

KONTAKT 5

Setup Guide



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1 Welcome to KONTAKT 5

First of all, thank you for buying KONTAKT 5. This document will guide you through the basic steps of setting up KONTAKT 5. After reading it, you should be able to install and activate KONTAKT 5, as well as operate it both in stand-alone mode and as a plug-in in your sequencer. We recommend that you take the time to read this guide in its entirety.

1.1 What is Included in the Box?

The KONTAKT 5 box contains:

- A **set of five DVDs** containing the KONTAKT 5 software installation program and sample library
- Your **KONTAKT 5 serial number**, which is located on the inside of the DVD case
- This **Setup Guide**

1.2 Setup Overview

This section provides a quick overview of the various steps necessary for getting KONTAKT 5 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 KONTAKT 5 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 Off-line activation methods are available.
- **Update:** Download the latest software updates using the Service Center application. Then browse to the download folder 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.

2 Installation

2.1 Read Before Installing

Before starting the KONTAKT 5 installation process, here are some points to be aware of:

- Make sure to **keep the KONTAKT 5 installation DVDs in a safe place** for future reference, for example in case you need to install KONTAKT 5 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 KONTAKT 5 installation program** to install KONTAKT 5 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 KONTAKT 5 **requires about 25 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 sub-folders, will be created during installation:

Macintosh HD/Applications/Native Instruments

We strongly recommend keeping this installation path.

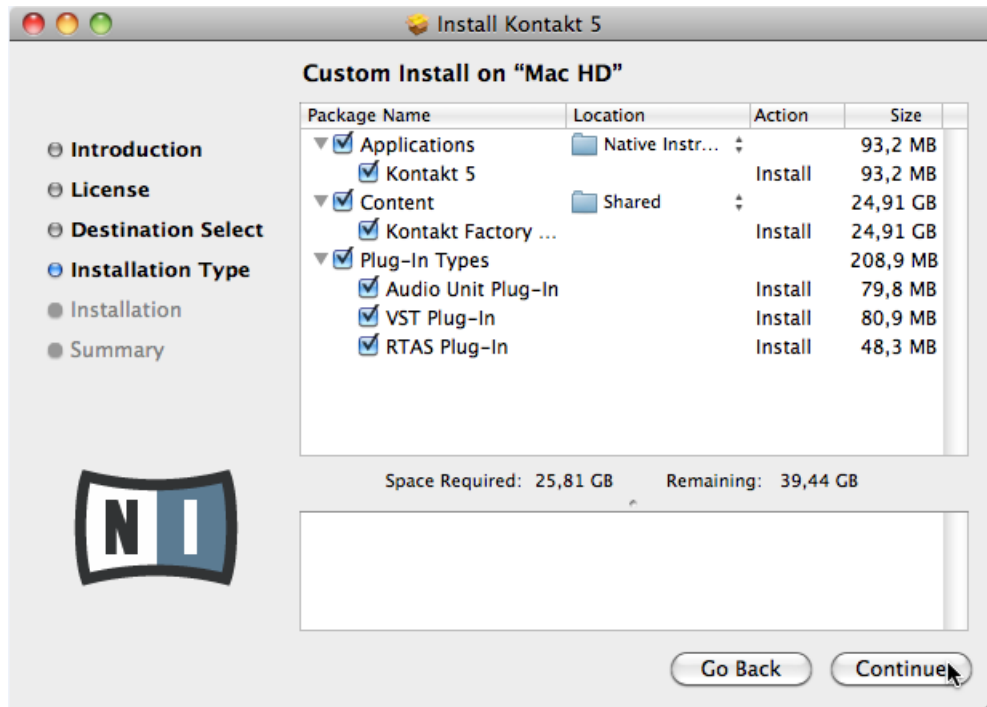
2.2.1 Start the Installation Program

1. Insert the DVD labeled **KONTAKT 5 Installation Disc** into your DVD drive.
2. Once the KONTAKT 5 installation DVD icon appears on your Mac OS X desktop, double-click it to reveal the content of the DVD.

3. Locate the **Kontakt 5 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](#), [Service Center](#), 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 application listed under [Applications](#) are also installed. We recommend keeping all entries selected.

Applications: Determines whether the KONTAKT stand-alone application will be installed (along with all files necessary for the software to run on your computer). You must leave this checkbox checked in order to make use of the KONTAKT software.

Content: Determines whether the KONTAKT Factory Library will be installed. Leave this checkbox checked to install the KONTAKT Factory Library.

Plug-In Types: Specifies the plug-in types (VST, Audio Unit or RTAS) 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 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.



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).

Updating from KONTAKT 4

It is recommended to leave the sample libraries from KONTAKT 4 installed if you still have unfinished songs relying on them. If you need to remove the KONTAKT 4 Factory Library beforehand in order to recover disk space, it is still possible to safely delete the library and update it with the new KONTAKT 5. Just follow these steps:

1. Delete the folder named **Kontakt 4 Library**, which contains all the Instruments and samples of KONTAKT 4 (don't worry, the Instruments and Multis you have in your host project are still safe).
2. Open your project file — a Samples Missing dialog box will appear.
3. Make sure [Check for Alternate file types](#) option is checked.
4. Click the [Browse for Folder](#) button.
5. Point the browser to the **Kontakt Factory Library** folder and click [OK](#).
6. To save time, you can browse for the correct sub-folder within the **Samples** folder of the **Kontakt Factory Library**.
7. Resave the project.

