

SPITFIRE AUDIO

SOLO CELLO

SPITFIRE SOLO CELLO
USER MANUAL

CONGRATULATIONS

Thank you for purchasing the Spitfire Solo Cello. Our highly advanced Total Performance Cello is available to purchase as a separate Kontakt Player library. Beautifully performed by world-renowned concert cellist Richard Harwood, this is our most detailed and complete solo cello to date. It contains all the techniques you need to create an ultra-realistic solo performance, including five different types of true legato: fingered legato, bowed legato, portamento legato, runs and arpeggios, as well as spiccato, staccato, tremolo, playable trills, pizzicato, Bartok pizzicato, molto vibrato, progressive vibrato and non-vibrato. The patch enables you to create exquisite musical phrasing without the need for key-switching or 'stitching' together performances, and is programmed to react to playing speed and touch, allowing you to focus entirely on your composition. This instrument can now also be found in our renowned Spitfire Solo Strings library.

Quick Specs

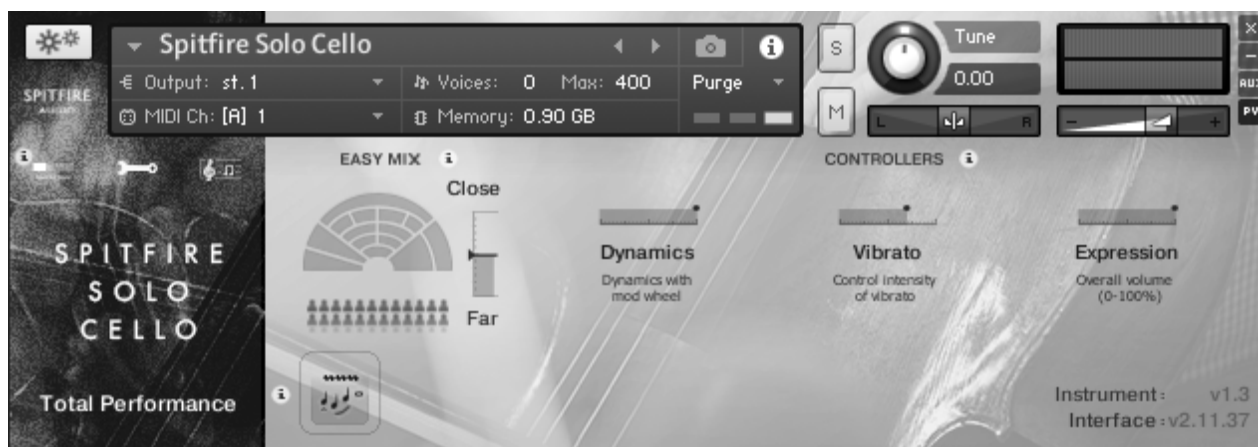
- 5797 samples
- 8 GB Uncompressed WAV
- 6.4 GB Disk space required
- 7 GB Disk space required during install
- NKS Ready
- Compatible with Native Instruments hardware
- Free Kontakt Player Included
- New intuitive GUI with in-line help
- Essential microphones (CTA)
- Detailed sampling:
 - Multiple Articulations
 - Multiple dynamics
 - Multiple round robins
 - Release Triggers
 - True Legato

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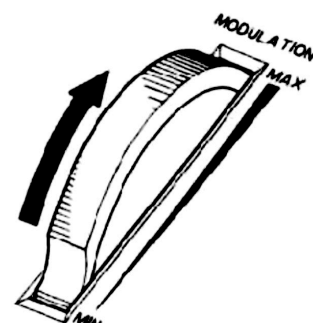
PRECAUTIONS

If you've never seen a Spitfire instrument before this is what our Kontakt interface looks like. In most cases there would be a list of articulations towards the bottom of the GUI, but as this is an all-in-one performance patch, there are no articulations!



TIP: Don't forget to use the modwheel! This will crossfade between the different available dynamic layers and help you to create a convincing performance.

As a performance patch, this instrument will respond to how you 'perform' lines.



