Setup Guide

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Special thanks to the Beta Test Team, who were invaluable not just in tracking down bugs, but in making this a better product.

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1 Welcome to KOMPLETE 10

First of all, thank you for purchasing KOMPLETE 10. This document will guide you through the basic steps of setting up KOMPLETE 10. After reading it, you should be able to install and activate the applications included in KOMPLETE 10, as well as operate them both in stand-alone mode and as a plug-in in your sequencer. In addition, you will be able to use them together with the powerful KOMPLETE KONTROL. We recommend that you take the time to read this guide in its entirety.

1.1 What is Included in the Box?

The KOMPLETE 10 box contains:

- A **set of 13 double-layer DVDs** containing the KOMPLETE 10 installation program and sound content
- Your **KOMPLETE 10 serial number**, which is found on the sticker inside the box.

1.1.1 Stand-alone Applications and Plug-ins

You can use the applications listed below as stand-alone programs, or you can load their plug-in versions into compatible host software of your choice. In addition to being independent instruments or effects processors, GUITAR RIG PRO, KONTAKT, and REAKTOR also act as "players" for a number of products included in KOMPLETE 10—see the subsequent sections of this Setup Guide for more information. All instruments can be browsed and loaded in the powerful KOMPLETE KONTROL software (for details, see section ↑7, KOMPLETE KONTROL Operation).

- ABSYNTH 5
- BATTERY 4
- FM8
- GUITAR RIG 5 PRO
- KONTAKT 5.4

- KOMPLETE KONTROL
- MASSIVE
- REAKTOR 5.9.1

KOMPLETE KONTROL is not included on the DVDs. You can obtain this product via download after product activation. For details, see section ↑4, Downloading KOMPLETE 10 Products Not Present on the DVDs.

1.1.2 Effect Plug-ins

You can use the products listed in this section as plug-ins within compatible host software of your choice.

- DRIVER
- SOLID MIX SERIES: SOLID BUS COMP, SOLID DYNAMICS, and SOLID EQ
- SUPERCHARGER
- TRANSIENT MASTER

1.1.3 Instruments Powered by KONTAKT

The products listed in this section were designed to be used within KONTAKT. Once installed, they will be available in KONTAKT's Browser, from where you can load them by dragging them onto KONTAKT's Rack just like any other KONTAKT Instrument. All KONTAKT instruments can be browsed and loaded in the powerful KOMPLETE KONTROL software (for details, see section ↑7, KOMPLETE KONTROL Operation).

KONTAKT Instruments are based on samples, which are essentially audio recordings. As advanced sample-based instruments like the ones listed below consist of a large number of high quality samples, they require considerable amounts of disk space. In addition to that, loading large numbers of samples may put the hard disk under substantial stress. Therefore you should consider installing your sample-based products onto a dedicated hard disk that offers enough disk space and is sufficiently fast. You can specify the destination for the content contained in KOMPLETE 10 during the installation procedure, as described in sections ↑2.2.3, Set the Install Locations for Content and ↑2.3.5, Define a Library Path.

- ABBEY ROAD 60S DRUMMER

- DRUM LAB
- RETRO MACHINES MK2
- STUDIO DRUMMER
- SCARBEE MM BASS
- SCARBEE VINTAGE KEYS: A200, MARK I, CLAVINET/PIANET
- SESSION STRINGS
- SESSION HORNS
- THE GIANT
- THE GENTLEMAN
- THE GRANDEUR
- THE MAVERICK
- VINTAGE ORGANS
- WEST AFRICA

1.1.4 Effects Powered by GUITAR RIG

The products listed in this section were designed to be used within GUITAR RIG PRO. Once installed, they will be available in GUITAR RIG PRO's SideKick, from where they can be loaded just like regular Components.

- RAMMFIRE
- REFLEKTOR
- TRAKTOR'S 12

1.1.5 Instruments and Effects Powered by REAKTOR

The products listed in this section were designed to be used within REAKTOR. Once installed, they will be available in REAKTOR's Browser under the PLAYER tab, from where you can load them just like any other REAKTOR Instrument or Ensemble. All REAKTOR instruments can be browsed and loaded in the powerful KOMPLETE KONTROL software (for details, see section ↑7, KOMPLETE KONTROL Operation).

- KONTOUR
- MONARK
- POLYPLEX
- REAKTOR PRISM
- REAKTOR SPARK R2
- ROUNDS
- THE FINGER R2

KONTOUR and ROUNDS are not included on the DVDs. You can obtain these products via download after product activation. For details, see section ↑4, Downloading KOMPLETE 10 Products Not Present on the DVDs.

1.2 Setup Overview

This section provides a quick overview of the various steps necessary for getting KOMPLETE 10 up and running: **installation**, **activation**, **updates**, and **configuration**, all of which will be described in greater detail in further chapters of this guide.

- **Installation**: Insert the installation DVD into your DVD drive, locate the KOMPLETE 10 setup file on the DVD and double-click it in order to start the installation procedure. Carefully read and follow the on-screen instructions, accept the License Agreements, and enter the password for your computer if prompted (Mac OS X only).
- **Activation**: Activate your product using the Service Center application. Online and Offline activation methods are available. You can get further information on how the activation process works in our Knowledge Base: http://www.native-instruments.com/support/activation-registration/
- **Update**: Download the latest software updates using the Service Center application. Then browse to the download folder on your hard disk and install all downloaded updates.
- **Configuration**: Configure your new software for use with your audio and MIDI interfaces.
- Suggestions for **further reading**, **troubleshooting**, **FAQs**, and information on product returns can be found in the subsequent chapters of this guide and within our online Knowledge Base: http://www.native-instruments.com/knowledge/

2 Installation

2.1 Read Before Installing

Before starting the KOMPLETE 10 installation process, here are some points to be aware of:

- Make sure to **keep the KOMPLETE 10 installation DVDs in a safe place** for future reference, for example in case you need to install KOMPLETE 10 on a new computer.
- Please **carefully review the installer screens** and the suggested installation paths in order to avoid any unwanted folders being created on your hard disk.
- **Always use the KOMPLETE 10 installation program** to install KOMPLETE 10 on your computer, even if you wish to install individual products. Running the installers from individual disk images will not result in a successful installation.
- It is **possible to define alternative locations** for the sample libraries during installation. To see the exact default installation paths of the installed components, please refer to section ↑2.2, Installing on Mac OS X (Mac OS X) or ↑2.3, Installing on Windows (Windows), respectively.
- **Moving any folders** related to Native Instruments software after installation **is not recommended**. Future software updates rely on the directory locations set during initial installation.
- Installing all features of KOMPLETE 10 **requires about 95 gigabytes of free hard disk space**. Most of the space is required for **sample libraries**.

2.2 Installing on Mac OS X

By default, this folder, including a number of subfolders, will be created during installation:

Macintosh HD/Applications/Native Instruments

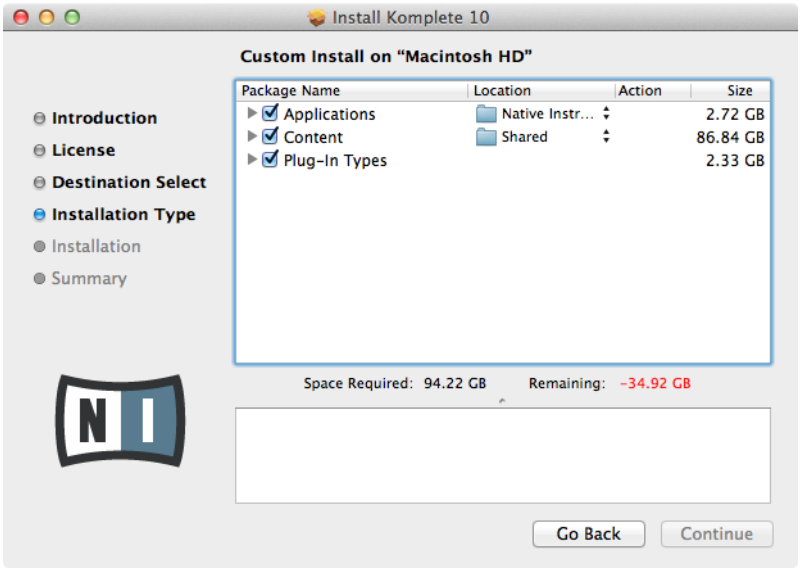
We strongly recommend keeping this installation path.

2.2.1 Start the Installation Program

1. Insert the DVD labeled **KOMPLETE 10 Disc A** into your DVD drive.
2. Once the KOMPLETE 10 installation DVD icon appears on your Mac OS X desktop, double-click it to reveal the content of the DVD.
3. Locate the **Komplete 10 Installer Mac.mpkg** file on the DVD and double-click it in order to start the installation procedure.
4. Follow the on-screen instructions.

2.2.2 Select the Components to Install

The components available for installation appear grouped under the themes Applications, Content, and Plug-In Types. Click the triangles to expand the individual lists.



The components selection screen of the installation program.

The components listed under Content are only useful if their related applications listed under Applications are also installed. We recommend keeping all entries selected.

If an application or library is already installed on your computer it is not required to install it again with the KOMPLETE 10 installer. In case the KOMPLETE 10 installer detects an application version which is newer than the version provided in KOMPLETE 10, it will bring up a warning message and deselect those applications in the component tree. This is to avoid a downgrade for those applications. We recommend keeping all other components selected unless you have a specific reason to do otherwise. For details, refer to the Native Instruments Knowledge Base.

Applications: Specifies the applications to be installed (along with all files necessary for the software to run on your computer).

Content: Specifies the sample-based libraries and other content, such as products powered by GUITAR RIG or REAKTOR, to be installed.

The default installation path for content is *Macintosh HD/Users/Shared/*

Plug-In Types: Specifies the plug-in types (VST, Audio Unit, or AAX) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. Audio Unit is used by many sequencers like Logic, Live, Digital Performer or Garage Band. VST is used by Cubase, while AAX is the native plug-in format for Pro Tools. Leave all plug-in types selected if you are unsure which format is supported by your host application.

The **Service Center application**, which is required for product activation, will always be installed (unless the same or a newer version already exists on your computer).

