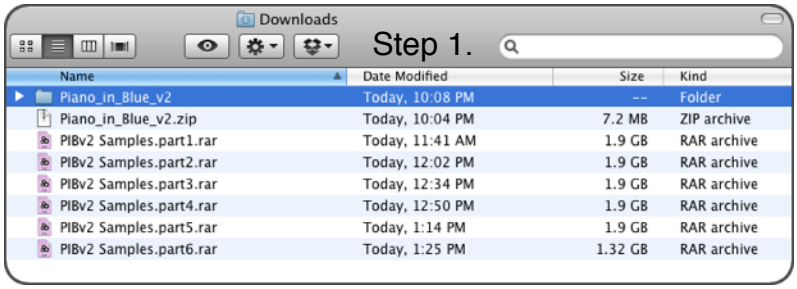
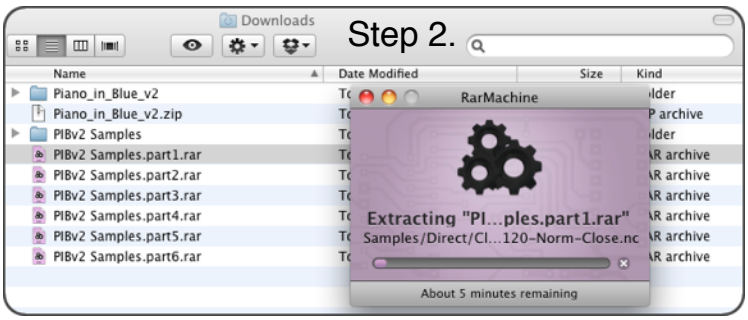
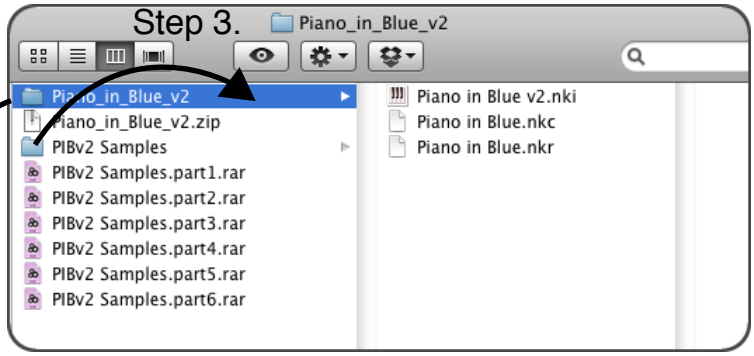
Installing Your Cinesamples Product - Piano in Blue v2

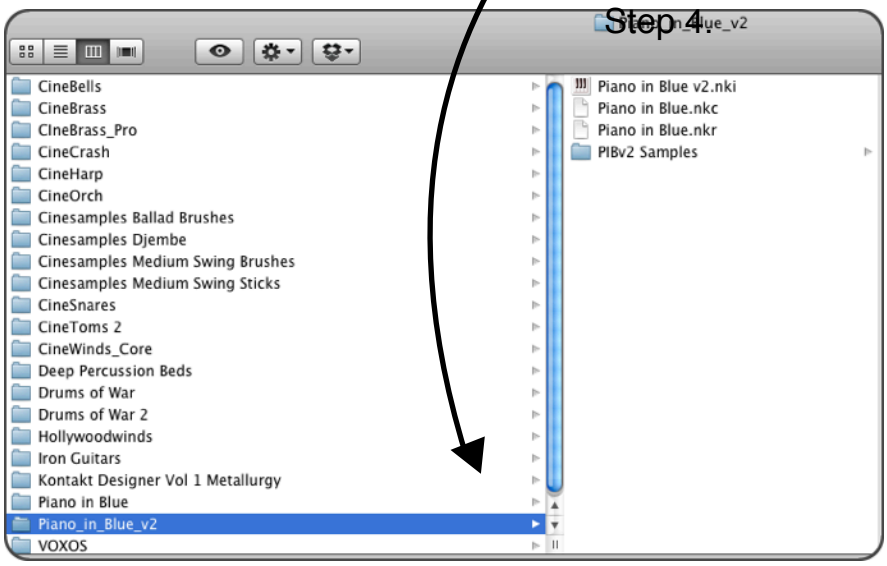


In your Downloads folder, or in the location you have told your browser to send your downloads, you will find a file called "Piano_in_Blue_v2.zip" along with the six .rar files shown to the left. First Unzip the zip file to create your new Piano_in_Blue_v2 folder. Then you will need a utility that can extract the .rar files, like RarMarchine or UnRarX for Mac, or WinRar for Windows. No matter which you use, you will only need to select and unarchive the first file (part1). The utility will automatically create a PIB_v2_Samples folder, and decompress all six .rar files into it in one step. Please DO NOT use Stuffit for this - it will not work correctly. Make sure to check that all six rars downloaded completely - notice the sizes to the left.