2.2.3 Set the Install Locations for Content

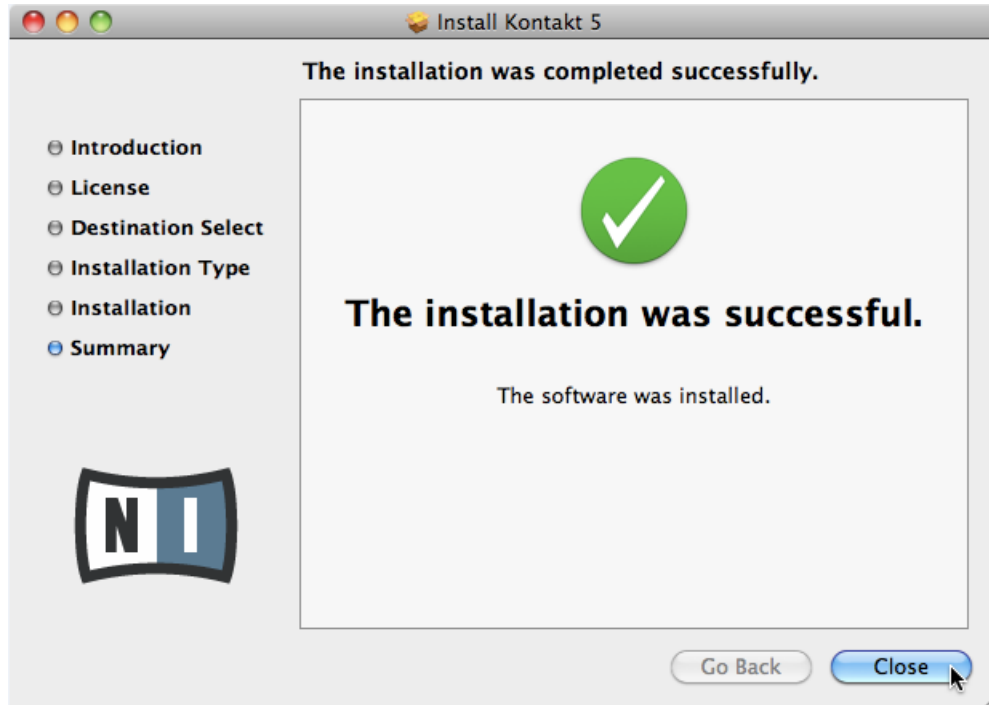
In the [Location](#) column you can select a target folder or volume for the KONTAKT Factory Library.



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.

► 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, this folder, including a number of sub-folders, will be created during installation:

C:\Program Files\Native Instruments

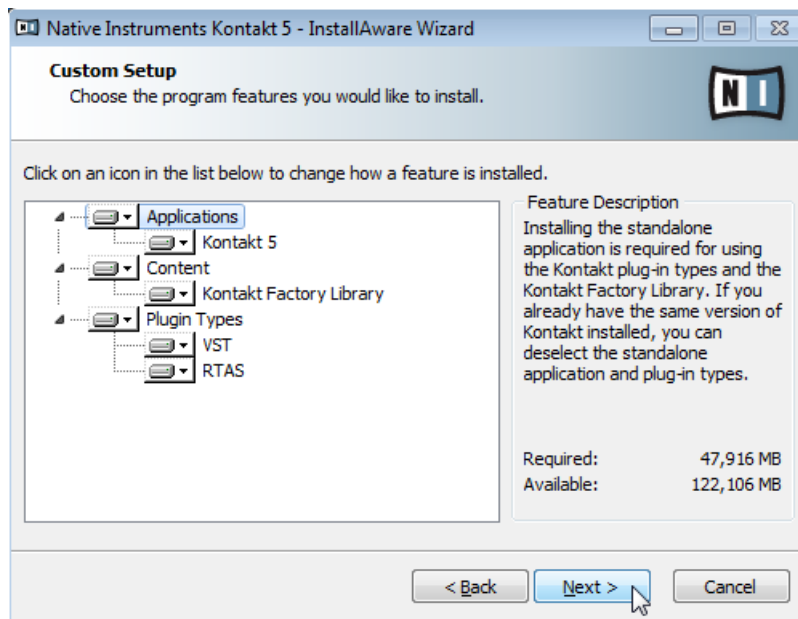
We strongly recommend keeping this installation path.

2.3.1 Start the Installation Program

1. Insert the DVD labeled **KONTAKT 5 Installation Disc** into your DVD drive.
2. Once the KONTAKT 5 installation DVD icon is visible in Windows Explorer, double-click it to reveal the content of the DVD.
3. Locate the **Kontakt 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.

2.3.2 Select the Features to Install

The features available for installation appear grouped under the themes [Applications](#), [Content](#), [Plugin Types](#) and [Service Center](#). Click the triangles to expand the individual lists.



The components selection screen of the installation program.



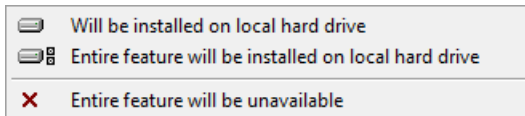
The features listed under **Content** are only useful if their related **Applications** are also installed. We recommend keeping all features selected.

Applications: Determines whether the KONTAKT stand-alone application will be installed (along with all files necessary for the software to run on your computer). You must leave this feature selected in order to make use of the KONTAKT software.

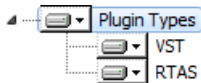
Content: Determines whether the KONTAKT Factory Library will be installed. Leave this checkbox checked to install the KONTAKT Factory Library.

Plugin Types: Specifies the plug-in types (VST or RTAS) 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 *RTAS* is the native plug-in format 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).

Updating from KONTAKT 4

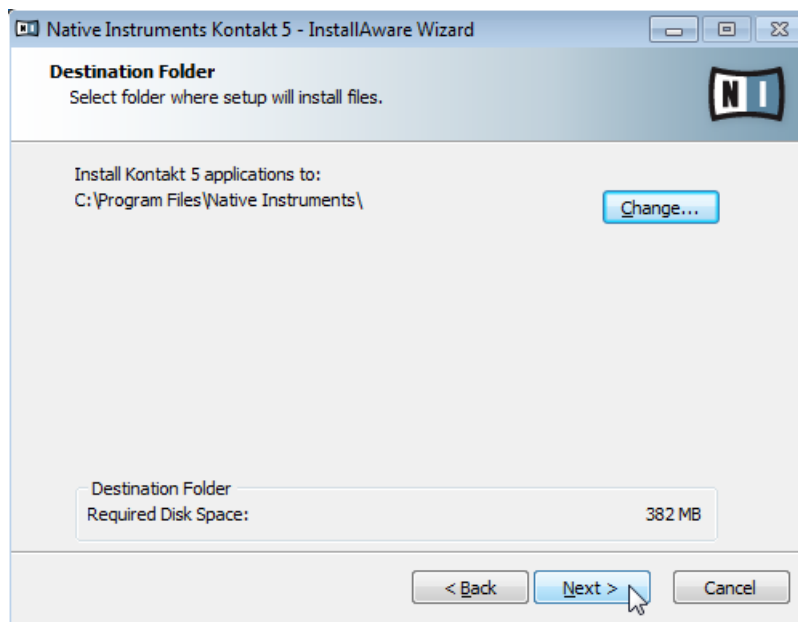
It is recommended to leave the sample libraries from KONTAKT 4 installed if you still have unfinished songs relying on them. If you need to remove the KONTAKT 4 Factory Library beforehand in order to recover disk space, it is still possible to safely delete the library and update it with the new KONTAKT 5. Just follow these steps:

1. Delete the folder named **Kontakt 4 Library**, which contains all the Instruments and samples of KONTAKT 4 (don't worry, the Instruments and Multis you have in your host project are still safe).
2. Open your project file — a Samples Missing dialog box will appear.
3. Make sure **Check for Alternate file types** option is checked.

4. Click the [Browse for Folder](#) button.
5. Point the browser to the **Kontakt Factory Library** folder and click [OK](#).
6. To save time, you can browse for the correct sub-folder within the **Samples** folder of the **Kontakt Factory Library**.
7. Resave the project.

2.3.3 Define the Application's Installation Path

Here you define the installation path for the KONTAKT 5 application.



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

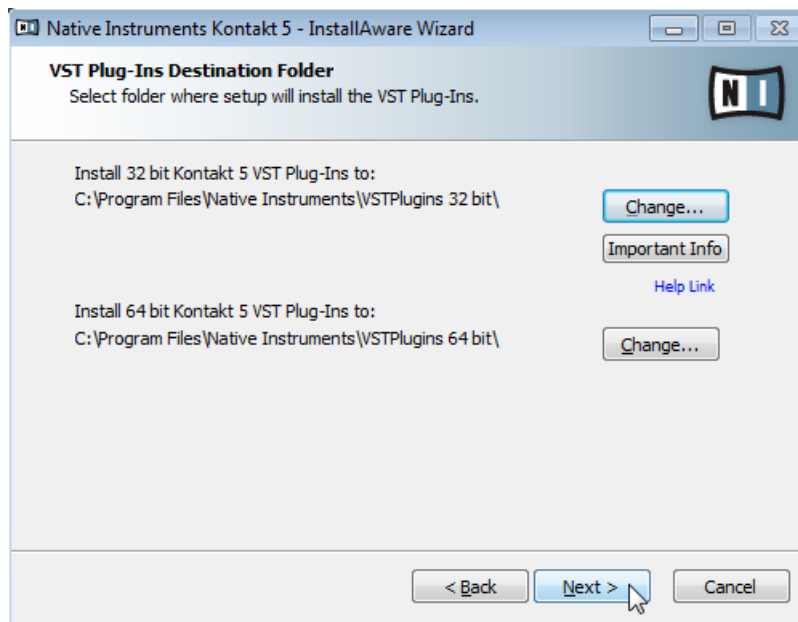
If you have chosen to install VST plug-ins, this screen allows defining a VST plug-in path on your computer. You can define a single path when running a 32-bit version of Windows. If you are running a 64-bit version of Windows, you need to define separate paths for the 32-bit and 64-bit plug-in installation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



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



If you already have other 3rd 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 [↑7, Troubleshooting and FAQ](#) of this Setup Guide.

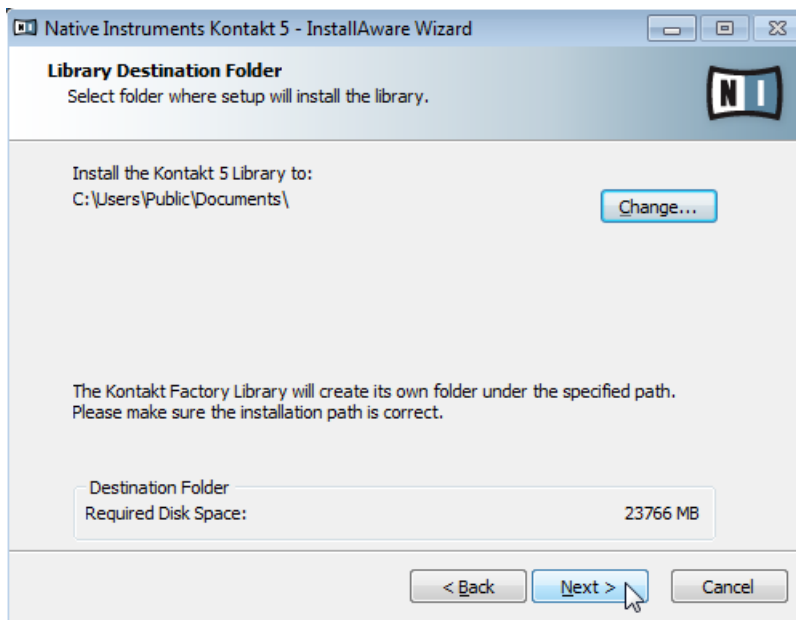
2.3.5 Define a Library Path

On the next screen, you can select a target folder or volume for the KONTAKT Factory Library.



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.

