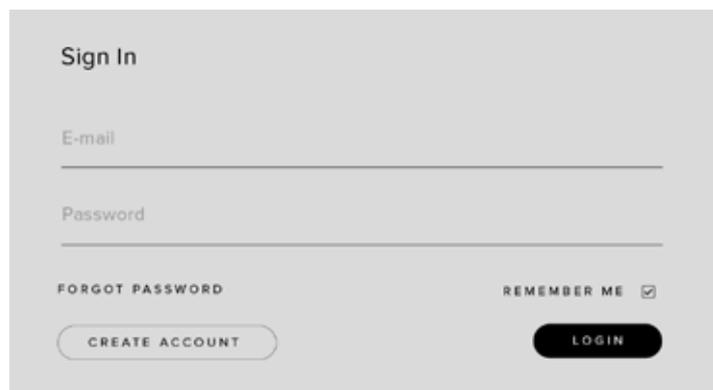
# DOWNLOADING & INSTALLING

Thank you for buying Ronroco by Gustavo Santaolalla. 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:



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

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

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

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

# THE SPITFIRE APP PREFERENCES
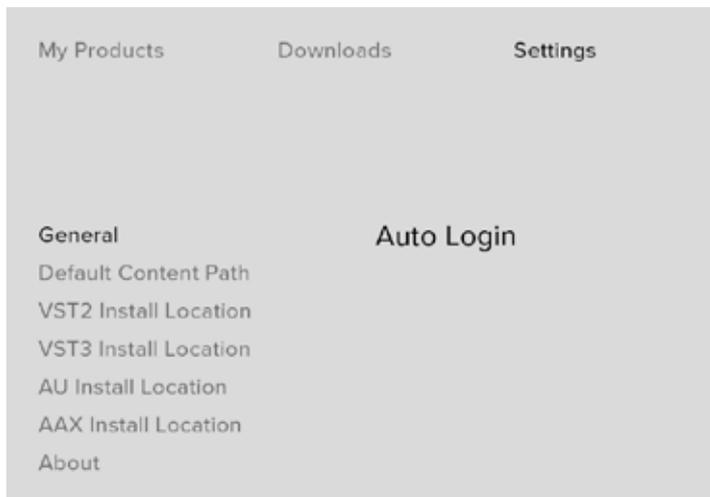


If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the Settings tab. Here you can set the Default Content location for where you wish to download your libraries. You can also you can set the default VST2 install location to the folder where your DAW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

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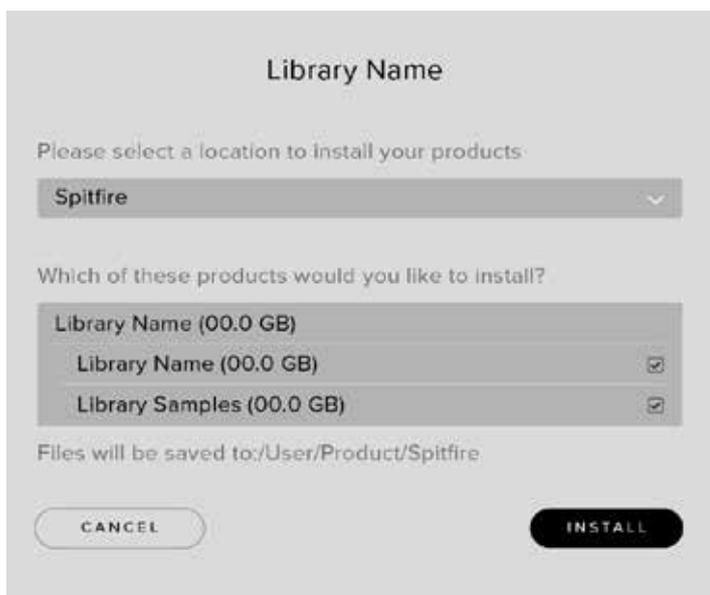


Once you are happy with your preferences, simply click the Install button for the library. This is either directly on My Products tab under the library artwork, or it can be found by clicking on the library image and clicking the install button on the page that appears.