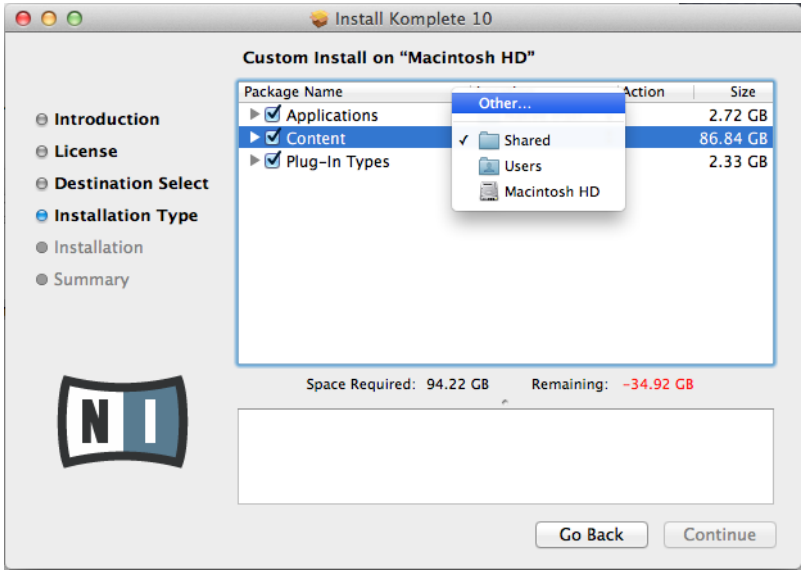
2.2.3 Set the Install Locations for Content

In the Location column you can select a target folder or volume for the sample-based libraries and other content listed under the Content theme.

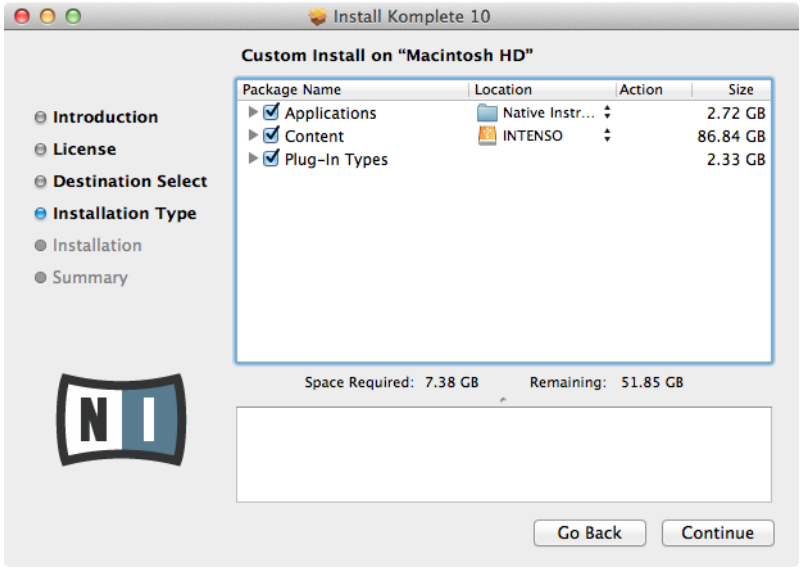
Because the content requires a large amount of disk space, it is crucial that you select the install location carefully. For optimum performance it is recommended to install the content on a dedicated hard disk.

To change the install location:

1. Click on the folder icon in the Location column. A list suggesting common target folders and volumes will open.

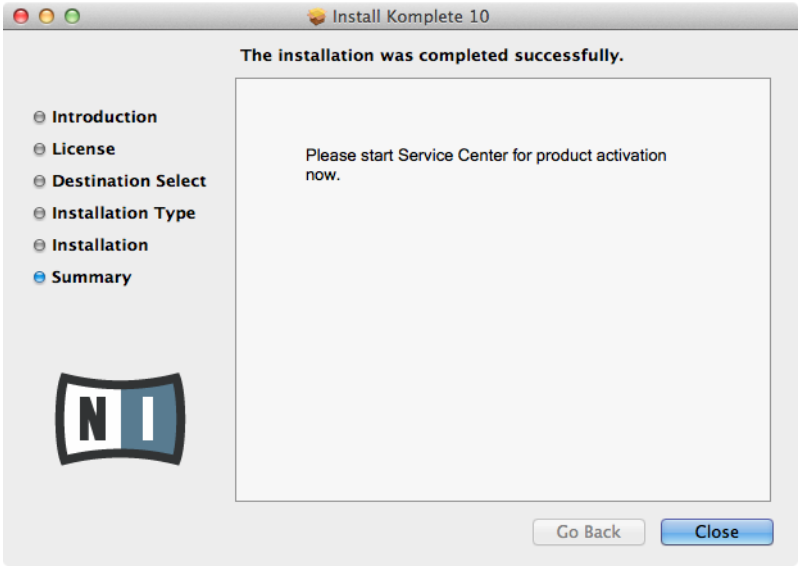


2. Select a target volume or folder from the list, or click *Other...* to navigate to a volume or folder of your choice.



► After you have customized the installation as desired, click Continue and then follow the on-screen instructions.

2.2.4 Complete the Installation



The final screen of the installation program.

► On the last screen of the installation program, click Close to complete the installation.

► Please activate your product using Service Center now, as explained in chapter ↑3, Product Activation with Service Center of this Setup Guide.

2.3 Installing on Windows

By default, a Native Instruments folder, including a number of subfolders, will be created during installation:

C:\Program Files\Native Instruments

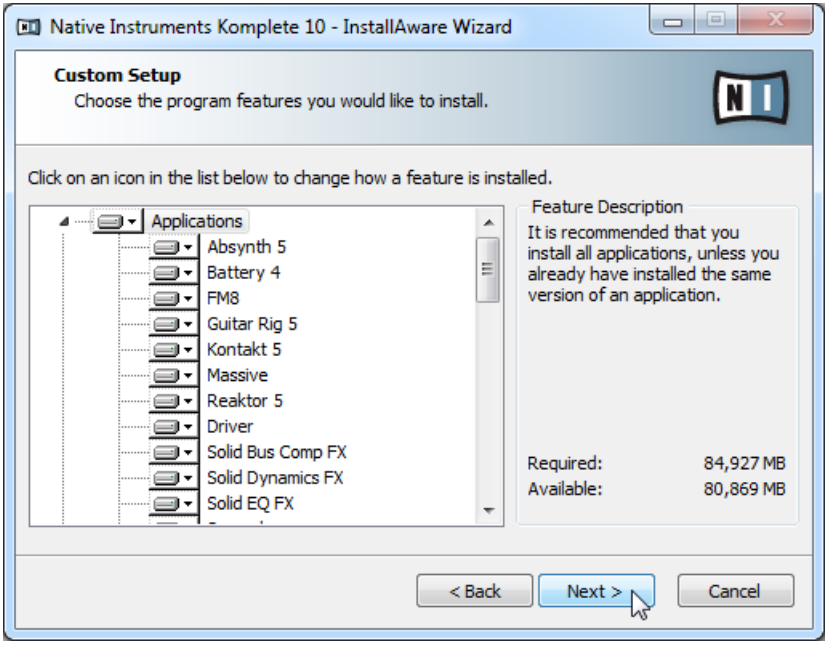
We strongly recommend keeping this installation path.

2.3.1 Start the Installation Program

1. Insert the DVD labeled **KOMPLETE 10 Disc A** into your DVD drive.
2. Once the KOMPLETE 10 installation DVD icon is visible in Windows Explorer, double-click it to reveal the content of the DVD.
3. Locate the **Komplete 10 Setup PC.exe** file on the DVD and double-click it in order to start the installation procedure.
4. Follow the on-screen instructions.

2.3.2 Select the Features to Install

The features available for installation appear grouped under the themes Applications, Content, and Plugin Types. Click the triangles to expand the individual lists.



The components selection screen of the installation program.

The features listed under Content are only useful if their related Applications are also installed. We recommend keeping all features selected.

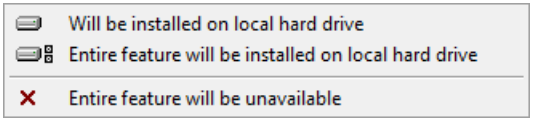
If an application or library is already installed on your computer it is not required to install it again with the KOMPLETE 10 installer. In case the KOMPLETE 10 installer detects an application version which is newer than the version provided in KOMPLETE 10, it will bring up a warning message and deselect those applications in the component tree. This is to avoid a downgrade for those applications. We recommend keeping all other components selected unless you have a specific reason to do otherwise. For details, refer to the Native Instruments Knowledge Base.

Applications: Specifies the applications to be installed (along with all files necessary for the software to run on your computer).

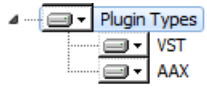
Content: Specifies the sample-based libraries and other content, such as products powered by GUITAR RIG or REAKTOR, to be installed.

Plugin Types: Specifies the plug-in types (VST or AAX) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. Leave all plug-in types selected if you are not sure which format is needed by your host application.

► To deselect individual features, click on the small hard disk icon next to each feature and choose *Entire feature will be unavailable*.



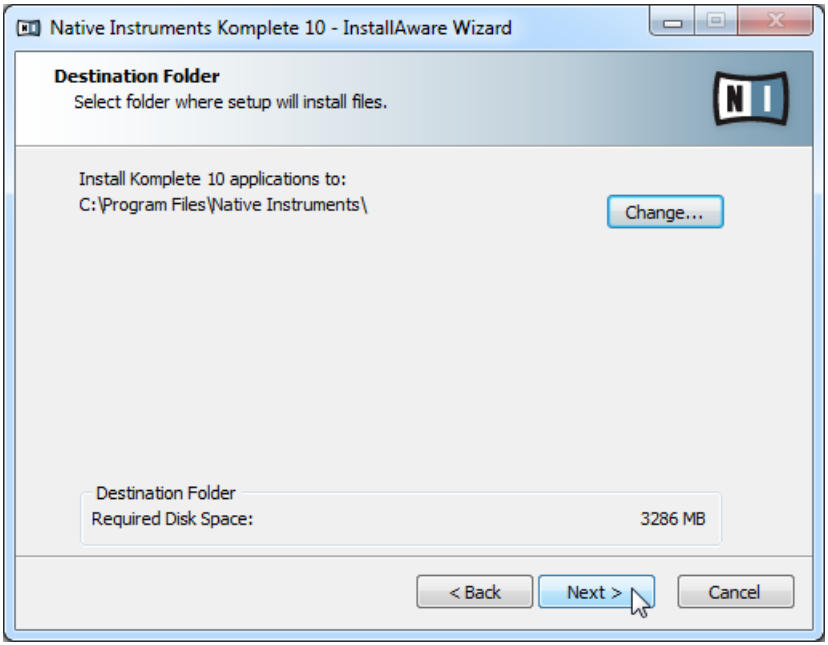
► You can specify which plug-in types you want to install. *VST* is used by many sequencers like Cubase, Sonar or Live, while *AAX* is the native plug-in formats for Pro Tools.



The **Service Center application**, which is required for product activation, will always be installed (unless the same or a newer version already exists on your computer).

2.3.3 Define the Applications' Installation Path

Here you define the installation path for all applications in KOMPLETE 10.



The software installation path screen of the installation program.