DOWNLOADING & INSTALLING

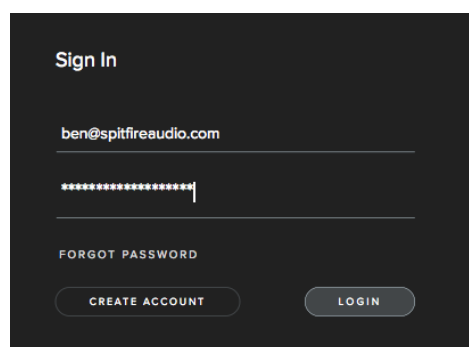
Thank you for buying Spitfire Solo Cello. If you are a total newbie to this kind of thing you can get up to speed here:

<http://www.spitfireaudio.com/info/basics/>

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

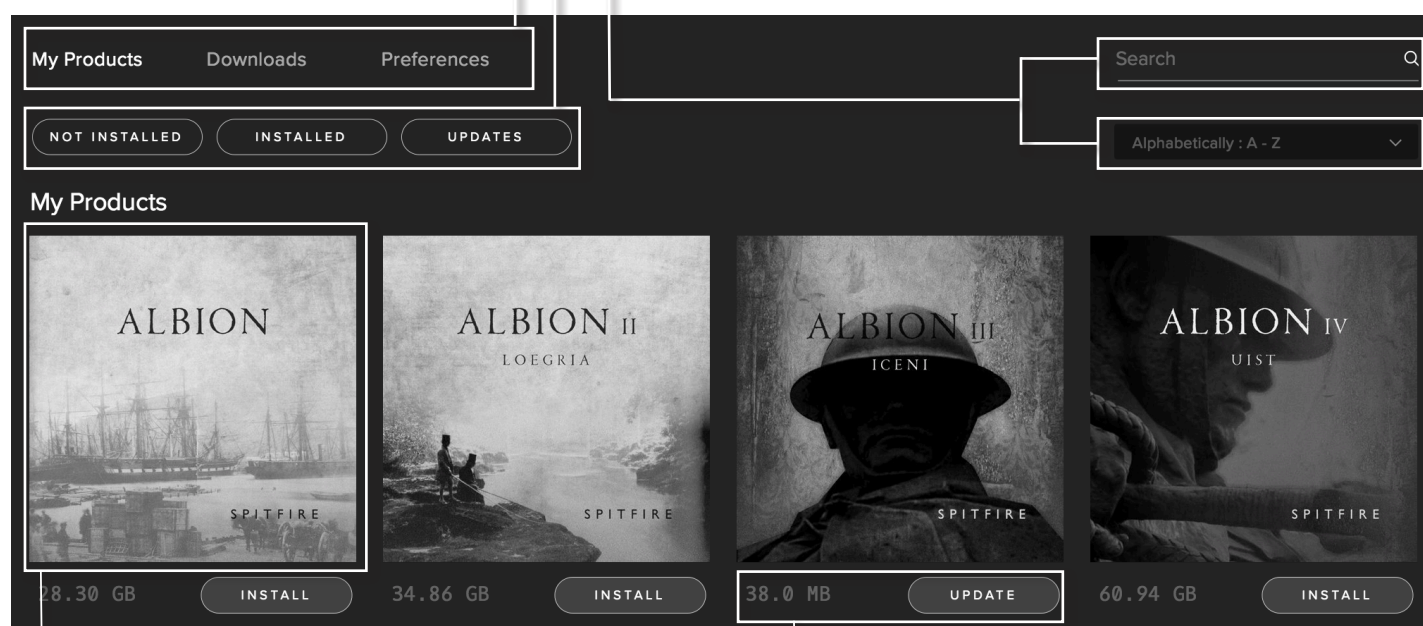


When you launch the app you will be prompted to login using the same details you use at our site. Then you'll see the page pictured below:

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

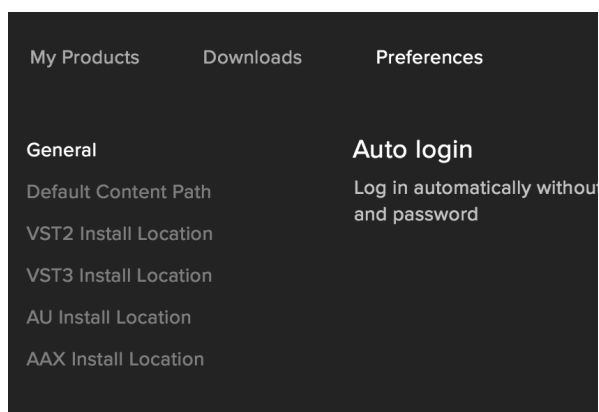
FILTERS clicking these filters will quickly display products you've yet to install, those already installed, and any available updates. Clicking again will remove the filter.

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



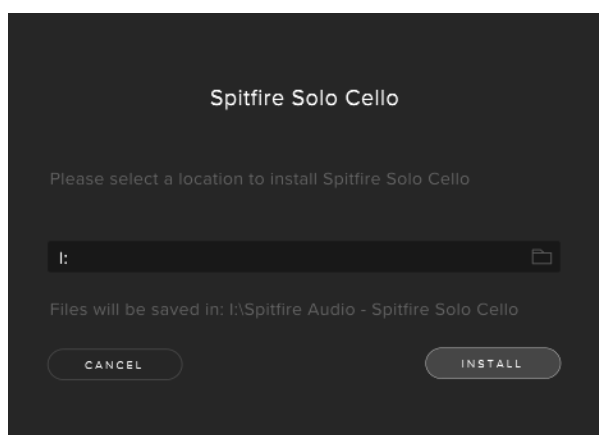
LIBRARY All libraries and plugins in your collection will appear with their artwork on the **My Products** tab. Clicking this artwork will open the product page. This is a great place to find information such as system requirements and instructions as well as where to find **Reset** and **Repair** options.

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, you will need twice as much available space to allow the download to unzip correctly.



If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the **Preferences** tab and make sure that the **Default Content** location is set to the location where you wish to download your libraries and that the **VST2 install** location is set to the folder where your DAW expects to find VST files.

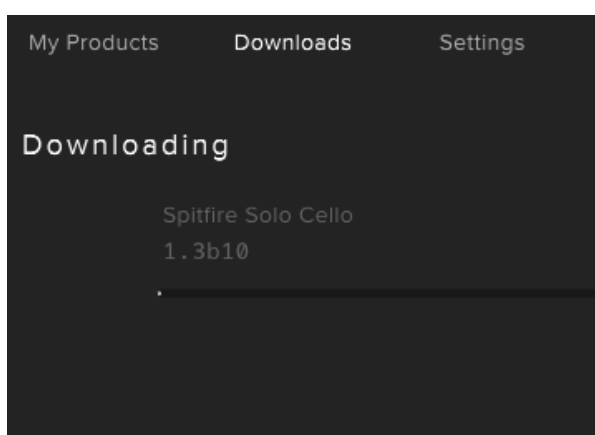
Here you can also enable **Auto Login** to save time in future.



Once you are happy with your preferences, simply click the **Install** button, either directly on **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 preferences will be suggested but you can select any suitable location.

Once you are happy with the location click **Download**.



After clicking download 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.

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

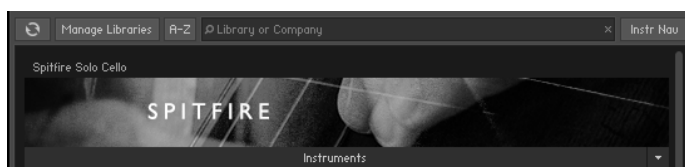
If you've never used one of our libraries before and you don't own a copy of Native Instruments Kontakt, you'll need to download the free "Kontakt Player" here:

<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-5/downloads/>

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 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:

XXXXXX-XXXXXX-XXXXXX-XXXXXX-XXXXXX

...It can be found in your 'ready to download' email.

