Guitar Rig 5
hot solo +
NORMAL
OVERDRIVE
BASS
MIDDLE
TREBLE
MASTER
PRESENCE
DEPTH
PRE AMP
MATCHED CABINET
Hot Solo+
DRY
AIR
STEREO
LEARN
VOLUME
VAN 51
MATCHED CABINET
VanS1
DRY
AC BOX
TCHED CABINET

Setup Guide

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1 Welcome to GUITAR RIG 5

This document will guide you through the basic steps of product installation, the activation procedure, connecting the RIG KONTROL 3 hardware, and basic adjustments of the audio and MIDI settings. After reading it, you should be able to:

- Run the GUITAR RIG software both in stand-alone mode and as a plug-in in your sequencer.
- Connect the RIG KONTROL 3 hardware to your computer, musical instruments, and speakers.

We recommend that you take the time to read this guide in its entirety.

1.1 What Is Included in the Box?

The GUITAR RIG 5 box contains:

- The installation **DVD(s)**, containing the GUITAR RIG 5 installation program
- Your GUITAR RIG 5 **serial number**, which is located on the DVD case
- The RIG KONTROL 3 **hardware controller**
- 1 x USB cable
- This **Setup Guide**

1.2 Caution

It is important you read and understand the following instructions to make sure the RIG KONTROL 3 controller or any device connected will not be damaged during usage or maintenance:

- Do not open the RIG KONTROL 3 controller or attempt to disassemble or modify any internal parts. The RIG KONTROL 3 controller does not contain any user-serviceable parts. If the device appears to be malfunctioning, discontinue use immediately and have the device inspected by qualified service personnel.
- Do not expose the RIG KONTROL 3 controller to rain, use it near water or in damp or wet conditions.
- Make sure no objects or liquids of any kind penetrate the unit. When cleaning the RIG KONTROL 3 controller, use a soft, dry cloth. Never use paint thinners, solvents, cleaning fluids, or chemical-infused wiping cloths.

- Never use or store the RIG KONTROL 3 controller in areas subject to extreme temperatures (e.g., direct exposure to sunlight in an enclosed vehicle or near heat-generating equipment), or high levels of vibration.
- Always let the RIG KONTROL 3 controller adapt to changed room temperature after it has been stored in a cold environment.
- Do not place the RIG KONTROL 3 controller in an unstable position where it could accidentally fall.
- Before moving the RIG KONTROL 3 controller, remove all connected cables.
- Do not use excessive force on buttons, knobs, switches and connectors.
- Do not place heavy objects on top of the RIG KONTROL 3 controller.

1.3 Notice

1.3.1 Disposal of the Product

Should this product become damaged beyond repair, or if you wish to dispose of it, please observe the regulations of your area and country that relate to the disposal of electronic products.

1.3.2 Specifications Subject to Change

The information contained in this manual is believed to be correct at the time of printing or digital release. However, Native Instruments reserves the right to make changes to the specifications at any time without notice or obligation to update existing units.

1.3.3 Disclaimer

Native Instruments GmbH cannot be held responsible for damage or lost or destroyed data caused by improper use or modification of RIG KONTROL 3.

2 Setup Overview

This section provides a quick overview of the various steps required to get your GUITAR RIG system up and running: **software installation**, **product activation and update**, **hardware installation**, and **audio and MIDI setup**, all of which will be described in greater detail in further chapters of this guide.

- **Software installation**: Insert the installation disc, locate the setup file 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).
- **Product Activation and Update**: Activate your product using the Service Center application. Online and Offline activation methods are available. Download the latest software updates using the Service Center application. Then browse to the download folder and install all downloaded updates.
- **Hardware installation**: Connect the RIG KONTROL 3 controller to your computer, your musical instruments, headphones, and speakers.
- **Audio and MIDI setup**: Open GUITAR RIG 5 for the first time and configure the audio and MIDI settings.

Troubleshooting and FAQs, can be found in the subsequent chapters of this guide.

3 Software Installation

3.1 Read Before Installing

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

- Make sure to **keep the installation DVD(s) in a safe place** for future reference, for example in case you need to install GUITAR RIG 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.
- **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.

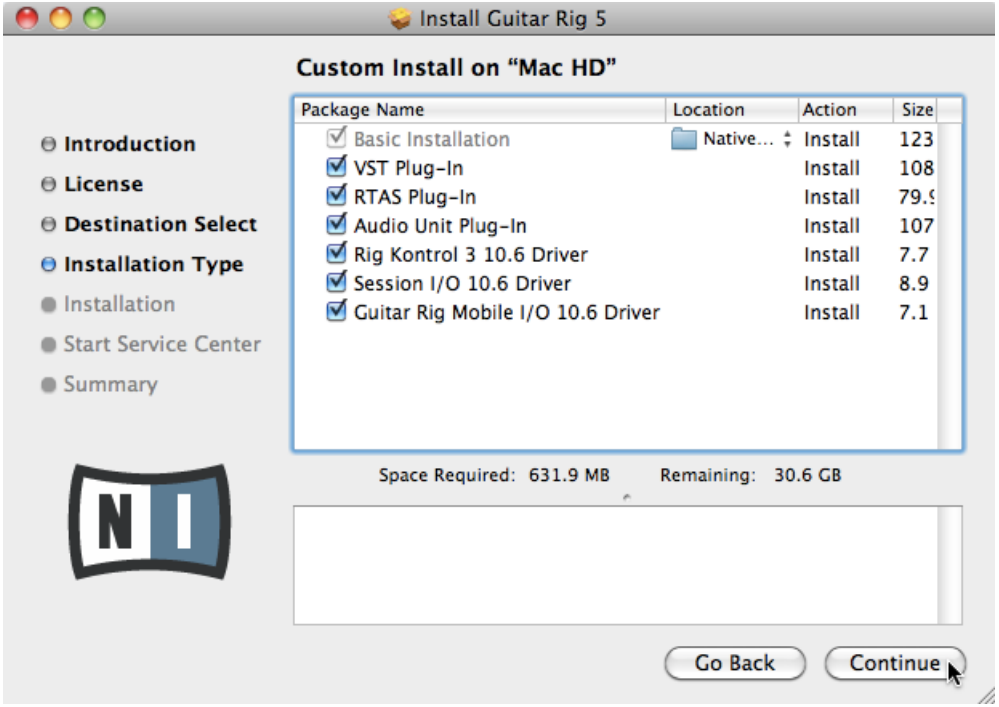
3.2 Installing on Mac OS X

3.2.1 Start the Installation Program

1. Insert the installation disc into your DVD drive.
2. Once the installation DVD icon appears on your Mac OS X desktop, double-click it to reveal the content of the DVD.
3. Locate the **Guitar Rig 5 Installer Mac.mpkg** file on the installation disc and double-click it in order to start the installation procedure.
4. Follow the on-screen instructions.

3.2.2 Select the Components to Install

After you have accepted the software license agreement, the installer window displays the components available for installation.



The components selection screen of the installation program.

It is recommended to keep all features selected unless you have a specific reason to deselect a feature (such as if this feature is already installed on your computer).

Basic Installation: This installs the GUITAR RIG software, along with its documentation. It also installs the Service Center application (required for activation of the GUITAR RIG software), and the Controller Editor application, which allows you to configure the controller's MIDI assignments for using the controller with other applications than the included software.

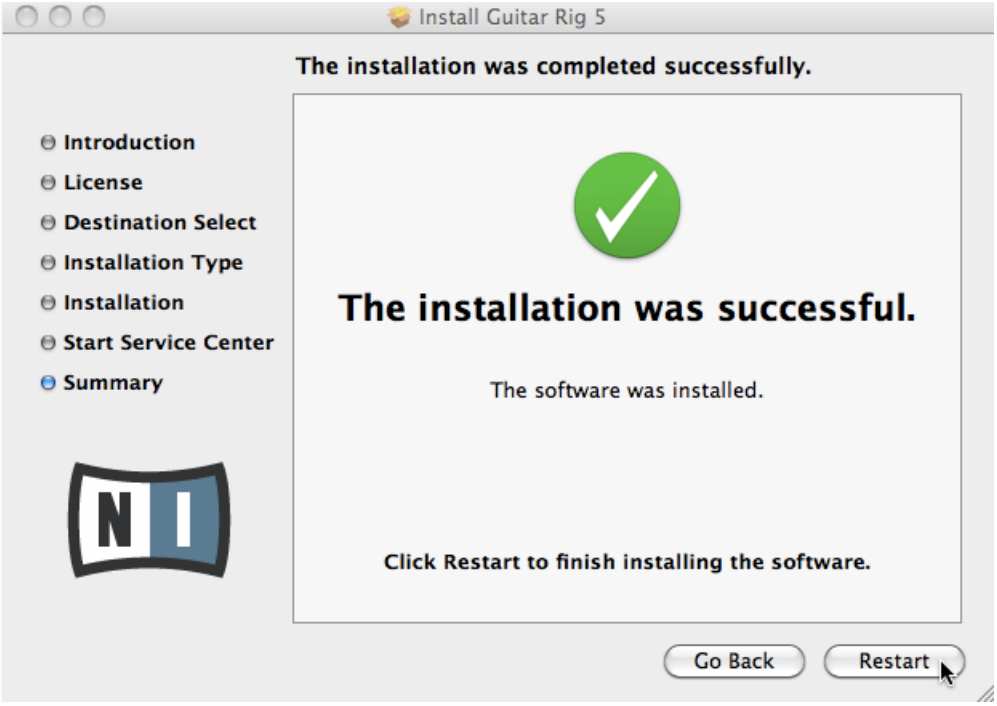
VST, **RTAS**, **and Audio Unit Plug-Ins**: Specifies the plug-in types (VST, RTAS, or Audio Unit) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. Audio Unit is used by many sequencers like Logic, Live, Digital Per-