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.

Once you are happy with the location click Download.
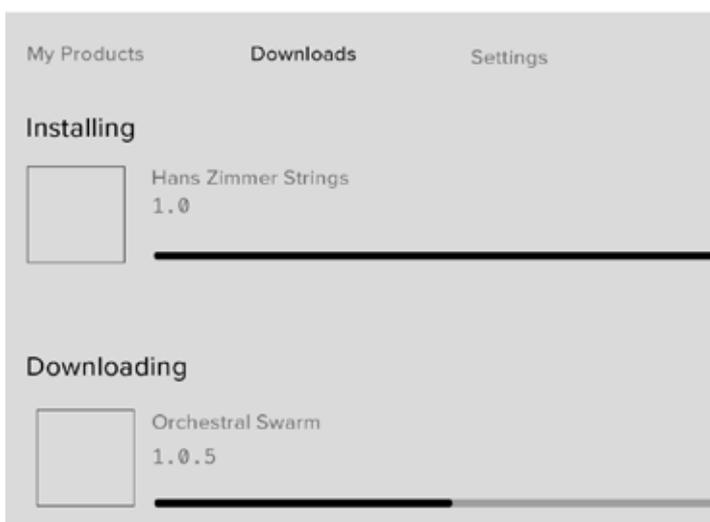


After clicking install you will be directed to the Downloads tab where you can watch the progress if you like. You can of course leave the Downloads tab and start other downloads but at this point you should leave the Spitfire App open until the download completes.

# 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-7-player/

To find out more about the differences between Kontakt and Kontakt Player, go to *Appendix A.*

1. Install Kontakt Player (min version 6.7.1) (skip this step if you already have the latest version).

2. Open the player (or Kontakt 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:
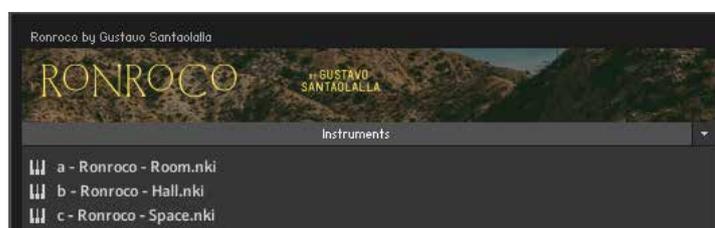


3. Once you have opened Native Access, click **Add Serial** in the top left of the window.

4. Enter the serial number in this format:
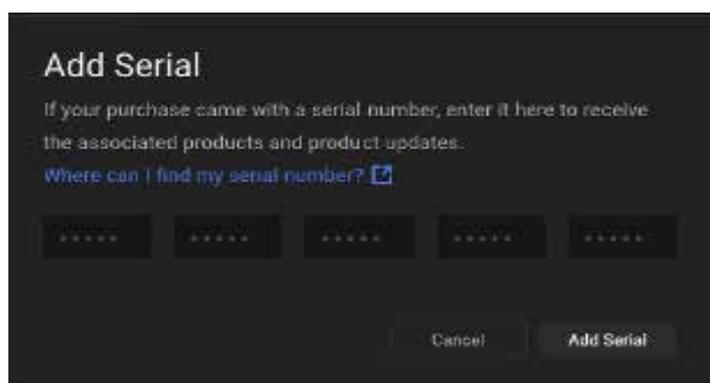


...It can be found in your 'ready to download' email and at the following link:

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 Ronroco. Browse for your downloaded Ronroco by Gustavo Santaolalla folder and select this to complete the authorisation.
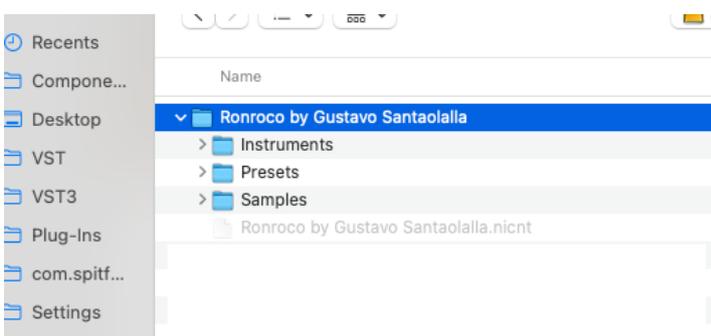