After the rars are extracted, drag the PIB v2 Samples folder into the main Piano_in_Blue_v2 folder that was created from the zip file. Next drag your final Piano_in_Blue_v2 folder to your sample hard drive. It should look like the picture below afterwards.





If you elected not to download the new set of samples, all you have to do is open the patch, and when it says it cannot find the samples, direct it to the original Piano in Blue Sample folder. Because the file names are the same, it will still load, but you will not be taking advantage of the new denoised tape samples. Now that the patch is loaded, you need to save it so it will remember the new sample path.

Enjoy Piano in Blue v2!

CINESAMPLES FAQ

TECHNICAL QUESTIONS:

Can I add the library to the Kontakt library browser window?
Only for CineBrass, CineBrass Pro, Hollywoodwinds and VOXOS. Those are licensed for the free NI Kontakt Player. Just click the "add library" button and select the folder. All other libraries, you have to load manually via the "files" tab.

I am having an error extracting the remaining parts of the RAR archives?
Our libraries are often shipped in multiple bits called "RAR" files. This is to aide in the download process. Once the library is downloaded, you just extract "Part 1″ and the remaining parts will be automatically extracted. YOU DO NOT NEED TO EXTRACT THE REMAINING PARTS. THIS WILL CREATE DUPLICATE FOLDERS AND CAUSE CONFUSION. The excellent Mac software we used to compress the archive is "RarMachine" (http://www.candyware.net/RarMachine.html) it is only $8 and comes with a trial demo (enough to extract the library). A good alternative for PC users is WinZip. Often an error message presented by the native rar extractor will be solved by these two excellent softwares.

Kontakt keeps asking me where to find the audio files, what do I do?
Kontakt keeps track of the specific locations where your kontakt patches and linked audio files for these patches are located. If you move these files, say, while re-organzing your hard drive, Kontakt may present you an error message asking to "Please Locate the Audio Files". You can manually browse for the files by folder and then save the patch, which will solve this issue. If you move the complete sample library folder, with internal hierarchy preserved, you will not receive this message (unless you have customized the patches). For any products with installers the location information will be entered into the patches at the time of installation (following a prompt from the installer application allowing you to customize the location).

Are your libraries compatible with Kontakt 4?
Yes, all of our libraries have been tested up to the latest version of Kontakt 4.

What is your user agreement?
READ IT HERE

PURCHASING QUESTIONS:

Are your products download only?

Yes. When you complete the transaction you will be sent secure, encrypted links from our partners at Fastspring. You will also receive via email any serial # information, it is sent automatically to the email you provide at Fastspring, so if you didn't receive it be sure to check your junk mail folder. All this information (Customer Name, Email, Customer/Download IP address, Serial # etc…) is stored in our logs. So if you need your links reset, just let us know!

Do I need to own the full version of Kontakt?

Depends on what you purchased. CineBrass Core and Pro, Hollywoodwinds and VOXOS use the free Kontakt Player from NI and do not require you to purchase any sampler software. Check the product pages for specifics on which version of Kontakt you'll need.

I am having download problems.

Email support@fastspring.com

How do I contact customer support? When can I expect customer support to answer me?

To contact customer support fill in the form located in the contact section of the website (http://cinesamples.com/contact/). Please fill out all relevant information or it may deny or delay your service request. We will do our best to get back to you within half a day, often our support can be quite faster that this. Please consider that our business hours are based on Pacific Standard Time and sometimes we might be "closed" aka asleep while you are awake!

GENERAL QUESTIONS:

Do you make your own custom libraries that are not available for sale?

Yes we do own and make our own private libraries (that you may notice within our tutorial videos). We also are often contracted out to make customized libraries for other composers. If you would wish to discuss having a customized library made please contact admin@cinesamples.com.

What libraries are you using in the demos? Can you offer me composing help?

As composer-developers we try and keep up with the current scene of samples (aside from that we also love samples) so we pretty much own just about every sample library (a slight exaggeration but you get the idea). Due to the high volume of "Can you offer me composing help?" it is impossible to respond to every email sent in this regard. Feel free to browse our video sections and our private websites for more information.