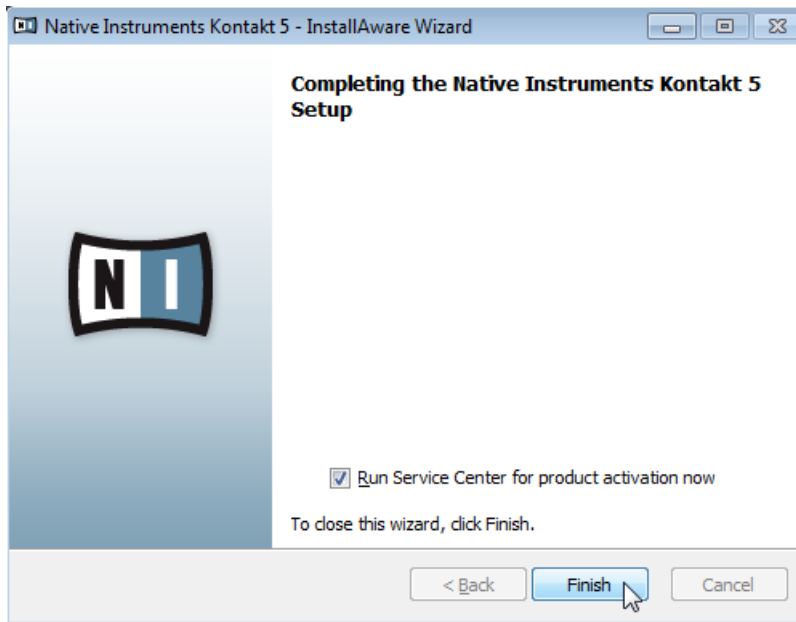
► To install the sound library on a separate hard disk, click on [Change...](#) and browse to the destination folder.



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 section 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 chapter [↑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

SERVICE CENTER

Log in

Please log in using your e-mail address and password.

E-mail address

Password

☐ Log me in automatically on next startup

› Forgot your password?

› Create new User Account

Log in

Status:
Online

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 screenshot shows the 'SERVICE CENTER' interface. At the top, there is a navigation bar with buttons for 'Activate' (with a checkmark icon), 'Update' (with a refresh icon), 'Overview' (with a magnifying glass icon), 'Settings', and 'Support'. Below this is a yellow instruction box that says 'Enter the serial numbers for the products you want to activate.' The main area contains a window titled 'NI PRODUCT' with a header bar showing a power button icon, the text 'NI PRODUCT', and four input fields for serial numbers. The third field contains '09' and is highlighted with a blue border. To the right of the input fields is a 'Support' icon. Below the main area is a large 'Activate' button with a green checkmark icon. At the bottom, a status bar shows 'Status: Online' and 'Logged in as: you@yourmail.com'.

SERVICE CENTER

Activate Update Overview Settings Support

Enter the serial numbers for the products you want to activate.

NI PRODUCT

12345 67890 09

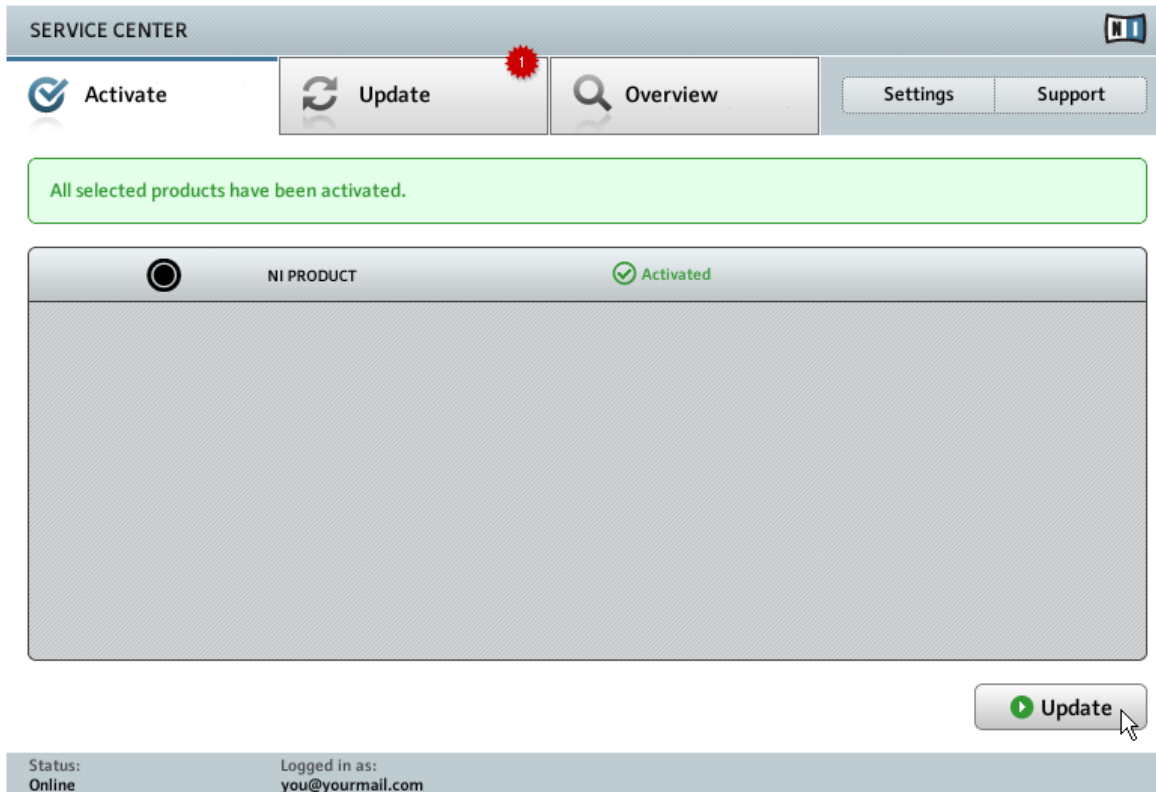
Activate

Status: Online Logged in as: you@yourmail.com

The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on a sticker on the inside of the KONTAKT DVD case.
2. Click [Activate](#) to proceed.