6. Your library is authorised.

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

https://www.native-instruments.com/en/products/komplete/samplers/kontakt-7/

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

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

# RONROCO BY GUSTAVO SANTAOLALLA

## FOLDER STRUCTURE
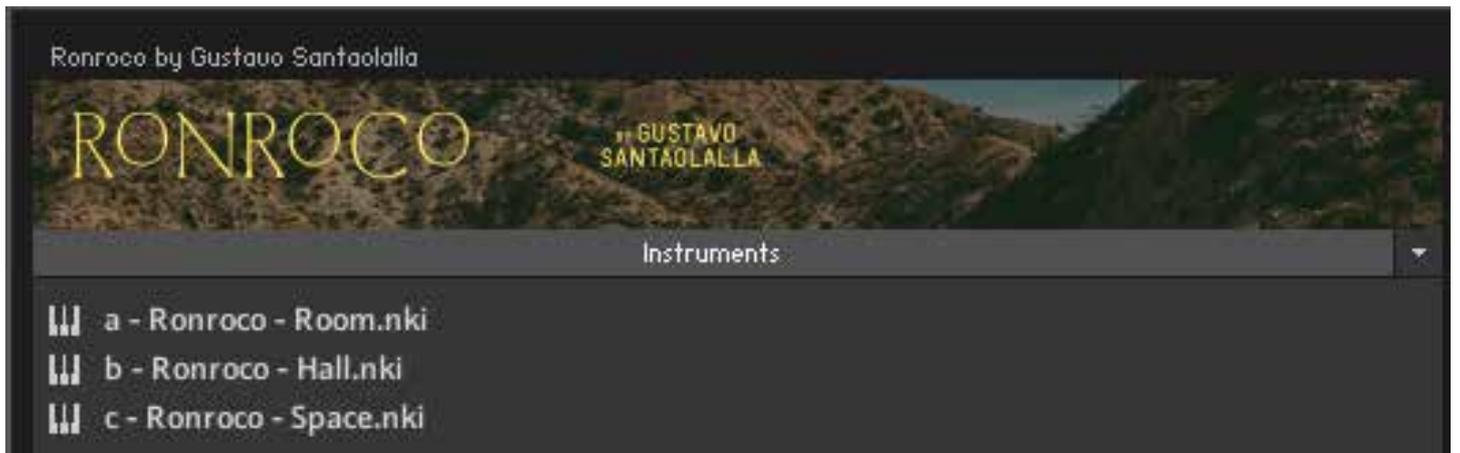


Clicking on the Instruments bar to expand, you will see available main patch .nkis to load.

## THE INSTRUMENT PAGES:

Gustavo's Ronroco is comprised of four main page areas; the Perform, Sequencer, Calibrate and FX pages.

The Perform and Sequencer pages feature multiple easy ways to perform the ronroco, while the Calibrate and FX pages serve to shape the sound of the instrument.

This page is centered around standard MIDI note input, offering a combination of single note playing (with various articulation options), a chord / strumming engine (with auto or manual chord voicings), string / arpeggio keys and tremolo chord looping.

The various controls on the page determine how the ronroco responds to the incoming MIDI.

ASSIGNING CONTROLS IN KONTAKT.

All GUI controls can be assigned a unique controller number so you can automate or adjust via an external controller (vital when playing in virtual Orchestral parts). To un-assign, assign or just to see what CC number is assigned to any control RIGHT or CTRL CLICK.

## 1. KONTAKT HEADER

This area at the top of each instrument is where to set your audio and MIDI routing as well as see whether the patch is loaded, loading or purged. On the right you can solo, mute, pan, tune and adjust volume.