5. You will then be prompted for the location where you unzipped the library. Simply navigate to and select the library folder, in this case: the 'Spitfire Audio - Solo Violin' folder that contains your library's instruments and samples folders, and also contains the 'nicnt' file

6. Your library is authorised. If the library does not add to the libraries pane, or disappears when you re-open Kontakt, see *Appendix E - Troubleshooting and common problems*

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-5/downloads/>

If you are an established Kontakt user please make sure you absolutely have the latest version of it downloaded via the NI service centre or the **NATIVE ACCESS** apps. Our libraries are frequently updated and often simply won't work on any previous versions. We cannot describe the multitude of painful symptoms you will experience if you don't do this!

For more in-depth install steps, please go here:

<https://spitfireaudio.zendesk.com/hc/en-us/articles/115002805426>

NKS - USE WITH NI HARDWARE

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

<https://www.native-instruments.com/en/products/komplete/samplers/kontakt-5/downloads/>

FOLDER STRUCTURE

OPENING YOUR FIRST INSTRUMENT.



Simply double click the ‘Spitfire Solo Cello.nki’ file (this is Native Instruments’ file extension for a Kontakt instrument) to load, or indeed drag the instrument (it’ll have the little keyboard icon and the suffix .nki) from the left pane into the right pane.

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

A QUICK LOOK

SWITCHING VIEWS

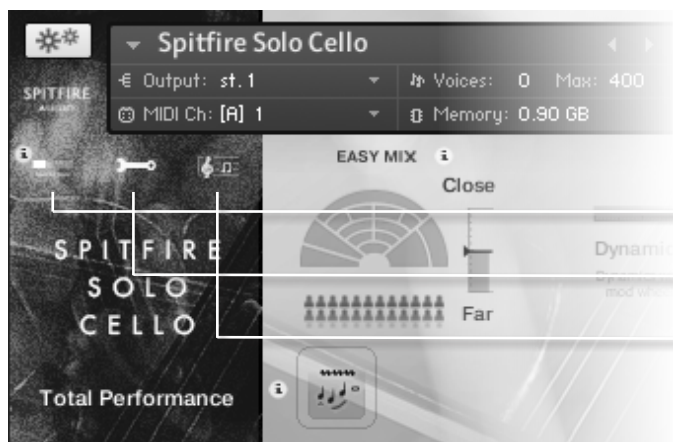


ASSIGNING CONTROLS IN KONTAKT

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.

You can then alter the controller parameters in the “Automation pane” if for example you want your mod wheel to go all the way from top to bottom but the control to have restricted bandwidth change from the default of 0-127 to 20-100. Or if you want the controller to make the GUI control in the reverse direction change from the default of 0-127 to 127-0.

When you first load up a Spitfire Orchestral preset you'll be greeted with this GUI. This is one of 3 pages that you can switch between using the panel switcher...