3.1.4 Finish the Online Activation



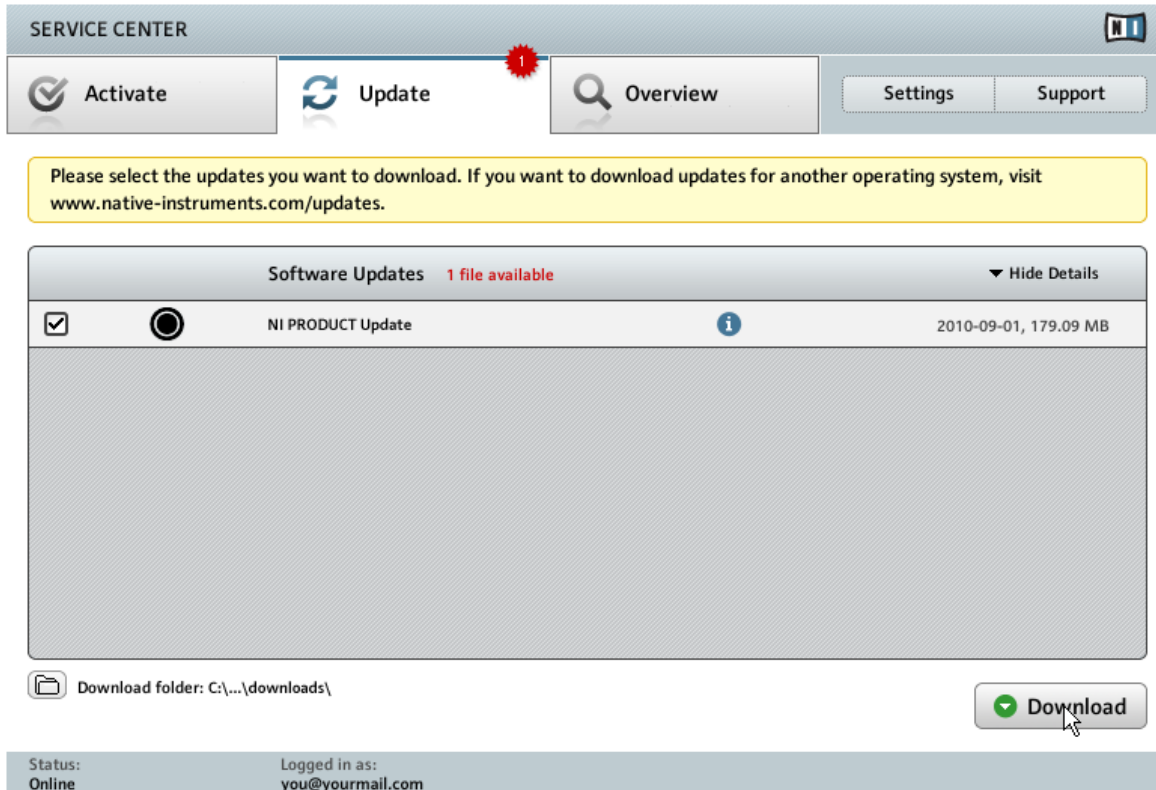
Service Center confirming the product activation.

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 chapter [↑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

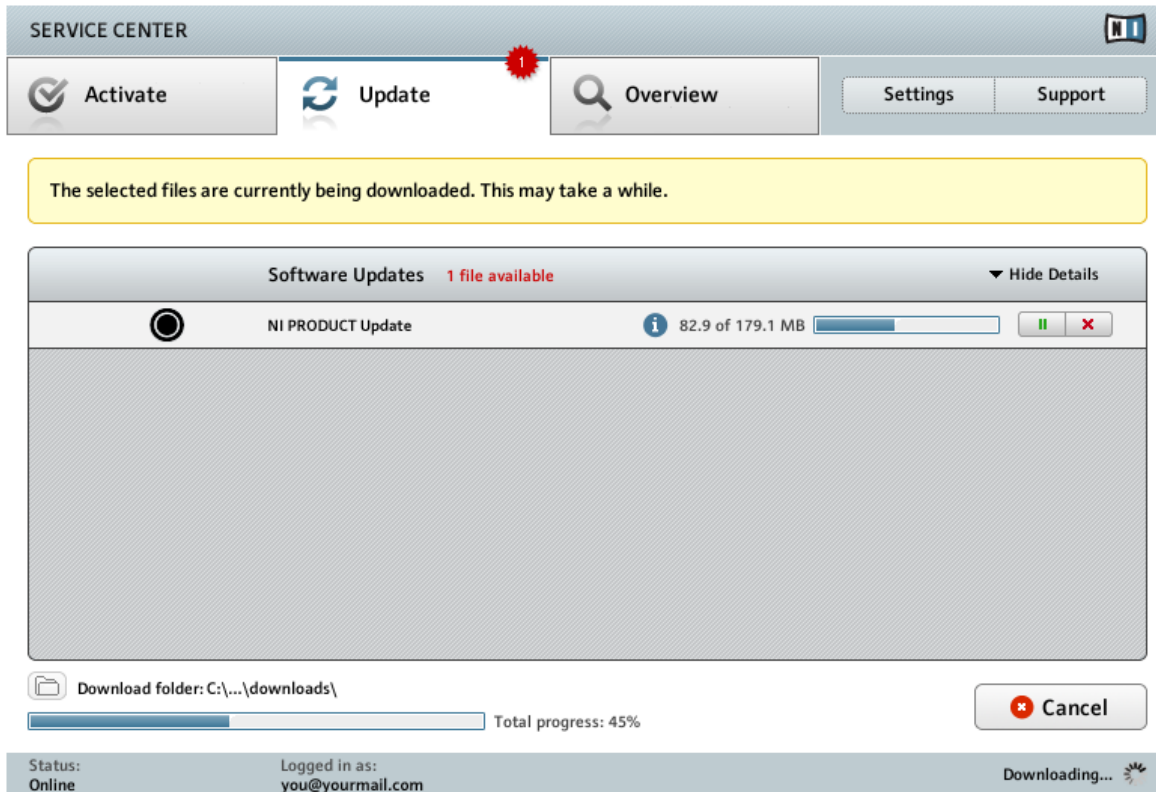
3.2.1 Select Updates



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.