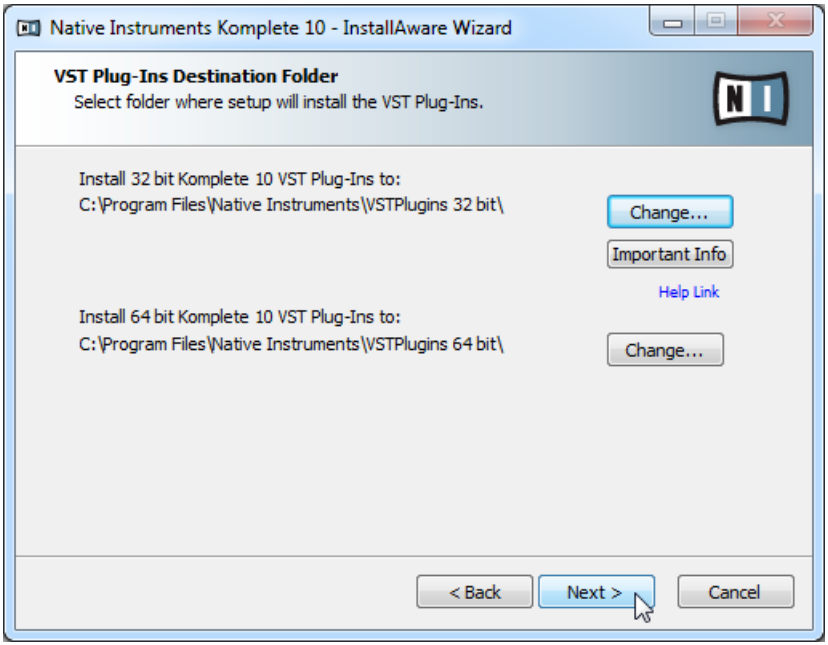
This installation path is used for the applications and the documentation, not the content libraries. You can specify the library path in an upcoming installer screen.

2.3.4 Define an Installation Path for VST Plug-ins

If you have chosen to install VST plug-ins, this screen allows defining a VST plug-in path on your computer. You can define a single path when running a 32-bit version of Windows. If you are running a 64-bit version of Windows, you need to define separate paths for the 32-bit and 64-bit plug-in installation locations.

Do not select the same folder for the 32-bit and 64-bit plug-ins!

If you already have other third-party plug-ins installed on your computer, make sure to select the same installation directory for your Native Instruments plug-ins. Please also check the default VST plug-ins path configured in your host software. The same path has to be selected there for the host software to detect any installed plug-ins.



The plug-in folder selection screen of the installation program.

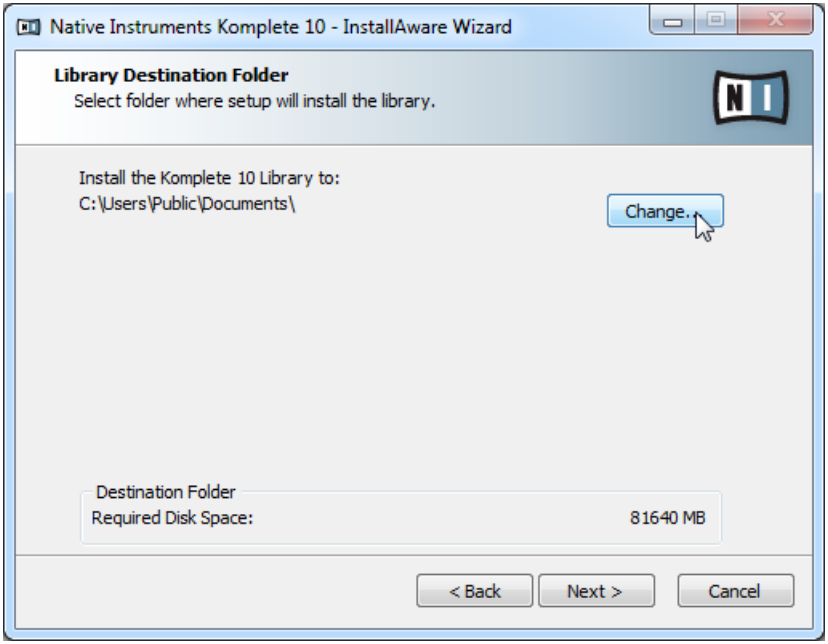
Make sure to choose the correct VST plug-ins path in this screen. You can read more about this topic in chapter ↑9, Troubleshooting and FAQ of this Setup Guide.

2.3.5 Define a Library Path

On the next screen, you can select a target folder or hard disk for the sample-based libraries and other content listed under the Content theme.

Because the sound library requires a large amount of disk space, it is crucial that you select the install location carefully. For optimum performance it is recommended to install the sound library on a dedicated hard disk.

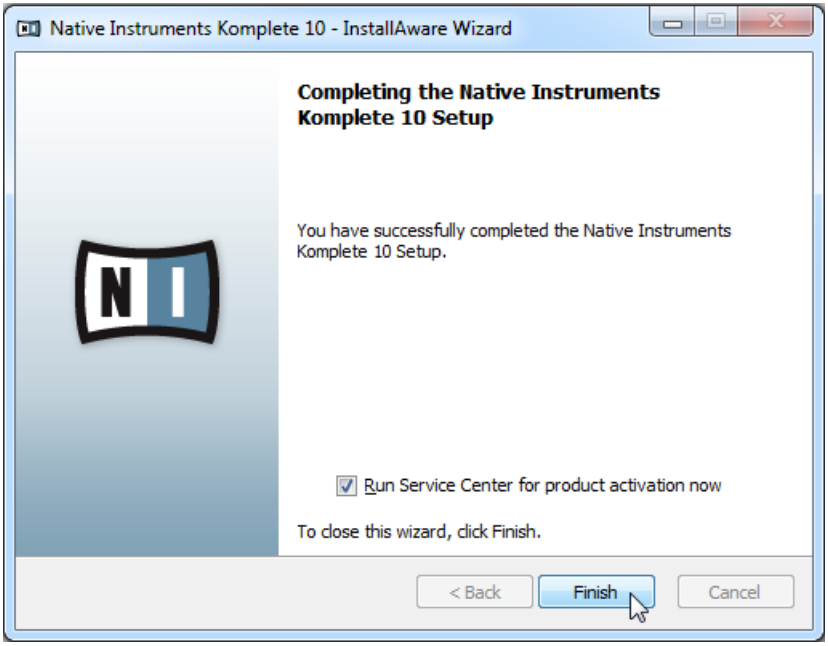
► To install the sound library on a separate hard disk, click on Change... and browse to the destination folder.



The Library Destination Folder selection screen of the installation program.

► After you have customized the installation as desired, click Next and then follow the on-screen instructions.

2.3.6 Complete the Installation



The final screen of the installation program.

- On the last screen of the installation program, tick the checkbox labeled Run Service Center for product activation now to start the Service Center application automatically. Then click Finish to complete the installation.
- After the installation has been completed, the Service Center application will be launched. Please activate your product using Service Center now, as explained in chapter ↑3, Product Activation with Service Center of this Setup Guide.

3 Product Activation with Service Center

This chapter uses a placeholder name (*NI Product*) on all screenshots. The relevant section on your screen will display the name of the Native Instruments product you are activating.

3.1 Activating Your Product Online

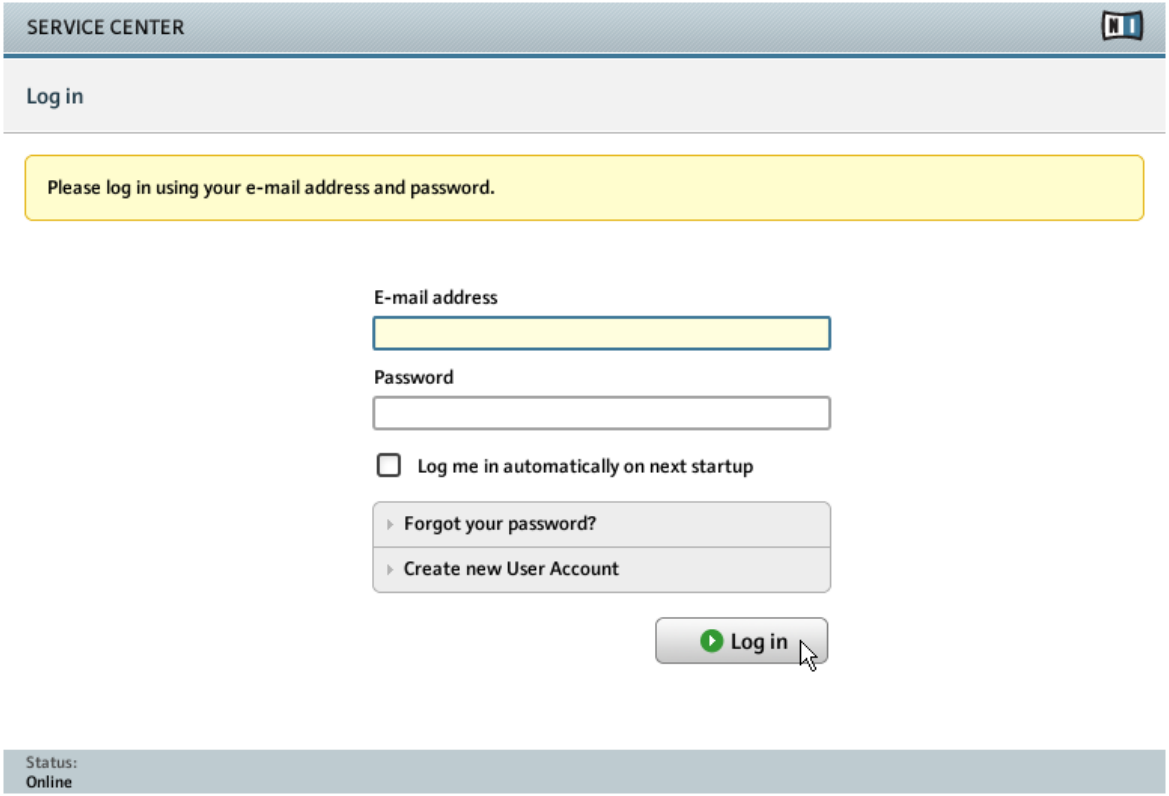
Skip to section ↑3.3, Activating Your Product Offline if your computer is not connected to the Internet.

3.1.1 Start Service Center

1. Locate the Service Center application on your hard disk. During installation, a folder labeled **Native Instruments** was created in the Applications (Mac OS X) / Program Files (Windows) folder. Within this folder, a subfolder labeled **Service Center** holds the corresponding application.
2. Double-click the Service Center application to start the activation procedure.

It is necessary to activate your Native Instruments product in order to use its full functionality.