## 2. CHORD/ARPEGGIO CONTROLS

- Sustain – controls if chords/arpeggio-strings and/or single notes (played in the purple keys area) are sustained by default, for easy execution of chord/single-note arpeggio playing styles.
- Chord Change – when a new chord is pressed in the purple keys area, the response can be set to Squeaks (shifting squeaking fret noise), Stops or Sustain.
- Chord Voice – when set to Auto, the chord triad inputted in the purple keys area is automatically voiced to an authentic ronroco chord. Auto Voicing can recognise all major, minor, 7th and sus2/4 chords inputted with the root as the lowest note. When set to Manual, the user has complete control of the chord voicing, which populates the strings from the lowest to the highest.
- Strum Speed – controls the speed of the strum action across the strings. Also controllable via the mod wheel (CC1) by default.
- Humanize – controls the amount of random timing variation between each strummed string.

## 3. TREMOLO CONTROLS

- Attack / Release – controls the envelope of the tremolo chord played.
- Start – determines how the tremolo chord starts; with a strum or a tremolo fade-in.

## 4. NOTE INPUT CONTROLS

- Auto Twiddles – when toggled on, a twiddle is performed if above the 'Min Velocity' threshold.
- Octave String – the ronroco has one 'octave' string which is actually two strings played an octave apart. When set on Manual the octave string is only played when the 'Octave String' keyswitch is held.
- Purple Keys – this determines how the purple key range functions; by playing notes in the nor-

mal fashion, or in 'chord' mode where the keys set the chord to be played using the strumming / string-arpeggio keys (without the need to hold the 'Chord Select' keyswitch).
- Twiddle Sensitivity – sets the minimum velocity for which a twiddle is played (if Twiddle switch selected).
- Slur Sensitivity – sets the maximum velocity threshold for which a slur can be played.

## 5. KONTAKT KEYBOARD

With the Kontakt keyboard displayed you should see a set of different coloured keys:



1. Fix String Key Switch: when held, played notes are fixed on the current string (provided notes are within the string's overall note range). Can be used effectively when combined with Slide articulations.
2. Tremolo Key: Plays a major or minor tremolo chord, providing a chord has been set.
3. Strum Keys: The two yellow keys perform forward and backward strums, plus a string hit articulation using the sharp key in-between them.
4. Set Chord: when held, a chord can be set within the purple keys area (the root must start within this range).
5. String Keys: each blue key represents one of the five ronroco strings. The string order is determined by the String Setup control in the Calibrate page.
6. Playable Note Range: The purple keys represent the note range of the ronroco.
7. Articulation Key Switches: when held, a note is played as (from left to right): post-note slide (down, up), pre-note slide, vibrato (sampled), twiddle (half-step), twiddle (whole-step). **Note: vibrato (simulated) is also available by default via the mod wheel (cc1).**
8. String Squeaks: These two keys hold lots of individual fret-hand string squeaks, shifts and slide noises, selectable via velocity (lower velocities result in softer sounds).

## Quick Start – Playing Styles

1. Play Notes – as before, the purple key area represents the note range of the ronroco, and this is where individual notes can be played.

2. Choose an Articulation – hold an articulation keyswitch (to the right of the purple keys) before playing a regular note to play the chosen articulation.

3. Slurs (Hammer-Ons / Pull-Offs) – a slur is performed by holding a note then overlapping another note within four semitones above or below. Note that a slur will only result if its velocity is below the threshold set by the 'Slur Sensitivity' control.

4. Choose a chord – by default the chord system is set to Auto. Select a chord by holding the orange 'Set Chord' keyswitch and playing a simple triad.

5. Play a chord – play strums using the yellow up/down strum keys (note there is a 'string hit' key between them). Play each string (arpeggio style) using the blue keys.

6. Tremolos – hold the orange 'Tremolo' key to play the currently selected chord (limited to major and minor). Note that by holding the Tremolo key and chord changes made in the purple keys area will change the tremolo chord.


## Quick Tips

1. You can easily combine chords (strums and arpeggios) with normal note playing (via the purple keys) to produce authentic ronroco-style parts.