former or Garage Band. VST is used by Cubase, while RTAS 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.
Rig Kontrol 3 Driver: This installs the driver for the RIG KONTROL 3 controller.
Session I/O Driver: This installs the driver for the SESSION I/O interface. If you do not intend to use a SESSION I/O interface on your computer, you can leave the checkbox deactivated.
Guitar Rig Mobile I/O Driver: This installs the driver for the GUITAR RIG MOBILE I/O interface. If you do not intend to use this device on your computer, you can leave the checkbox deactivated.

It is strongly recommended to install the software to the default location. If you still need to change the install location, click on the folder icon in the Location column and select the desired folder.

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

3.2.3 Complete the Software Installation



The final screen of the installation program.

1. On the last screen of the installation program, click Restart to restart your computer and complete the software installation.
2. Once your computer has restarted, proceed by activating the GUITAR RIG software using the Service Center, as explained in chapter ↑4, Product Activation with Service Center.

3.3 Installing on Windows

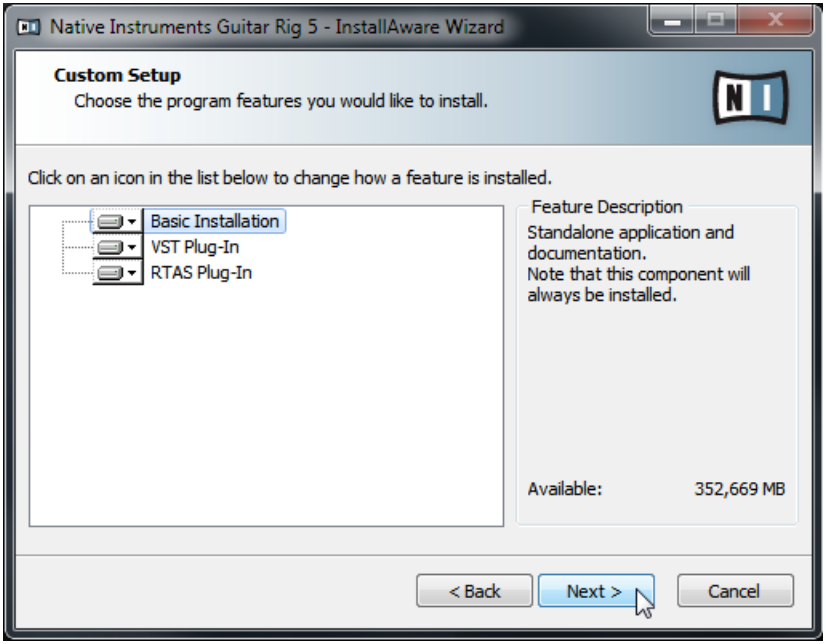
3.3.1 Start the Installation Program

1. Insert the installation disc into your DVD drive.

2. Once the installation DVD icon is visible in Windows Explorer, double-click it to reveal the content of the DVD.
3. Locate the **Guitar Rig 5 Setup PC.exe** file on the DVD and double-click it in order to start the installation procedure.
4. Follow the on-screen instructions.

3.3.2 Select the Software Features to Install

After you have accepted the software license agreement, the installer window displays the components available for installation.

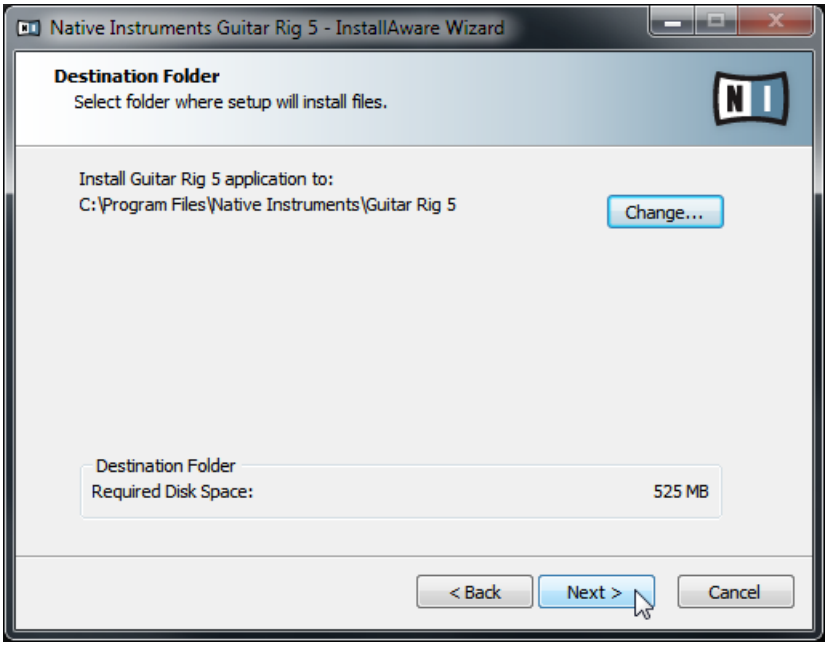


The components selection screen of the installation program.

Basic Installation: This installs the GUITAR RIG software, along with its documentation. It also installs the Service Center application (required for activation of the GUITAR RIG software), and the Controller Editor application, which allows you to configure the controller's MIDI assignments for using the controller with other applications than the included software.

VST and RTAS Plug-Ins: Specify the plug-in types (VST and RTAS) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. VST is used by Cubase, while RTAS is the native plug-in format for Pro Tools. Leave both plug-in types selected if you are unsure which format is supported by your host application.
► Click Next to proceed.

3.3.3 Define the Application's Installation Path



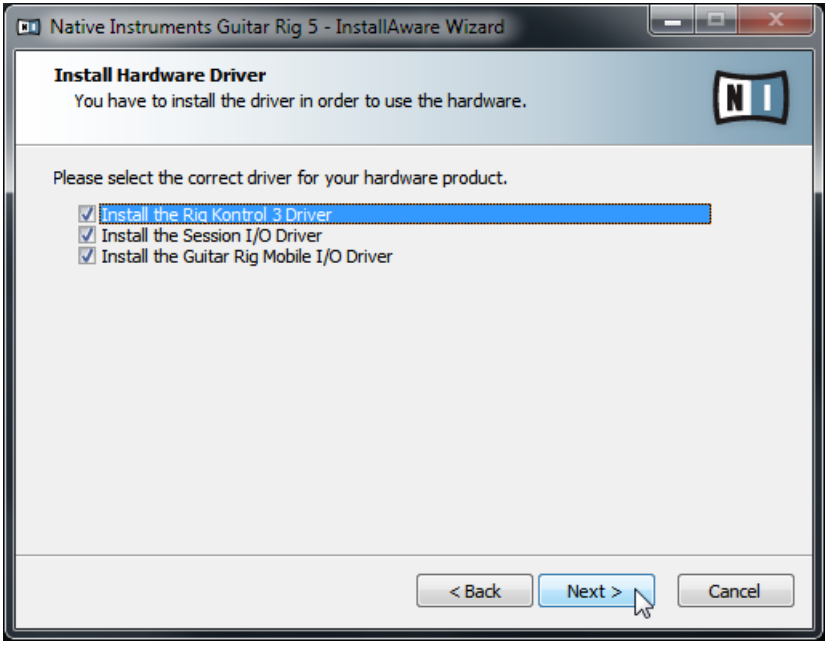
The software installation path screen of the installation program.