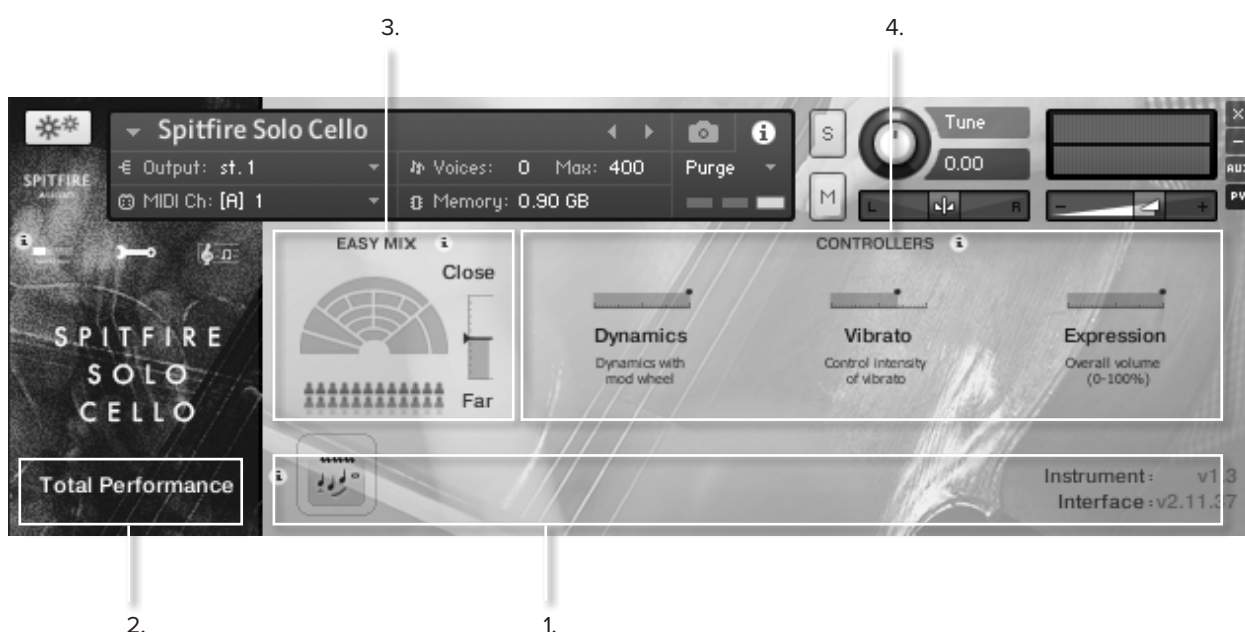


Click on these to switch views or pages:

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

All of which are discussed in more detail over the next few chapters...

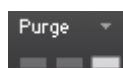
THE ‘GENERAL OVERVIEW’ PANEL



1. ARTICULATION SWITCHER

In our standard interface this panel would usually feature a selection of articulations to choose from, however as this is a all-in-one Total Performance patch there are no articulations! All key switching is done through the way you perform lines!

LOAD STATUS:



Make sure Kontakt displays the instrument load status as pictured. If the left hand bar is illuminated and red it's in a queue and hasn't started loading yet, if the middle bar is lit and yellow the instrument is still loading up. If you try to play before it's loaded it may not be nice!

ARTICULATIONS - Click on these notes to select the different articulations, whatever articulation is live is displayed in the yellow sidebar on the left. You can also select different articulations by hitting key switches, you can do this whilst you're playing so if you want to switch from a "long" articulation to a short, hit the key whilst you're playing your last long and the next note will be a short. For details of articulations recorded go to Appendix A.

POWER TIP: SHIFT > CLICK to select and play multiple articulations!

2. SIDE BAR

Tells you what articulation you're playing.

3. EASY MIX

The orchestra was recorded with several different mic perspectives. Move this slider up or down to change the perceivable distance from the band. NB: the first time you use this it will need to load in the samples, so give it a moment!

4. EXPRESSIVE CONTROLLERS

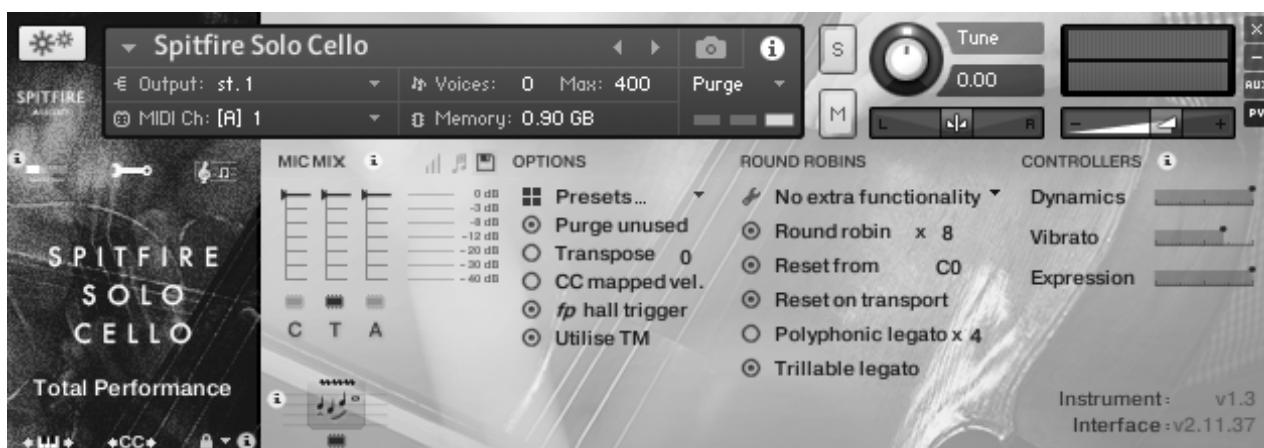
Dynamics - probably the most important controller you have. This crossfades between the different dynamic layers recorded.