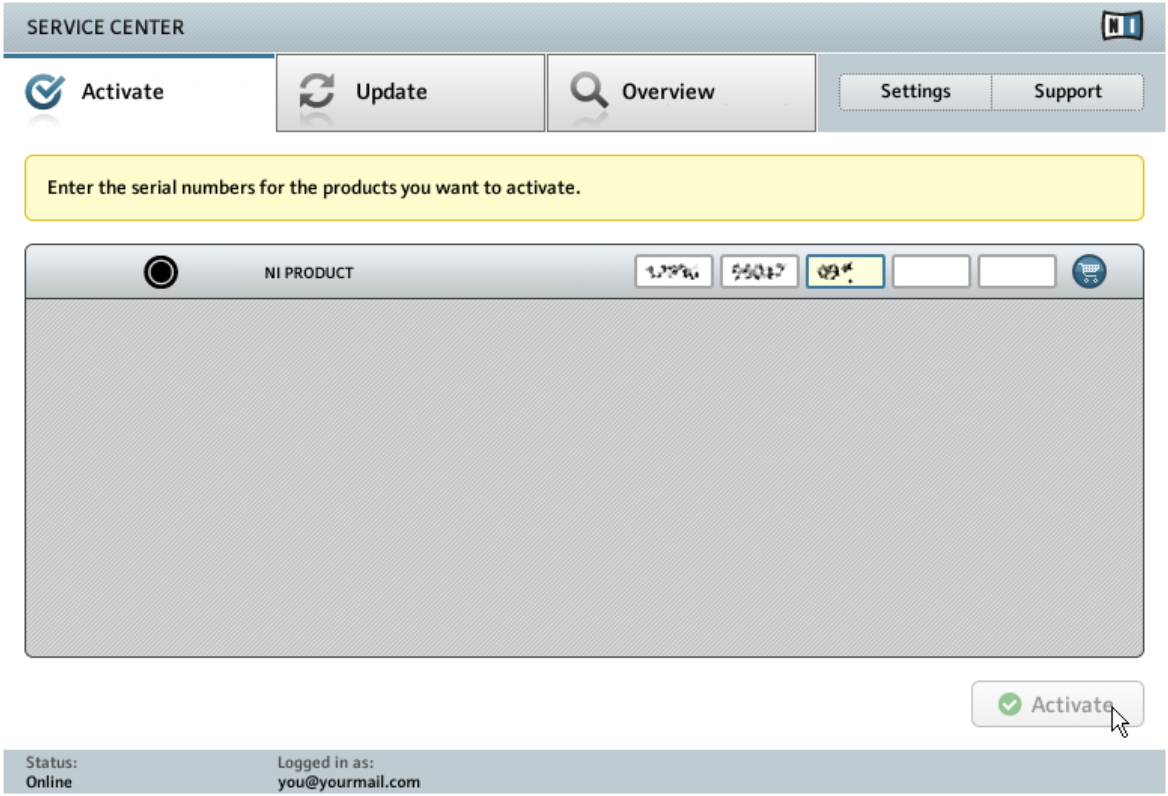
3.1.2 Log In Into Your User Account



The log-in screen of Service Center.

- ► Log in with your e-mail address and Native Instruments password.
- ► If you do not have a Native Instruments account yet, click on Create new User Account. Fill in the address form. The password will be sent to you via e-mail.

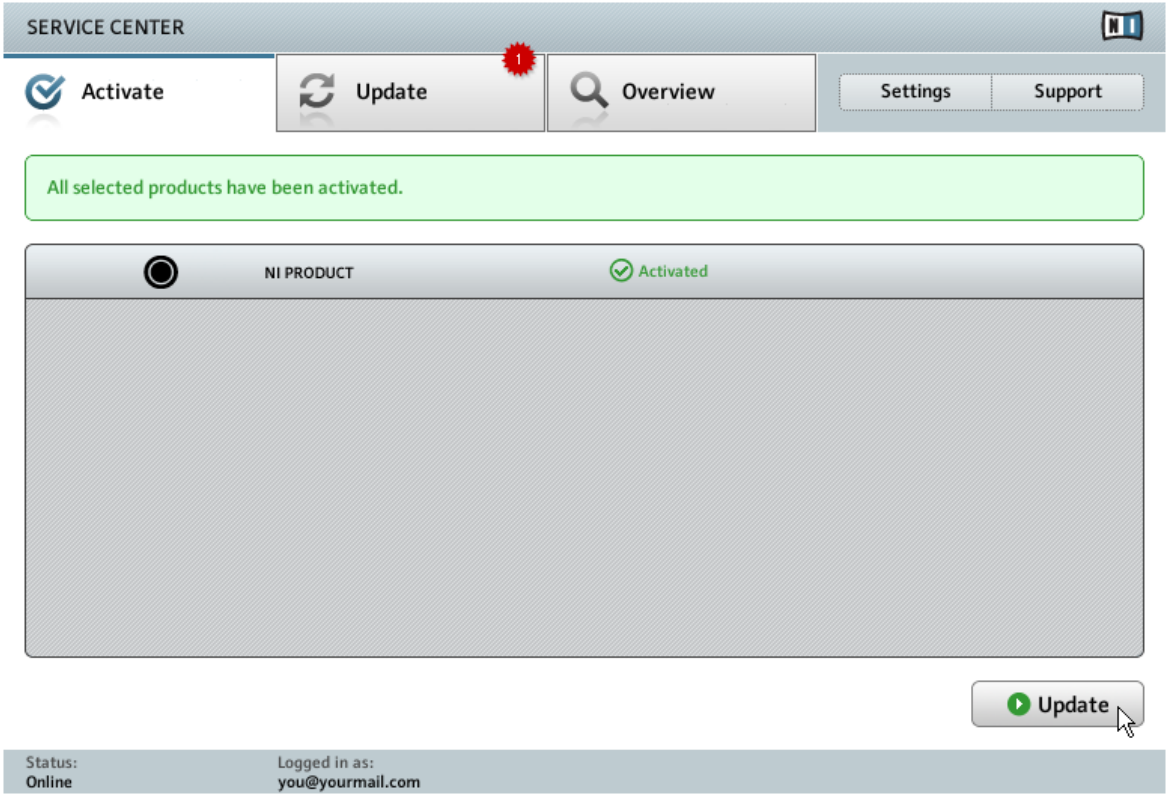
3.1.3 Activate the Product



The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on the Setup Information flyer.
2. Click Activate to proceed.
3. Follow the on-screen instructions.

3.1.4 Finish the Online Activation



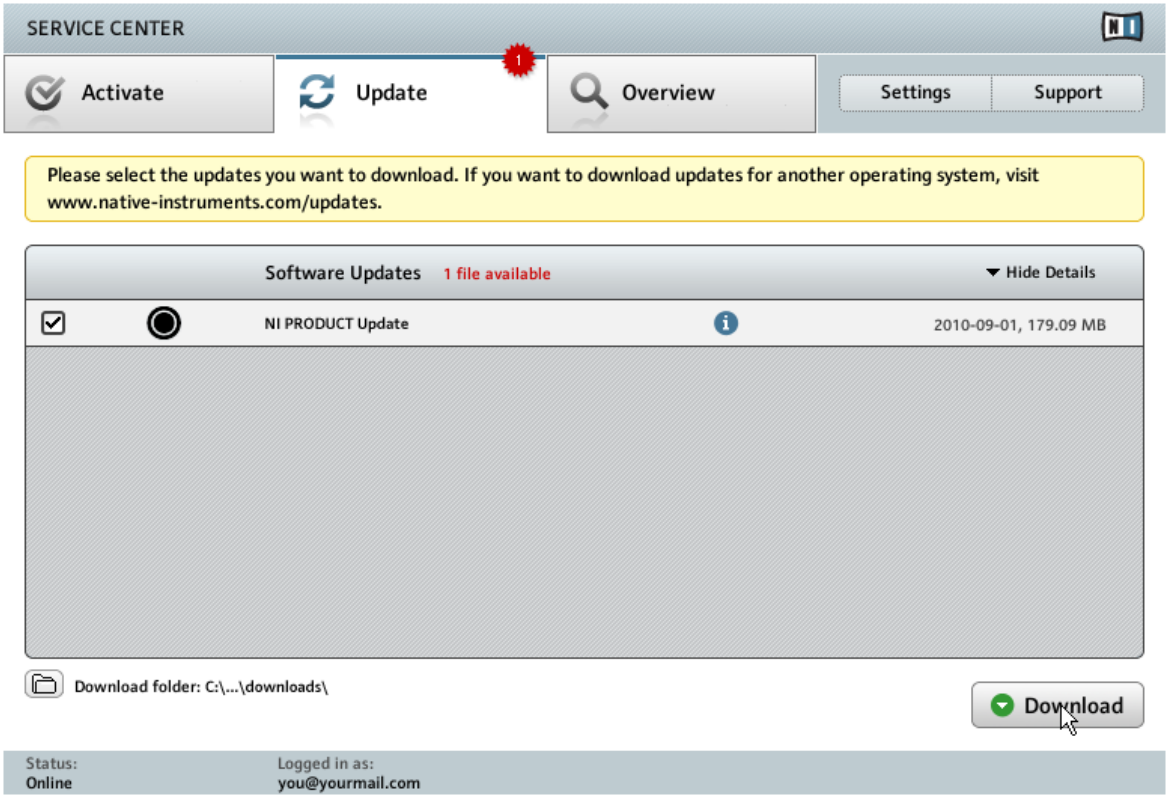
Service Center confirming the product activation.

Service Center confirms that the product has been activated successfully. A search for updates will start automatically.

- If updates for any of the activated products are available, the button in the bottom right corner of the screen reads Update. To download the updates, click the Update button and proceed with section ↑3.2, Updating Your Product.
- If no updates are available, the button in the bottom right corner of the screen reads Exit. You can click it to close Service Center.

