KEPLER

SPITFIRE KEPLER ORCHESTRA
USER MANUAL

CONGRATULATIONS

Thank you for purchasing Spitfire Kepler Orchestra. A collection of innovative orchestral tools recorded in the crisp, dry acoustic of Air Studio One, Kepler Orchestra is presented in our interactive Systems Grid — an articulation mapping tool based on our hugely popular Evo Grid technology. The grid layout enables you to write and create complex polyrhythms with ease, giving you ultimate control, while also doing the hard work for you. Inspired by the great American systems composers of the late 20th century such as Terry Riley, Steve Reich & John Adams, Kepler Orchestra is your new secret weapon for creating ultra-realistic, dynamic polyrhythmic scores.

Explore an astronomical range of unique orchestral sounds, articulations and playing styles reminiscent of planetary motion, plus our Warped section for epic, space-inspired synthesised sounds, to expand your sonic universe.

Quick Specs
- ~18,300 Samples (48k recorded at 96k)
- 37.4 GB disk space required
- **38 GB disk space required during install**
- NKS Ready
- Compatible with Native Instruments hardware
- Free Kontakt Player Included
- Intuitive GUI with inline help
- Multiple signals (Close, Ambient, Wide, Mid, and Mix)

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WELCOME

AN ORCHESTRAL ODYSSEY

A full orchestra made up of 40 strings, 13 woodwinds and 19 brass, recorded as separate ensembles in the crisp, vibrant acoustic of Studio One at the legendary Air Lyndhurst, where we recorded our popular Bernard Herrmann and Studio Orchestra libraries. All 54 of our unique articulations and playing styles, many never before sampled, have been orchestrated by Ben Foskett, produced by Harry Wilson and expertly recorded by renowned engineer Fiona Cruickshank through the famous custom Neve console via legendary Montserrat preamps. With multiple microphone positions (Close, Ambient, Mid & Wide), a Full Mix option created by Fiona Cruickshank, the library is presented in our sophisticated Systems Grid, giving you ultimate controllability and endless inspiration. We have also created 259 Snapshots — a wide selection of starting points with pre-programmed rhythms and sounds that work instantly, for that extra element of surprise and inspiration. Both detailed and epic, and designed to work perfectly alongside our existing orchestral ranges, Kepler Orchestra is for anyone exploring the cutting edge of modern orchestration, looking to create sophisticated scores for film, TV and games.

THE SYSTEMS GRID

Together with a wide range of innovative and nuanced articulations (from repeated notes, to doppler effects, swells, shards and pulsing movements), our sophisticated Systems Grid, based on our hugely successful Evo Grid technology, has solved a common problem for composers — it allows you to create realistic sounding, complex interlocking polyrhythms — the simultaneous combination of contrasting rhythms — that are impossible to successfully produce using traditional samples. Use the sounds dry for precise detail and to create the impression of vast movement and speed, or add your favourite reverb to create epic and atmospheric soundscapes.

Although similar to our Evo Grid, our highly interactive Systems Grid is much more of an articulation mapping tool. Instead of using the pegs to create different textures, they are split by time divisions (duplet, triplet, quintuplet and septuplet time), tempo locked to your DAW and allowing you to quickly create sophisticated combinations of different rhythms. We have also solved the problem of rebowing, a secondary feature which is almost impossible to recreate with samples when writing complex orchestrations. As with our Evolutions libraries, you can pan and tweak each sound using the FX panel on the right hand side.

This is not a phrase library, or a series of evolutions — it is a set of detailed and sophisticated articulations and raw materials, designed to give you the power to create your own complex, nuanced phrases with ease and control. Kepler Orchestra can however interpret your music and play it in ways you never expected.

BEHIND THE SAMPLES

The great systems composers of the 20th century, such as Riley, Reich, Glass & Adams, have had a huge influence on modern music, inspiring composers and artists the world over, from Kraftwerk and Tangerine Dream to Sufjan Stevens, Nils Frahm and Cliff Martinez. Systems music at its core is based on repeated sounds with contrasting rhythmic subdivisions that move in and out of sync, reminiscent of planetary motion — each planet on its own journey, but working together in perfect harmony.

Inspired by this concept, composer and Spitfire Audio co-founder Paul Thomson had the vision of sampling a set of innovative and versatile orchestral articulations and playing styles, cyclical in nature, with the aim of enabling composers to score ultra-realistic repeated notes and complex polyrhythms using samples.

