Setup Guide

The information in this document is subject to change without notice and does not represent a commitment on the part of Native Instruments GmbH. The software described by this document is subject to a License Agreement and may not be copied to other media. No part of this publication may be copied, reproduced or otherwise transmitted or recorded, for any purpose, without prior written permission by Native Instruments GmbH, hereinafter referred to as Native Instruments.

“Native Instruments”, “NI” and associated logos are (registered) trademarks of Native Instruments GmbH.

Mac, Mac OS, GarageBand, Logic, iTunes and iPod are registered trademarks of Apple Inc., registered in the U.S. and other countries.
Windows, Windows Vista and DirectSound are registered trademarks of Microsoft Corporation in the United States and/or other countries.
All other trade marks are the property of their respective owners and use of them does not imply any affiliation with or endorsement by them.

Document authored by: David Gover

Software version: 2.0 (09/2013)

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

Germany

Native Instruments GmbH
Schlesische Str. 29-30
D-10997 Berlin
Germany
www.native-instruments.de

USA

Native Instruments North America, Inc.
6725 Sunset Boulevard
5th Floor
Los Angeles, CA 90028
USA
www.native-instruments.com

Japan

Native Instruments KK
YO Building 3F
Jingumae 6-7-15, Shibuya-ku,
Tokyo 150-0001
Japan
www.native-instruments.co.jp

© Native Instruments GmbH, 2013. All rights reserved.

Table of Contents

1 Welcome to MASCHINE 8
1.1 What Is Included in the Box? 8
1.2 Caution 8
1.3 Notice 9
2 Setup Overview 11
3 Software Installation 13
3.1 Read Before Installing 13
3.2 Downloading and Installing the MASCHINE 2.0 Software on Mac OS X 14
3.2.1 Start the Software Installation 16
3.2.2 Select the Components to Install 16
3.2.3 Complete the Software Installation 18
3.3 Downloading and Installing the KOMPLETE Selection Software on Mac OS X 19
3.3.1 Start the Software Installation 22
3.3.2 Select the Components to Install 22
3.3.3 Set the Install Locations for Content 24
3.3.4 Complete the Software Installation 26
3.4 Installing the MASCHINE 2.0 Factory Library on Mac OS X 26
3.4.1 Start the Software Installation 27
3.4.2 Select the Components to Install 27
3.4.3 Define the Software Installation Path 28
3.4.4 Complete the Software Installation 29
3.5 Downloading and Installing the MASCHINE 2.0 Software on Windows 30
3.5.1 Start the Software Installation 32
3.5.2 Select the Features to Install 32
3.5.3 Define the Application's Destination Folder 34
3.5.4 Define VST Plug-in Destination Folders 35

3.5.5 Select the Hardware Drivers to Install ... 36
3.5.6 Complete the Software Installation ... 38
3.6 Downloading and Installing KOMPLETE Selection Software on Windows ... 39
3.6.1 Start the Software Installation ... 42
3.6.2 Select the Features to Install ... 42
3.6.3 Define the Applications' Installation Path ... 44
3.6.4 Define an Installation Path for VST Plug-ins ... 45
3.6.5 Define a Library Path ... 46
3.6.6 Complete the Software Installation ... 48
3.7 Installing the MASCHINE 2.0 Factory Library on Windows ... 48
3.7.1 Start the Software Installation ... 49
3.7.2 Select the Features to Install ... 49
3.7.3 Define a Destination Folder ... 50
3.7.4 Complete the Software Installation ... 52
4 Installing the MASCHINE 2 Factory Library without a DVD ... 53
4.1 Downloading and Installing the MASCHINE 2 Factory Library on MAC OS X ... 53
4.1.1 Start the Software Installation ... 56
4.1.2 Select the Components to Install ... 56
4.1.3 Define the Software Installation Path ... 57
4.1.4 Complete the Software Installation ... 58
4.2 Downloading and Installing the MASCHINE 2 Factory Library on Windows ... 59
4.2.1 Start the Software Installation ... 61
4.2.2 Select the Features to Install ... 61
4.2.3 Define a Destination Folder ... 62
4.2.4 Complete the Software Installation ... 64
5 Product Activation with Service Center ... 65
5.1 Activating Your Product Online ... 65
5.1.1 Start Service Center ... 65

5.1.2 Log In to Your User Account ... 66
5.1.3 Activate the Product ... 67
5.1.4 Finish the Online Activation ... 68
5.2 Updating Your Product ... 69
5.2.1 Select Updates ... 69
5.2.2 Download the Updates ... 70
5.2.3 Install Your Updates ... 71
5.3 Activating Your Product Offline ... 72
5.3.1 Start the Offline Activation ... 73
5.3.2 Create the Activation Request File ... 74
5.3.3 Enter the Serial Number ... 75
5.3.4 Transfer the Activation Request File ... 76
5.3.5 Open the Activation Return File ... 77
5.3.6 Finish the Offline Activation ... 78
6 Connecting the MASCHINE Controller ... 79
6.1 Connecting the MASCHINE Controller to Your Computer ... 79
6.2 Connecting MIDI Devices to the MASCHINE Controller ... 80
6.3 Connecting the Power Supply to the MASCHINE STUDIO Controller ... 82
6.3.1 Before You Begin ... 82
6.3.2 Assembling and Connection the Power Supply ... 82
7 Stand-alone Operation ... 85
7.1 Selecting an Audio Interface ... 86
7.2 Optimizing Latency ... 87
7.3 Routing Audio Input and Output ... 88
7.4 Setting up MIDI Connections ... 89
8 Plug-in Operation ... 91
9 Other Documentation and Support Resources ... 92
9.1 Further Documentation Resources ... 92

9.2 Support Channel Videos 92
9.3 Knowledge Base / Readme / Online Support 93
9.4 Forum 93
9.5 Updates 94
10 Product Returns 95

1 Welcome to MASCHINE

This document will guide you through the basic steps of product installation, the activation procedure, connecting the MASCHINE hardware, and basic adjustments of the audio and MIDI settings. We recommend that you take the time to read this guide in its entirety.

This guide covers all MASCHINE products (MASCHINE, MASCHINE MIKRO and MASCHINE STUDIO) and will refer to them generically as the "MASCHINE controller" unless there are specific differences. All MASCHINE controllers use the same software, this is referred to as the "MASCHINE 2.0 software" or sometimes the "MASCHINE software" for brevity.

1.1 What Is Included in the Box?

The box contains:

- The **installation DVD**, containing the MASCHINE 2.0 Library only.

The installation DVD contains only the MASCHINE 2.0 Library. Before you can use your product and in order to provide you with the latest version of the MASCHINE software, you must first download it from the Native Instruments website. For software download and installation instructions, please refer to chapter ↑3, Software Installation.

- Your **MASCHINE 2.0 serial number**, which is located inside the DVD booklet
- Your **KOMPLETE Selection serial number**, which is located inside the DVD booklet
- The **MASCHINE controller**
- A **USB cable**
- A **Safety Instructions Flyer** (MASCHINE STUDIO only)

1.2 Caution

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

- Do not open the MASCHINE controller or attempt to disassemble or modify any internal parts. The MASCHINE 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 MASCHINE 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 MASCHINE controller, use a soft, dry cloth. Never use paint thinners, solvents, cleaning fluids, or chemical-infused wiping cloths.
- Never use or store the MASCHINE 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 MASCHINE controller adapt to changed room temperature after it has been stored in a cold environment.
- Do not place the MASCHINE controller in an unstable position where it could accidentally fall.
- Before moving the MASCHINE controller, remove all connected cables.
- Do not use excessive force on the MASCHINE controller's buttons, knobs, and pads.
- Do not place heavy objects on top of the MASCHINE controller.

1.3 Notice

Name Plate Location

The name plate is located on the bottom of the unit. It lists the product model name and other technical information.

Serial numbers

This product comes with several serial numbers. The hardware serial number can be found on the name plate on the bottom of the hardware unit. The serial numbers for the included software can be found on the DVD case.

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.

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.

Disclaimer

Native Instruments GmbH cannot be held responsible for damage or lost or destroyed data caused by improper use or modification of the MASCHINE controller hardware or MASCHINE software.

2 Setup Overview

This section provides a quick overview of the various steps required to get MASCHINE 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**: You must first download and install MASCHINE 2.0 and KOMPLETE Selection software on your computer. You are then required to install the MASCHINE 2.0 Factory Library using the supplied DVD which can be found in the product box. For detailed instructions on software installation, please proceed to chapter ↑3, Software Installation.

To provide you with the latest version of the MASCHINE software you must first download it from the Native Instruments website before you can use your product. Please follow the download and software installation instructions in chapter ↑3, Software Installation.

- **Installing the MASCHINE 2 Factory Library without a DVD drive**: If you have a computer that does not have a DVD drive it is possible to download and install the MASCHINE 2Factory Library on your computer. For detailed instructions on installing MASCHINE 2 Factory Library without a DVD drive please proceed to section ↑4, Installing the MASCHINE 2 Factory Library without a DVD.
- **Product Activation and Update**: Activate your products using the Service Center application. Online and Offline activation methods are available. Check for the latest software updates using the Service Center application. Then press the install button to install all downloaded updates. For detailed instructions on software installation, please proceed to chapter ↑5, Product Activation with Service Center.

Please be sure to update all installed Native Instruments software, including any MASCHINE Expansions during the product update and activation update process. This will ensure better compatibly and integration with MASCHINE 2.0.

- **Hardware installation**: Connect the MASCHINE controller to your computer.
  For detailed instructions on hardware installation, please proceed to chapter ↑6, Connecting the MASCHINE Controller.

- **Audio and MIDI setup**: Open MASCHINE for the first time and configure the audio and MIDI settings.
  For detailed instructions on configuring your audio and MIDI setting, please proceed to chapter ↑7, Stand-alone Operation.

3 Software Installation

3.1 Read Before Installing

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

- The MASCHINE software must be installed in the following steps.
  - Step 1: Download and install the MASCHINE 2.0 and KOMPLETE Selection software on your computer. The MACHINE 2.0 software is available from the following location: http://www.native-instruments.com/setup-maschine2
  - Step 2 Insert the MASCHINE 2.0 Factory Library DVD into your computer. 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).

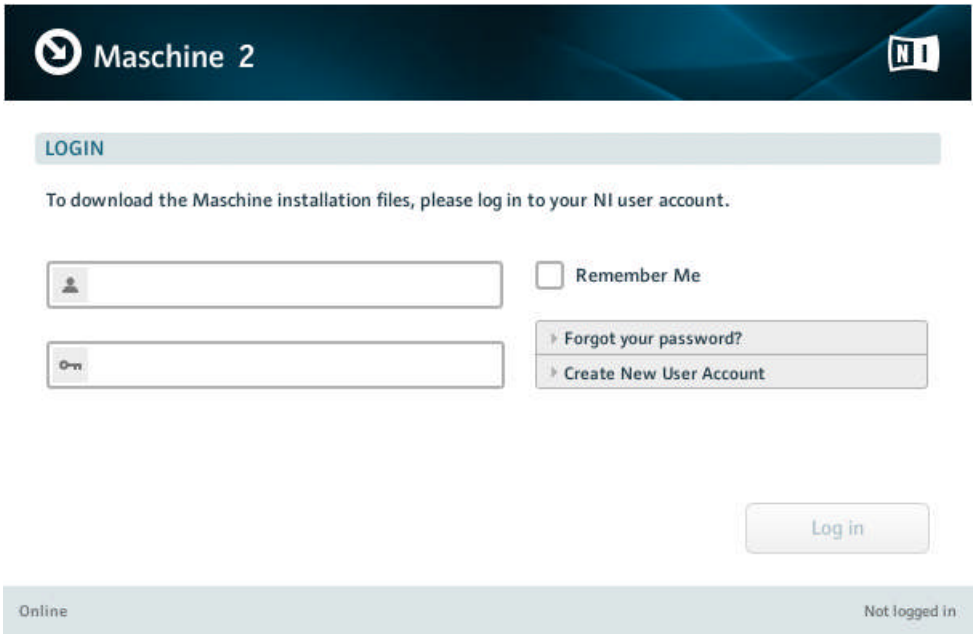
If your computer does not have a DVD drive, or in the unlikely event the supplied DVD is faulty, please download and install the MASCHINE 2 Factory Library from the Native Instruments website. For detailed instructions on installing MASCHINE 2 Factory Library without a DVD please proceed to section ↑4, Installing the MASCHINE 2 Factory Library without a DVD.

- 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.
- Please **keep the installation DVD in a safe place** for future reference, for example in case you need to install the MASCHINE 2.0 Factory Library on a new computer.