2. Use the sustain pedal and release it just BEFORE you start a new phrase or chord; by default releasing the pedal will produce fret squeaks to simulate the sliding and shifting of the hand towards the next chord / group of notes.

3. Setting some strings as 'open' via the top left Open-String switches can result in some great sounding chords/arpeggios and fluid chord sequences.
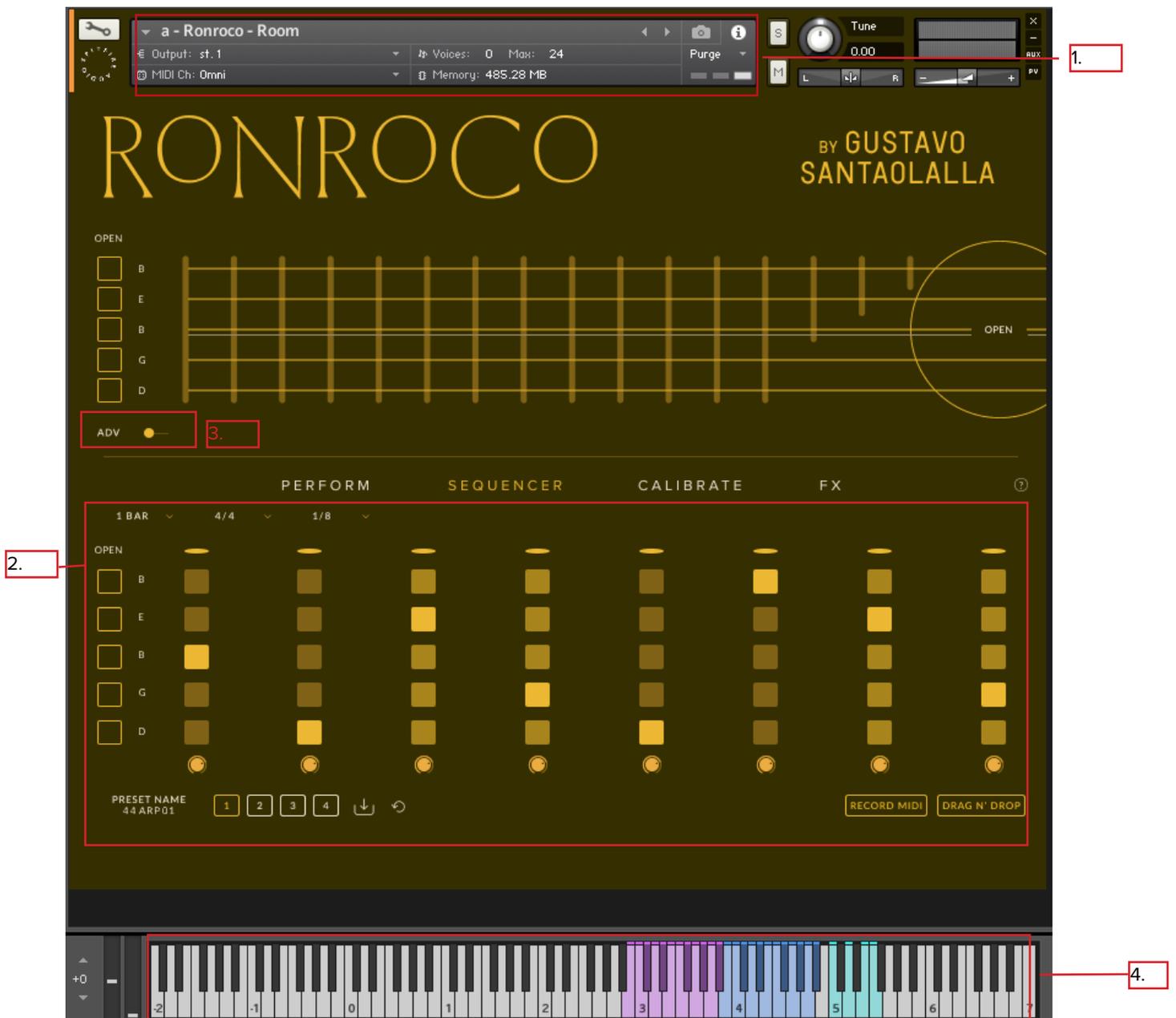
Sequencer Mode features a fully customisable 4-bank 32-step (max) sequencer. Users can load and edit preset sequences, or create their own from scratch and save it. Each step of the sequence can be edited to alter the played string(s), articulation, pick/strum direction and volume. A very useful additional feature is the ability to record MIDI information and drag/drop the recording to DAW.