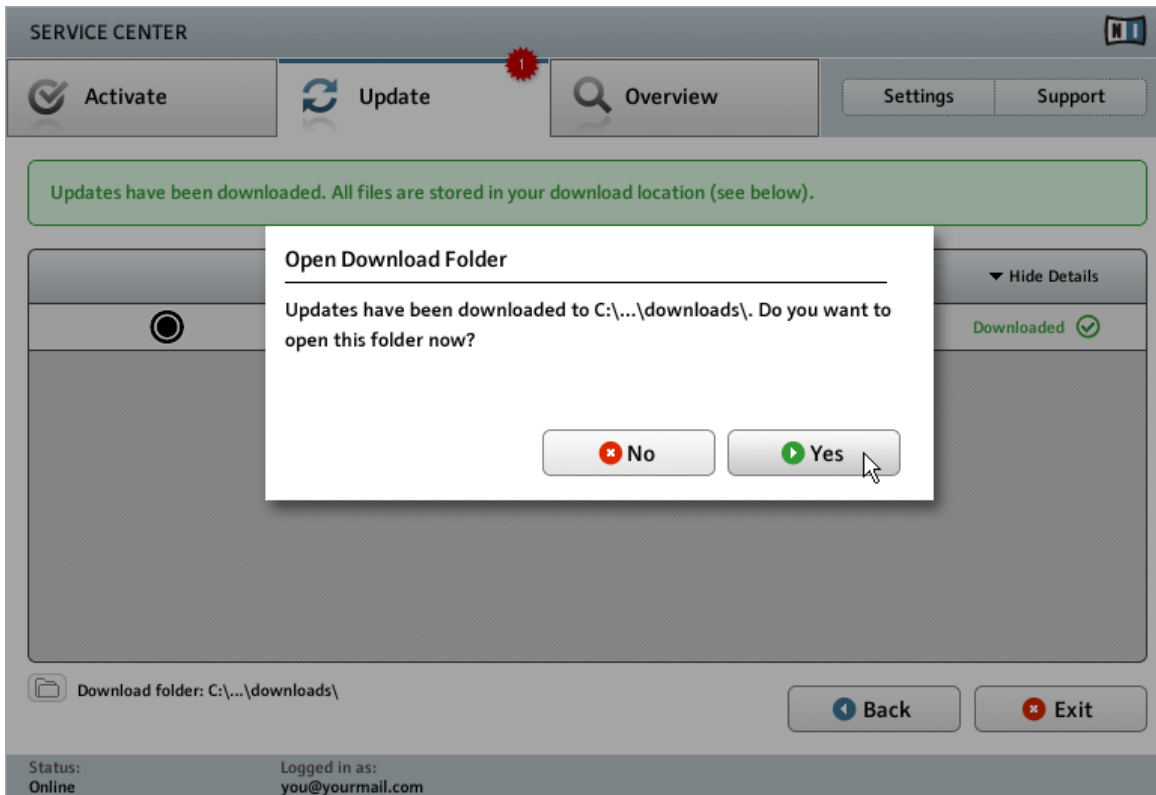
3.2.2 Download the Updates



The product update is being downloaded.

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

SERVICE CENTER

Internet connection

Service Center was unable to establish an internet connection. How do you wish to proceed?

Try connecting to the internet again

Make sure that your computer is connected to the internet.

Use a proxy server to connect to the internet

Host Port

Continue without connecting to the internet

Please note: You will have to transfer an Activation Request File to a computer with internet access.

Status: Pending...

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 screenshot shows the 'SERVICE CENTER' interface. At the top, there's a navigation bar with 'Activate' (selected), 'Update', 'Overview', 'Settings', and 'Support'. Below this, a yellow banner states: 'You have to complete three steps to do an Offline Activation.' The main area contains three steps:

- 1. Create Activation Request File**
Enter serial numbers and save the Activation Request File to a portable storage device, e. g. an USB stick. A 'Create' button with a green checkmark is visible.
- 2. Transfer File to Internet Computer**
Take the Activation Request File to a computer with internet access and open it on that computer. This will load the Native Instruments Registration web page.
- 3. Open Activation Return File**
Copy the Activation Return File returned by the Native Instruments web server to a portable storage device and open it on the computer that you want to activate the product on. An 'Open' button with a green checkmark is visible.

At the bottom, a status bar indicates 'Status: Offline'.

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).

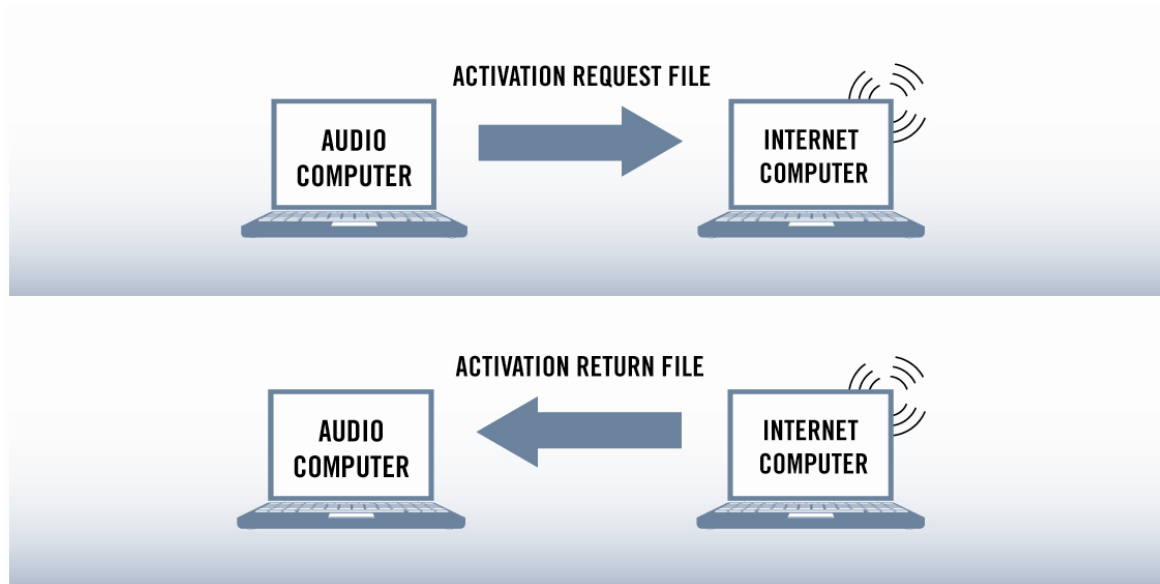
3.3.3 Enter the Serial Number

The screenshot shows the 'SERVICE CENTER' interface. At the top, there is a navigation bar with buttons for 'Activate' (with a checkmark icon), 'Update' (with a refresh icon), 'Overview' (with a magnifying glass icon), 'Settings', and 'Support'. Below this is a yellow instruction box that says 'Enter the serial numbers for the products you want to activate.' The main area contains a window titled 'NI PRODUCT' with a circular icon on the left and five serial number input fields on the right. The first four fields are empty, and the fifth field contains the serial number '44571'. Below the input fields are two buttons: 'Back' (with a left arrow) and 'Create' (with a green checkmark). At the bottom of the screen, a status bar indicates 'Status: Offline'.