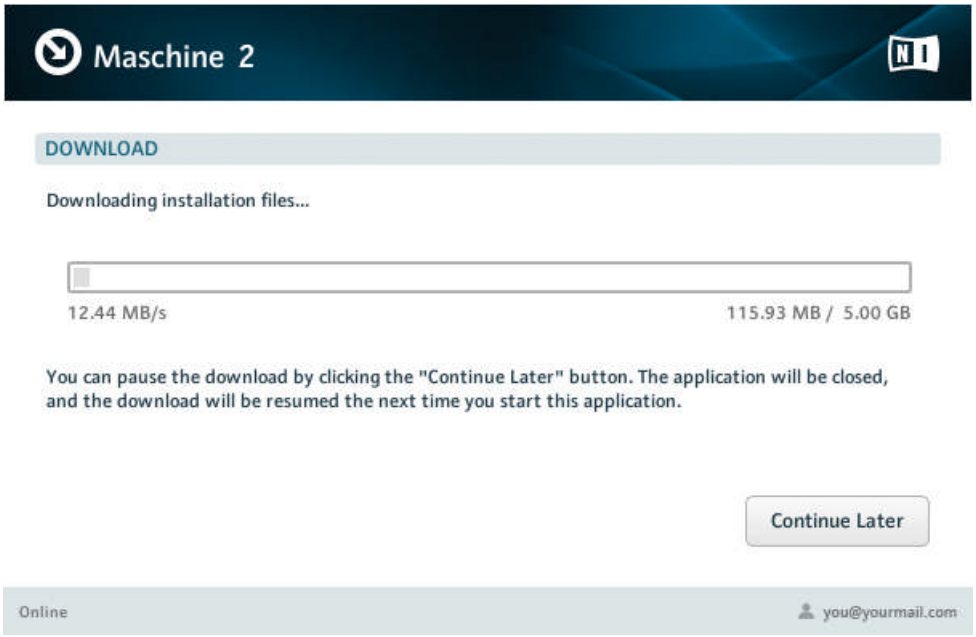
3.2 Downloading and Installing the MASCHINE 2.0 Software on Mac OS X

You must first download the **Maschine_2_Downloader.zip** file including the MACHINE software downloader application from the following location:
http://www.native-instruments.com/setup-maschine2.
After downloading the **Maschine_2_Downloader.zip** please follow the instructions below.

1. Locate and double-click the **Maschine_2_Downloader.zip** file in order to extract the **Maschine_2_Downloader** application file to the same directory.
2. Double-click the **Maschine_2_Downloader** application file to start the downloader software.
3. On the first screen please enter your email address and Native Instruments password. If you do not have a Native Instruments account yet, click on Create new User Account. The web browser opens where you can fill in the address form. The password will be sent to you via email.

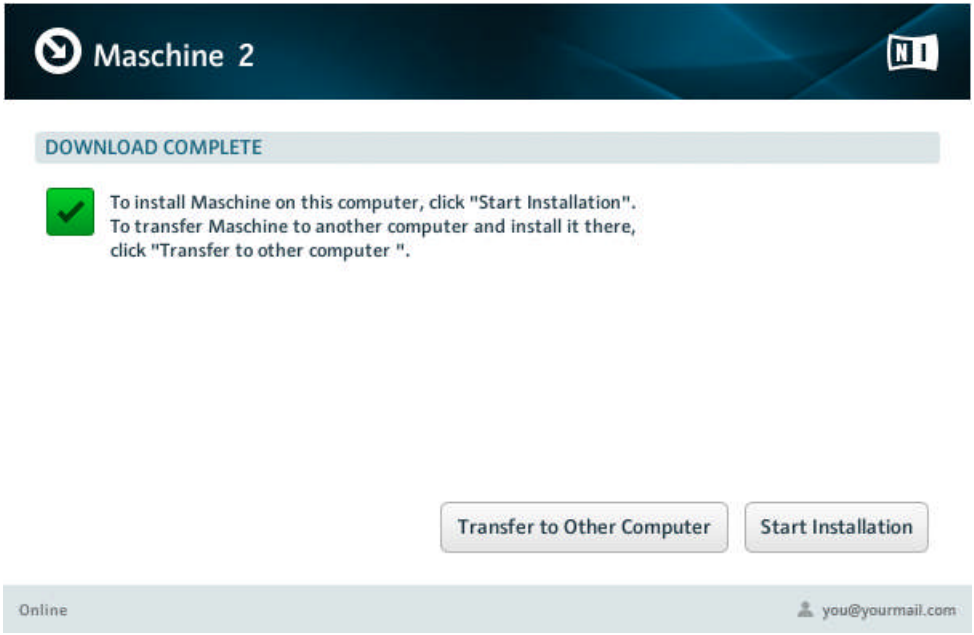


4. Click on Log in to log in with your user account. The download process of the MASCHINE software will start automatically.



3.2.1 Start the Software Installation

► After downloading the MASCHINE 2.0 software click on Start Installation to start the installation procedure and follow the on-screen instructions.



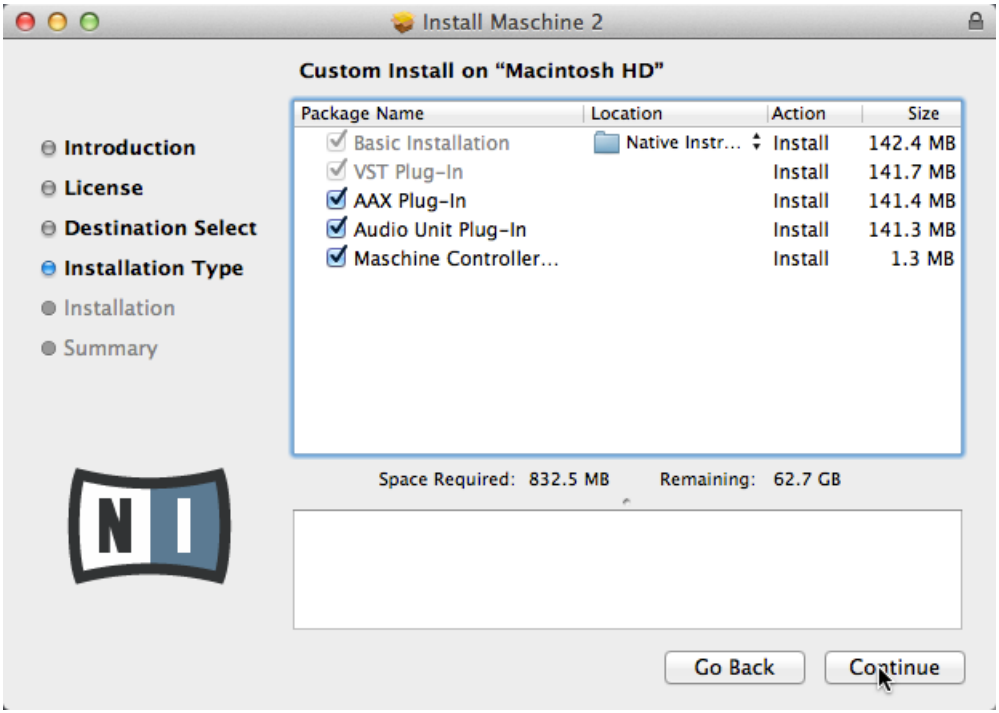
During the installation process, this folder, including a number of subfolders, will be created during installation:

Macintosh HD/Applications/Native Instruments/Maschine 2

We strongly recommend keeping this installation path.

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 MASCHINE software, along with its documentation. It also installs the Service Center application (required for activation of the MASCHINE 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 Plug-In, **AAX Plug-In**, and **Audio Unit Plug-In**: Specifies the plug-in types (VST, AAX, 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 Performer or Garage Band. VST is used by Cubase, while AAX is the native plug-in format for Pro Tools. Leave all plug-in types selected if you are unsure which format is supported by your host application.

For the MASCHINE software to maintain optimal integration and performance with Native Instruments plug-ins, VST Plug-in can not be deselected.

Maschine Controller Driver: This installs the MASCHINE controller driver.

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.

► On the last screen of the installation program, click Restart to restart your computer and complete the software installation.

► Once your computer has restarted, proceed by installing KOMPLETE Selection and the MASCHINE Library.

Please do not register the MASCHINE software until you have installed KOMPLETE Selection and the MASCHINE 2.0 Factory Library.

3.3 Downloading and Installing the KOMPLETE Selection Software on Mac OS X

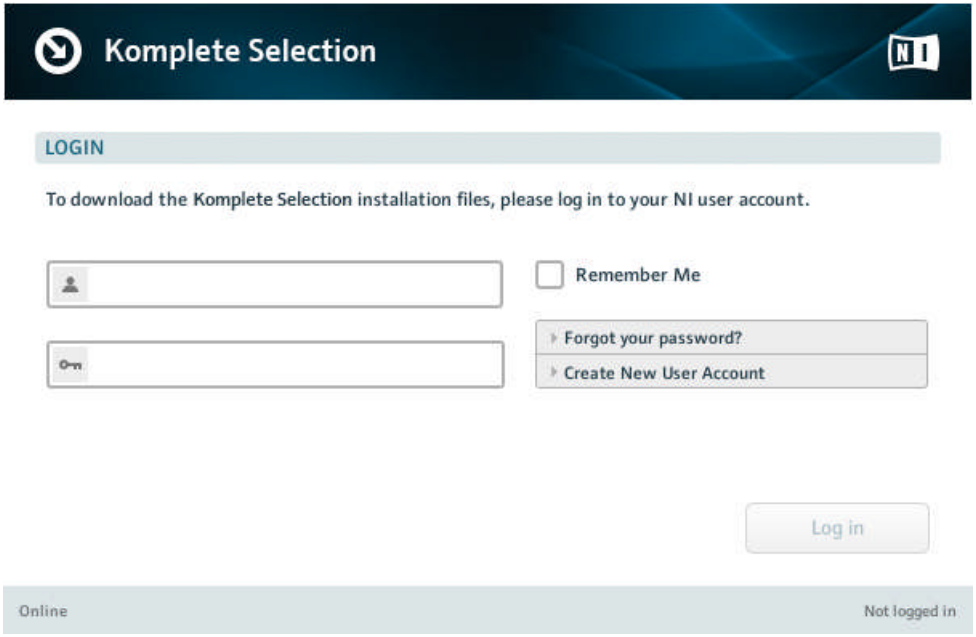
If you already have KOMPLETE 9 or KOMPLETE 9 ULTIMATE installed on your computer you can skip the installation of KOMPLETE Selection and continue to install the MASCHINE Library in section ↑3.4, Installing the MASCHINE 2.0 Factory Library on Mac OS X. To ensure optimal performance and integration with MASCHINE software, please make sure all your KOMPLETE 9 or KOMPLETE 9 ULTIMATE products are up to date after installing the MASCHINE Library.

For the latest information regarding the installation of KOMPLETE Selection, please read the following Knowledge Base article: http://www.native-instruments.com/knowledge/questions/1734/.

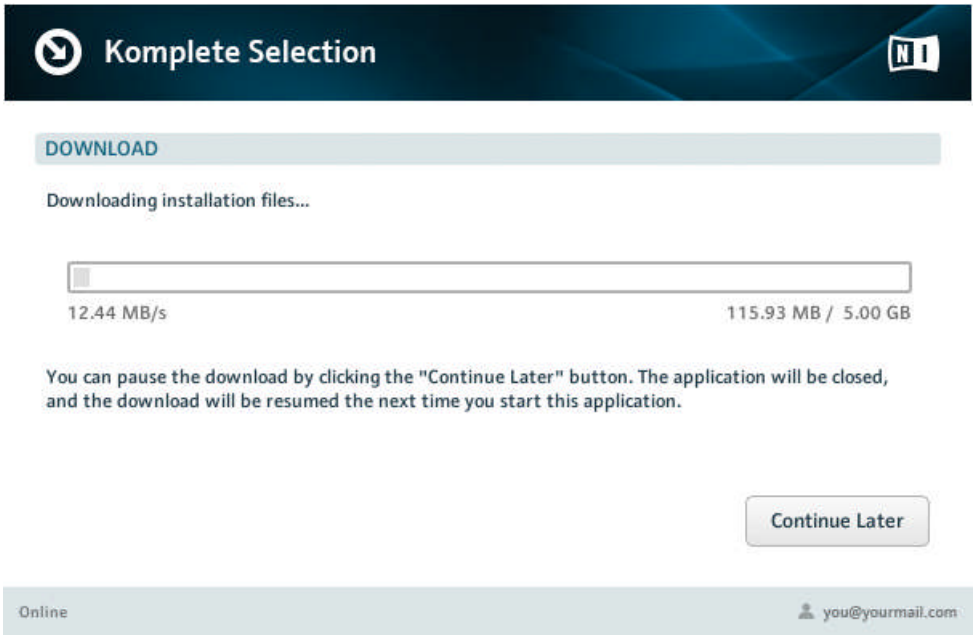
You must first download the **Komplete_Selection_Downloader.zip** file including the KOMPLETE Selection software downloader application from the following location:
http://www.native-instruments.com/setup-maschine2.
After downloading the **Komplete_Selection_Downloader.zip** please follow the instructions below.

1. Locate and double-click the **Komplete_Selection_Downloader.zip** file in order to extract the **Komplete_Selection_Downloader** application file to the same directory.
2. Double-click the **Komplete_Selection_Downloader** application file to start the downloader software.