Johannes Kepler was a German astronomer and mathematician, famous for his three laws of planetary motion. Knowledge of these laws, especially the area law, provided the foundation for Sir Isaac Newton's famous law of gravitation. Kepler was convinced "that the geometrical things have provided the Creator with the model for decorating the whole world". In Harmony, he attempted to explain the proportions of the natural world—particularly the astronomical and astrological aspects—in terms of music. The central set of "harmonies" was the musica universalis or "music of the spheres", which had been studied by Pythagoras, Ptolemy and many others before him.

A closer look at our innovative articulations:

DOPPLERS - The Doppler Effect is the change in frequency of a wave in relation to an observer, for example, what you hear when an ambulance passes by. We have recreated this by bending short notes down by a semitone, so they sound like they are shooting past you.

SHARDS - Our shards grid is based on particle swarms, reminiscent of shards of light, or the light you see flashing out of an accretion disk. The result is swells of sound that change dramatically in dynamic until they stop.

MOMENTUM - Our momentum grid is based on light wave theory — notes that increase and decrease in both speed and dynamic, from pulsing to accelerating.
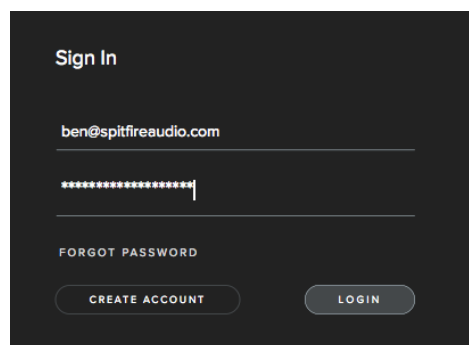
WARPED - The Warped section contains thirty contrasting sounds to add an extra layer of cosmic depth and atmosphere to your polyrhythmic compositions. Each of these sounds was produced using the organic sample content from the library, designed to add unique depth, texture and atmosphere to any composition. Some samples were made using granular synthesis, while others were pumped through outboard gear, distressors, saturations, guitar FX and pedals to create something completely new and original. Presented in our Mercury synth, all of the controls are assignable to your control surface, giving you the immediate ability to make our sounds your own.

DOWNLOADING & INSTALLING

Thank you for buying Kepler Orchestra. If you are a total newbie to this kind of thing you can get up to speed here: http://www.spit-fireaudio.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

Sign In

ben@spitfireaudio.com

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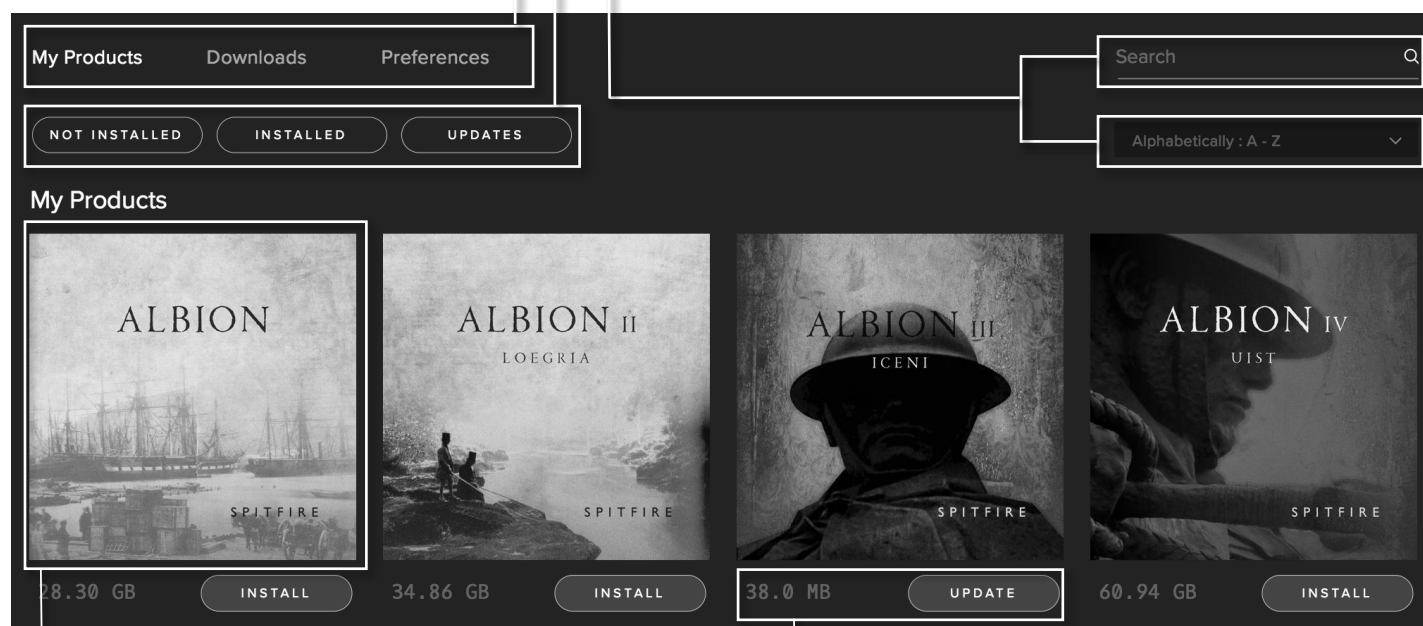FORGOT PASSWORD

