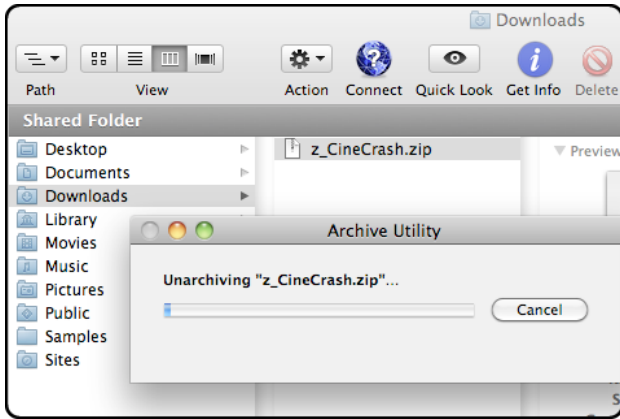
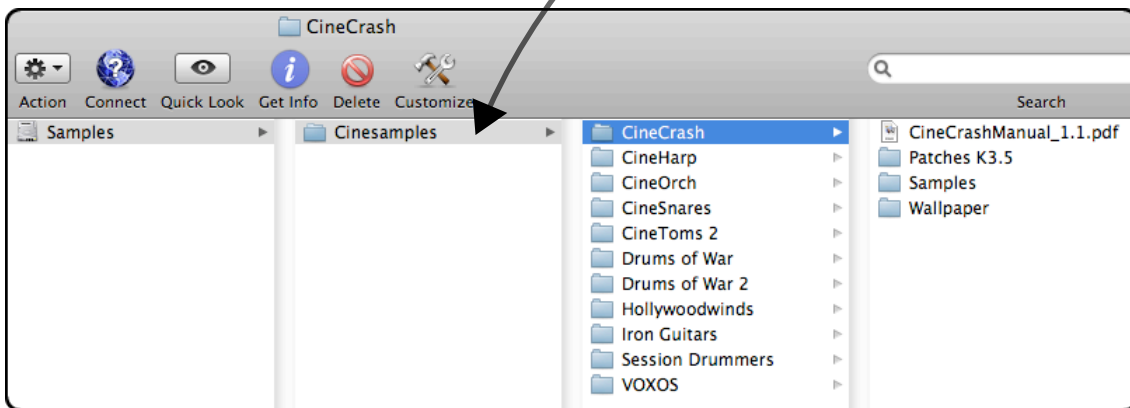
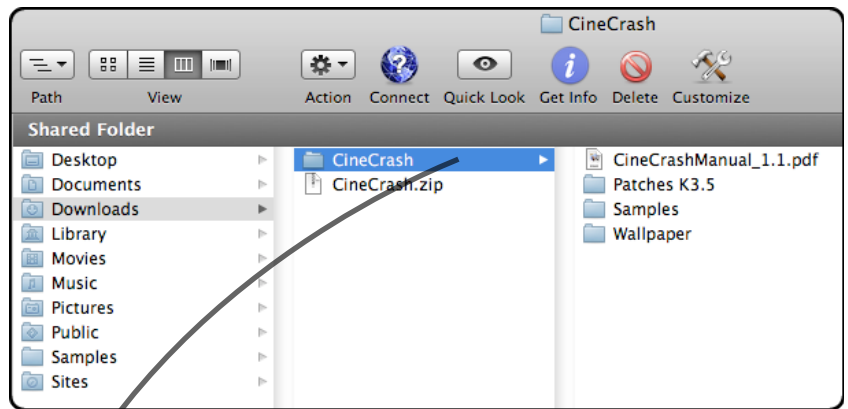


## Installing Your Cinesamples Product - CineCrash



In your Downloads folder, or in the location you have told your browser to send your downloads, you will find a 2.16 Gigabyte file named Cinecrash.zip. This is a compressed folder that you can open using your computers built-in utilities. Simply double-click and wait while your computer decompresses the file.

The resulting folder, now 2.95 GB, contains everything you need to use your sample library. You can now drag this folder to your sample hard drive. If this is your first Cinesamples product, you may want to create a Cinesamples folder beforehand.



Open Kontakt, and you will now see your new CineCrash library in the browser on the left-hand side. Double-click or drag the patch you would like to use, and you are ready to go!



# CINESAMPLES FAQ

## TECHNICAL QUESTIONS:

*Can I add the library to the Kontakt library browser window?*

Only for 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-organizing 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?*

Hollywoodwinds and VOXOS are available as boxed and download, all the rest are download only. 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. Hollywoodwinds and VOXOS use the free Kontakt Player from NI and do not require you to purchase any sampler software. All other products require the full version of Kontakt 3.5 or higher.

*I am having download problems.*

Email [support@fastspring.com](mailto: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 than 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](mailto:admin@cinesamples.com).

*What sequencers do you guys use? What computers do you compose on?*

Both Mikes use a mac pro (2 x 2.8 Ghz Quad Core Intel Xeon) with 16GB of Ram and MOTU audio hardware. Barry uses an additional 2009 IMac to run and host logic (midi only). Patti uses MOTU Digital Performer to sequence and Barry uses Apple Logic. We have other computers that for now are "retired" and just sitting on the shelves.

*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 in this regard.