3.2 Updating Your Product

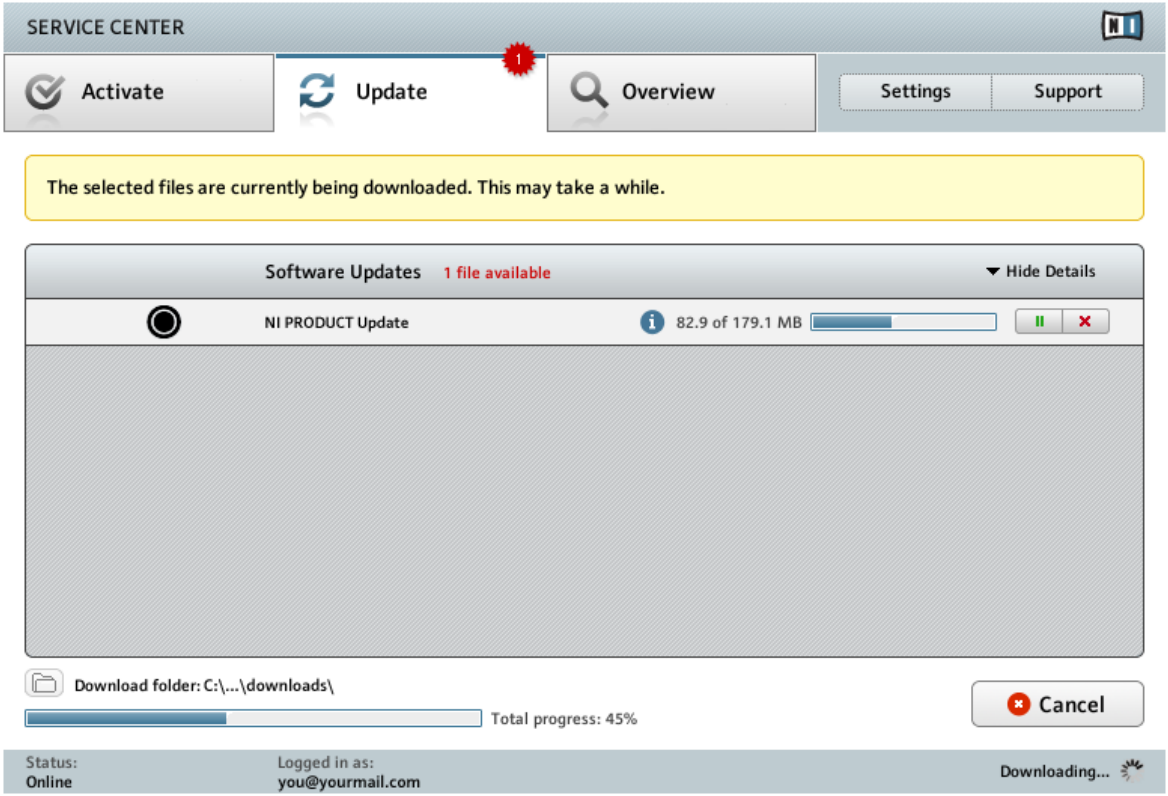
3.2.1 Select Updates



The product update screen of Service Center.

1. In Service Center, click the Update tab to view a list of available updates.
2. Select the updates you want to download by checking the checkboxes on the left. We recommend downloading all preselected updates.
3. Click Download. The download will start.

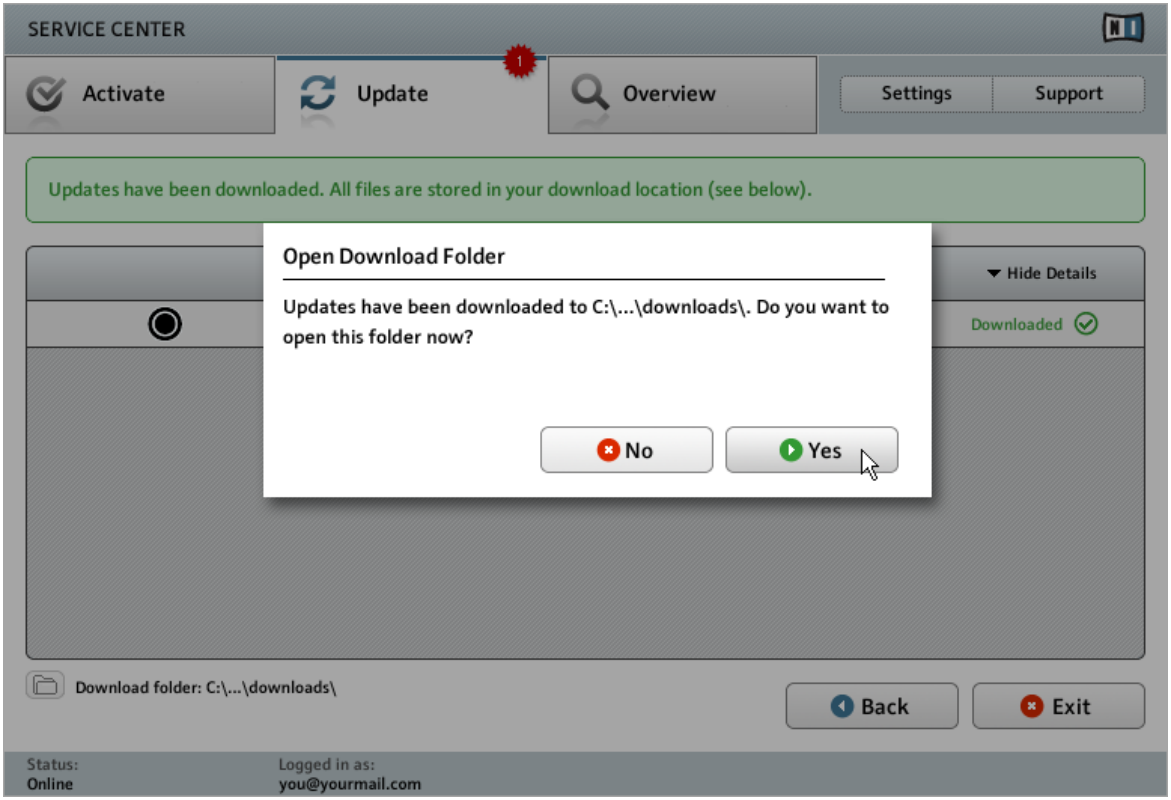
3.2.2 Download the Updates



The product update in progress.

Depending on the file size and the speed of your internet connection, downloading the files may take a while. We strongly recommend that you always install the latest updates.

3.2.3 Open Your Download Folder and Install Updates



Service Center confirming all updates were downloaded, and offering to open the download folder.

After all files have been downloaded successfully, you will be asked to open the download folder.

► Click Yes to open the download folder.

► After the download folder has opened, you can quit Service Center by clicking Exit.

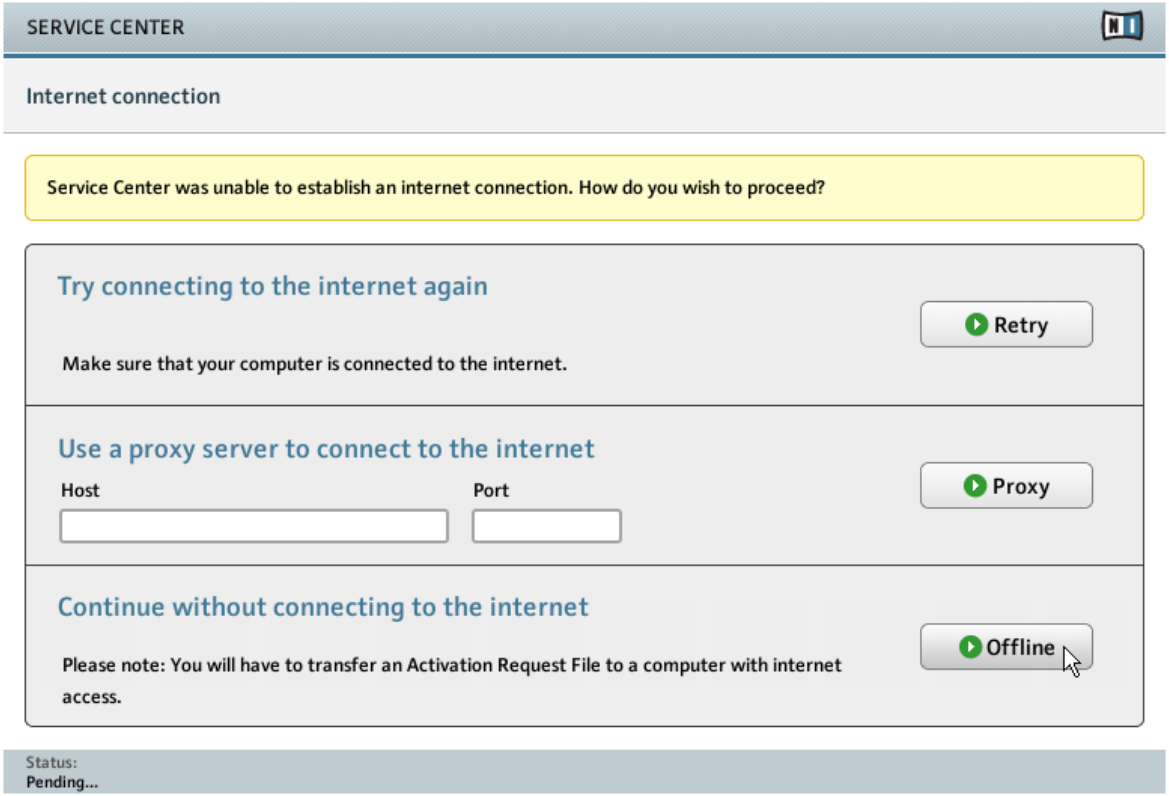
3.2.4 Install Updates

1. Launch the first installer file from the download folder.
2. Follow the instructions of the Installation Wizard.
3. Proceed until you have installed all updates.

3.3 Activating Your Product Offline

If the computer you want to use Native Instruments products on is permanently not connected to the internet, you can activate the products utilizing the Offline activation procedure. Note that you will need a second computer that is connected to the internet.

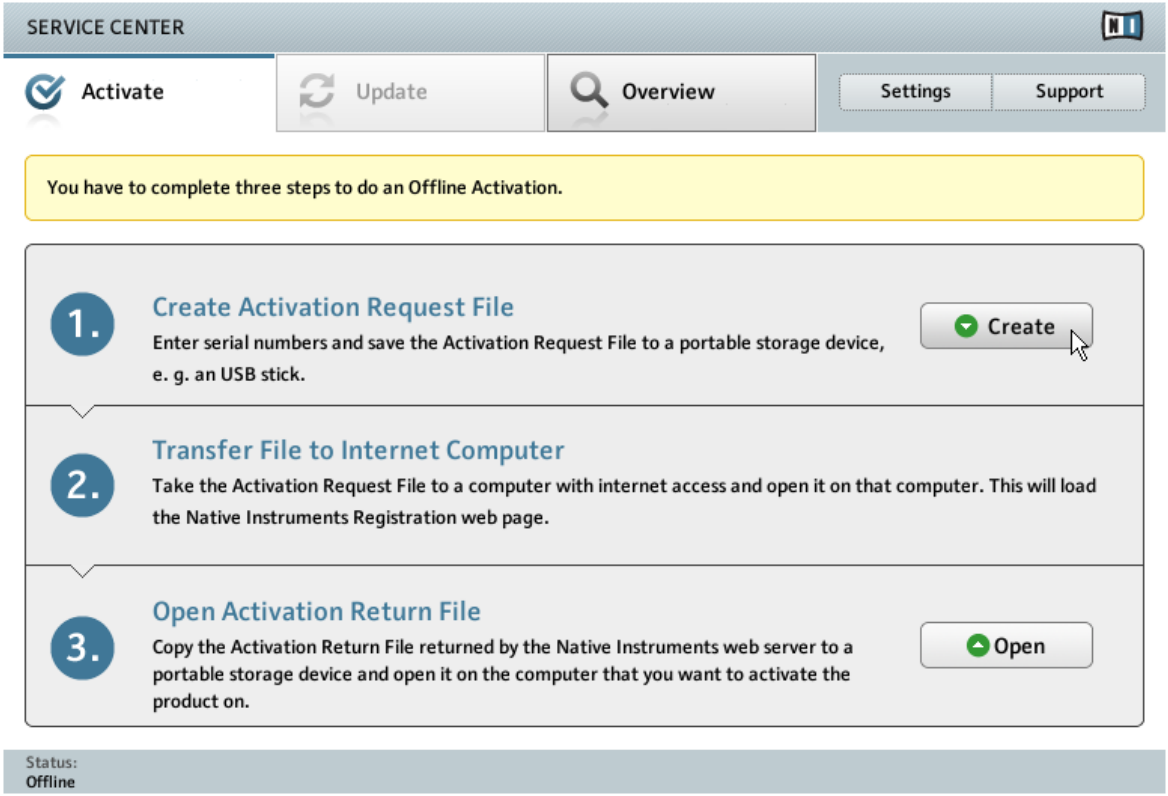
3.3.1 Start the Offline Activation



The internet connection screen of Service Center.