Vibrato - where appropriate this crossfades from no (or senza) to lots (molto) vibrato. More information on the next page!

Mute - toggles between a simulated mute being applied to the instrument. 0-50% is mute off, whereas 50-100% is mute on.

Expression - This is instrument trim (CC11), so this adjusts the volume within the instrument volume (CC7) great when used in conjunction with expression.

THE EXPERT VIEW



1. MICROPHONE MIXER

Giving you greater control over the blends of microphone positions for your work. Here's a quick guide to using the microphone mixer:

- Use the chips beneath the faders to load & unload different microphones and the faders above to tweak the balance of them.
- Turning a fader all the way down will also unload the mics, conversely turning the fader back up will reload.
- Right click on the faders to assign CC controllers so you can mix these live for fantastic shifts in the spacial nature of the samples.
- Click on the mic letters themselves to change Kontakt channel/output assignment.

2. OPTIONS

PRESETS

This allows you to load predetermined sets of articulations affectionately called articulation sets quickly and easily 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. A great way to "track up" and make it sound bigger!

CC MAPPED VEL(OCITY)

Click this to control note velocity with the Dynamics slider. If a user has customised the dynamics slider, that same customised CC will control velocity now.

3. ROUND ROBINS

Beneath the Round Robins section lies a pop-down menu with some very useful functions:

"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. In legato mode this also alternates between 3 legato intervals to give a fake round robin.

"2x Round Robin With Skip" - plays two RR simultaneously, so you get a thicker sound, it's the equivalent of plopping two notes on top of each other in your DAW (and it drops the overall volume ~6db so that the levels remain the same but it just sounds thicker). 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 but doesn't move ahead by 2 so that RR isn't halved. So if you press a note it would play RR1/RR2, then RR2/RR3, then RR3/RR4.

TOTAL PERFORMANCE LEGATO

The Total Performance patch offers intuitive control over a number of articulations, combined together to enable musical phrasing without the need for key-switching and programmed to react to playing speed and touch. All of these elements together result in realistic, fast and natural realisations, playable from the keyboard without the need for ‘stitching’ together performances.

The Virtuoso Violin Total Performance patch features five different types of true legato transition: Portamento, Fingered, Bowed, Runs, and Arpeggios. The patch also features: Spiccato, Staccato, Tremolo, and Pizzicato articulations.

3 different styles of Vibrato are also available: Molto Vibrato, Progressive and Senza Vibrato.



1. VIBRATO CONTROL

1a. Vibrato is assigned to CC21 by default, and will switch between the different sampled Vibrato layers.

CC21 VALUE	VIBRATO TYPE
1-4	Pizzicato
5-24	Tremolo
25-44	Senza Vibrato
45-64	Progressive Vibrato
65-127	Molto Vibrato

TREMOLO (1-4)

A technique where the player rapidly repeats a specific note, creating a ‘quivering’ effect. Used softly this technique can set a great backdrop for other melodies, and when played loudly can create feelings of tension and drama.

SENZA VIBRATO (25-44)

To play without Vibrato. A very pure and ‘velvety’ sound.