CREATE ACCOUNT   LOGIN

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.

My Products   Downloads   Preferences

Search

NOT INSTALLED   INSTALLED   UPDATES

Alphabetically : A - Z

My Products

ALBION

ALBION II
LOEGRIA

ALBION III
ICENI

ALBION IV
UIST

SPITFIRE

SPITFIRE

SPITFIRE

SPITFIRE

28.30 GB   INSTALL   34.86 GB   INSTALL   38.0 MB   UPDATE   60.94 GB   INSTALL

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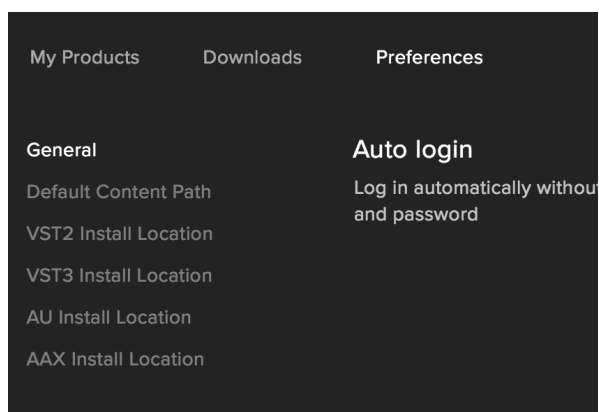
If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the **Preferences** tab and make sure that the **Default Content location** is set to the location where you wish to download your libraries and that the **VST2 install location** is set to the folder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

Here you can also enable **Auto Login** to save time in future.
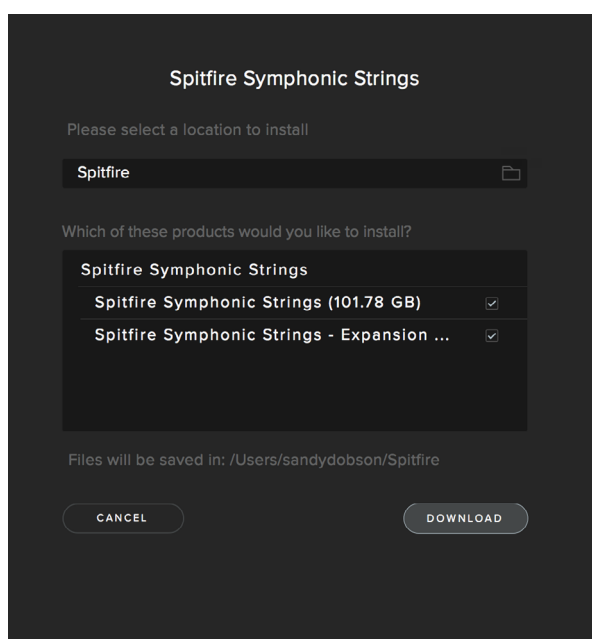
Once you are happy with your preferences, simply click the **Install** button, either directly on **My Products** tab, or by clicking on the library image you wish to install and then clicking the **install** button on the page that appears.