3. On the first screen please enter your email address and Native Instruments password.

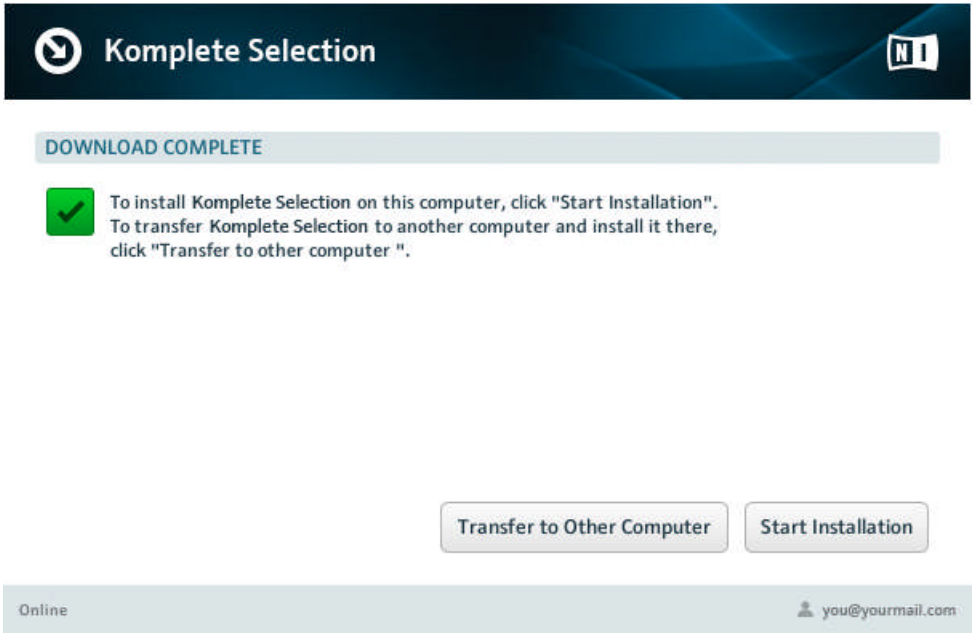


4. Click on Log in to log in with your user account. The download process of the KOMPLETE Selection software will start automatically.



3.3.1 Start the Software Installation

► After downloading the KOMPLETE Selection software click on Start Installation to start the installation procedure and follow the on-screen instructions.



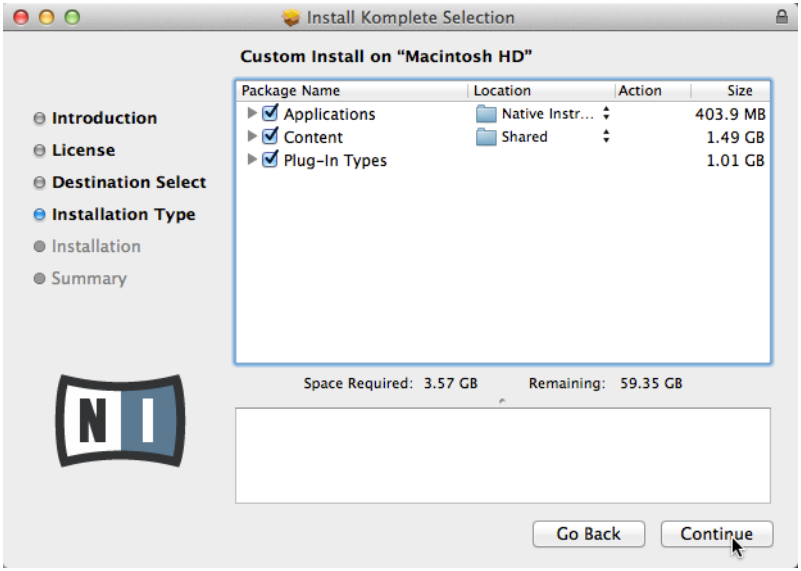
During the installation process, this folder, including a number of subfolders, will be created during installation:

Macintosh HD/Applications/Native Instruments

We strongly recommend keeping this installation path.

3.3.2 Select the Components to Install

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



The components Selection screen of the installation program.

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

For the latest information regarding the installation of KOMPLETE Selection, please read the following Knowledge Base article:
http://www.native-instruments.com/knowledge/questions/1734/.

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

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

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

Plug-In Types: Specifies the plug-in types (VST, Audio Unit, RTAS or AAX) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. Audio Unit is used by many sequencers like Logic, Live, Digital Performer or Garage Band. VST is used by Cubase, while RTAS and AAX are the native plug-in formats 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).

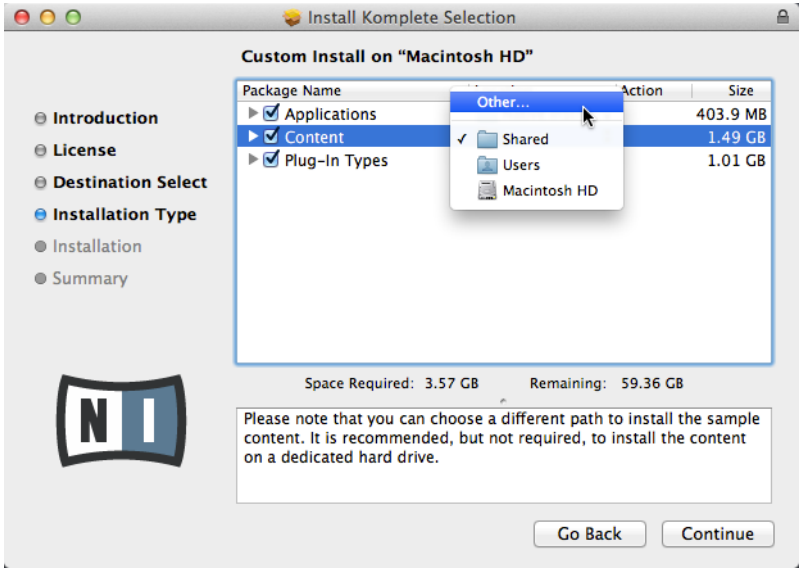
3.3.3 Set the Install Locations for Content

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

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

To change the install location:

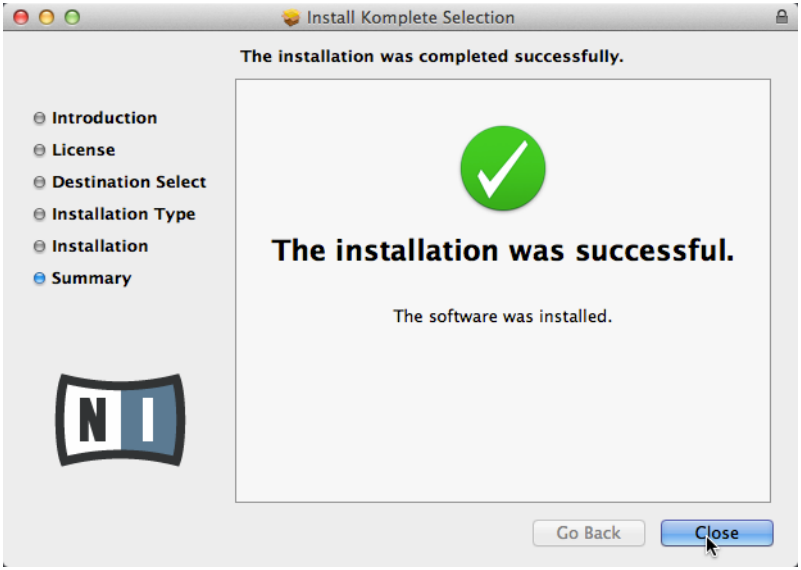
1. Click on the folder icon in the Location column. A list suggesting common target folders and volumes will open.



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

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

3.3.4 Complete the Software Installation



The final screen of the installation program.

- On the last screen of the installation program, click Close to complete the installation. Please do not start Service Center if prompted to do so
- Please proceed to install the MASCHINE 2.0 Factory Library

3.4 Installing the MASCHINE 2.0 Factory Library on Mac OS X

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

Macintosh HD/Applications/Native Instruments/Maschine

We strongly recommend keeping this installation path.

If your computer does not have a DVD drive, or in the unlikely event the supplied DVD is faulty, please download and install the MASCHINE 2 Factory Library from the Native Instruments website. For detailed instructions on installing MASCHINE 2 Factory Library without a DVD on Mac OS X please proceed to section ↑4.1, Downloading and Installing the MASCHINE 2 Factory Library on MAC OS X.

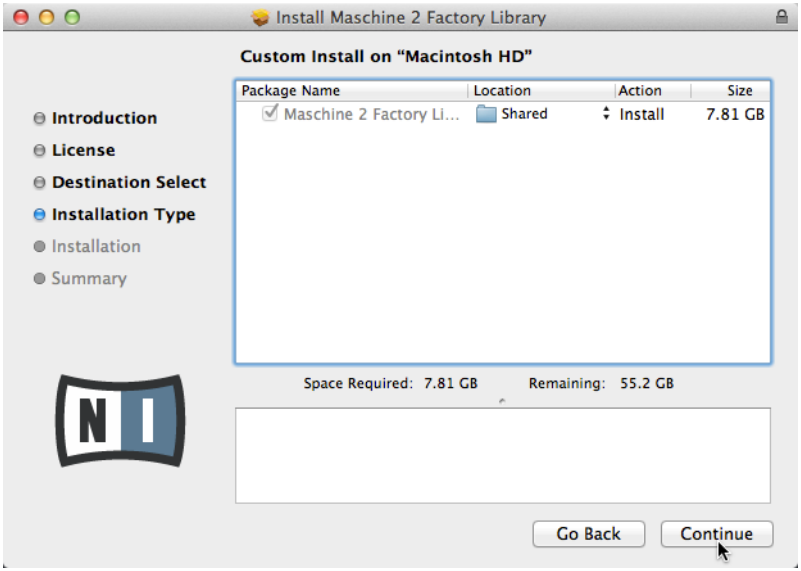
3.4.1 Start the Software Installation

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 **MASCHINE 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.

3.4.2 Select the Components to Install

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

You can select a target folder or hard disk for the Maschine Library.



The components Selection screen of the installation program.

Maschine 2 Factory Library: This installs the MASCHINE 2.0 Factory Library that contains all content like instruments and samples.

> 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.

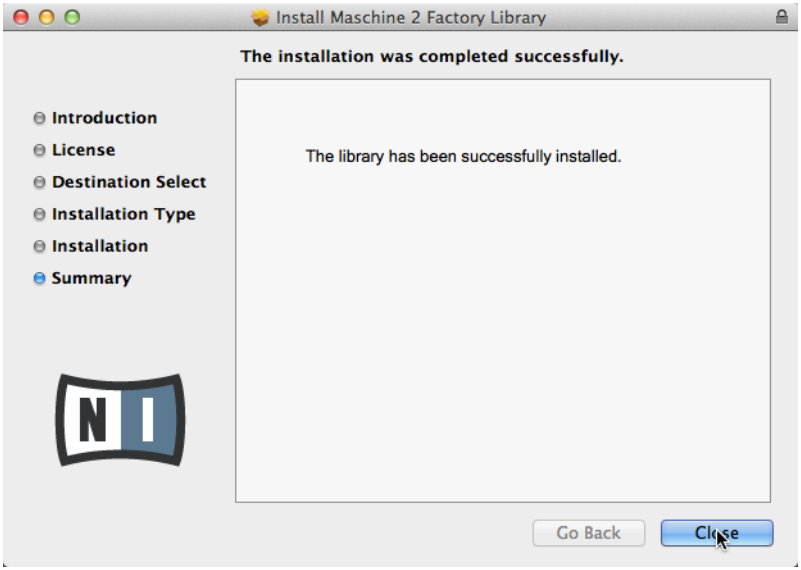
3.4.3 Define the Software Installation Path

On the same screen, you can select a target folder or hard disk for the MASCHINE 2.0 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.

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

3.4.4 Complete the Software Installation



The final screen of the installation program.

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

► Proceed by activating the MASCHINE software using the Service Center, as explained in chapter ↑5, Product Activation with Service Center.

> Once you have activated the MASCHINE software please run MASCHINE as a stand-alone application before you use it as a plug-in within any host software. This is important in order to initialize the MASCHINE installation completely.