You will be asked to select and confirm an installation path for the GUITAR RIG software. The subsequent screen will ask you for the plug-ins' installation paths in case you selected to install them.

It is strongly recommended to install the GUITAR RIG software to the default location. If you still need to change the install location, click Change... to open a Folder Selection dialog and select the desired destination folder.

► Click Next to proceed.

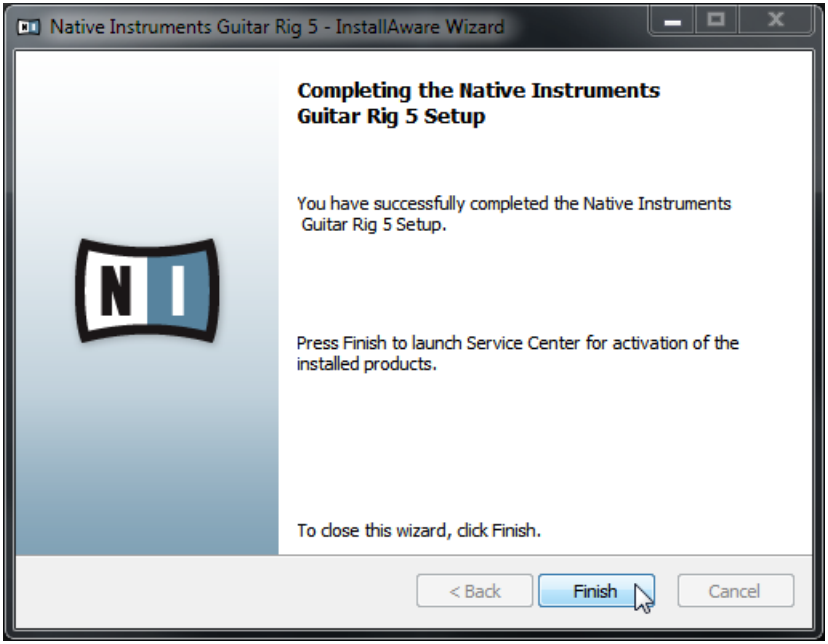
3.3.4 Select the Hardware Drivers to Install



The hardware driver selection screen of the installation program.

Rig Kontrol 3 Driver: This installs the driver for the RIG KONTROL 3 controller.
Session I/O Driver: This installs the driver for the SESSION I/O interface. If you do not intend to use a SESSION I/O interface on your computer, you can leave the checkbox deactivated.
Guitar Rig Mobile I/O Driver: This installs the driver for the GUITAR RIG MOBILE I/O interface. If you do not intend to use this device on your computer, you can leave the checkbox deactivated.

3.3.5 Complete the Installation



The final screen of the installation program.

► Click Finish to complete the installation.

► After the installation has been completed, proceed by activating the GUITAR RIG software using the Service Center, as explained in chapter ↑4, Product Activation with Service Center of this Setup Guide.

4 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.

4.1 Activating Your Product Online

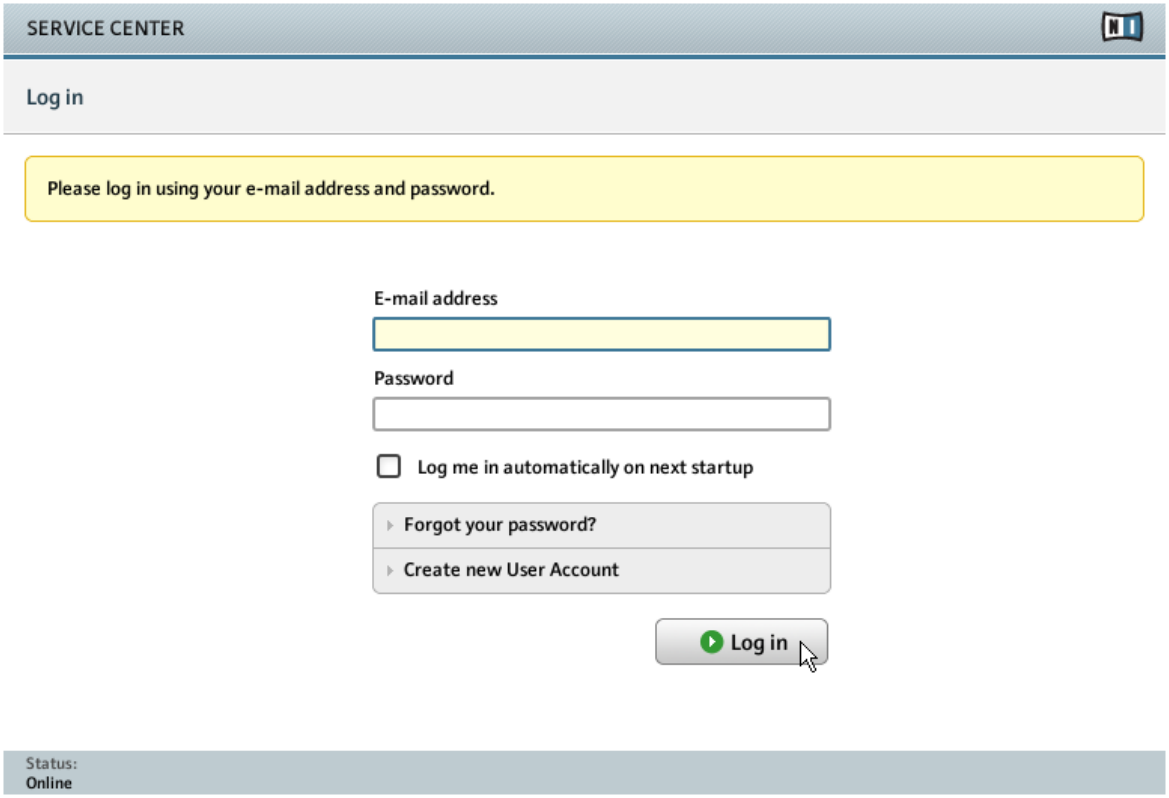
Skip to section ↑4.3, Activating Your Product Offline if your computer is not connected to the Internet.

4.1.1 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.

4.1.2 Log In to Your User Account

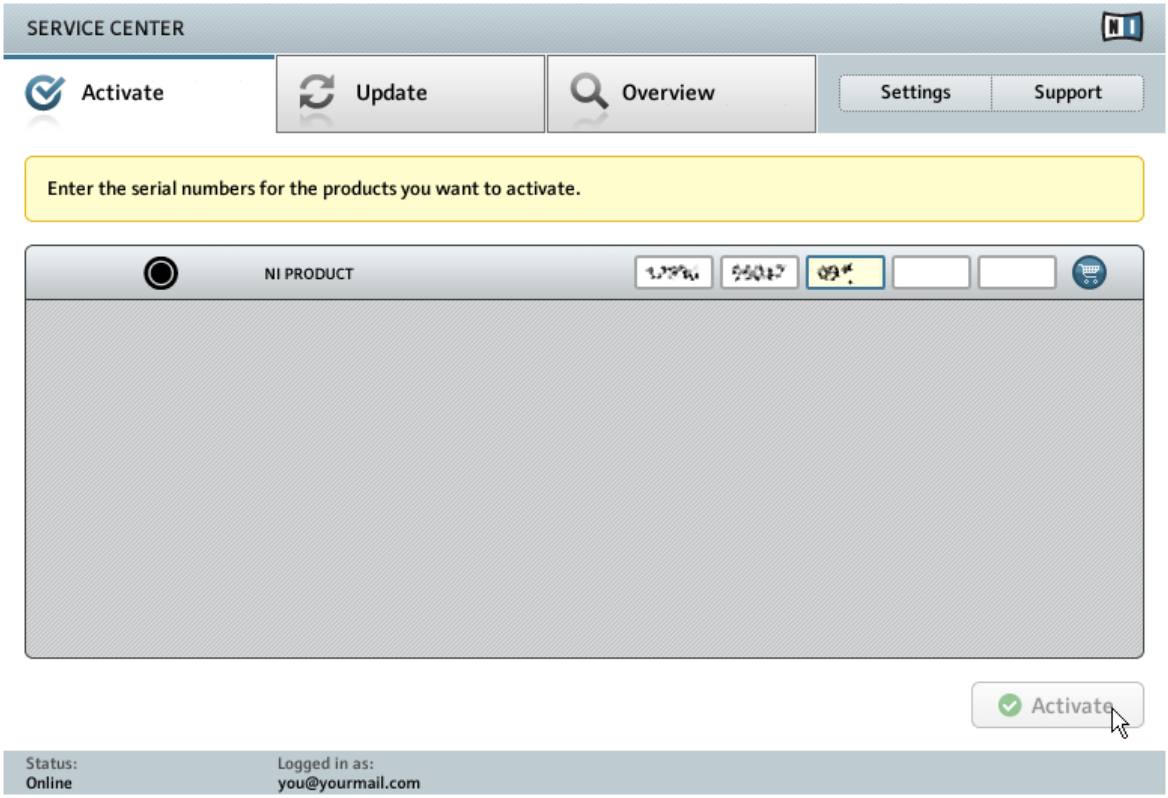


The log-in screen of Service Center.