1. Start Service Center. If no internet connection is detected, you will be redirected to the Internet connection screen pictured above.
2. In the Continue without connection to the internet area at the bottom of the screen, click Offline. You will be forwarded to the Activate screen.

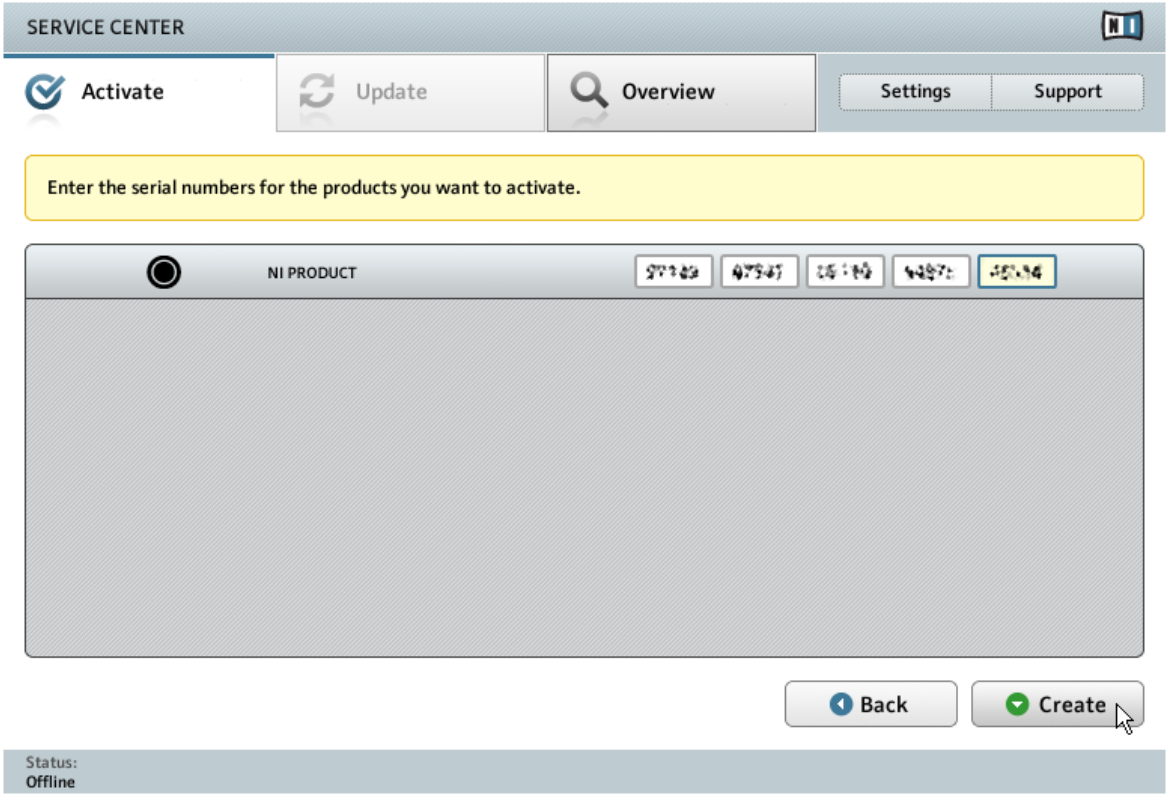
3.3.2 Create the Activation Request File



The offline activation screen of Service Center.

► On the Activate screen, click Create. The Activate screen will display fields in which to enter the serial number (see next step).

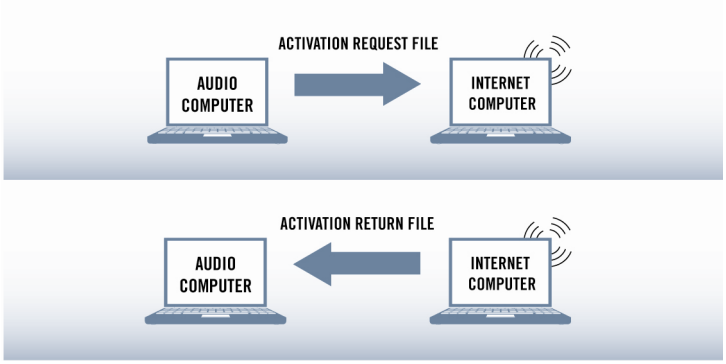
3.3.3 Enter the Serial Number



The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on the Setup Information flyer.
2. Click Create to save the Activation Request File (ActivationRequestFile.html). A Save File dialog will open and let you select a target folder.
3. Save the Activation Request File to the desired target folder.

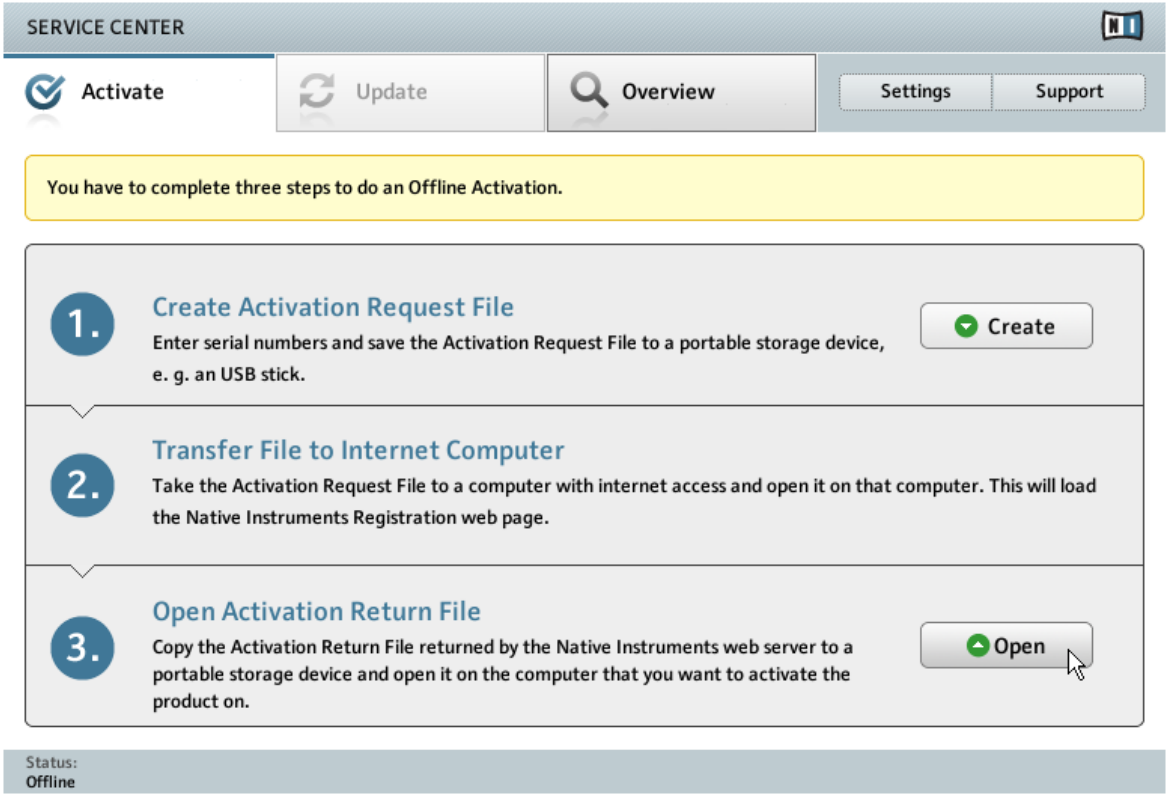
3.3.4 Transfer the Activation Request File



The offline activation procedure.

1. Copy the Activation Request file to a portable storage device and transfer it to a computer with internet connection.
2. Open the Activation Request file by double-clicking it.
3. Follow the instructions on the Service Center product activation web page. As a new Native Instruments user you will need to create a new account before you can log in.
4. Transfer the Activation Return file back to your audio computer.

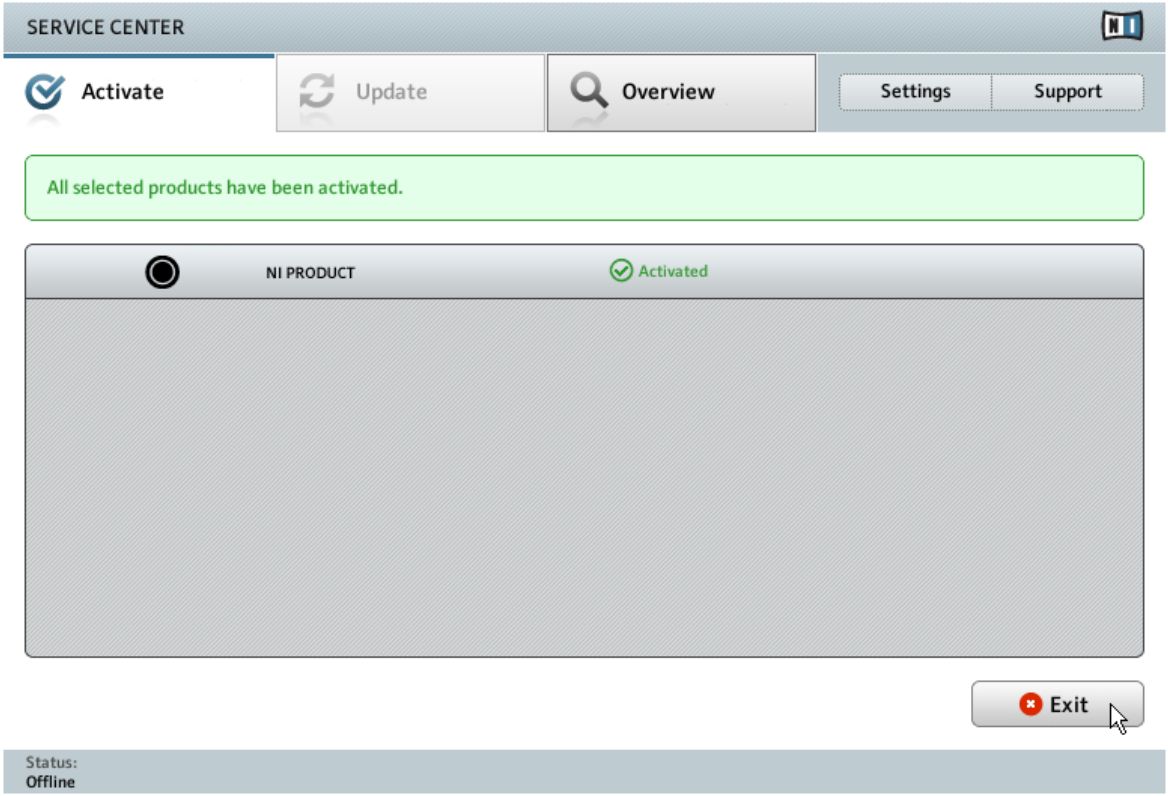
3.3.5 Open the Activation Return File



The offline activation screen of Service Center.