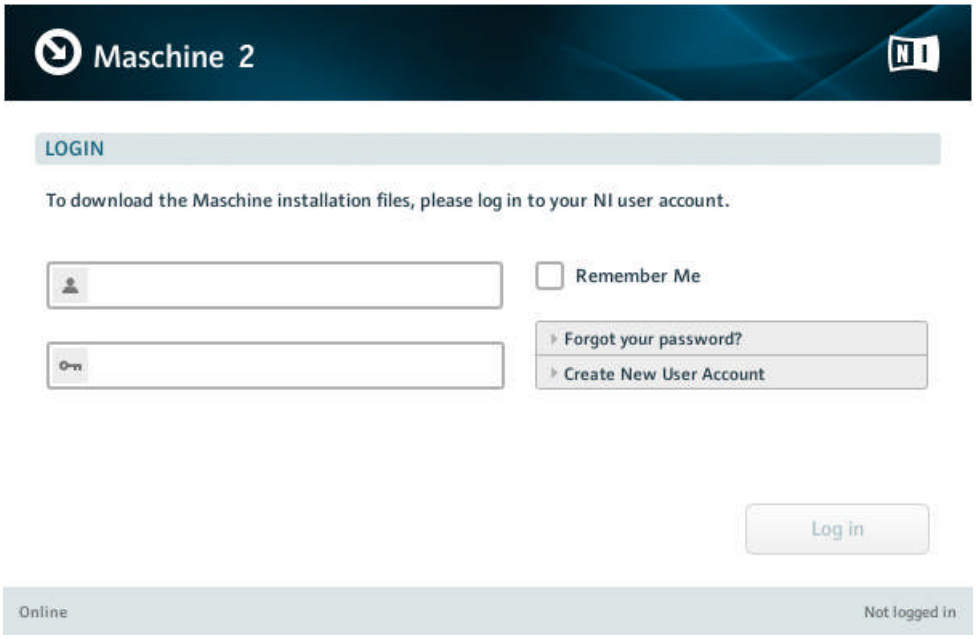
> To ensure optimal performance and integration with MASCHINE software, please make sure all your KOMPLETE 9 or KOMPLETE 9 ULTIMATE products are up to date.

3.5 Downloading and Installing the MASCHINE 2.0 Software on Windows

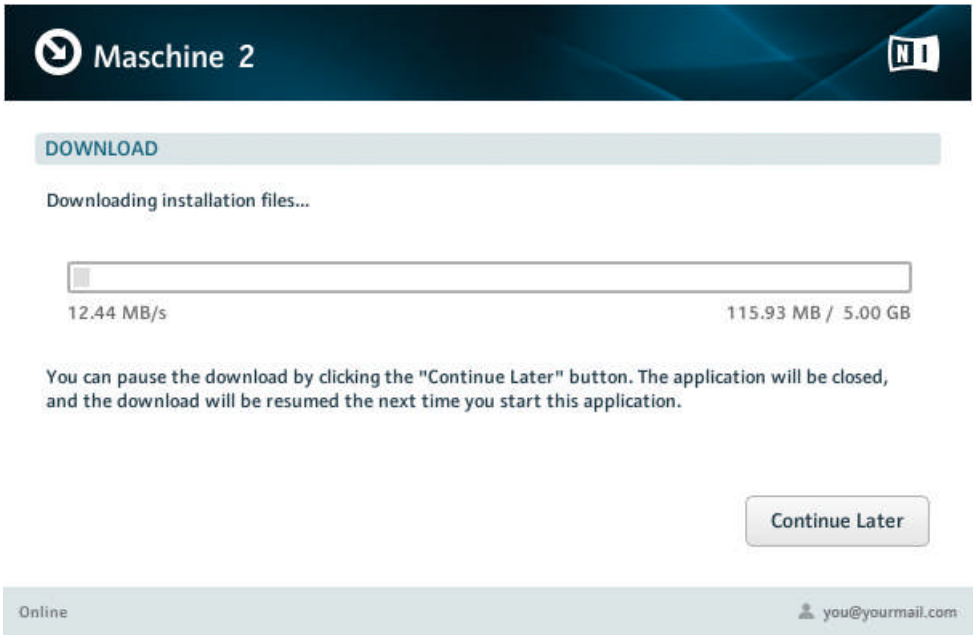
This section guides you through the MASCHINE 2.0 software installation process on Windows. For detailed installation instructions on installing MASCHINE on Mac OS X please proceed to section ↑3.2, Downloading and Installing the MASCHINE 2.0 Software on Mac OS X.

You must first download the MACHINE software downloader from the following location:
http://www.native-instruments.com/setup-maschine2.
After downloading the MASCHINE software downloader please follow the instructions below.

1. Locate the **Maschine_2_Downloader.exe** file you downloaded and double-click it in order to start the downloader software.
2. On the first screen please enter your email address and Native Instruments password. If you do not have a Native Instruments account yet, click on Create new User Account. The web browser opens where you can fill in the address form. The password will be sent to you via email.

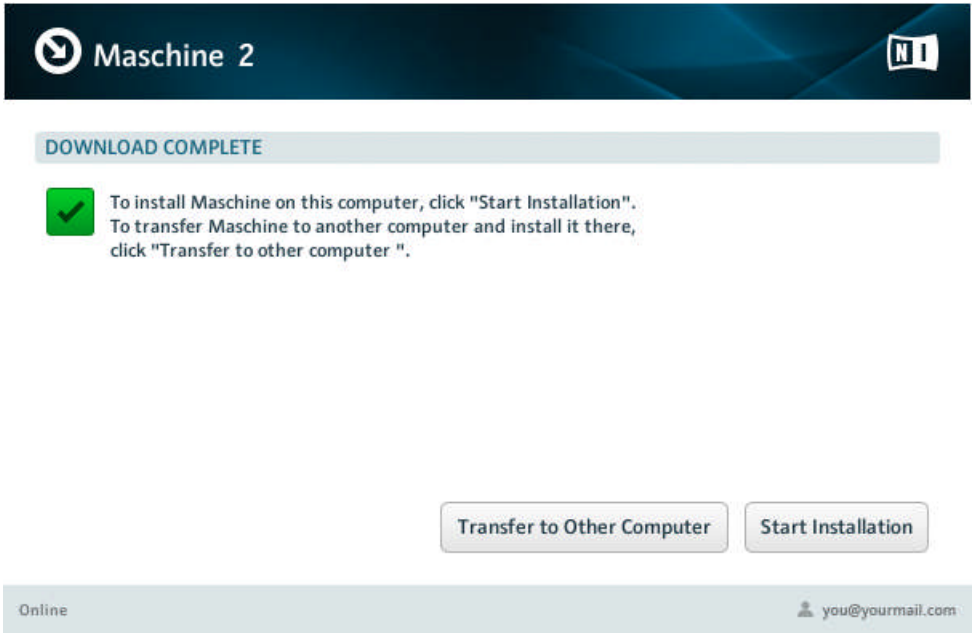


3. Click on Log in to log in with your user account. The download process of the MASCHINE software will start automatically.



3.5.1 Start the Software Installation

► After downloading the MASCHINE software click on Start Installation to start the installation procedure and follow the on-screen instructions.



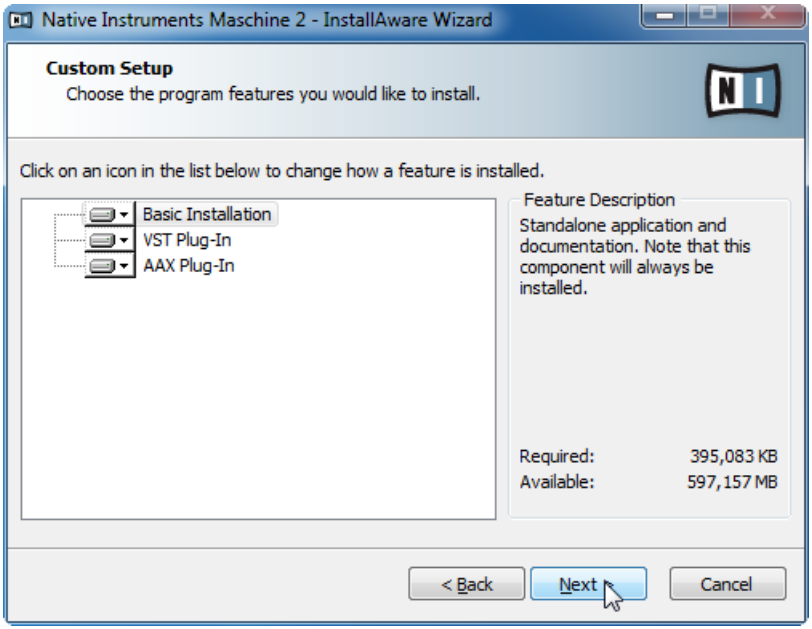
During the installation process, this folder, including a number of subfolders, will be created during installation:

C:\Program Files\Native Instruments\Maschine 2

We strongly recommend keeping this installation path.

3.5.2 Select the Features to Install

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

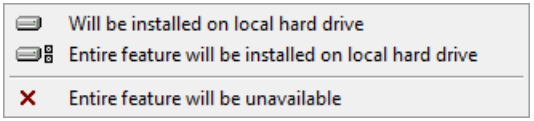


The components Selection screen of the installation program.

Basic Installation: This installs the MASCHINE software, along with its documentation. It also installs the Service Center application (required for activation of the MASCHINE 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 Plug-In and **AAX Plug-In**: Specify the plug-in types (VST and AAX) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. VST is used by Cubase, for example, while AAX 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.

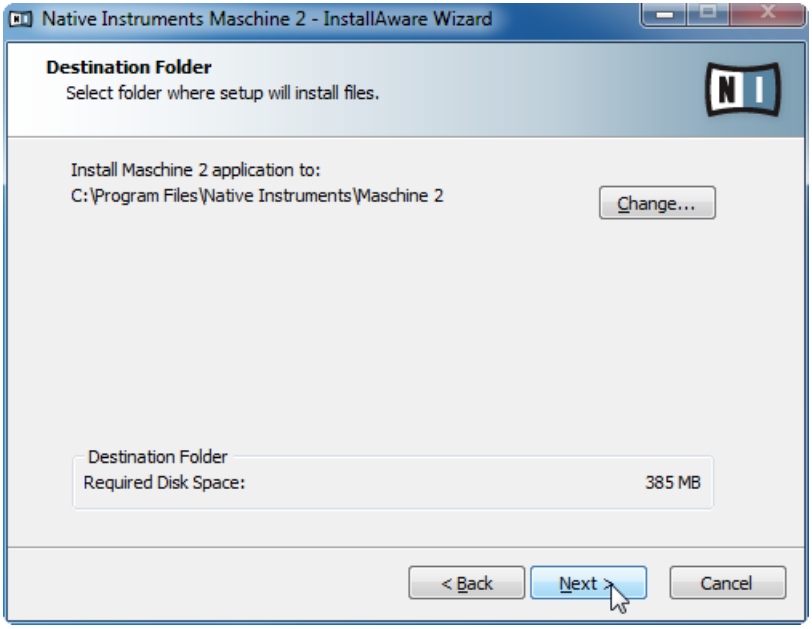
► To deselect individual features, click on the small hard disk icon next to each feature and choose *Entire feature will be unavailable*.



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

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). For MASCHINE to maintain optimal performance and integration with Native Instruments plug-ins, VST Plug-in can not be deselected.

3.5.3 Define the Application's Destination Folder



The software installation path screen of the installation program.

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

It is strongly recommended to install the MASCHINE 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.

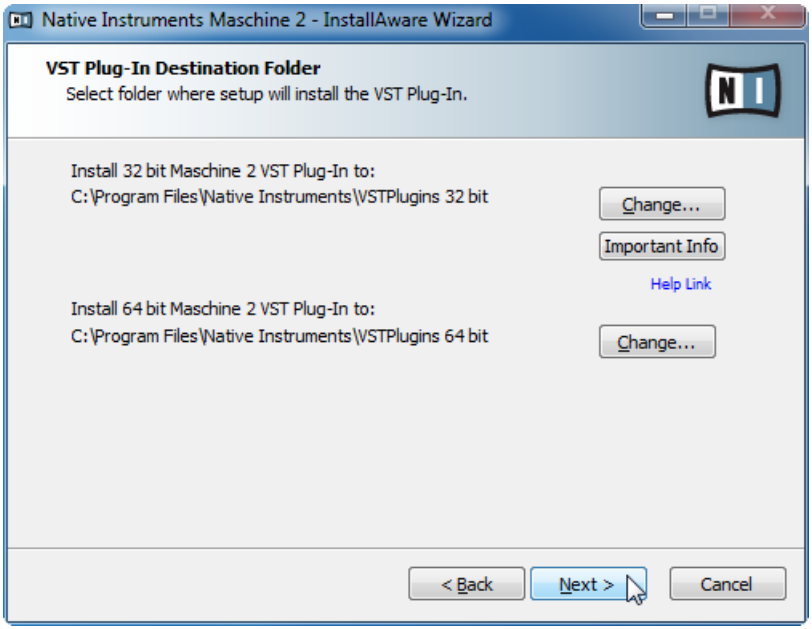
► Click Next to proceed.