► 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.

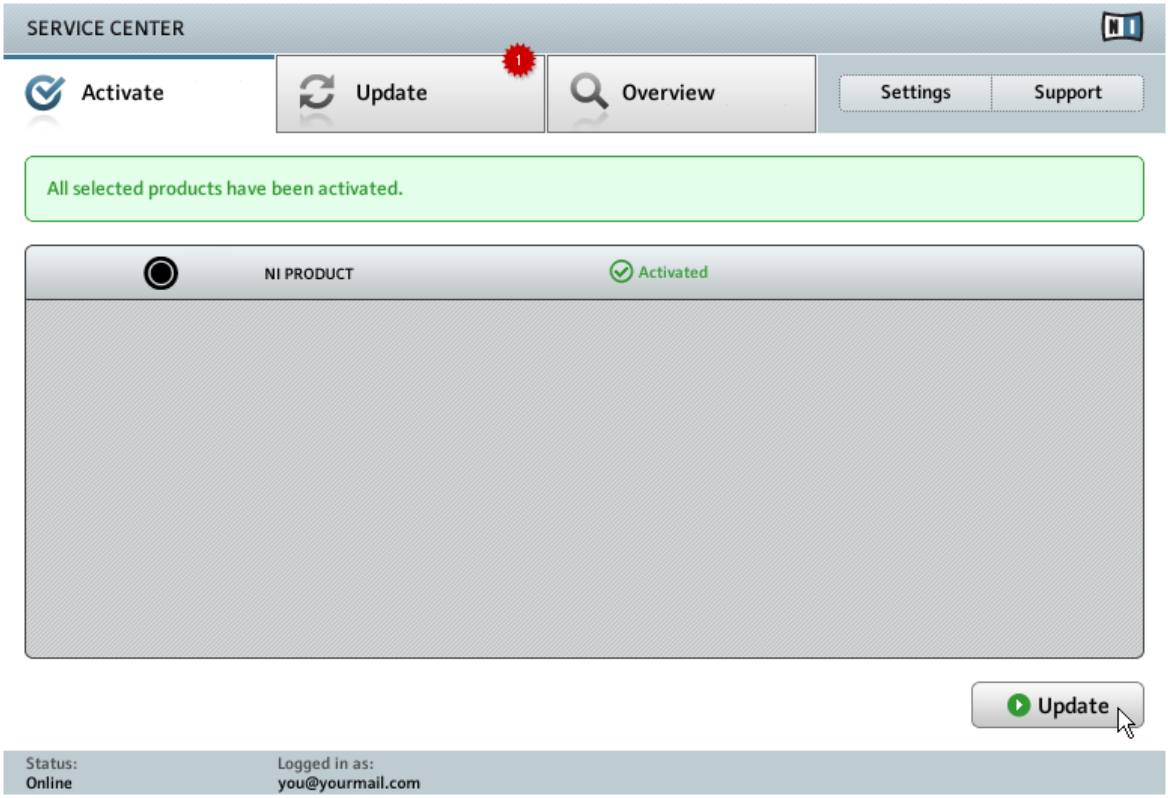
4.1.3 Activate the Product



The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on the DVD case.
2. Click Activate to proceed.

4.1.4 Finish the Online Activation



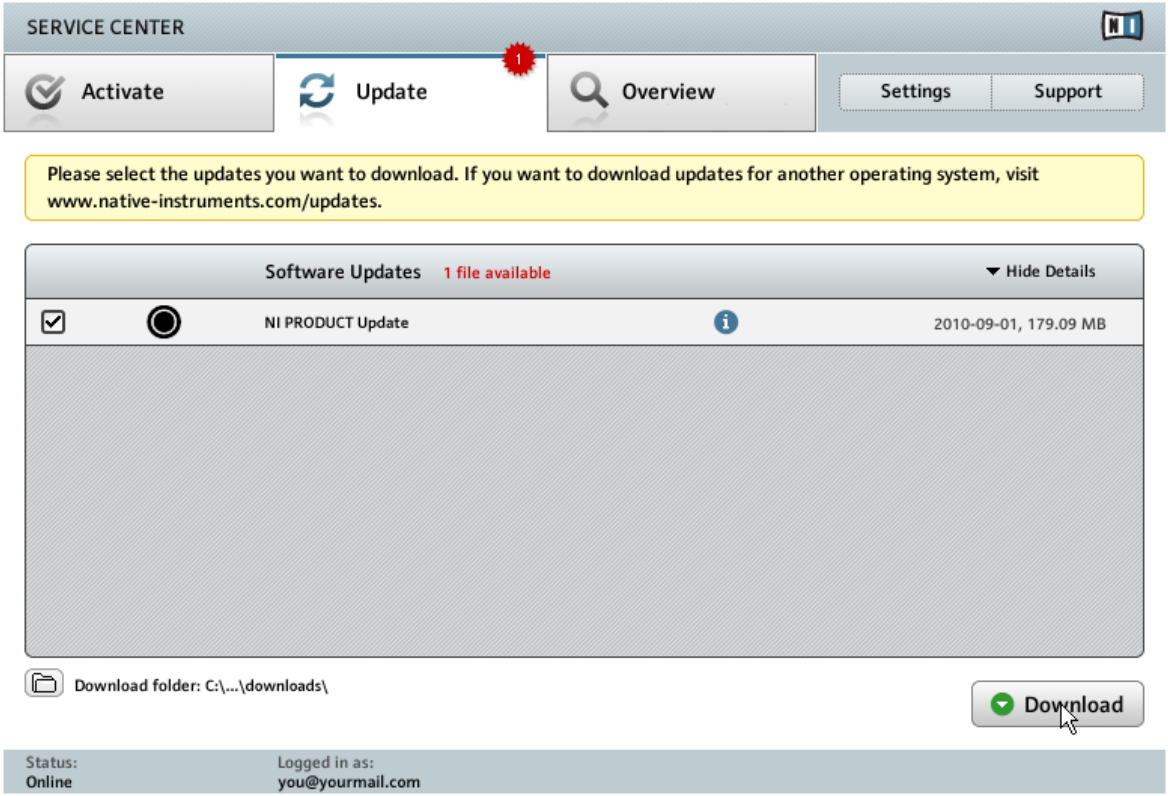
Service Center confirming the product activation.

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 ↑4.2, 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.

4.2 Updating Your Product

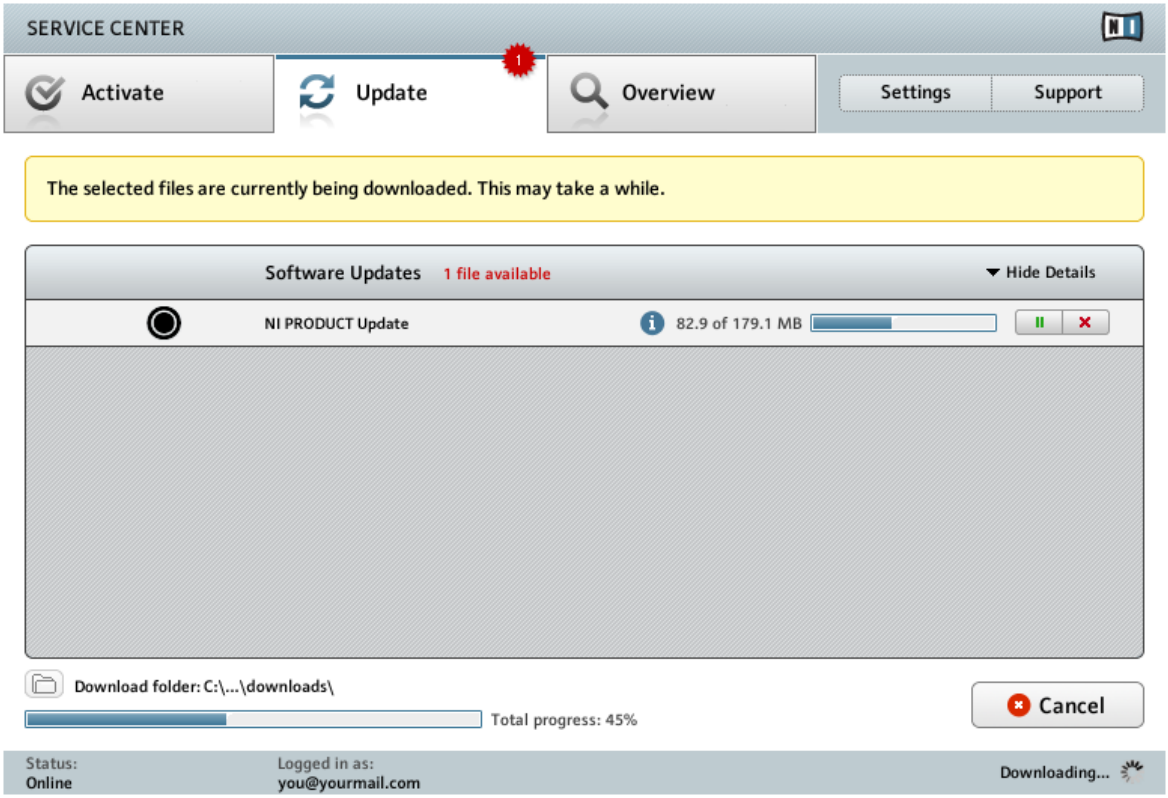
4.2.1 Select Updates



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.