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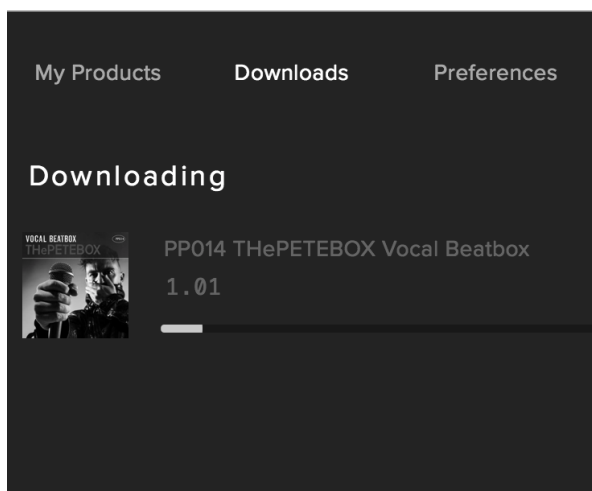
After clicking download you will be directed to the Downloads tab where you can watch the progress if you like. You can of course leave the Downloads tab and start other downloads but at this point you should leave the Spitfire App open until the download completes.

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 5 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:
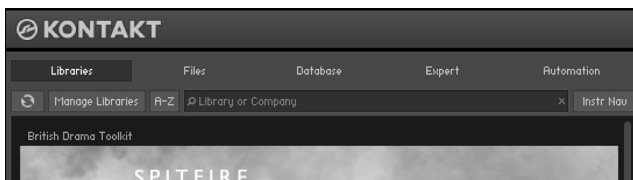
3. Once you have opened Native Access, click **Add Serial** in the top left of the window.

4. Enter the serial number in this format:

xxxxx-xxxxx-xxxxx-xxxxx-xxxxx

...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 - Kepler Orchestra' 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!

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
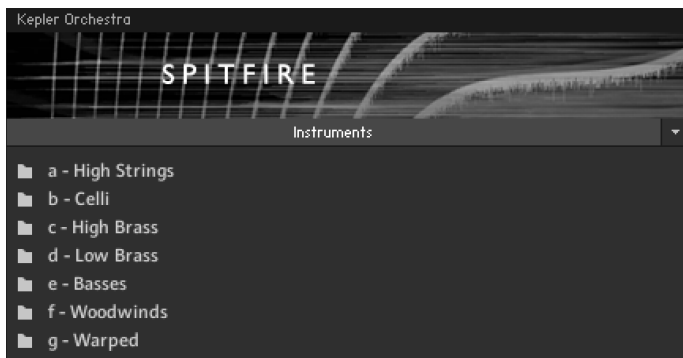
In the main instruments folder of Kepler Orchestra you will find folders for each section of the orchestra and a folder for Warped sounds.

Each of these folders contains a number of nki files for each of the different unique techniques contained in the library, a further subfolder for the stereo mix version of the instrument is contained in the Mix subfolder.

Besides the main "Grid" patches which contain the different rhythms played normally or with a particular effect such as Sul Pont or Muted tremolo, there are also patches for the following techniques:

DOPPLERS - The Doppler Effect is the change in frequency of a wave in relation to an observer, for example, what you hear when an ambulance passes by. We have recreated this by bending short notes down by a semitone, so they sound like they are shooting past you.

SHARDS - Our shards grid is based on particle swarms, reminiscent of shards of light, or the light you see flashing out of an accretion disk. The result is swells of sound that change dramatically in dynamic until they stop.

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WARPED - The Warped section contains thirty contrasting sounds to add an extra layer of cosmic depth and atmosphere to your polyrhythmic compositions. Each of these sounds was produced using the organic sample content from the library, designed to add unique depth, texture and atmosphere to any composition. Some samples were made using granular synthesis, while others were pumped through outboard gear, distressors, saturations, guitar FX and pedals to create something completely new and original. Presented in our Mercury synth, all of the controls are assignable to your control surface, giving you the immediate ability to make our sounds your own.