3.5.4 Define VST Plug-in Destination Folders

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

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

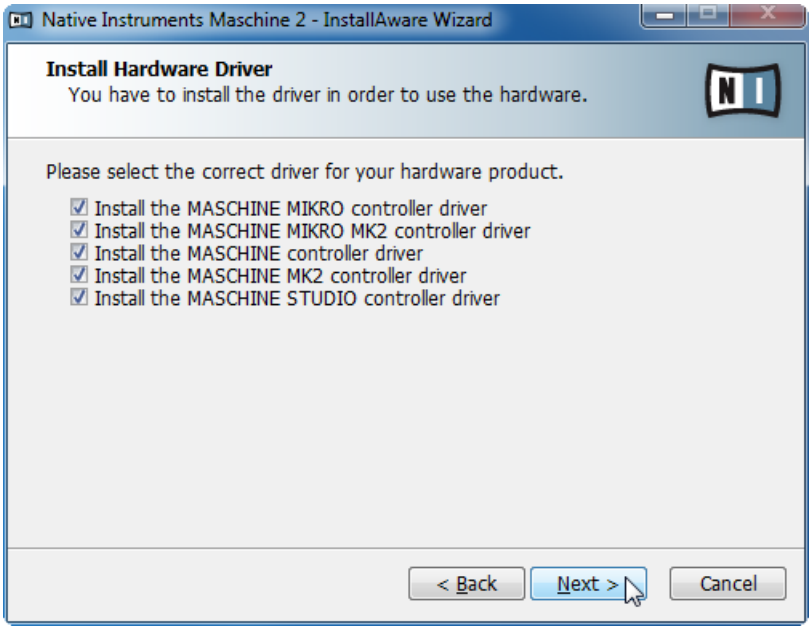
If you already have other third-party plug-ins installed on your computer, make sure you select the same installation directory for your Native Instruments plug-ins. Please also check the default VST plug-ins path configured in your host software. The same path has to be selected there, for the host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



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

3.5.5 Select the Hardware Drivers to Install

The following screen lets you select the hardware driver for your MASCHINE controller.



The hardware driver Selection screen of the installation program.

Install the MASCHINE MIKRO controller driver: This installs the driver for the MASCHINE MIKRO controller.

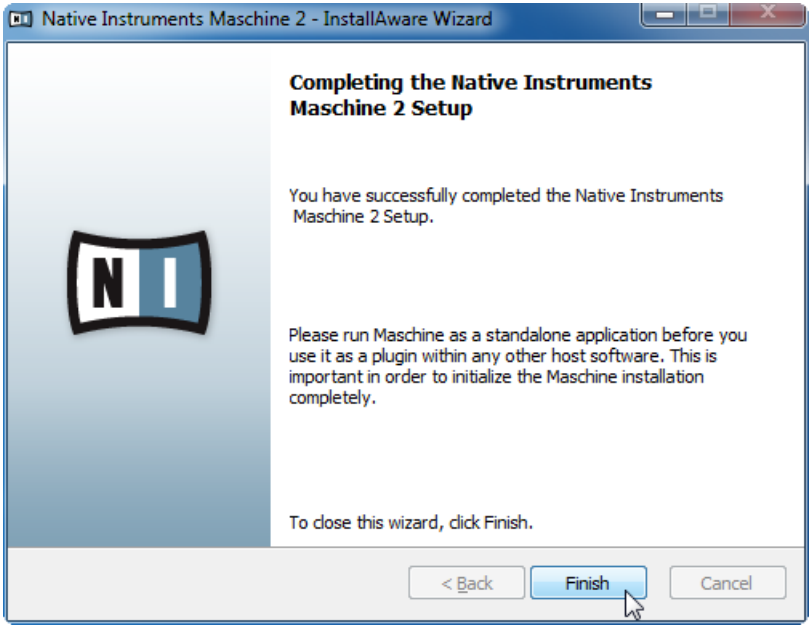
Install the MASCHINE MIKRO MK2 controller driver: This installs the driver for the MASCHINE MIKRO MK2 controller.

Install the MASCHINE Controller driver: This installs the driver for the MASCHINE controller.

Install the MASCHINE MK2 controller driver: This installs the driver for the MASCHINE MK2 controller.

Install the **MASCHINE STUDIO controller driver**: This installs the driver for the MASCHINE STUDIO controller.

3.5.6 Complete the Software Installation



The final screen of the installation program.

► After the installation has been completed, proceed with the KOMPLETE Selection software installation, as explained below.

> If after the MASCHINE software installation the Service Center application is launched, please do not activate your product until you have installed KOMPLETE Selection and the MASCHINE 2.0 Factory Library.

3.6 Downloading and Installing KOMPLETE Selection Software on Windows

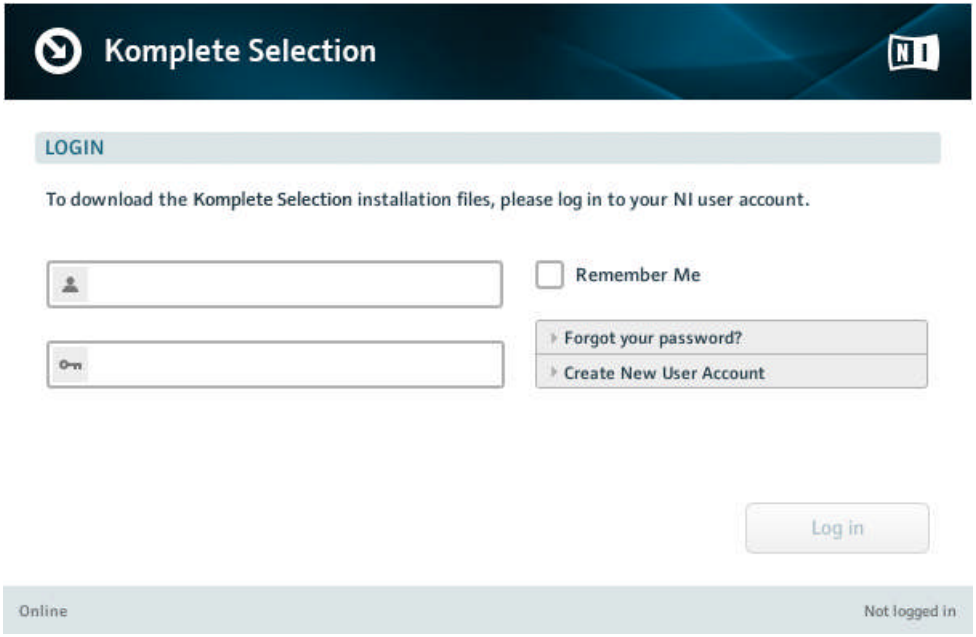
If you already have KOMPLETE 9 or KOMPLETE 9 ULTIMATE installed on your computer you can skip this installation procedure and continue to install the MASCHINE Library in section ↑3.7, Installing the MASCHINE 2.0 Factory Library on Windows. After installing the MASCHINE Library please make sure all your KOMPLETE 9 or KOMPLETE 9 ULTIMATE products are up to date.

For the latest information regarding the installation of KOMPLETE Selection, please read the following Knowledge Base article: http://www.native-instruments.com/knowledge/questions/1734/

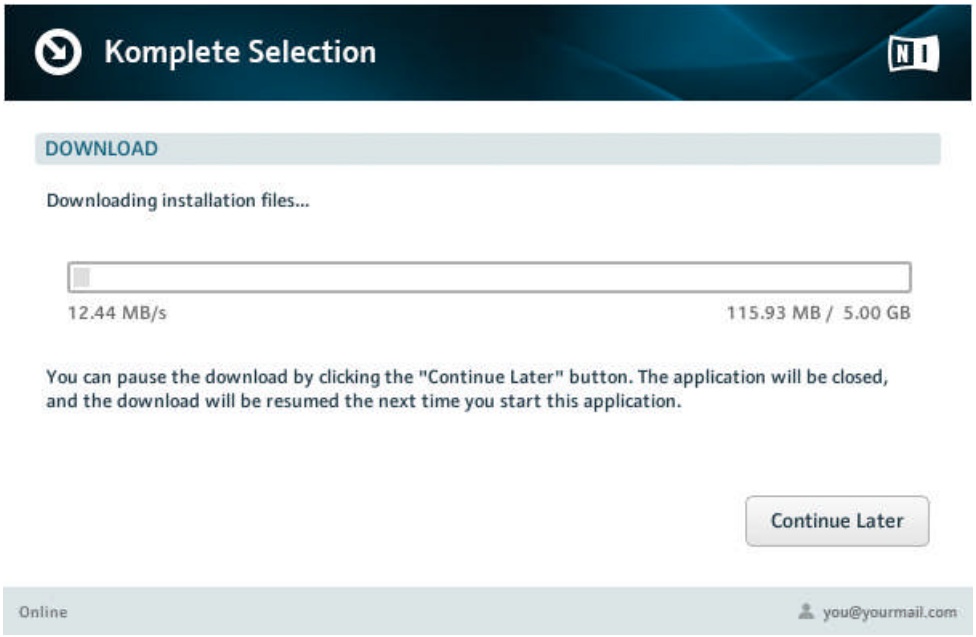
You must first download the KOMPLETE Selection software downloader from the following location:
http://www.native-instruments.com/setup-maschine2.
After downloading the KOMPLETE Selection software downloader please follow the instructions below.

1. Locate the **Komplete_Selection_Downloader.exe** file you downloaded and double-click it in order to start the downloader software.

2. On the first screen please enter your email address and Native Instruments password.

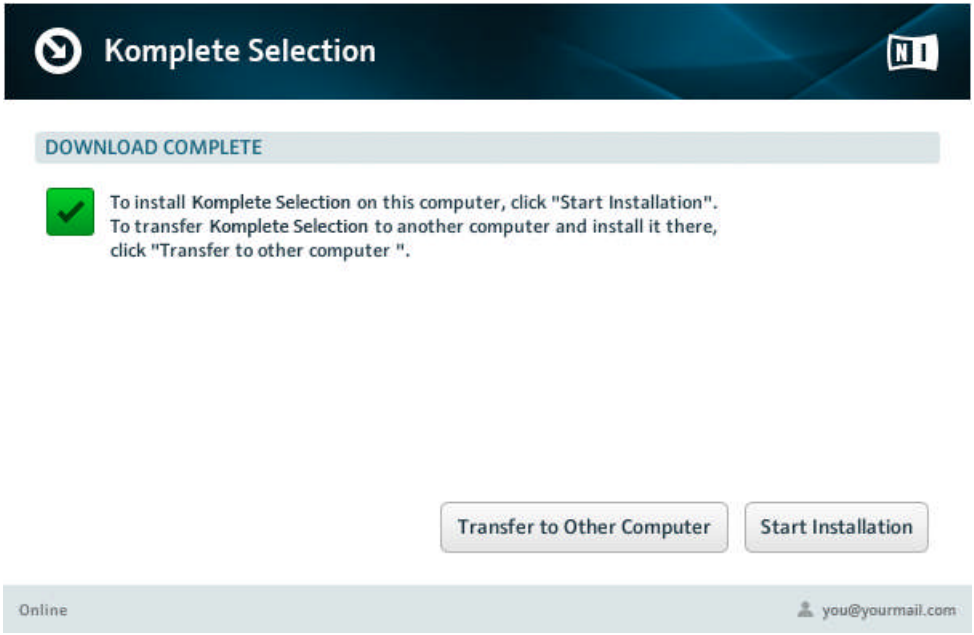


3. Click on Log in to log in with your user account. The download process of the KOMPLETE Selection software will start automatically.



3.6.1 Start the Software Installation

► After downloading the KOMPLETE Selection software click on Start Installation to start the installation procedure and follow the on-screen instructions.



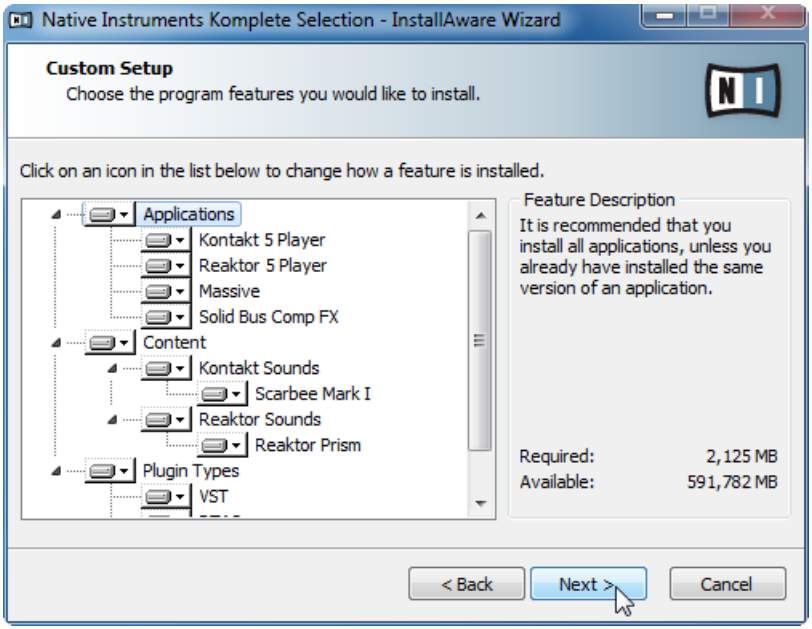
During the installation process, this folder, including a number of subfolders, will be created during installation:

C:\Program Files\Native Instruments\Maschine 2

We strongly recommend keeping this installation path.