ASSIGNING CONTROLS IN KONTAKT.

All GUI controls can be assigned a unique controller number so you can automate or adjust via an external controller (vital when playing in virtual Orchestral parts). To un-assign, assign or just to see what CC number is assigned to any control RIGHT or CTRL CLICK.

## 1. KONTAKT HEADER

This area at the top of each instrument is where to set your audio and MIDI routing as well as see whether the patch is loaded, loading or purged. On the right you can solo, mute, pan, tune and adjust volume.

## 2. SEQUENCER

- Active Steps: for each step the active string note(s) are shown highlighted. Click to turn a step on or off.
- Strum Switches: (top of each step column) - each switch selects the strum style for that step, i.e.. If multiple notes are active in a single step, they will either be played simultaneously (picked), from low to high (up arrow) or from high to low (down arrow). If a strum style is selected, the speed of each chord is determined by the Strum Speed knob.
- Open String Switches: (far left) when checked, the given string will play it's current open string note, no matter what chord is currently selected.
- Step Volume Knobs: (bottom of each step column) each knob sets the volume of the current step relative to the velocity of the sequence key played.
- Bars Menu: sets the number of bars in the selected sequence.
- Time Sig Menu: sets the time signature for the selected sequence.
- Rate Menu: sets the type of division for all steps.
- Sequence Selection Switches: (numbered bottom boxes) selects the current sequence for playing and editing.
- Sequence Display: (text next to boxes) displays the name of the currently selected sequence.
- Record MIDI Button: When pressed, any played sequence is recorded along with a given chord sequence, until the button is pressed again to stop the recording. It is then possible to drag the newly created MIDI file into your DAW via the Drag n' Drop button (see below). Note: Be sure to switch the ronroco back to Perform mode when playing the new MIDI file, as the sequence has now been converted to individual MIDI notes.
- Drag n' Drop Button: if any MIDI has been recorded, the user can click and drag from this button into their DAW to create a MIDI track.
- Load Icon: (to right of sequence selection

switches). Pressing this icon opens up the browser window, from which the user can load or save a sequence pattern (see ).
- Init Icon: (circular arrow next to Load Icon) When pressed, the currently selected sequence is initialised, clearing the sequence pattern and resetting the controls to default settings.

## 3. ADVANCED SETTINGS (toggle to open)



- Chord Change: this defines what happens when the next chord is selected.
- Seq Release: this defines what happens when a sequence key is released.
- Strum Speed: defines the speed of any strums present in the selected sequence. This control is accessible via the mod wheel (cc1) in Sequencer Mode.
- Humanize Strums: adds an element of randomness to the selected sequence strums.
- Humanize Steps: turning this up increases the humanization of the timing (of each step) for the currently selected sequence pattern.
- Swing: sets the amount of swing for the selected sequence.

## 5. KONTAKT KEYBOARD

With the Kontakt keyboard displayed you should see a set of different coloured keys:
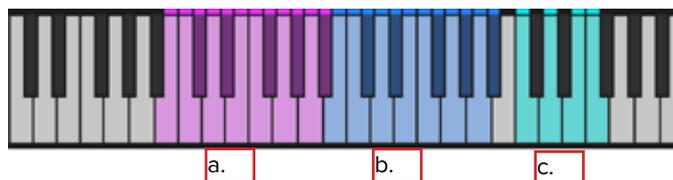


a. Chord Selection Key Range (root): Shows the starting note (root) range.
b. Defines the currently selected chord.
c. Sequence keys: each key is assigned to one of the four sequence banks, holding one of these triggers the relevant bank.