The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on a sticker on the inside of the KONTAKT 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.

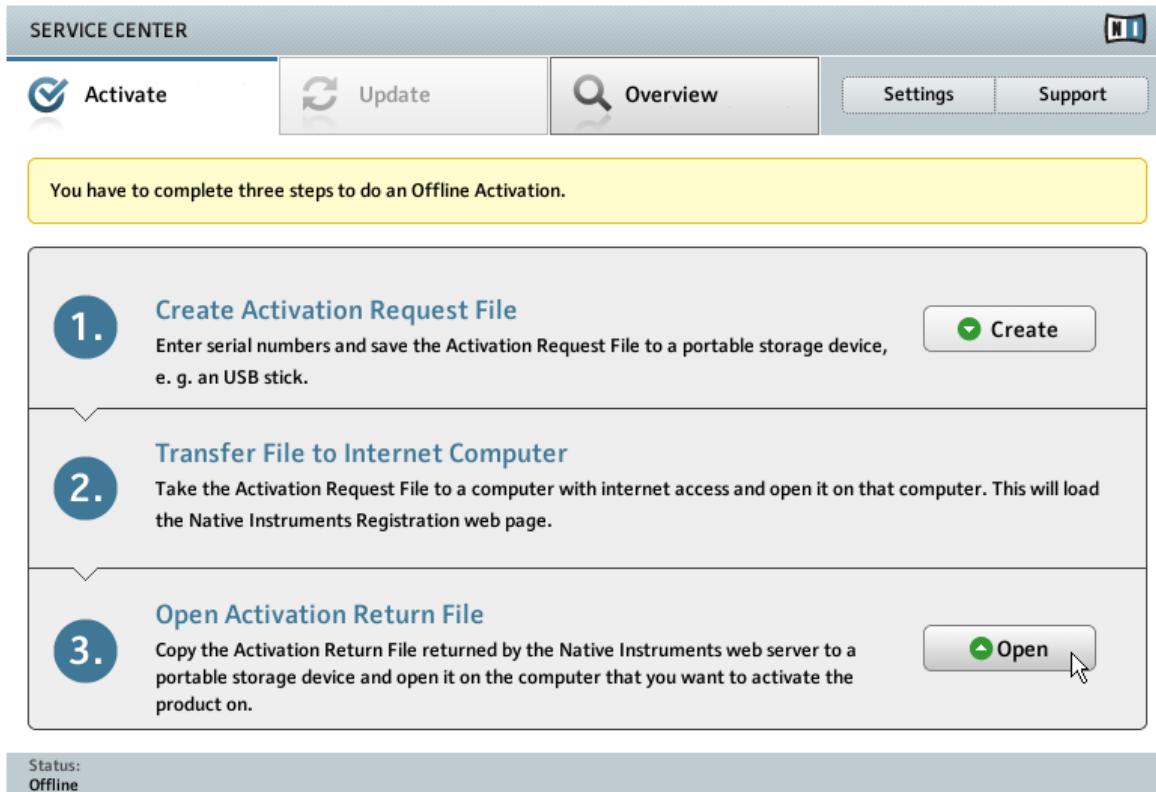
3.3.4 Transfer the Activation Request File



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.

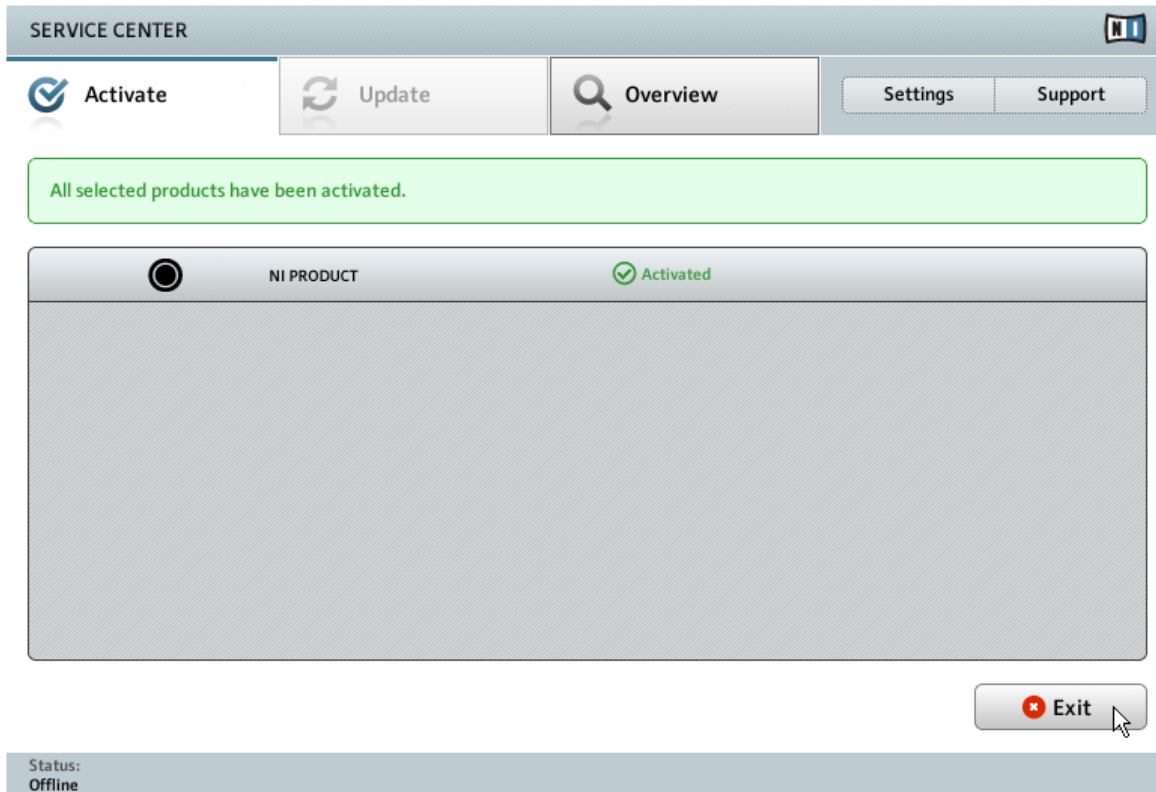
3.3.5 Open the Activation Return File



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](#) tab 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.