3.6.2 Select the Features to Install

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



The components Selection screen of the installation program.

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

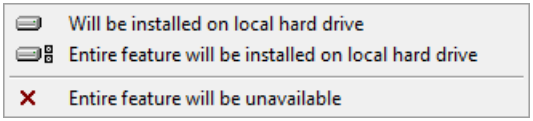
For the latest information regarding the installation of KOMPLETE Selection, please read the following Knowledge Base article: http://www.native-instruments.com/knowledge/questions/1734/

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

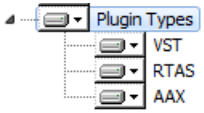
Content: Specifies the sample-based libraries and other content, such as products powered by KONTAKT or REAKTOR, to be installed.

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

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



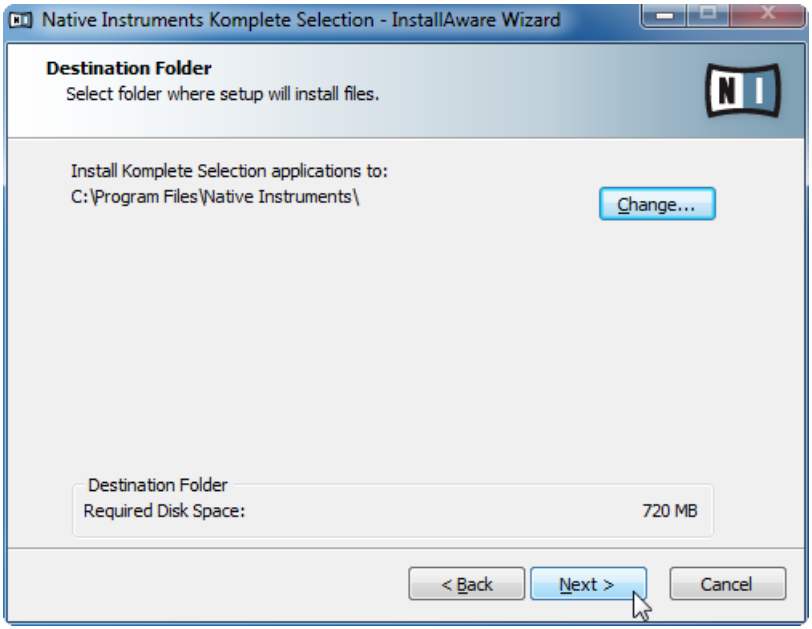
- You can specify which plug-in types you want to install. *VST* is used by many sequencers like Cubase, Sonar or Live, while *RTAS* and *AAX* are the native plug-in formats for Pro Tools.



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

3.6.3 Define the Applications' Installation Path

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



The software installation path screen of the installation program.

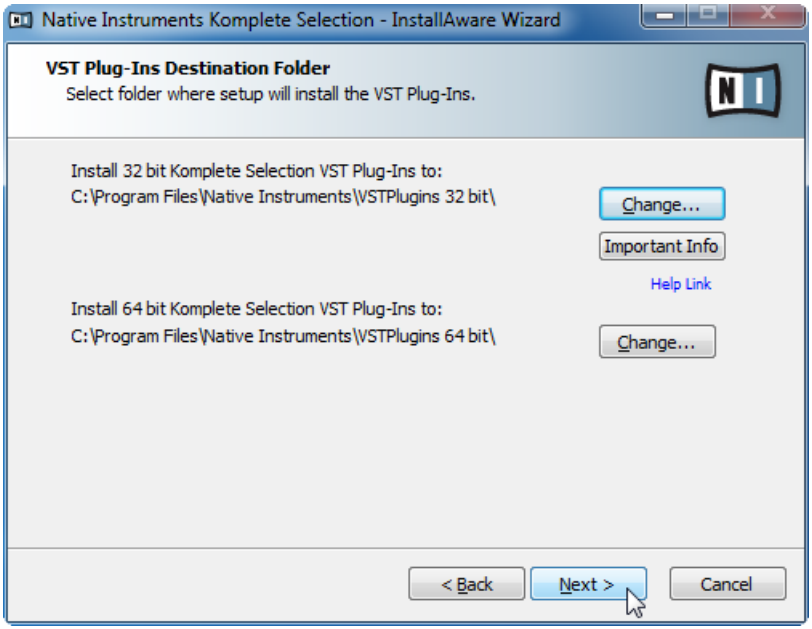
This installation path is used for the applications and the documentation, not the content libraries. You can specify the library path in an upcoming installer screen.

3.6.4 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.

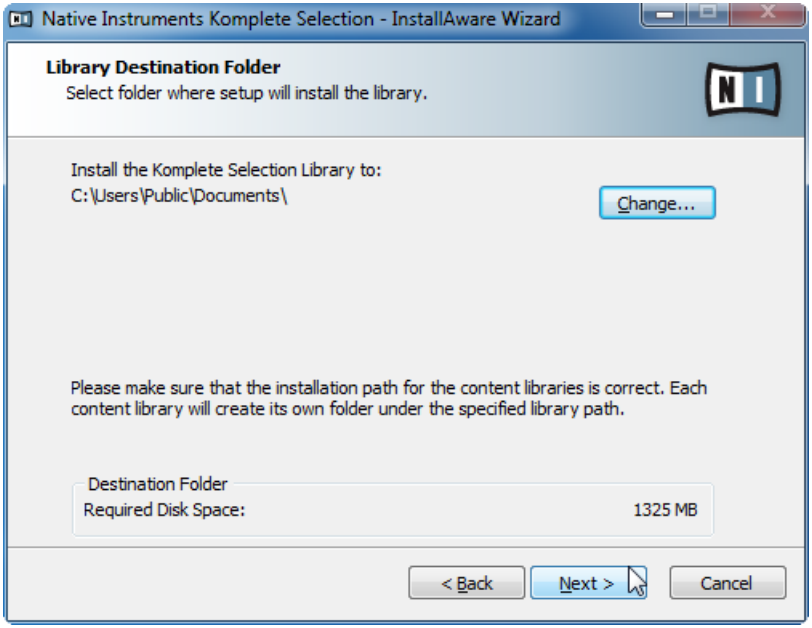
Make sure to choose the correct VST plug-ins path in this screen. You can read more about this topic in chapter ↑8, Plug-in Operation of this Setup Guide.

3.6.5 Define a Library Path

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

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

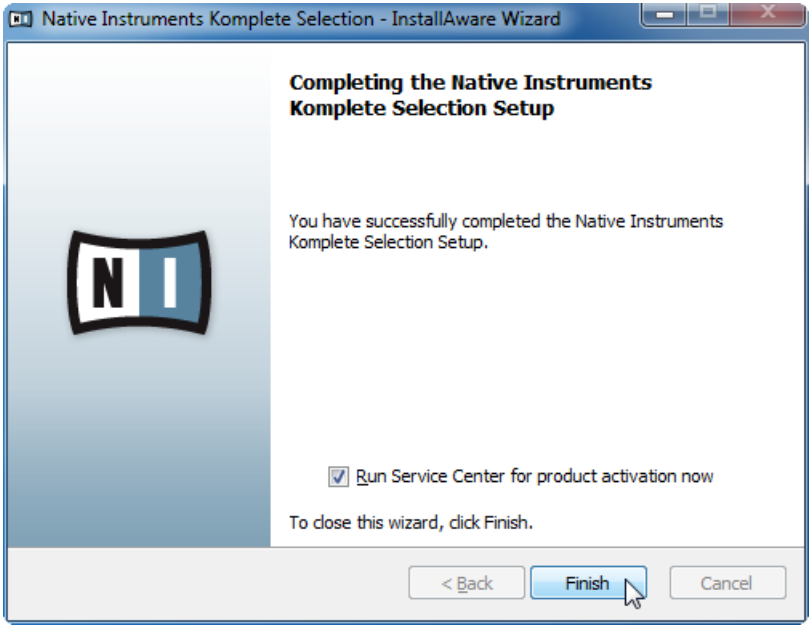
► To install the sound library on a separate hard disk, click on Change… and browse to the destination folder.



The Library Destination Folder Selection screen of the installation program.

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

3.6.6 Complete the Software Installation



The final screen of the installation program.

- On the last screen of the installation program, deselect the checkbox labeled Run Service Center for product activation now. Please run Service Center after installing the MASCHINE 2.0 Factory Library.
- Click Finish to complete the installation.
- Proceed to install the MASCHINE 2.0 Factory Library.

3.7 Installing the MASCHINE 2.0 Factory Library on Windows

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

C:\Program Files\Native Instruments\Maschine

We strongly recommend keeping this installation path.

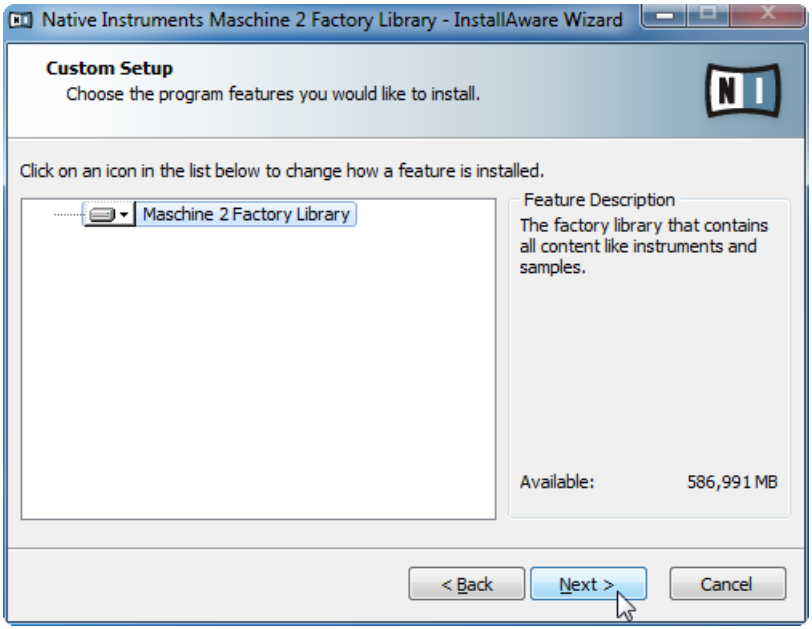
If your computer does not have a DVD drive, or in the unlikely event the supplied DVD is faulty, please download and install the MASCHINE 2 Factory Library from the Native Instruments website. For detailed instructions on installing MASCHINE 2 Factory Library without a DVD on Windows please proceed to section ↑4.2, Downloading and Installing the MASCHINE 2 Factory Library on Windows.

3.7.1 Start the Software Installation

1. Insert the MASCHINE 2.0 Factory Library DVD 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 **Maschine 2 Factory Library Setup PC.exe** file on the DVD and double-click it in order to start the installation procedure.
4. Follow the on-screen instructions.

3.7.2 Select the 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.

Maschine 2 Factory Library: This installs the MASCHINE 2.0 Factory Library that contains all content like instruments and samples.

> 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).

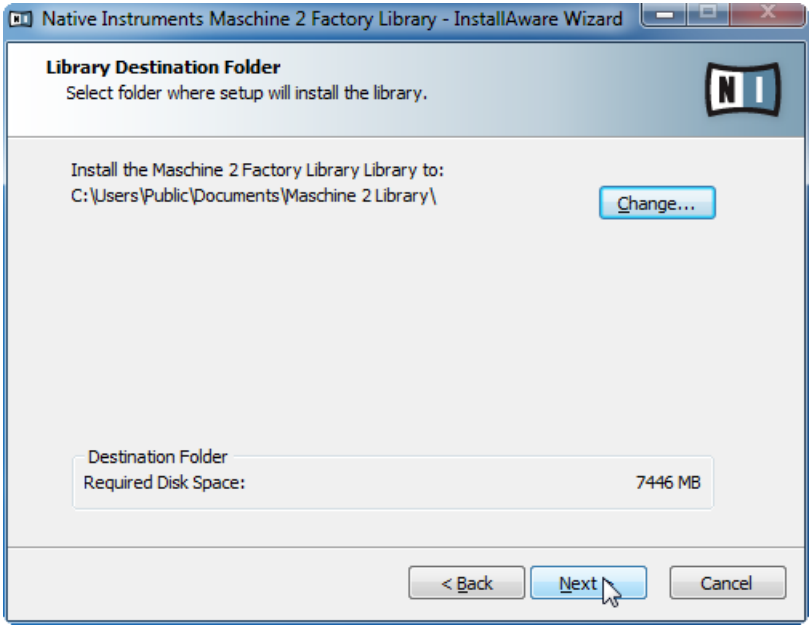
► After you have customized the installation as desired, click Next and then follow the on-screen instructions.

3.7.3 Define a Destination Folder

On the next screen, you can select a target folder or hard disk for the Maschine 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.