## LOADING AND SAVING SEQUENCES



Clicking the Load Icon opens the preset browser window.

Double-clicking on a chosen preset will load it into the currently selected bank.

To save a sequence pattern, open the preset browser window, enter a name in the text box and click on the save icon. The newly-created preset will appear in the browser's 'User' folder.

## Quick Start – Playing and Editing Sequences

1. Press and hold one of the four yellow Sequence keys to play a sequence currently loaded into that bank.

2. Click on any of the five rows of string steps to change the sequence pattern to your liking. You can also change many other aspects of the sequence as detailed previously.

## Quick Tips

1. The velocity of the sequence is determined by the pressure of the sequence keys. The volume of each step (as shown under the main sequence switches) is relative to how hard the sequence key is pressed.

2. You can combine different sequence banks (keys) to create more complex patterns.

# RONROCO BY GUSTAVO SANTAOLALLA: THE CALIBRATE PAGE



The Calibrate page deals with the setup of the ronroco applicable to both the Perform and Sequencer modes.


ASSIGNING CONTROLS IN KONTAKT.

All GUI controls can be assigned a unique controller number so you can automate or adjust via an external controller (vital when playing in virtual Orchestral parts). To un-assign, assign or just to see what CC number is assigned to any control RIGHT or CTRL CLICK.

- String setup: Choose from Trad Order or Pitch Order to set up the order of your strings.
- Mod Wheel: Choose from Auto (to auto assign per patch/control availability), or choose to assign the mod wheel to Vibrato or Strums.
- Pedal Up: when active, fret noises are triggered when the sustain pedal is released. This can be turned off and fret noises can be manually played (in Perform mode) for more specific sound choices.
- Room Tone Switch: turns on the original room tone (noise floor) of the room where the ronroco was recorded, namely Gustavo's studio.
- Fret Noise: sets the volume level of the fret noises (squeaks, shifts).
- RT (Room Tone) Level: adjusts the volume level of the room tone.
- Volume Level: sets the overall volume for the ronroco.
- Width: sets the stereo width for the ronroco.
- Mic Placement: adjusts the balance between the close and far stereo mics.
- Dynamic Range: compresses difference in volume between the quiet and loud notes, pushing the quiet notes up. Setting this slider to the highest level gives the most compression.
- String Attack: sets the note attack envelope. Can be used subtly to push the ronroco back in a mix, or can be used strongly to create a pad effect.