PROGRESSIVE VIBRATO (45-64)

This technique starts with no vibrato (senza), and naturally progresses into a more standard vibrato over time.

Lower velocities (1-9) will trigger a slower transition into vibrato, whereas higher velocities (10-127) will trigger the vibrato onset to be earlier.

MOLTO VIBRATO (65-127)

A very romantic and expressive sound, particularly effective when played at a higher dynamic.

1b. With “Utilize TM” active, additional simulated vibrato will be added to the Molto Vibrato layer.

This setting uses Time Machine and can be quite CPU intensive. If you are having performance issues it is recommended to disable this feature.

2. LEGATO TRANSITIONS

Depending on the velocity played, multiple types of recorded transitions can be triggered. As this is a legato patch, all transitions are triggered by 'overlapping' from the previous note.

VELOCITY	TRANSITION
1-19	Portamento
20-84	Fingered (slurred)
85-127	Bowed

PORTAMENTO

A technique of 'gliding' from one note to another without defining the intermediate notes; a smooth sliding between 2 pitches. This is commonly used on larger intervals across different strings.

FINGERED (SLURRED)

The most basic type of transition, where the player will simply add or remove their finger whilst the bow continues without change.

BOWED

A 'bow change' transition. This is when the bow changes direction whilst changing note, producing a much more 'defined' transition.

RUNS/ARPEGGIO

As well as velocity based transitions, the Total Performance legato also features 'speed' based transitions, which will trigger depending on your playing speed. Velocity does still play a part in run transitions, and at the higher velocities (85-127) will trigger a 'harder' attack.

3. SHORT ARTICULATIONS

This patch also features multiple short articulations. These can be triggered by performing quick 'stabs', automatically triggering a short note. Short notes are also 'layered' into certain attacks of non-legato sustains, depending on the velocity.

STACCATO/SPICCATO

When playing quick short notes, you can trigger either Spiccato or Staccato based on the value set with CC21.

SHORT ARTICULATION	CC21 VALUE
Staccato	1-5
Spiccato	6-127

LAYERED ATTACKS

Layered attacks will trigger in combination with sustains on long notes that do not have a transition prior. CC21 will define whether Staccato or Spiccato is layered, as per the values in the table above.

TRILLS

2a. With "Trillable Legato" enabled, a recorded trill will be activated when quickly alternating between two notes. For this to trigger, the notes will need to be no more than a Major 2nd apart, at a speed of 200ms or less.

4. OTHER CONTROLS

3a. "*fp hall trigger*" will toggle whether room ambience is added when fading out dynamics quickly.

3b. The "Mute" controller is assigned to CC16 by default, and acts as a switch between simulated con sordino, which is where a physical mute is placed on the instrument. This dampens the instrument, producing a very warm and lush sound.

APPENDIX A - 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 5 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, 4 GB RAM (8 GB minimum).

MACs:

We recommend Mac OS X 10.10 or later (latest update), Intel Core 2 Duo, 4 GB RAM (8 GB minimum).

DRIVES:

USB3, Thunderbolt, or eSata SSDs. Ask your dealer for drives that are suitable for "AV use". If you can afford an SSD drive, 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 5 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 B - 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-5/downloads/>

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-5/pricing/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, Spitfire LABS, Harp, Piano, Harpsichord, Solo Strings 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 alternatively you can add the library as a favourite to the Kontakt Quick Load window.

APPENDIX D - MIC & MIX ACRONYMS

STANDARD ARRAY:

C - Close mics, a selection of valve mics placed for optimum focus close to the instruments. This mic control is great to add in for added definition and at times a bit of “rounding of sound”, in isolation it can be a way of achieving a more intimate or pop-music style sound.

T - Tree. This refers to the “Decca” tree of three mics placed above the conductor’s podium. In the case of Sable; 3 priceless vintage Neumann M50s. These are placed to give the ultimate sound of the band, the hall and are the default mic position that loads in with each patch.