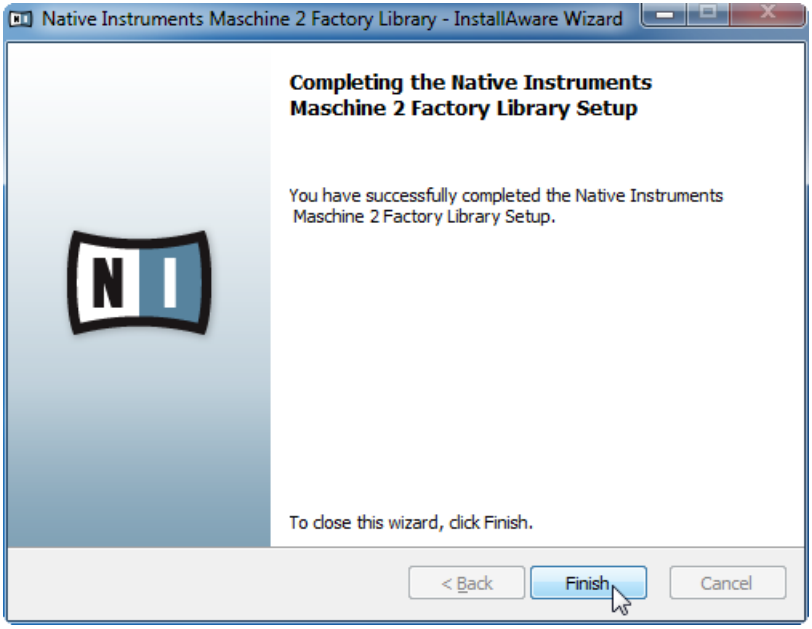
► To install the sound library on a separate hard disk, click on Change... and browse to the destination folder.



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.

3.7.4 Complete the Software Installation



The final screen of the installation program.

► Click Finish to complete the installation.

► After the installation has been completed, run the Service Center application. Please activate your product using Service Center now, as explained in chapter ↑5, Product Activation with Service Center of this Setup Guide.

> ⚠ Once you have activated the MASCHINE software please run MASCHINE as a stand-alone application before you use it as a plug-in within any host software. This is important in order to initialize the MASCHINE installation completely.

4 Installing the MASCHINE 2 Factory Library without a DVD

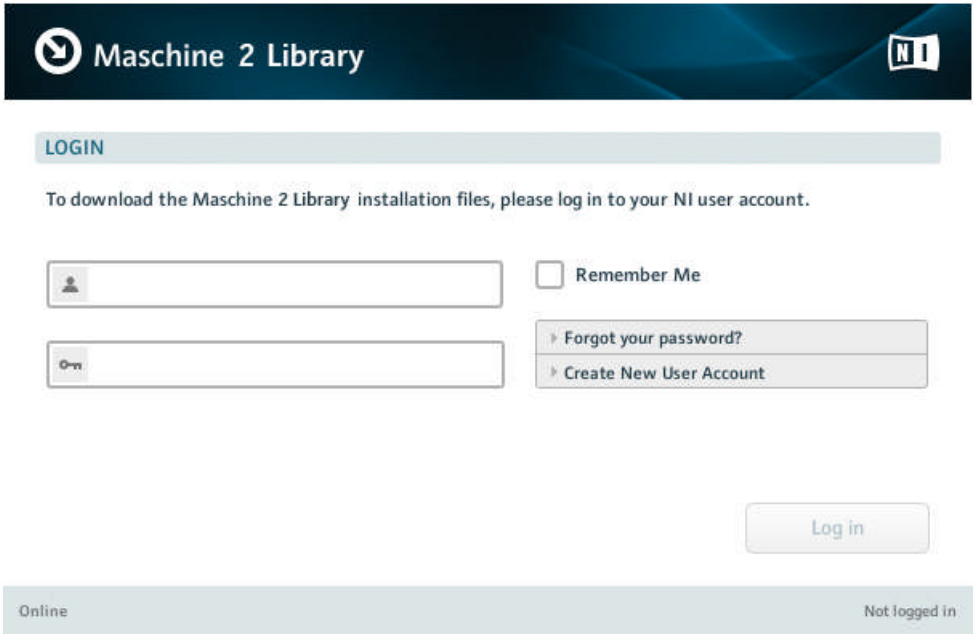
If you have a computer that does not have a DVD drive it is possible to download and install the MASCHINE 2 Factory Library. For detailed instructions on installing MASCHINE 2 Factory Library without a DVD drive on Mac OS X please proceed to section ↑4.1, Downloading and Installing the MASCHINE 2 Factory Library on MAC OS X, for Windows please proceed to section ↑4.2, Downloading and Installing the MASCHINE 2 Factory Library on Windows.

4.1 Downloading and Installing the MASCHINE 2 Factory Library on MAC OS X

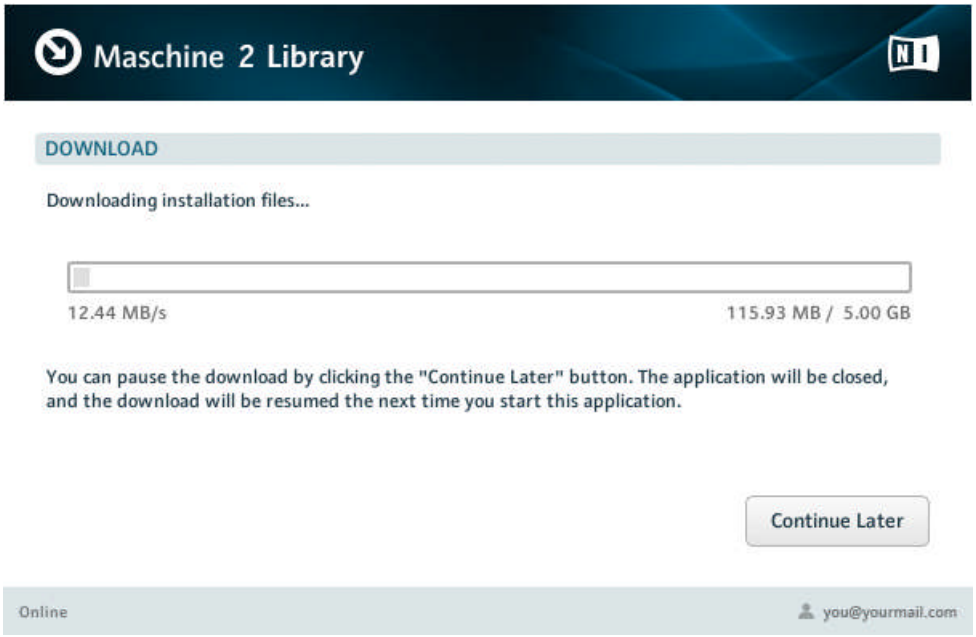
You must first download the **Maschine_2_Factory_Library_Downloader.zip** file including the MASCHINE 2 Factory Library software downloader application from the following location:
http://www.native-instruments.com/setup-maschine2.
After downloading the **Maschine_2_Factory_Library_Downloader.zip** please follow the instructions below.

1. Locate and double-click the **Maschine_2_Factory_Library_Downloader.zip** file in order to extract the **Maschine_2_Factory_Library_Downloader** application file to the same directory.
2. Double-click the **Maschine_2_Factory_Library_Downloader** application file to start the downloader software.

3. On the first screen please enter your email address and Native Instruments password.

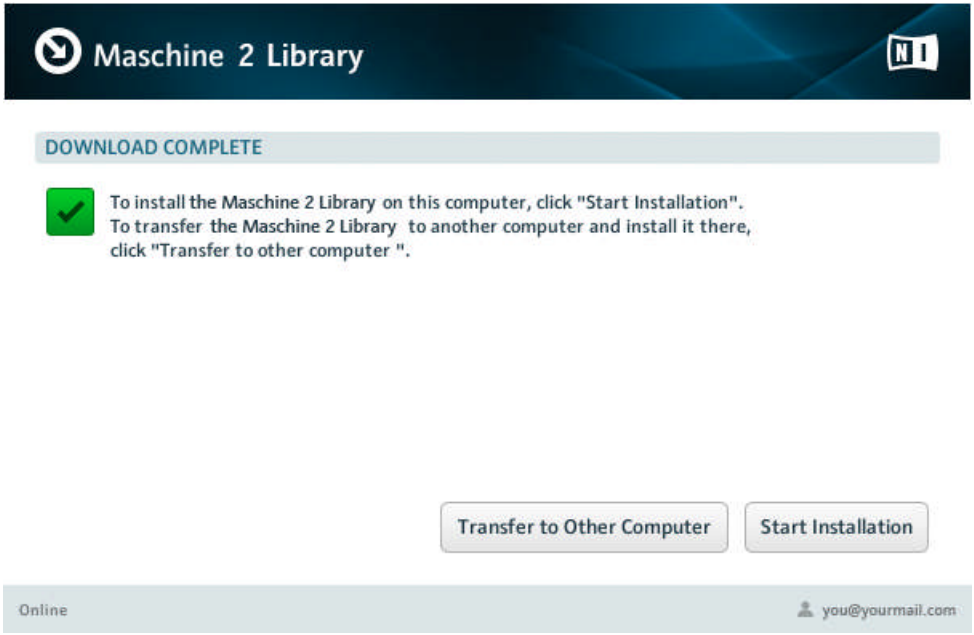


4. Click on Log in to log in with your user account. The download process of the MASCHINE 2 Factory Library software will start automatically.



4.1.1 Start the Software Installation

► After downloading the MASCHINE 2 Factory Library software click on Start Installation to start the installation procedure and follow the on-screen instructions.



During the installation process, this folder, including a number of subfolders, will be created during installation:

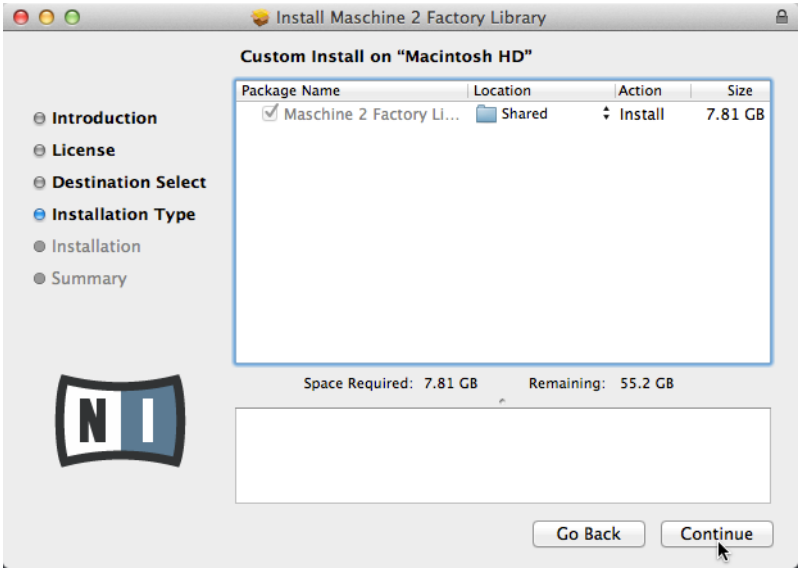
C:\Program Files\Native Instruments\Maschine 2

We strongly recommend keeping this installation path.

4.1.2 Select the Components to Install

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

You can select a target folder or hard disk for the Maschine Library.



The components Selection screen of the installation program.

Maschine 2 Factory Library: This installs the MASCHINE 2.0 Factory Library that contains all content like instruments and samples.

> 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.

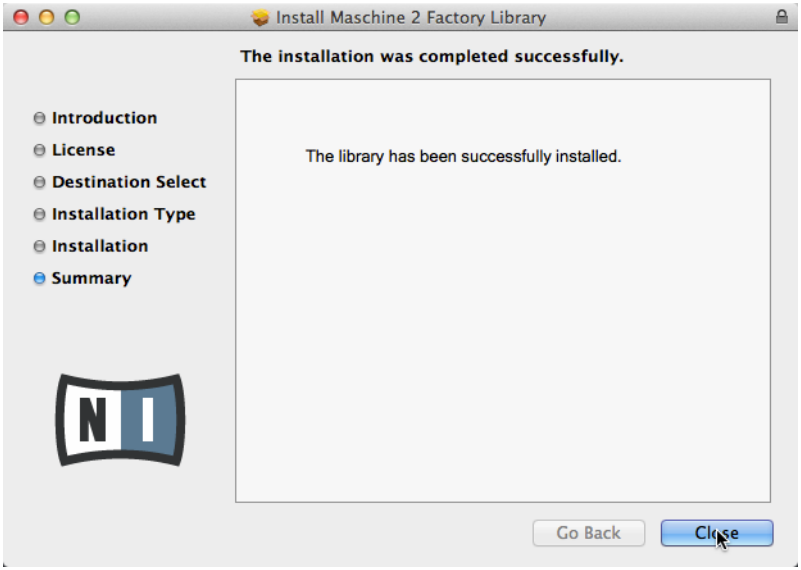
4.1.3 Define the Software Installation Path

On the same screen, you can select a target folder or hard disk for the MASCHINE 2.0 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.

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

4.1.4 Complete the Software Installation



The final screen of the installation program.