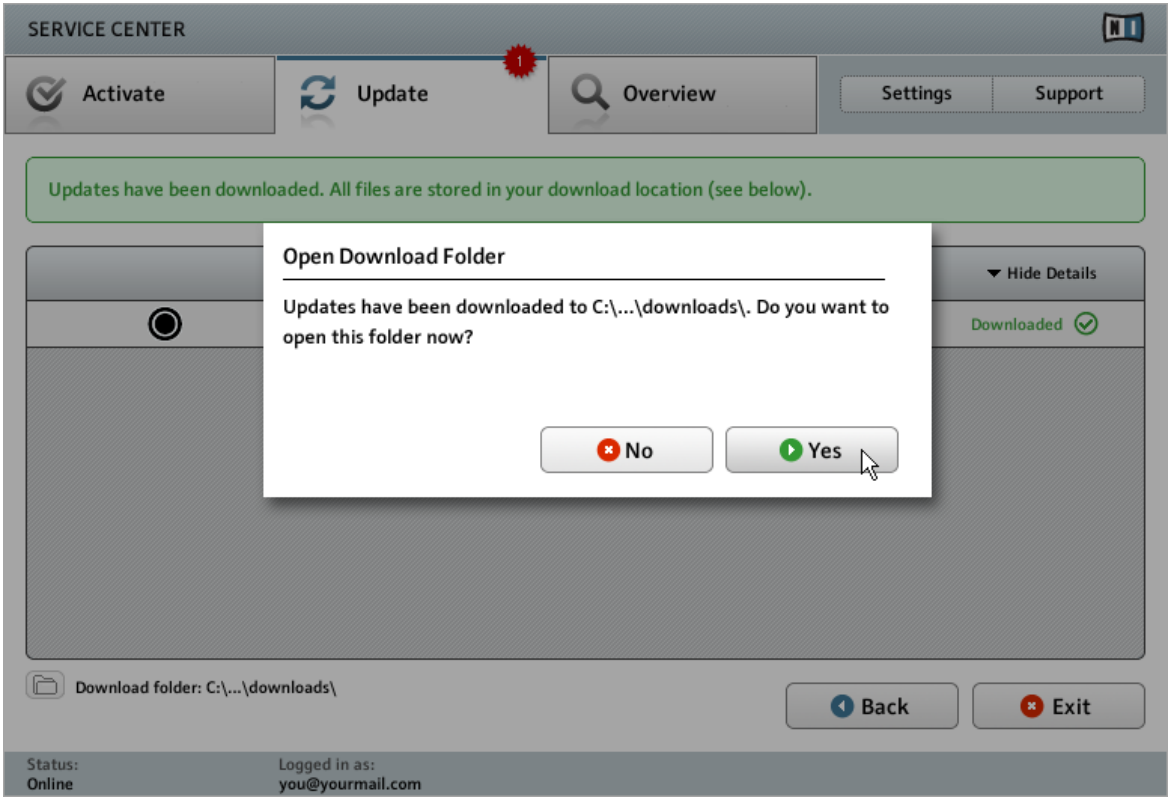
4.2.2 Download the Updates



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.

4.2.3 Open Your Download Folder



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.

4.2.4 Install the Updates

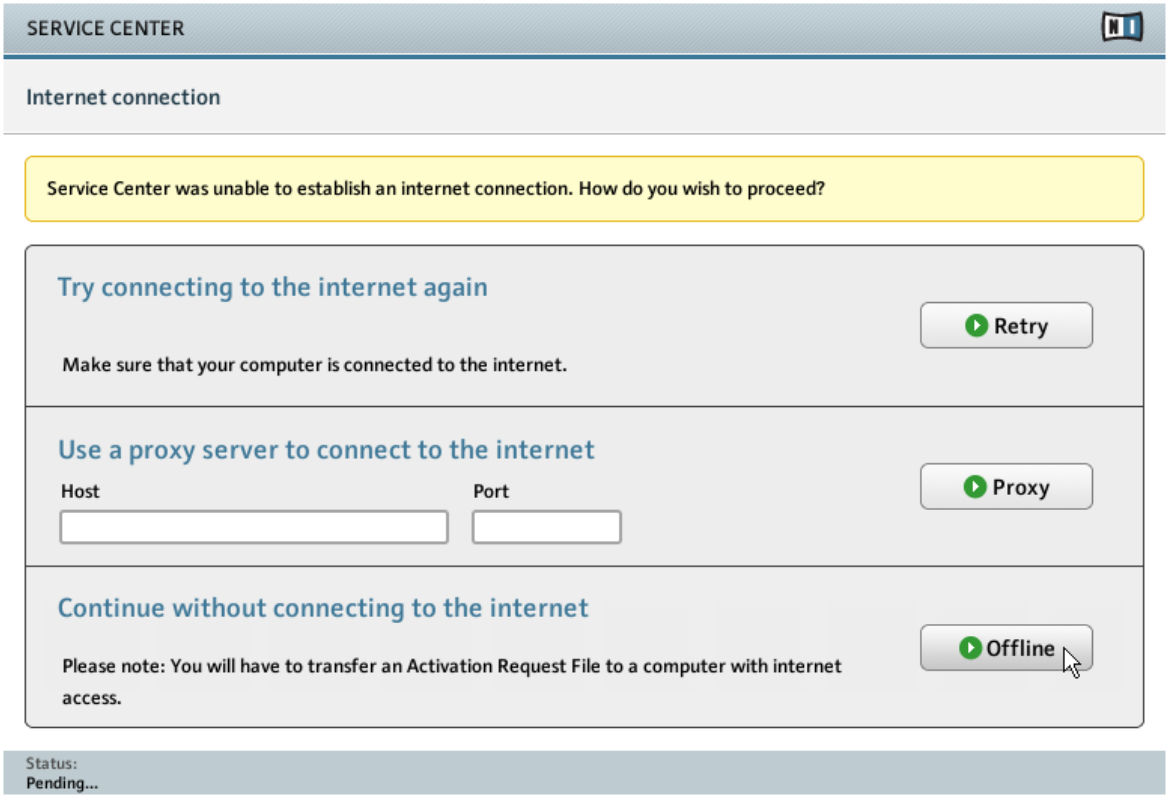
1. Launch the first installer file from the download folder.
2. Follow the instructions of the Installation Wizard.

3. Proceed until you have installed all updates.

4.3 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.