# RONROCO BY GUSTAVO SANTAOLALLA: THE FX PAGE
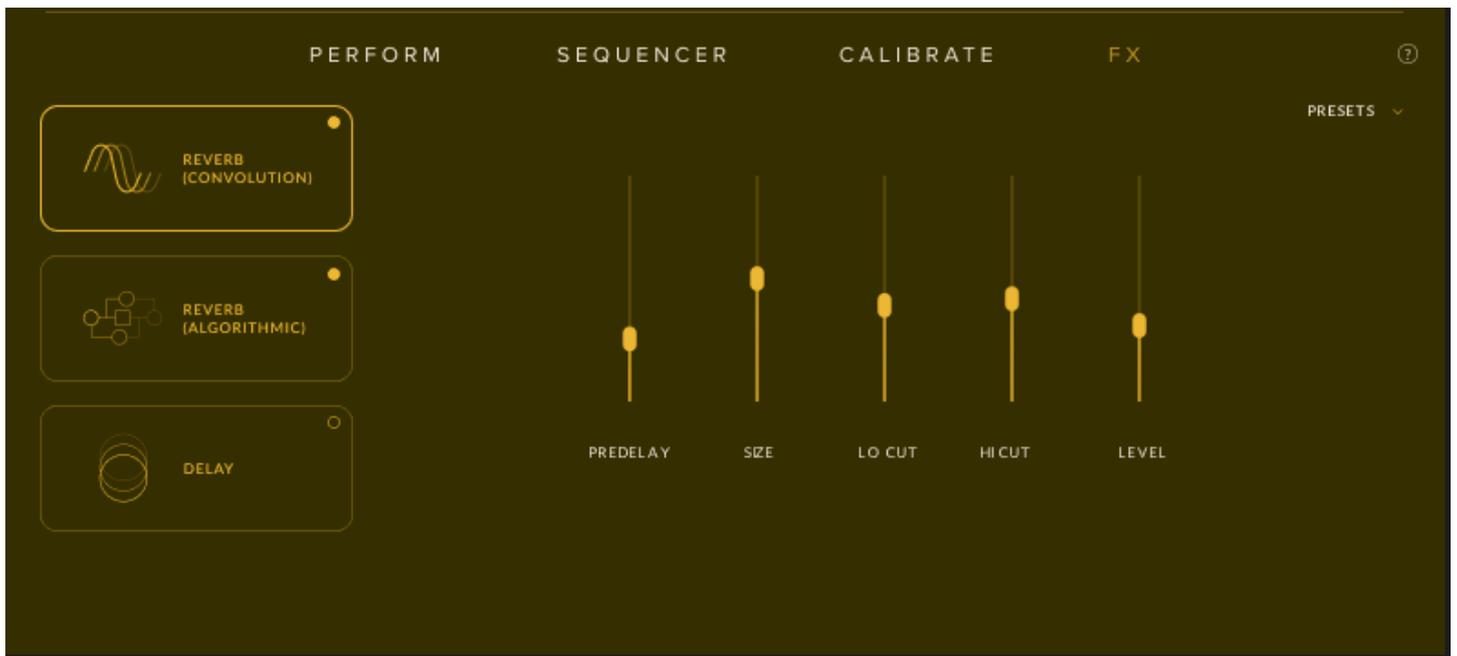


This is the FX section where any combination of three effects (Convolution Reverb, Algorithmic Reverb and Delay) can be activated.

ASSIGNING CONTROLS IN KONTAKT.

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- FX Modules: left hand boxes - clicking on a module brings the relevant set of controls into view.
- On/Off Switch: toggle in top right of FX Module boxes - turns the currently selected FX on or of.
- Controls Section: shows the controls for the currently selected FX module.
- Presets: curated presets available to choose for each module type.

Ronroco by Gustavo Santaolalla In-
cludes:

**Ronroco - Room**
**Ronroco - Hall**
**Ronroco - Space**

**Representing different spaces record-
ed within.**

# 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-7-player/

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/cross-grade-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 —
# FAQS AND TROUBLESHOOTING

## Q: WHAT ARE THE SYSTEM REQUIREMENTS?

MAC SYSTEM REQUIREMENTS
Mac OSX 10.15 or Later, Minimum Intel Quad Core i5, 4GB RAM or Higher, 32bit DAWs Not Supported, Machine must be connected to internet during install
4 GB RAM (6 GB recommended for large KONTAKT Instruments).

PC SYSTEM REQUIREMENTS
Windows 10, Minimum Quad Core CPU, 4GB RAM or Higher, 32bit DAWs Not Supported, Must be connected to internet on install
4 GB RAM (6 GB recommended for large KONTAKT Instruments).

Min Kontakt version 6.7.1

## 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 Ronroco by Gustavo Santaolalla, you can copy the library folder over to the second machine and then use the "Repair" feature in Native Access.

## Q: I CAN'T SEE THIS IN THE PLUGINS SECTION OF MY DAW?

This library is a Kontakt Player library so it does not have its own standalone plugin. Instead you will find the library in the Kontakt or Kontakt Player plugin.

## Q: HOW DO I AUTHORIZE RONROCO BY GUSTAVO SANTAOLALLA ON A MACHINE NOT CONNECTED TO THE INTERNET?

It not possible to authorise Ronroco by Gustav on a machine not connected to the internet. Authorisation is done through the Spitfire Audio App and Native Access, 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: HOW DO I DOWNLOAD PRODUCTS ON MAC OSX 10.9?

The version of Kontakt player needed to install Ronroco by Gustavo Santaolalla only supports Mac OSX15 and upwards.

## 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, 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.

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 Native Access. 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.

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