OPENING YOUR FIRST INSTRUMENT.
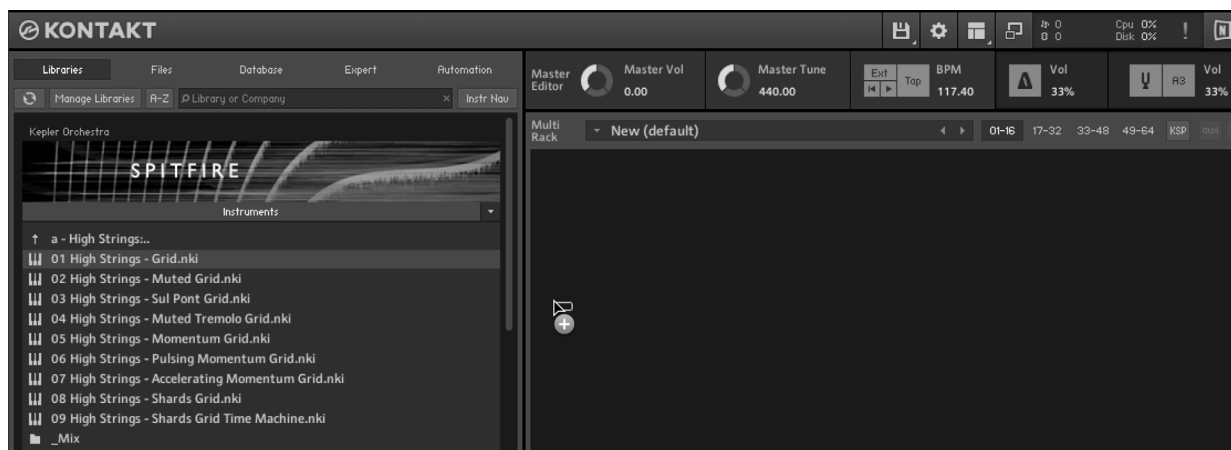
Simply double click an 'nki' file (this is Native Instruments' file extension for a Kontakt instrument) to load, or indeed drag the instrument (it'll have the little keyboard icon and the suffix .nki) from the left pane into the right pane.

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!
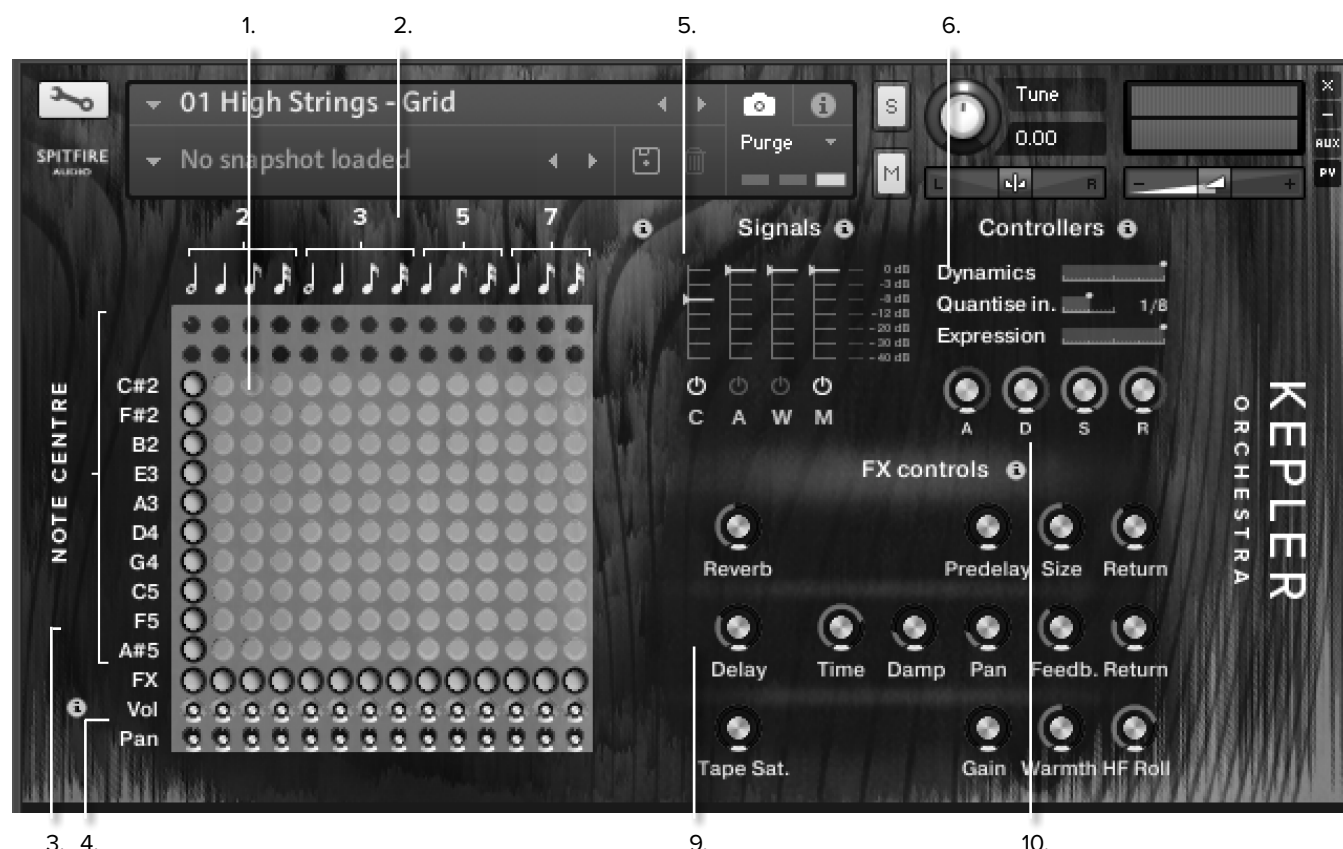
1. The Systems Grid