4.3.1 Start the Offline Activation

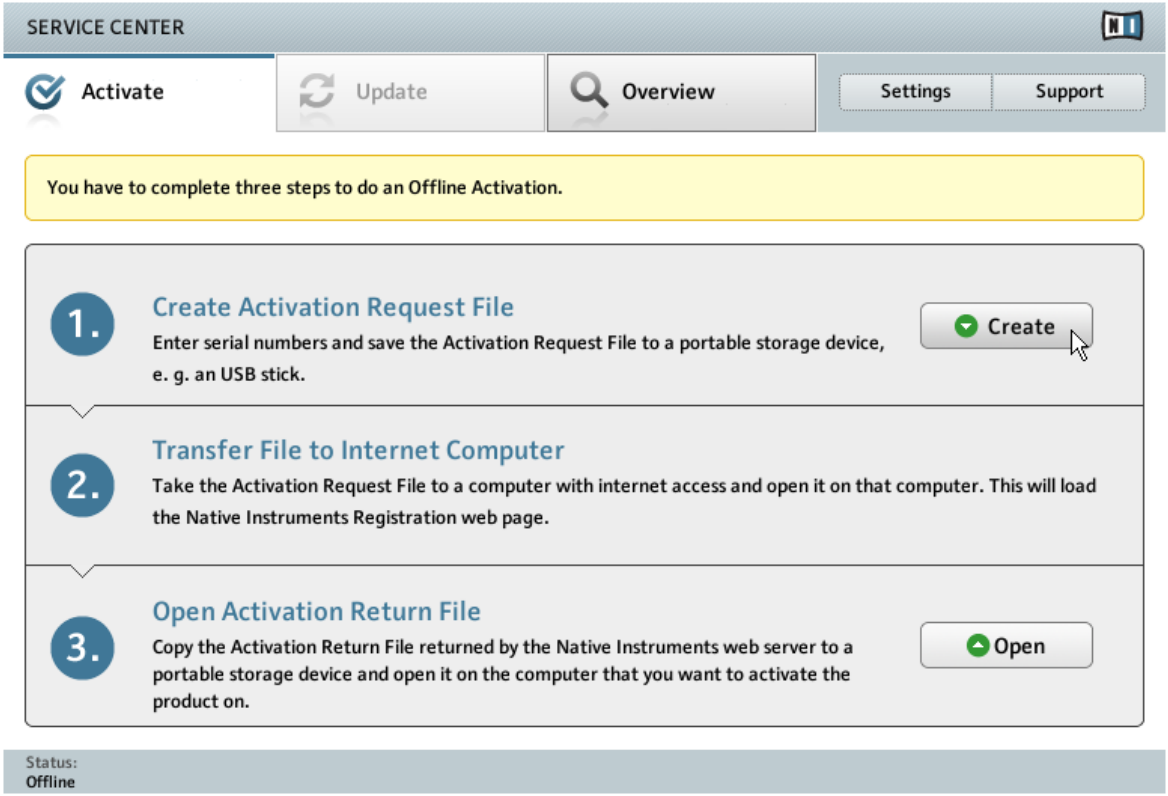


The internet connection screen of Service Center.

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.

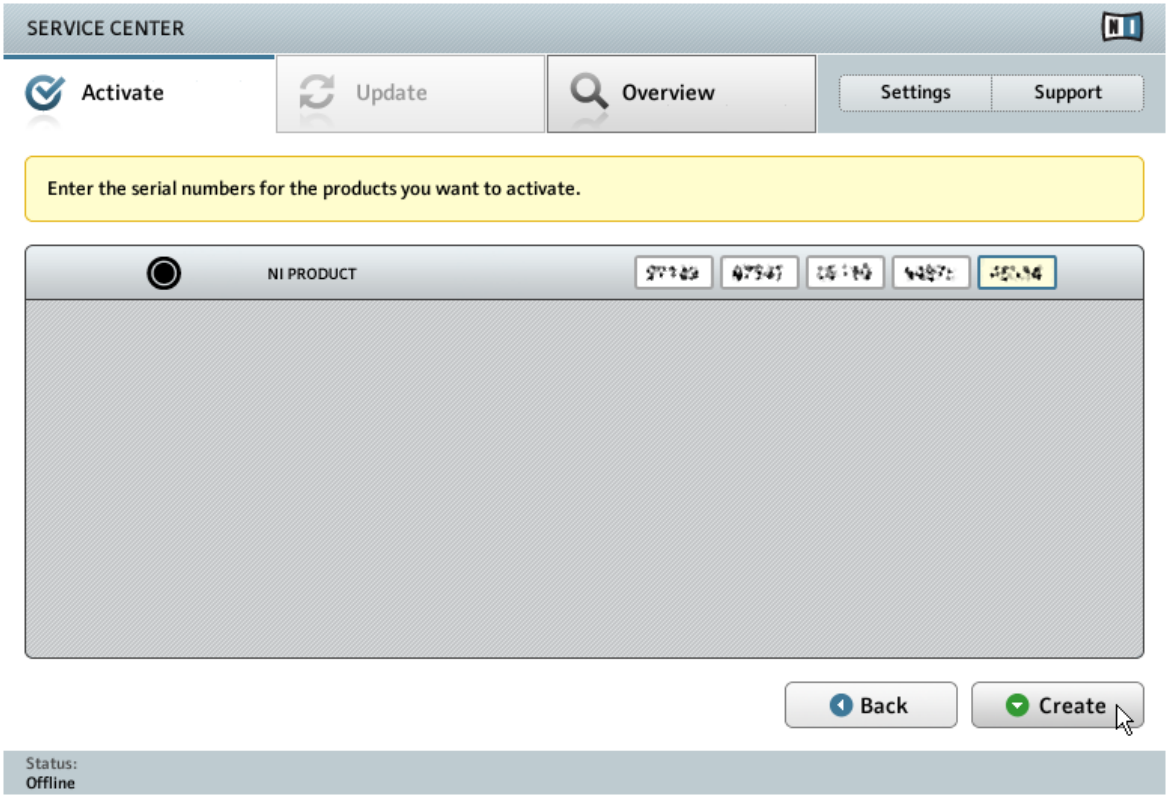
4.3.2 Create the Activation Request File



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).

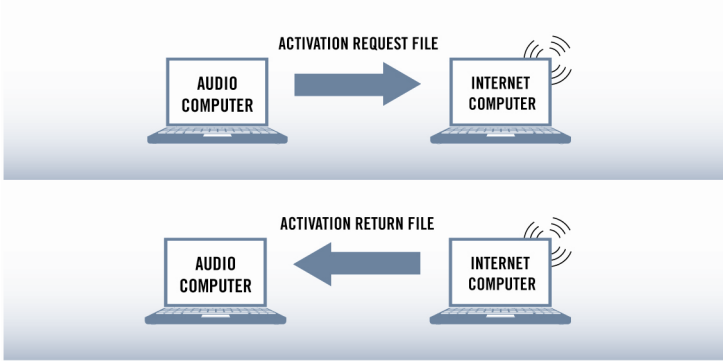
4.3.3 Enter the Serial Number



The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on the back of the DVD case.
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.

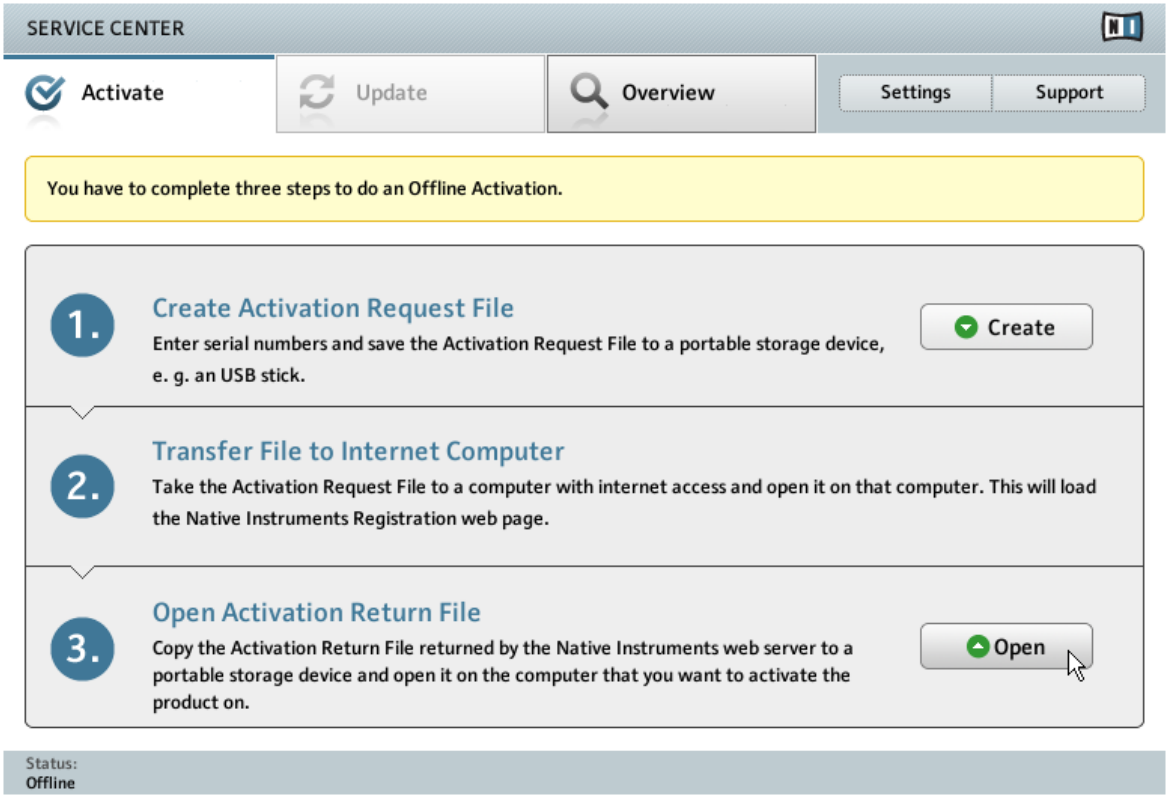
4.3.4 Transfer the Activation Request File



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.