1. On your audio computer, start Service Center again. In the Continue without connection to the internet area at the bottom of the screen, click Offline.
2. Select the Activate page and click Open to load the Activation Return file.

3.3.6 Finish the Offline Activation



Service Center confirming the product activation.

After you have opened the Activation Return File, Service Center confirms that the product has been activated successfully. You can quit Service Center by clicking Exit.

► To obtain updates for your products, log in under https://co.native-instruments.com/?id=updates, using your Native Instruments user account information. Download all relevant updates from the Personal Update Manager to your internet computer, transfer them to your music computer utilizing portable storage media, and install them.

3.4 Further Information

For details on your registered products and their serial numbers as well as information on licenses and NI user account settings, please see My Account: http://www.native-instruments.com/my-account/

4 Downloading KOMPLETE 10 Products Not Present on the DVDs

A number of products that are part of KOMPLETE 10 are not included on the DVD set. You will be able to download these products from the Native Instruments website using the following link: http://www.native-instruments.com/k10-setup

To download the additional products, follow the instructions:

1. On the download pages, select the products for either Windows or OS X by clicking the corresponding download links.
2. Save the files to a destination on your hard disk.
3. Double-click the downloaded files to start the installation.
4. Follow the on-screen instructions.

→ The downloaded products will be ready to use directly after installation—no additional activation is required.

5 Stand-alone Operation

Once the installation process has finished, you will find the installation folders of the KOMPLETE 10 applications on your hard disk. Each application (e.g. KONTAKT 5, GUITAR RIG 5, etc.) has its own installation folder containing the application and the documentation resources within the Native Instruments folder in your Applications (Mac OS X) or Program Files (Windows) folder.

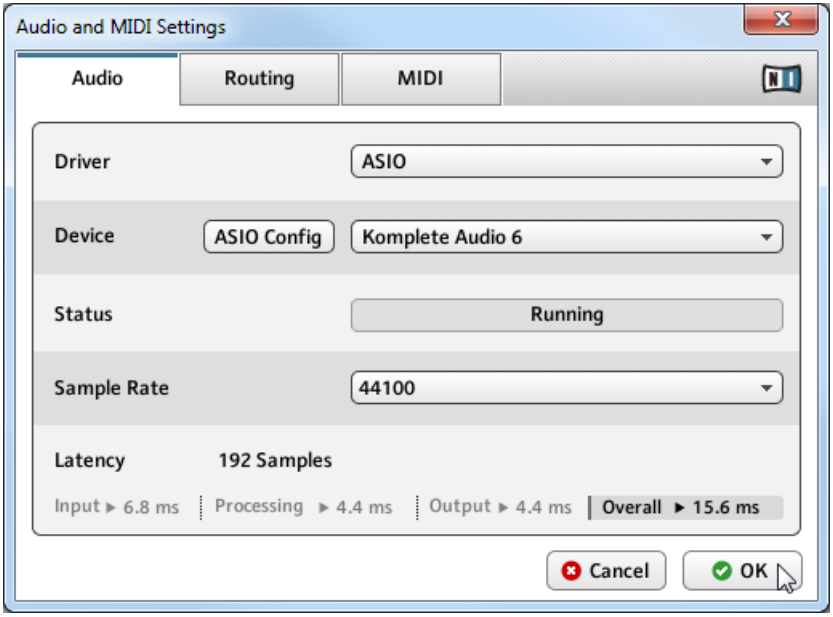
When you launch one of the KOMPLETE 10 applications from its installation directory, it will start as a stand-alone program with its own application menu, just like any other application on your computer.

The Audio and MIDI Settings Dialog

When you start an application in stand-alone mode for the first time, both its audio and MIDI settings are not yet configured. In order to make the application receive MIDI notes from your keyboard and play sound through your audio interface, you will first have to tell it which Audio and MIDI hardware to use. This is done via the **Audio and MIDI Settings** dialog, which appears automatically upon the first start.

You can open this dialog at any time by clicking on the *Audio and MIDI Settings...* entry in the File menu. In KONTAKT, this is found under *Options...*. In GUITAR RIG for Mac OS X, this is located in the main application menu under *Preferences...*.

5.1 Selecting an Audio Interface



The Audio page of the Audio and MIDI Settings dialog in Windows.

On the Audio page of the Audio and MIDI Settings dialog, you can specify which audio device the application should use for playback and adjust global playback parameters. The dialog provides the following options:

- Driver: With this drop-down menu, you can select which of your operating system's device driver architectures the application should use. The following is a list of common audio driver formats and their characteristics:
  - *Core Audio*: Only audio driver format for Mac OS X. Fast performance.
  - *ASIO*: Recommended audio driver format for Windows. Designed for real-time audio applications and fast performance. This type of driver is typically installed with professional grade audio interfaces.

    - *WASAPI*: Current Windows audio driver standard format for Windows 7 and Windows 8. Performance depends on audio hardware and driver quality, which ranges from fast to poor.

- Device: This menu lists all connected audio interfaces that match the driver architecture chosen above. Select the audio interface that you'd like to use for playback here. On Windows, the ASIO Config button opens the control panel of the selected audio interface. This button is not present on Mac OS X.
- Sample Rate: This drop-down menu allows you to set the global playback sample rate at which the application will operate. Common values are 44100 Hz for music and 48000 Hz for film production.
- Latency: Displays the size of the audio playback buffer in samples. Small values will shorten the delay between pressing a key and hearing the resulting sound (this is called "latency"), but may cause drop-outs and stuttering when playing several voices at the same time. Conversely, setting this to a higher value will make playback more reliable at the cost of more latency.

5.2 Optimizing Latency

The Latency setting controls the size of the playback buffer. In order to find the optimal buffer size for your system, we recommend that you begin by setting the latency to a healthy middle value between 256 and 512 samples, then gradually decrease the value during your normal work.

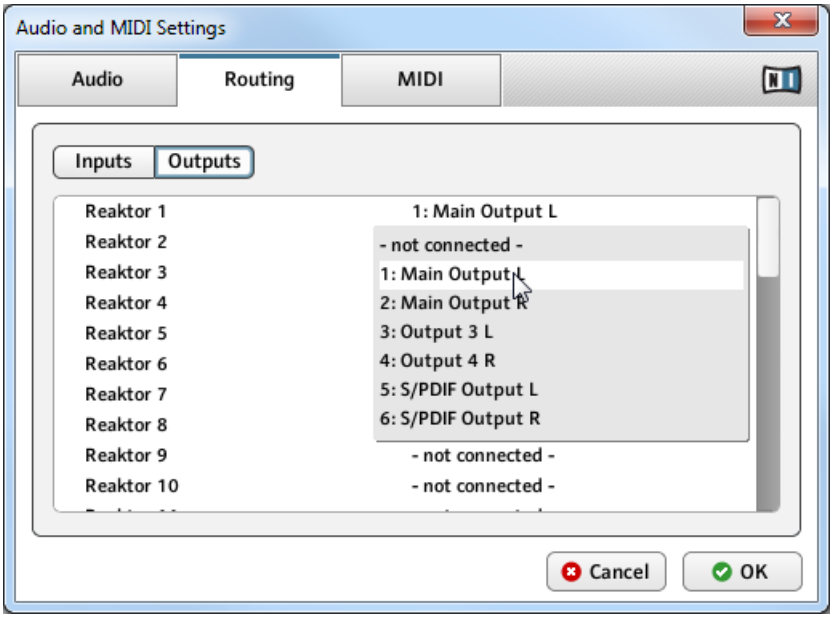
On Mac OS X, a dedicated Latency slider allows you to set the buffer size. On Windows, the buffer size can be configured in the audio interface's ASIO panel if you use a low latency ASIO driver. The ASIO panel can be opened with the ASIO Config button in the Audio and MIDI Settings dialog. Some other Windows driver standard formats do not provide any options to adjust the latency. If so, it is recommended to upgrade your audio driver and/or audio interface.

If you are using low-latency drivers, but cannot get below a certain buffer size without getting drop-outs, consult the documentation of your audio hardware to find out whether you can access it via an alternate driver, as some driver types allow more efficient low-level access to the hardware than others.

5.3 Routing Audio Input and Output

On the Routing page of the Audio and MIDI Settings dialog you can map the audio outputs of the software to the physical outputs of your audio interface.

> If your software shows an output level on the user interface, but you cannot hear any output from your audio interface, check on the Routing page to see if the right physical outputs have been assigned.



The Routing page of the Audio and MIDI Settings dialog in Windows.

Some KOMPLETE 10 applications and products, such as GUITAR RIG, make use of external audio signals. To feed audio coming from external sources into these applications, you need to also configure the audio inputs of your audio interface:

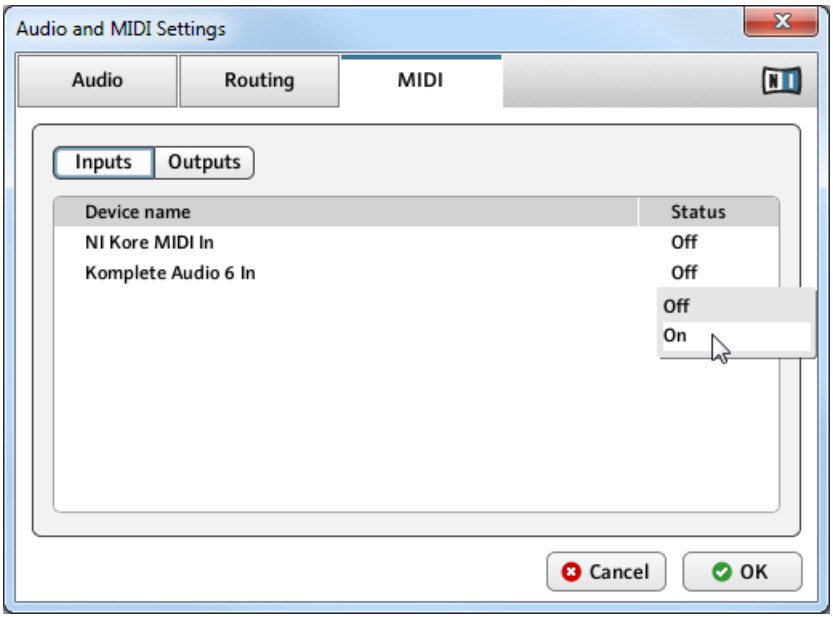
- ► To make changes to the input routing, click on the Inputs button in the upper left corner of the Routing page.