Although similar to our Evo Grid, our Systems Grid is much more of an articulation mapping tool. Instead of using the pegs to create different textures, they are split by time divisions (duplet, triplet, quintuplet and septuplet time), tempo locked to your DAW and allowing you to quickly create sophisticated combinations of different rhythms.

2. Note Divisions

Regardless of which technique you are using, each column on the grid corresponds to one of the rhythmic subdivisions here, from left to right these are duplets, triplets, quintuplets and septuplets and for each of these the colums are arranged from slowest to fastest. Try combining faster columns from each rhythmic subdivision for insstantly complex and interesting polyrhythms.

HOT KEYS

Holding down CMD while clicking an evo will assign that note division to all note centres vertically

Holding down SHIFT while clicking a point on the grid will draw a line from the last point
.

3. Note Centre

We have recorded 12 separate samples for each Evo based across the 'amen' intervals (perfect 4ths) across the keyboard. The reason for this is to create an asymmetry across the octaves to again increase the inspiring surprises you're likely to enjoy.

The only thing worth noting about this display is that if no peg is assigned to the note centre region then the note centre name will grey out. Just to help you diagnose a dead key or range!

4. FX, Volume, Pan

The FX control is a simple toggle that allows a send to the FX rack to the right.

The Volume knob allow balancing of the sounds against each other
.
The Pan pot allows you to pan within the stereo field the different techniques.

HOT KEYS

Holding down CMD while clicking FX will toggle all evo FX on/off.

Clicking an FX, then holding shift and clicking another will turn those and all the FX between them on or off (i.e.. click evo 4 FX, then hold shift and click evo 8 FX; you'll get a line from evo FX 4-8).

Holding down ALT while changing pan/vol will affect all evos.

Holding down CMD while changing pan/vol/FX controls will reset them to default.

5. Signals

Each section has 4 signals, which are Close, Ambient, Wide, and Mid, these controls can be assigned to your MIDI controller like any other by right clicking and learning MIDI CC automation.

Click on the power putton beneath the faders to load/purge signals from memory (or simply drag the fader to 0). Left click on the mic letter to assign to a Kontakt output. Especially useful when creating surround signals.

6. Controllers

Dynamics - In most of our libraries this would control the cross-fade mix between differing dynamic samples, loud and soft. But because the timbral changes are handled within the original performances for Kepler Orchestra this is just an artificial dynamic controller. assigned to CC#1 by default.

Quantise in. - This control will quantise incoming MIDI notes to the rhythmic value selected for tighter timing, drag all the way to the left to disable and drag right for increasingly fine quantisation. assigned to CC#2 by default.

Expression - This is a simple volume control for trimming volume within the patch, assigned to CC#11 by default.

10. A.D.S.R.

Or Attack, Decay, Sustain, Release. A standard set of parameters used in most synthesizers to control the "shape" of the sound, turn attack up to really slow the sound's entry, decay determines how quickly the sound dies off to the 'sustain' level which is controlled by the next knob. Finally the release knob controls how quickly the sampler 'lets go' of the sample when you let go of the key.

9. FX Deck

As Kepler Ochestra is a library recorded in a drier environment we thought it best to specially curate some easy to use and effective FX from the Kontakt host FX engine. For more details on these controls please consult your Kontakt user manual. If you wish to punch out these effects and use your own in your DAW or via outboard check point 3.