4 Stand-alone Operation

Once the installation process has finished, you will find the KONTAKT 5 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 KONTAKT 5 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

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 [Options](#) dialog, which appears automatically upon the first start.



You can open this dialog at any time by selecting the *Options...* entry from KONTAKT's [File](#) menu.

4.1 Selecting an Audio Interface

The Audio page of the Options dialog in Windows.

On the [Audio](#) page of the [Options](#) 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. Performance depends on audio hardware and driver quality, which ranges from fast to poor.

- *DirectSound*: Audio driver standard format used by older versions of Windows. Moderate to poor performance.
- *WDM*: Audio driver standard format used by older versions of Windows. Moderate to poor performance.
- *MME*: Legacy audio driver standard format native to early releases of Windows. Poor performance, not recommended.
- **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.
- **Device driver configuration**: 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.

4.2 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.

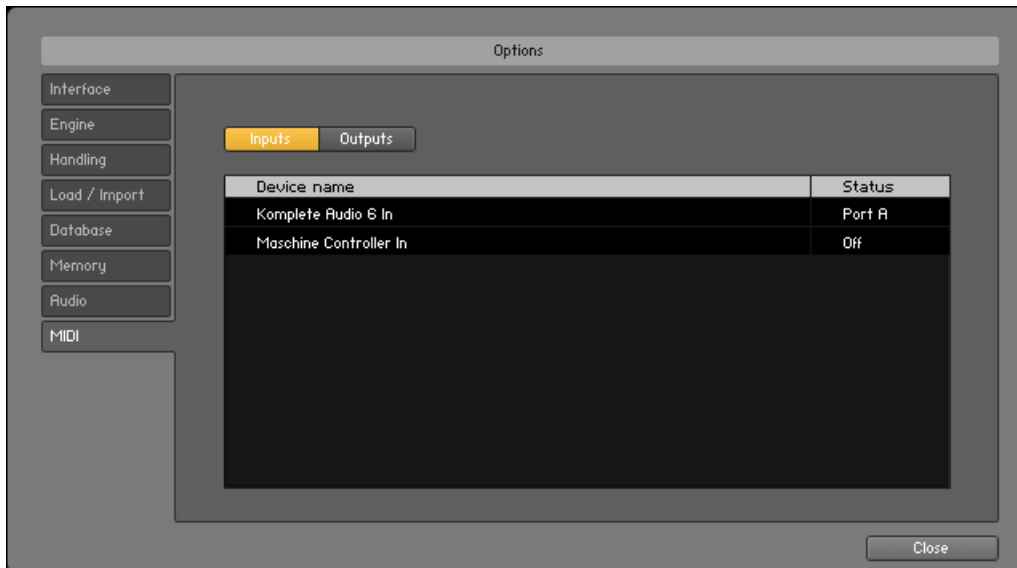
On Mac OS X, a dedicated **Latency** slider allows you to set the buffer size. On Windows, the buffer size can be configured in the audio interface's ASIO panel if you use a low latency ASIO driver. The ASIO panel can be opened with the **ASIO Config** button in the **Audio** page of the **Options** 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.

4.3 Setting up MIDI Connections

The [MIDI](#) page of the [Options](#) 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. Make sure the [Inputs](#) button is highlighted, and identify the port(s) that you intend to use for MIDI input in the list. If the [Status](#) field on the right side of an entry reads [Off](#), to activate the port, click directly on the word [Off](#), which will change the status to [On](#).



The MIDI page of the Options 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.

5 Plug-in Operation

You can also use KONTAKT 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 learn which plug-in formats are compatible with your particular program, and for instructions on how to load virtual instruments or effect plug-ins.

The KONTAKT plug-in 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 KONTAKT Factory Library was designed to be loaded into KONTAKT. Therefore its name will not show up in your sequencer's plug-in list. Instead, it will be added to KONTAKT's Browser, and can be loaded from there.

6 Other Documentation and Support Resources

6.1 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 guide, KONTAKT 5 provides the following documents:

- The **Getting Started** guide explains basic workflows, such as how to load patches and use them in the application.
- The **Application Reference** is the primary information resource. It provides thorough descriptions of all user interface elements, options, tools, editors, and sound processing modules of the 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.
- The KONTAKT Factory Library manual provides information about the included sample library and the Instruments and Multis contained therein.
- The **Readme.txt** file contains 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.

6.2 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/>

Watch these videos to learn how to achieve common tasks in KONTAKT 5. We recommend that you follow along with these instructions while the respective application is running on your computer.

6.3 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 manual.

6.4 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>

6.5 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](#) tab of the Service Center. Updates are available on the [Update](#) tab in Service Center or on our website under: <http://www.native-instruments.com/updates>

7 Troubleshooting and FAQ

This section 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.

7.1 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.

7.2 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 menu of an application.

7.3 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 KONTAKT 5, 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 or Vista, click on the Start button from the task bar, then enter UAC in the search field and press [Enter]. Disable the check box for User Account Control in Windows Vista, or set the UAC slider all the way to the bottom in Windows 7.
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.

7.4 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 KONTAKT 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.

7.5 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* setup screen and make sure that you select the desired path by hand if the correct path is not detected automatically.

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

7.6 The Plug-in Does Not Appear in My Sequencer

If a plug-in does not appear in your host, re-run the installer from the DVD labeled **KONTAKT 5 Installation Disc** 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

7.7 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

8 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>