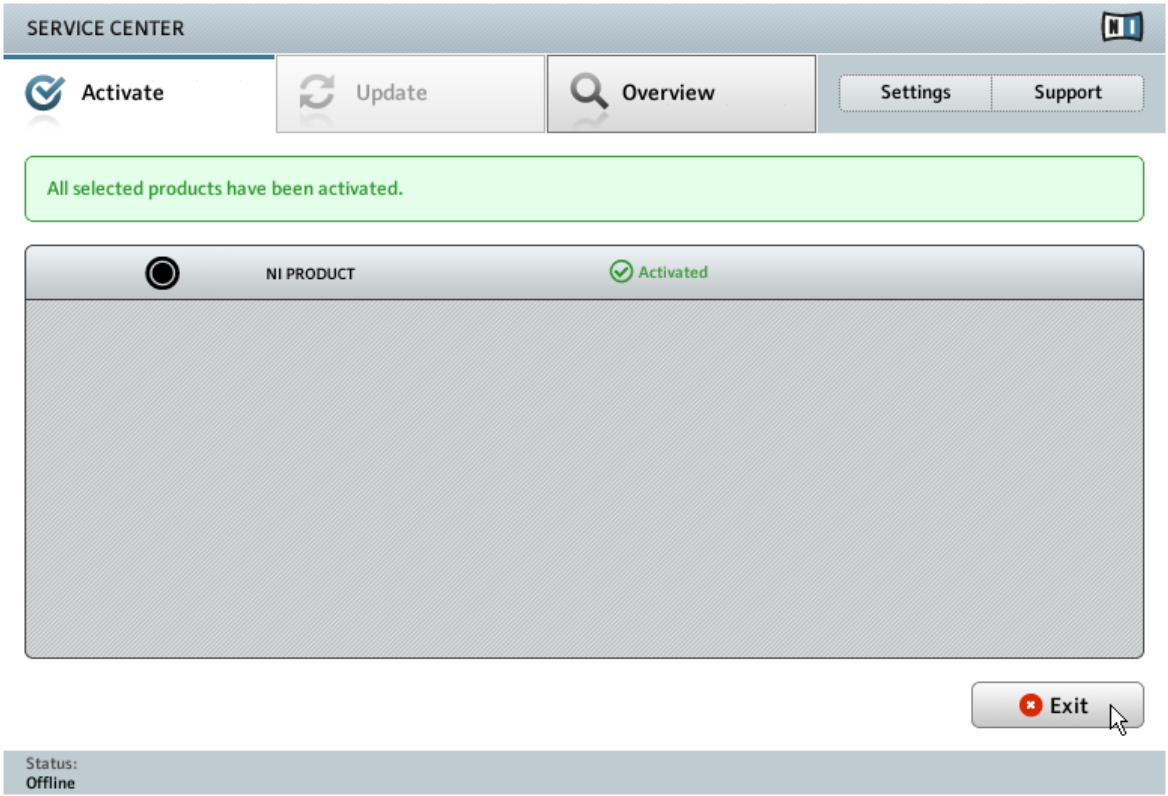
4.3.5 Open the Activation Return File



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 tab and click Open to load the Activation Return file.

4.3.6 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.

5 Connecting the Hardware

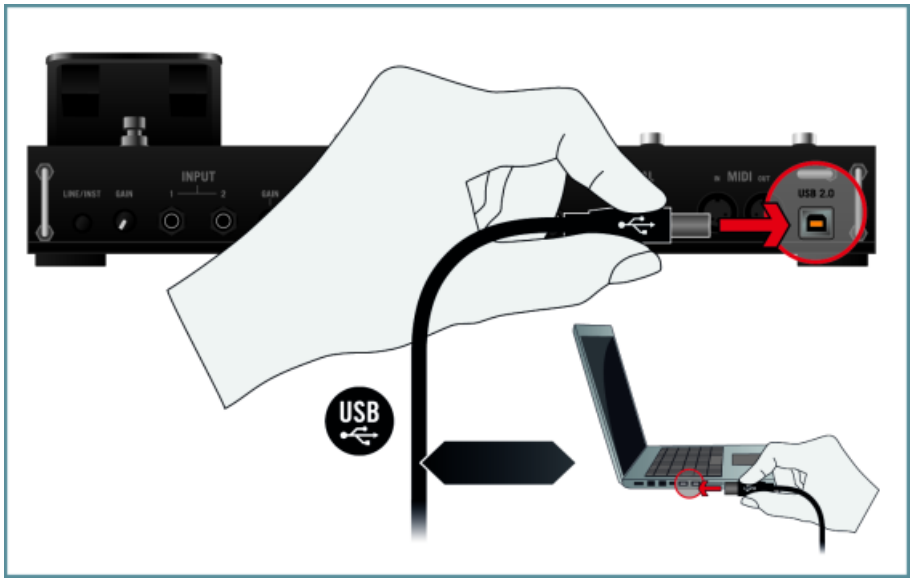
Find a quick walk-through to the basic hardware setups in this chapter. For more elaborate explanations, consult the Hardware Reference document from the GUITAR RIG 5 documentation folder.

► Make sure that you have installed the latest version of the GUITAR RIG software, including the RIG KONTROL 3 hardware driver, before you connect the controller to your computer! For this, please follow the instructions in chapter ↑3, Software Installation.

5.1 Connecting the RIG KONTROL 3 to Your Computer

To connect the RIG KONTROL 3 to your computer:

1. Attach the device end of the included USB cable to the USB socket on the rear panel of the RIG KONTROL 3.
2. Attach the computer end of the USB cable to an available USB 2.0 port on your computer.



The controller will not work when it is connected to a USB 1.1 port. A USB 2.0 port is required!

Windows users: In case you have installed the software including the hardware drivers, but the controller is not detected by your computer, connect the USB cable to another USB port before taking further measures.

Windows users: In case you have installed the software including the hardware drivers, but the controller is not detected by your computer, connect the USB cable to another USB port before taking further measures.

5.2 Connecting Headphones

To connect headphones to the RIG KONTROL 3:

1. Turn the PHONES control knob on the rear panel of the controller to the left end stop to set the output volume to minimum.
2. Plug the 1/4" TRS jack of your headphones into the PHONES socket on the controller's rear panel.

5.3 Connecting Active Speakers

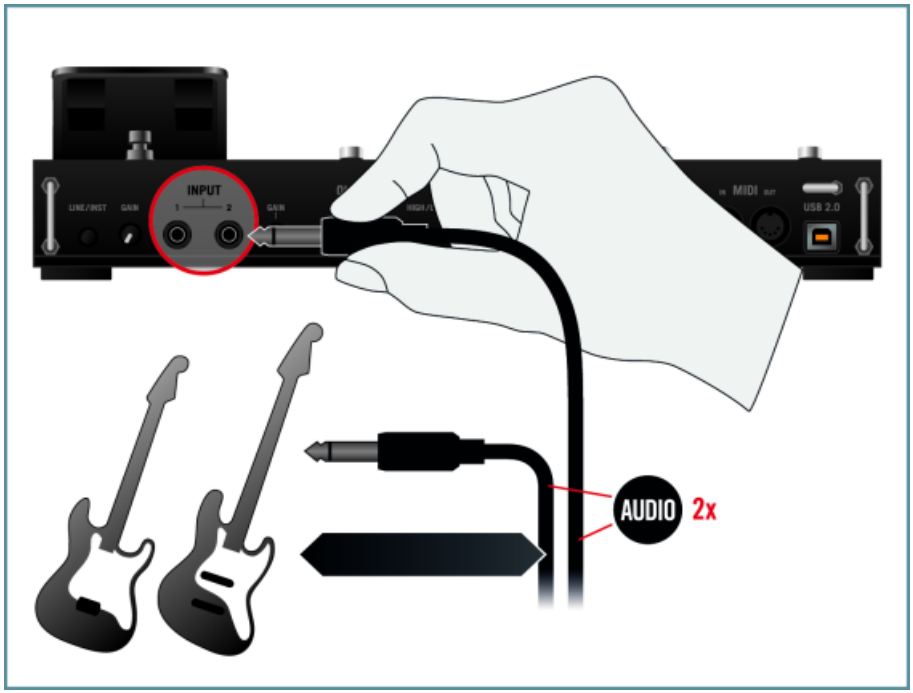
In this example, we connect the RIG KONTROL to active speakers, which are self-powered speakers with a built-in amplifier. In order to use the controller in a setup with passive speakers and an amplifier/mixer, you need to connect the controller's main outputs (OUTPUT) to a line input on your amplifier/mixer using stereo 1/4" to RCA (phono) cables or suitable adapters.