5.4 Setting up MIDI Connections

The MIDI page of the Audio and MIDI Settings dialog provides a list of all MIDI inputs and outputs available on your system. These are ports of physical MIDI interfaces connected to your computer, but also any virtual MIDI ports that may be provided by drivers or other applications to facilitate inter-application MIDI usage.

In order to make the application respond to MIDI data from the outside, you will have to enable one or more ports that appear in the inputs list of the MIDI page:

1. Make sure the Inputs button is highlighted, and identify the port(s) that you intend to use for MIDI input in the list.
2. If the Status field on the right side of an entry reads Off, to activate the port, click directly on the word Off. This will open a drop-down menu where you can select On to change the status.



The MIDI page of the Audio and MIDI Settings dialog in Windows.

Some applications allow sending MIDI to external MIDI ports or to other applications:

- Click on the Outputs button in the upper left corner of the MIDI page (if accessible) and activate the desired ports in the same fashion as described earlier in this section.

6 Plug-in Operation

All applications contained in KOMPLETE 10 are also available as VST (Virtual Studio Technology), AU (Audio Units), and AAX (Avid Audio eXtension) plug-ins. Refer to the documentation of your host software to find out which plug-in formats are compatible with your particular program, and for instructions on how to load virtual instruments or effect plug-ins.

The plug-ins will be added to the plug-in menu inside your sequencer, and can be loaded following your sequencer's standard procedure. The procedure of loading virtual instruments or effect plug-ins varies between sequencers.

The content products listed in section Error! Reference source not found. of this Setup Guide were designed to be loaded into either KONTAKT, GUITAR RIG, or REAKTOR. Therefore their names will not show up in your sequencer's plug-in list. Instead, these products will be added to the corresponding player application's Browser (or SideKick, in case of GUITAR RIG), and can be loaded from there.

7 KOMPLETE KONTROL Operation

Like any other KOMPLETE 10 instrument, KOMPLETE KONTROL can be loaded as a plug-in into your sequencer software (see section ↑6, Plug-in Operation). However, all instruments included in KOMPLETE 10 can then in turn be browsed and loaded as plug-ins inside the KOMPLETE KONTROL software. This gives you the ability to browse KOMPLETE 10 products and their presets using the KOMPLETE KONTROL browser with its tag-based filter system. Once an instrument is loaded into KOMPLETE KONTROL, you can play it using KOMPLETE KONTROL's featured scales and arpeggiators.

Only instruments, not effects, can be used together with KOMPLETE KONTROL.

For detailed information on how to use the KOMPLETE KONTROL software, refer to the dedicated KOMPLETE KONTROL documentation.

8 Other Documentation and Support Resources

8.1 PDF Manuals

The **documentation for each component** is available in PDF format and located within each application's/library's installation directory on your hard disk. When using Native Instruments applications in stand-alone mode, you can also access these documents from the application's Help menu.

In addition to this Setup Guide, most of the applications contained in KOMPLETE 10 provide the following documents:

- The **Getting Started** guide explains basic workflows, such as how to load patches and use them in the application.
- The **Manual** is the primary information resource. It provides thorough descriptions of all user interface elements, options, tools, editors, and sound processing modules of an application. You can use it both as a reference manual and a thorough guide for working with the application. In some products, this document is named Operation Manual.
- A **Readme.txt** file, containing last-minute information, a version history, and more.

Additionally, some products come with a **Manual Addendum** that covers changes and new features introduced by the latest update(s), and with **specific documents providing information about the included libraries or modules**.

Windows users may need to install the free Adobe Reader software (www.adobe.com) or any other application capable of opening PDF files in order to view these documents.

8.2 Support Channel Videos

You can find a number of support videos on The Official Native Instruments Support Channel under the following url: https://www.youtube.com/NIsupportENWe recommend that you follow along with these instructions while the respective application is running on your computer.

8.3 Knowledge Base/Readme/Online Support

► Open the Service Center application and click on the Support button in the upper right corner. Here you will find direct links to the Native Instruments **Online Knowledge Base** and the **Online Support Form**.

The support form will ask you to enter information about your hardware and software setup. This information is essential for our support team to be able to provide you with quality assistance.

When communicating with the Native Instruments support team, keep in mind that the more details you can provide about your hardware, your operating system, the version of the software you are running, and the problem you are experiencing, the better they will be able to help you. In your description, you should mention:

- How to reproduce the problem
- What you have already tried to fix the problem
- A description of your setup, including all hardware
- The brand and specifications of your computer

Always consult the Readme.txt file of a new software version. It contains important information and all last minute changes, which weren't available for the printed manual.

8.4 Forum

In the Native Instruments User Forum you can discuss product features directly with other users and with experts moderating the forum: http://www.native-instruments.com/forum

8.5 Updates

Whenever you encounter problems, it is recommended that you first download and install any available software updates. Updates are released regularly to fix known problems and to constantly improve the software. The version number of your software is displayed in the About dialog for any Native Instruments application. This dialog can be opened by clicking on the NI logo in the upper right corner of the user interface. Alternatively, you can find the version numbers of all installed Native Instruments applications when showing the details for an application within the Overview page of the Service Center. Updates are available on the Update page in Service Center or on our website under: http://www.native-instruments.com/updates

9 Troubleshooting and FAQ

This chapter contains some of the most frequently asked questions and answers along with references to Knowledge Base articles for additional details. In order to find an article, please visit the Native Instruments website, navigate to the Knowledge Base in the Support section and enter the article number in the search field.

9.1 Installation Disc Is Not Working

If an installation disc is not working as expected, try resolving the issue by ejecting and reinserting the disc. If the disc still is not working, eject it and check the surface of the disc for any obvious imperfections. Try inserting the disc into a different computer to test if the disc works there. If so, proceed to create a disc image. To do so, follow the steps described in the Knowledge Base article: http://www.native-instruments.com/knowledge/questions/978/

If it is not working on the other computer either, please contact the Native Instruments Technical Support team: http://www.native-instruments.com/support

9.2 Installation Folder Not Found by an Update Installer

If you have manually moved the location of a Native Instruments application on your hard disk, the installer, upon attempting to run an update, will display an error message and abort the installation. You can correct the application path in Service Center from the Overview page. If an application cannot be found, a Locate button will appear on this page. Click this button and browse to the actual location of the application.

9.3 Library Path Not Found by an Update Installer

If you have manually moved the folder containing your samples and presets (library folder) or added a new hard disk to your computer, you can set a new path to the aforementioned folder from within the associated application. This is usually done in the Options or Preferences dialog of an application.

9.4 How to Convert Songs Made with an Older Plug-in Version to the Latest Plug-in Version

If you have an earlier major version of an application installed (e.g. KONTAKT 4 instead of KONTAKT 5), installing the latest major version will not replace the older one. If you want to transfer songs made with the older version to the new version, you will need to do this manually. The following steps are required:

1. Open the song in your DAW.
2. Open all relevant Native Instruments plug-ins.
3. Export the patches or Multis from each Native Instruments plug-in instance to the hard disk. It is recommended to save them in a dedicated song folder. Give the patches distinct names (e.g. use the track names from your song) to identify them later.
4. Replace each plug-in instance with the newer version.
5. Reload the saved patches into the appropriate plug-in instances.
6. Resave your song.

9.5 Location of the VST Plug-ins Folder on Windows

The VST plug-in versions of Native Instruments software can be installed to any location on your hard disk. However, nearly every VST host or sequencer allows setting a default VST plug-ins path in its preferences. For this reason you have to make sure that you install the Native Instruments VST plug-ins to the same folder as set within your host's preferences, otherwise they will not appear in the application.

During installation, closely study the VST Plug-Ins Destination Folder setup screen and make sure that you select the desired path by hand if the correct path is not detected automatically (see section ↑2.3.4, Define an Installation Path for VST Plug-ins for more info).

To find out more about the VST plug-ins path and the handling of VST plug-ins under 64-bit versions of Windows, look for the following article in the Native Instruments Knowledge Base: http://www.native-instruments.com/knowledge/questions/764

9.6 The Plug-in Does Not Appear in My Sequencer

If a plug-in does not appear in your host, re-run the installer as described in chapter ↑2, Installation of this Setup Guide and make sure the appropriate plug-in is selected for installation. The specific steps necessary for loading virtual instruments or effect plug-ins vary between sequencers. Please refer to the documentation for your host application for instructions on how to load virtual instruments or effect plug-ins.

Some of the Instruments and Effects included in KOMPLETE 10 need to be loaded within other Native Instruments plug-ins. For details, see section ↑1.1.3, Instruments Powered by KONTAKT and following.

Most host applications load Virtual Instrument plug-ins (e.g. KONTAKT) in a different place from Effects plug-ins (e.g. GUITAR RIG). Make sure you are looking for the right type of plug-in in the correct area for the plug-in type.

Windows: By default, Windows hides certain file types, such as plug-in files. As a result, they will not appear when browsing to your VST plug-ins folder using Windows Explorer. In order to be able to view plug-in files from Windows Explorer, you need to modify a Windows setting ("Show Hidden Files"). This is necessary if you want to manually check if the plug-in files have been installed to the correct VST plug-ins folder.

The following Knowledge Base article explains how to modify this setting: http://www.native-instruments.com/knowledge/questions/883

9.7 Sequencer Tutorials

The Native Instruments Knowledge Base contains several tutorials that demonstrate how to use plug-ins within popular host sequencers: http://www.native-instruments.com/knowledge/categories/Product+Operation+and+Tutorials/Sequencer+Guides/

At the time of writing this guide, sequencer tutorials were available for Logic, Pro Tools, Cubase, Ableton Live, Sonar and Digital Performer, covering the following topics:

- How to insert Native Instruments plug-in software
- Plug-in Administration

- Automation
- Program Lists
- Multi Outs
- Troubleshooting

10 Product Returns

Please contact our Technical Support team prior to returning an item. If your product needs to be returned, they will assign you an RA (Return Authorization) number to expedite the processing of your return.

Contact Native Instruments Technical Support

http://www.native-instruments.com/support