THE MERCURY SYNTH
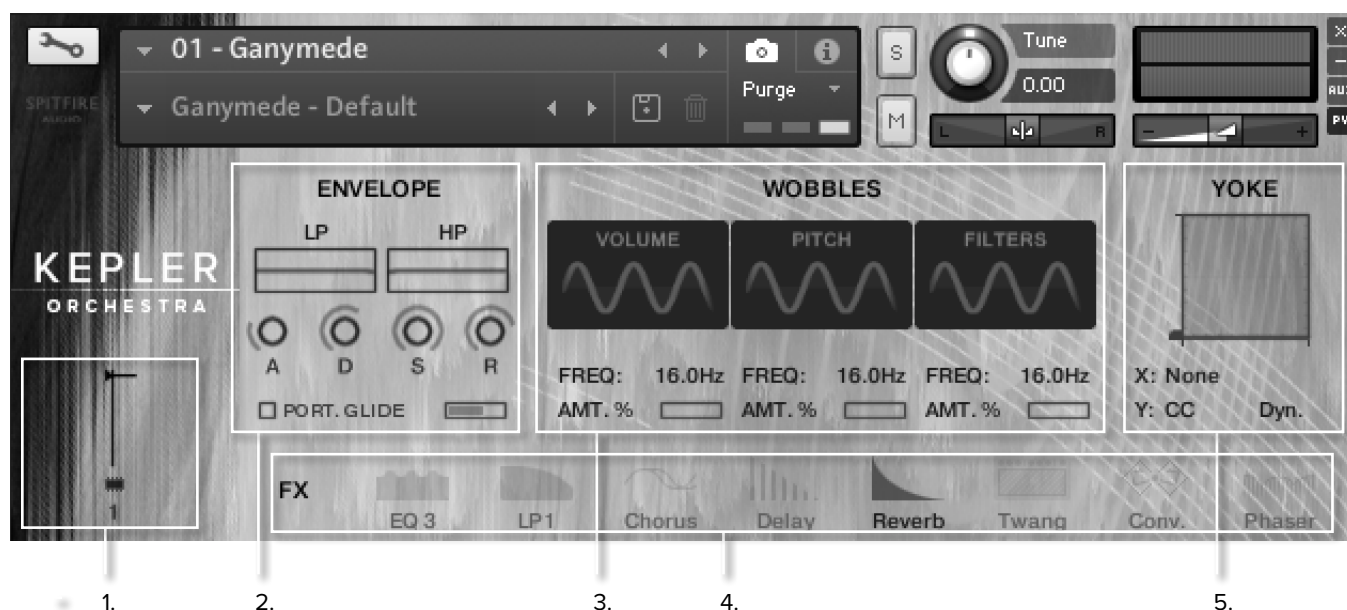
1. Mics & Mixes

A simple control over the level of the signal before any effects or filtering is applied.

Use the microchip icon beneath the fader to load or unload the signal from memory and the fader above to adjust the level of the signal.

Turning a fader all the way down will also unload unload it from memory and turning the fader back up will reload. Left click on the mic letter to change Kontakt channel/output assignment.

For more information regarding Kontakt audio channels & routing please consult your Kontakt User Manual.

2. General Controls

Lo & Hi Pass Filters
Simple low pass and high pass filters for removing high and low frequencies from the signal.

A.D.S.R.
Or Attack, Decay, Sustain, Release. A standard set of parameters used in most synthesizers to control the "shape" of the sound, turn attack up to really slow the sound's entry, decay determines how quickly the sound dies off to the 'sustain' level which is controlled by the next knob. Finally the release knob controls how quickly the sampler 'lets go' of the sample when you let go of the key

Portamento Glide Amount
This checkbox enables glide which means the pitch will glide from the last played note, the fader to the right controls the amount of time this takes.

3. Wobbles

Three Low frequency oscillators for pitch, volume and filter cuttoff. These have a Frequency (the speed of the wobbling effect) and an Amount (the intensity of the effect).