5.4 Connecting a Guitar / Bass Guitar

To connect a guitar / bass guitar to the RIG KONTROL 3:

1. Turn the input gain knobs (GAIN) next to the main inputs (INPUT 1 and 2) on the rear panel of the RIG KONTROL 3 controller to the left end stop to set the input gain to minimum.
2. Make sure the LINE/INST button is set to instrument amplification (button not depressed).

3. Plug a 1/4" instrument cable (unbalanced) from your instrument into either INPUT 1 or INPUT 2 on the rear panel of the RIG KONTROL 3.

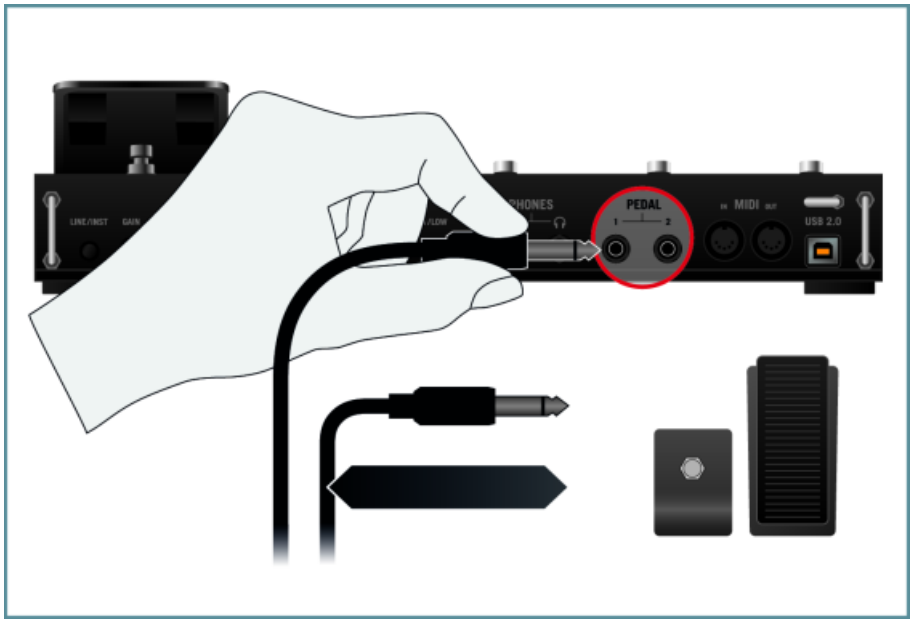


You can connect line level equipment such as a CD player or DJ mixer to the RIG KONTROL. In order to use line level equipment with the RIG KONTROL, make sure the LINE/INST button is set to line level amplification (button depressed).

5.5 Connecting a Pedal / Foot Switch

The RIG KONTROL features two jacks for connecting external foot switches and pedals with a 1/4" patch cable. Once connected and set up, they can be assigned in GUITAR RIG. Refer to the Getting Started guide and the Application Reference to see how. To connect an external pedal or foot switch to the RIG KONTROL:

1. Connect your external pedal / foot switch to the PEDAL connectors 1 and/or 2 on the rear panel of the RIG KONTROL 3.

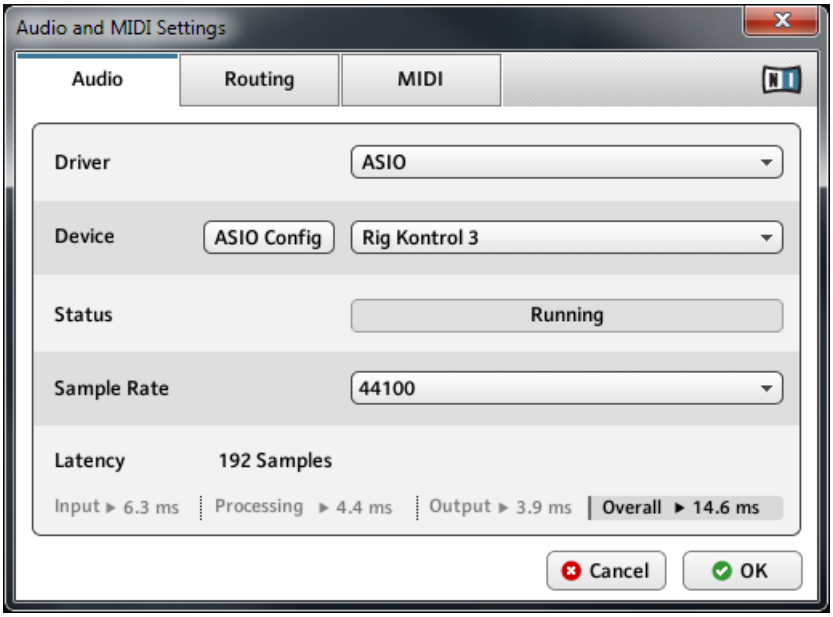


2. Refer to the Application Reference to see how to configure the pedal / foot switch connectors from GUITAR RIG's Options dialog.

Be aware that the foot pedal on the RIG KONTROL also has to be calibrated via the Options dialog before you can use it properly in GUITAR RIG. Refer to the Application Reference for further information.

6 Audio and MIDI Configuration

Before you can use the RIG KONTROL 3 as an audio interface and controller with the GUITAR RIG software, the audio settings have to be configured via GUITAR RIG's Audio and MIDI Settings dialog. Upon first start of GUITAR RIG, the Audio and MIDI Settings dialog will pop up automatically; however, you can always open the dialog from GUITAR RIG's File menu.



The Audio page of the Audio and MIDI Settings dialog with the appropriate settings for using the RIG KONTROL as soundcard for GUITAR RIG (Windows screenshot).

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 Vista. 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. If you would like to use the RIG KONTROL 3 for playback, select its entry here. On Windows, the ASIO Config button opens the RIG KONTROL 3's Control Panel. 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.

Adjusting Audio 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 RIG KONTROL 3's Control Panel that you can open by clicking the ASIO Config button in the Audio and MIDI Settings dialog.

7 Plug-in Operation

GUITAR RIG 5 is also available as a VST (Virtual Studio Technology), AU (Audio Units), and RTAS (Real-Time Audio Suite) plug-in. 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.

8 Other Documentation and Support Resources

8.1 Further Documentation Resources

The following documents are also part of the GUITAR RIG documentation:

- The **Getting Started** guide provides you with essential information on using GUITAR RIG, and explains how to accomplish fundamental tasks. After reading the Setup Guide, you should proceed with this document.
- The **Application Reference** explains every function of the software in greater detail.
- The **Components Reference** contains in-depth information on each and every knob of the amps, filters, distortion pedals and other sound-shaping components contained in the GUITAR RIG software.
- The **Hardware Reference** will teach you everything you need to know about the RIG KONTROL 3 hardware controller.
- A **Readme.txt** file, containing last-minute information, a version history, and more.

You will find these documents in the documentation folder, which will be created in the program installation folder during the software installation. The documents will also be available from the GUITAR RIG software's Help menu.

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 Video Tutorials

You can find a number of video tutorials on our website under the following url: http://www.native-instruments.com/#/en/media-center/

We 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 set-up. 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 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.

9.2 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.

9.3 User Account Control and Internet Security

User Account Control (UAC) and any installed Internet security or anti virus software should temporarily be disabled for installing GUITAR RIG, as they may interfere with the installation. If you are concerned about the safety of your files, disconnect your computer from the network during installation.

1. To open the UAC configuration options in Windows 7, click on the Start button from the task bar, then enter UAC in the search field and press [Enter]. Set the UAC slider all the way to the bottom.
2. Check your Internet security or anti virus software's documentation for instructions on how to temporarily disable their protection services.
3. Once the installation is complete, make sure to re-enable User Account Control and your Internet security/anti virus software.

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., GUITAR RIG 4 instead of GUITAR RIG 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.
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: 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 ↑3, Software 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.

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: 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/sequencer-guides
At time of creation of this guide, Sequencer tutorials are 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