A - Ambient. A set of condenser mics placed high up in the gallery away from the musician. This mic position gives a massive amount of stereo spread and room sound over the instrument. Great mixed in with the other mics but also ideal fed to your Ls & Rs speaker sends for true surround information.

APPENDIX F - FAQs & TROUBLESHOOTING

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

See Appendix B.

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! This can easily be done via your Spitfire App. To reset both 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 Download/Latest Update

- This will reset your whole download/your 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 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 to a more modern format, or use a different drive. We recommend NTFS on PC and Mac OS Extended (journalled) on Mac.

- Free space on your hard drive, please allow at least double the space for the respective library. This is because your library is downloaded compressed, then uncompressed into a separate location, then the original is deleted. So briefly during install, there are two copies of the library on disk. To solve this problem use a drive with more space (the size you'll need during install is listed on the website page of the product you bought).

Other issues;

- Spitfire App freezes in the "Extracting" stage for hours. This may be because our libraries are often very large files, and this is the stage where the compressed files are extracted and placed in their final locations on the hard drive. There could be hundreds of GB of content to unpack, so it really can take hours. If you're unsure whether it has crashed or is simply extracting files, visit the installation folder you chose when you started the install. If everything is working normally you'll see various files appearing in the folder (or one of its sub-folders).

- If you see a "Download interrupted" message, this may be caused by a change in IP, usually the case with people using a VPN, or people who for some reason started a download in one country and tried to resume it in another. In this case, please submit a support ticket and we can unblock you.

- 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'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, 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 2-4 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 think we might know about, and we'll work out what has happened.

Q: VEP - CONTROLS / GUI HAS DISAPPEARED!?

You need to 'connect' the instance of VEP to your sequencer, and send it some MIDI - then the controls will reappear. Unless the instance of VEP is 'booted up' by actually connecting it, Kontakt will not complete the setup of the instrument which includes drawing the GUI.

Q: WHAT IS THE NCW COMPRESSED FORMAT?

This is Native Instrument's new lossless compressed sample format - we have managed to reduce the sample data pool by around 55% and this also shows a benefit in streaming for you, along with reduced hard disk space required.

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 Cloudfront 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 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. The best way to get your library on both of your machines is to copy it from one to another via an external HDD. It saves you from having to re-download the whole library again!

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 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 previous 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, 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 always good 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 - always point the downloader to the folder 'Spitfire Audio' (the folder above the library) for all downloads and updates. 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 App, we have incorporated the ability to reset your own downloads. This can easily be done via your Spitfire App.

- 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 > Latest Update

- This will reset your latest update

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 App, we would advise downloading 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), but if your order gets caught at this stage, we run a manual order check, and this can delay the processing of your order for up to 24 hours (though this would be a rare and exceptional case).

You should however receive an order confirmation email IMMEDIATELY upon placing your order. This confirms that your order has successfully been logged in our system and that your payment was successfully taken. Please check your junk folders before contacting our support. 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?

All of our libraries are compatible on both PC and Mac computers (as they run inside Kontakt). 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 HDD and then copying it to 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. You may also get this error in some cases if you installed library on a drive with just under the minimum necessary amount of space to install the library (remember that you need **DOUBLE** the size of the final library to install successfully - see above). 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: First it speeds up the loading of patches and secondly, it can help you find missing samples and relink them to the patches so that you don't need to search every time you load a patch. Bear in mind that it can sometimes take a few attempts to batch resave, and if Kontakt crashes the first time you try, you could go into the instruments folder and batch resave a bit at a time -- go by sub folders for example, just to lessen the load on Kontakt.

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

Emails get misplaced and you might find that you are out of luck when you need to find a past serial number. The best place to find all of your serial numbers would be to log into your Native Instruments account [HERE](#), and traverse to the My Products, Serials, and Downloads section. Under there you will find all of your serial numbers, including your Spitfire Audio serial numbers. If you find that the serial number you are looking for is not there, please contact us with all of the relevant information.

Q: I THINK 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 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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