4. FX Parameter Display

We've pre-loaded a selection of FX. Activate by clicking the FX icons along this bar.
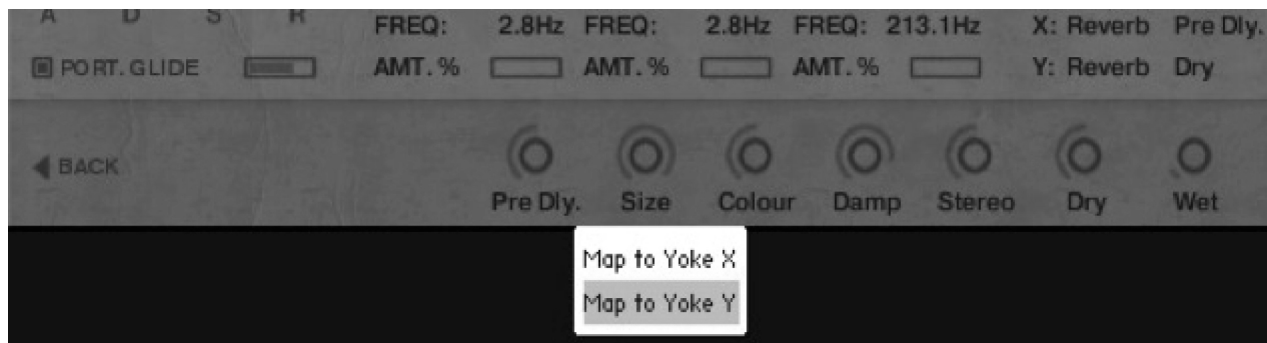
If you wish to have real-time control map CTRL click on the controllers to map to the yoke:

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. Scroll down to select which FX you wish to control.

You can also alter the FX parameters further and map them direct to the Yoke controller. Command/ Right Click on the FX Icon you'd like to access additional parameters for. You can map them to the yoke by 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 - 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 Harp, 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 alternatively you can add the library as a favourite to the Kontakt Quick Load window.

a - High Strings
 - 01 High Strings - Grid
 - 02 High Strings - Muted Grid
 - 03 High Strings - Sul Pont Grid
 - 04 High Strings - Muted Tremolo Grid
 - 05 High Strings - Wave Grid
 - 06 High Strings - Pulsing Wave Grid
 - 07 High Strings - Accelerating Wave Grid
 - 08 High Strings - Shards Grid

b - Celli
 - 01 Celli - Grid
 - 02 Celli - Muted Grid
 - 03 Celli - Sul Pont Grid
 - 04 Celli - Muted Tremolo Grid
 - 05 Celli - Wave Grid
 - 06 Celli - Pulsing Wave Grid
 - 07 Celli - Accelerating Wave Grid
 - 08 Celli - Shards Grid
 - 09 Celli - Dopplers Grid
 - 10 Celli - Non Pulsing Dopplers Grid

c - High Brass
 - 01 High Brass - Grid
 - 02 High Brass - Wave Grid
 - 03 High Brass - Pulsing Wave Grid
 - 04 High Brass - Accelerating Wave Grid
 - 05 High Brass - Shards Grid

d - Low Brass
 - 01 Low Brass - Grid
 - 02 Low Brass - Wave Grid
 - 03 Low Brass - Pulsing Wave Grid
 - 04 Low Brass - Accelerating Wave Grid
 - 05 Low Brass - Shards Grid
 - 06 Low Brass - Dopplers Grid
 - 07 Low Brass - Non Pulsing Dopplers Grid

e - Basses
 - 01 Basses - Grid
 - 02 Basses - Pizzicato Grid
 - 03 Basses - Col Legno Grid
 - 04 Basses - Tremolo Grid
 - 05 Basses - Wave Grid
 - 06 Basses - Harmonics Grid
 - 07 Basses - Tremolo Harmonics Grid
 - 08 Basses - Shards Grid
 - 09 Basses - Dopplers Grid

f - Woodwinds
 - 01 Woodwinds - Grid
 - 02 Woodwinds - Wave Grid
 - 03 Woodwinds - Accelerated Wave Grid
 - 04 Woodwinds - Shards Grid

g - Warped
 - 01 Ganymede
 - 02 Callisto
 - 03 Titan
 - 04 Io
 - 05 Europa
 - 06 Triton
 - 07 Rhea
 - 08 Oberon
 - 09 Umbriel
 - 10 Dione
 - 11 Ariel
 - 12 Charon
 - 13 Iapetus
 - 14 Mimas
 - 15 Hyperion
 - 16 Proteus
 - 17 Amalthea
 - 18 Himalia
 - 19 Janus
 - 20 Epimetheus
 - 21 Portia
 - 22 Larissa
 - 23 Galatea
 - 24 Despina
 - 25 Caliban
 - 26 Ophelia
 - 27 Hydra
 - 28 Calypso
 - 29 Atlas
 - 30 Tethys

SIGNALS

Close
Ambient
Wide
Mid
Full Mix

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 emailand 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 (journaled) 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 passsord 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 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 librar-
ies 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 some-
times 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 prod-
ucts 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, Se-
rials, 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.