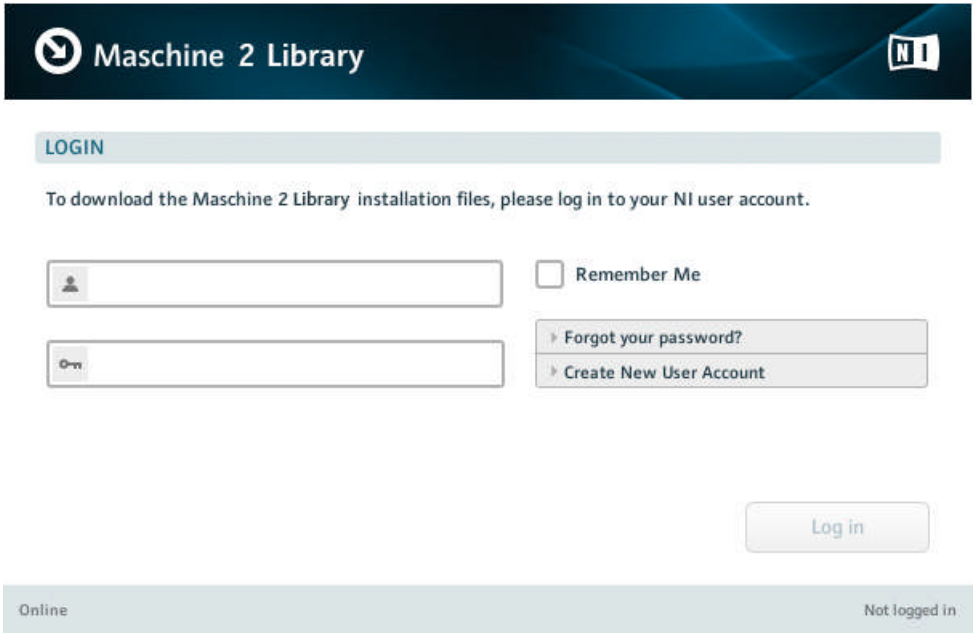
- On the last screen of the installation program, click Close to complete the software installation.
- Proceed by activating the MASCHINE software using the Service Center, as explained in chapter ↑5, Product Activation with Service Center.

> Once you have activated the MASCHINE software please run MASCHINE as a stand-alone application before you use it as a plug-in within any host software. This is important in order to initialize the MASCHINE installation completely.

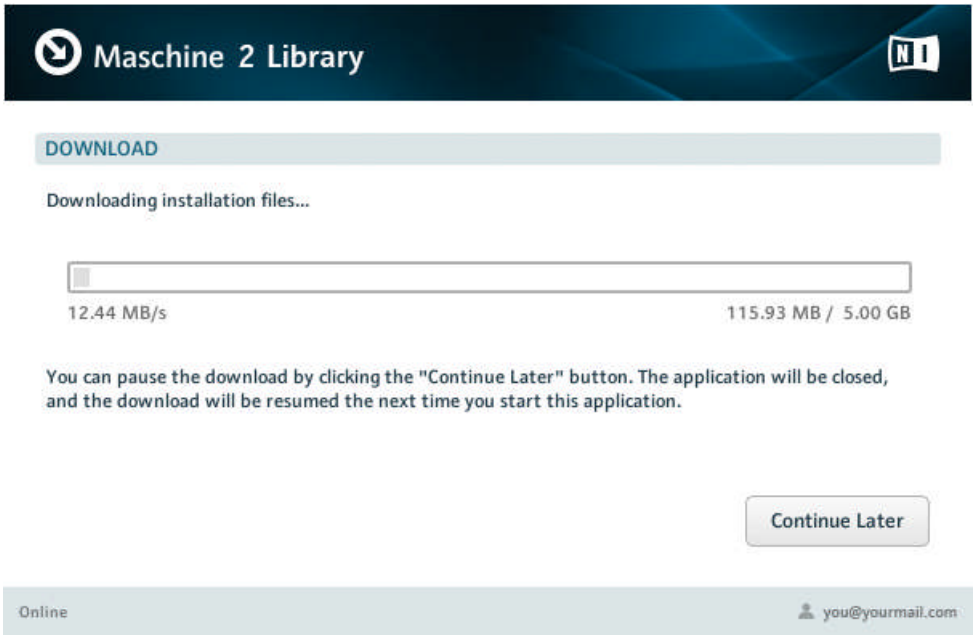
4.2 Downloading and Installing the MASCHINE 2 Factory Library on Windows

You must first download the MASCHINE 2 Factory Library software downloader from the following location:
http://www.native-instruments.com/setup-maschine2.
After downloading the MASCHINE 2 Factory Library software downloader please follow the instructions below.

1. Locate the **Maschine_2_Factory_Library_Downloader.exe** file you downloaded and double-click it in order to start the downloader software.
2. On the first screen please enter your email address and Native Instruments password.

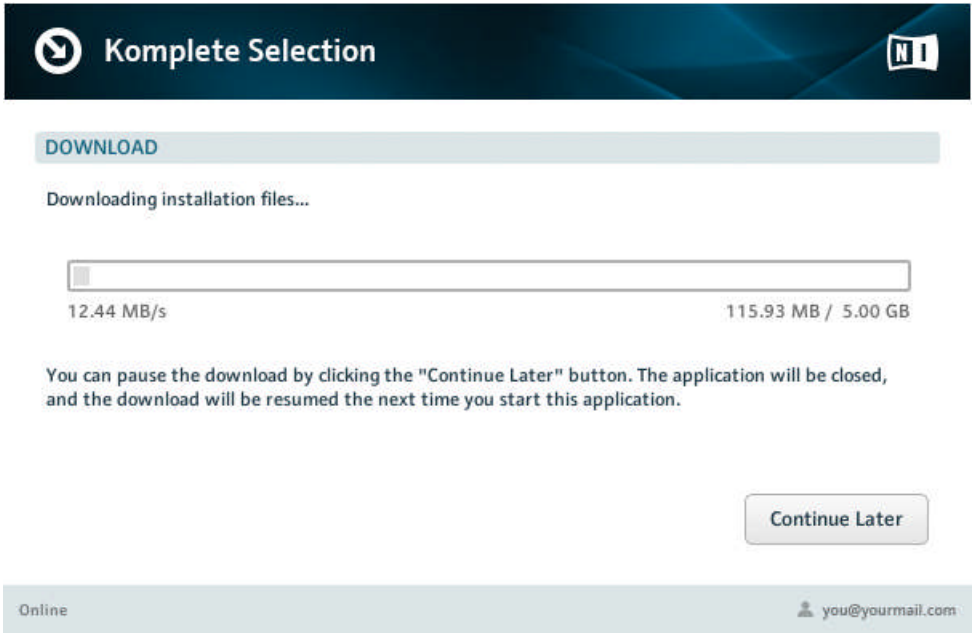


3. Click on Log in to log in with your user account. The download process of the MASCHINE 2 Factory Library software will start automatically.



4.2.1 Start the Software Installation

► After downloading the MASCHINE 2 Factory Library software click on Start Installation to start the installation procedure and follow the on-screen instructions.



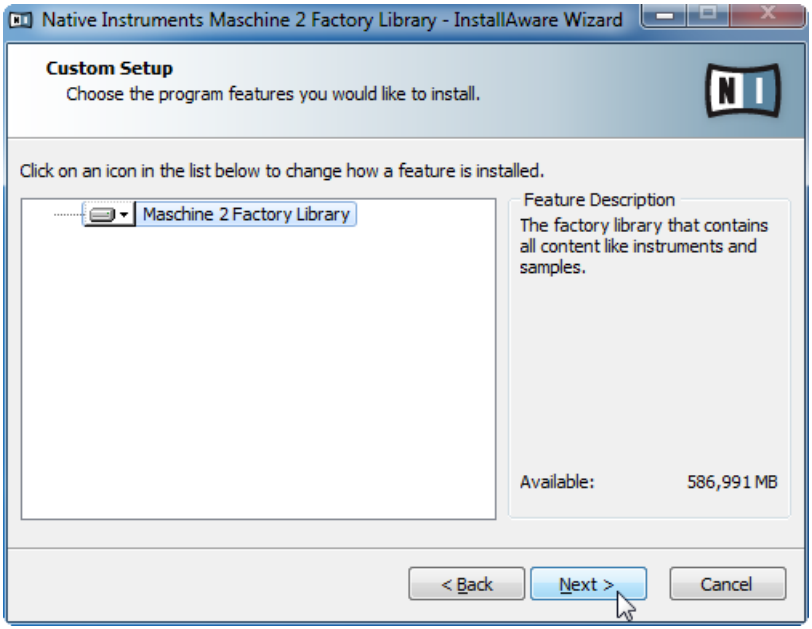
During the installation process, this folder, including a number of subfolders, will be created during installation:

Macintosh HD/Applications/Native Instruments

We strongly recommend keeping this installation path.

4.2.2 Select the 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.

Maschine 2 Factory Library: This installs the MASCHINE sound library that contains all content like instruments and samples.

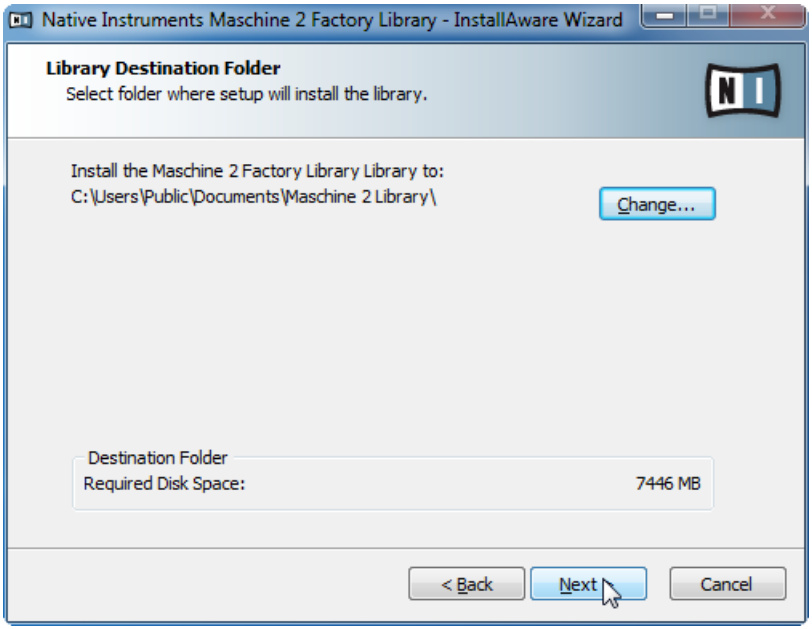
► After you have customized the installation as desired, click Next and then follow the on-screen instructions.

4.2.3 Define a Destination Folder

On the next screen, you can select a target folder or hard disk for the Maschine 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.

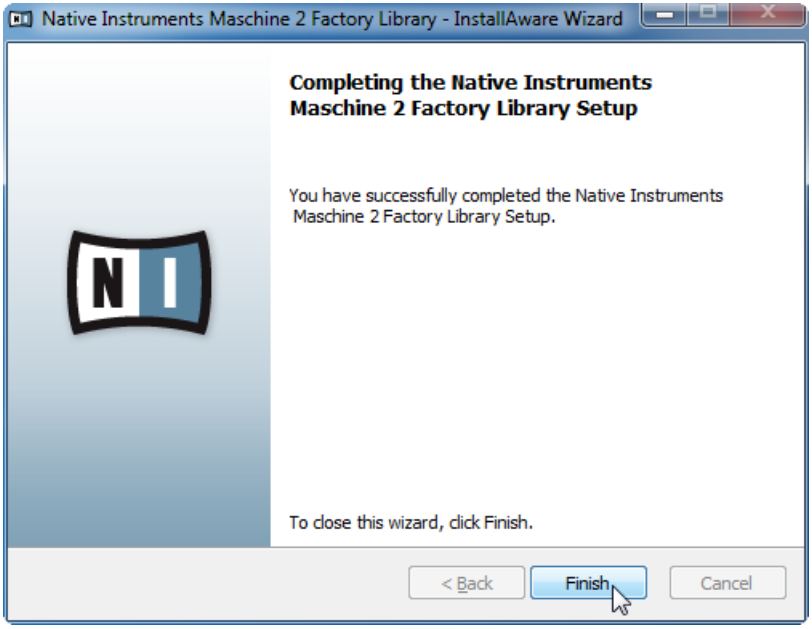
► To install the sound library on a separate hard disk, click on Change… and browse to the destination folder.



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.

4.2.4 Complete the Software Installation



The final screen of the installation program.

► Click Finish to complete the installation.

► After the installation has been completed, run the Service Center application. Please activate your product using Service Center now, as explained in chapter ↑5, Product Activation with Service Center of this Setup Guide.

> ⚠ Once you have activated the MASCHINE software please run MASCHINE as a stand-alone application before you use it as a plug-in within any host software. This is important in order to initialize the MASCHINE installation completely.

5 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.

5.1 Activating Your Product Online

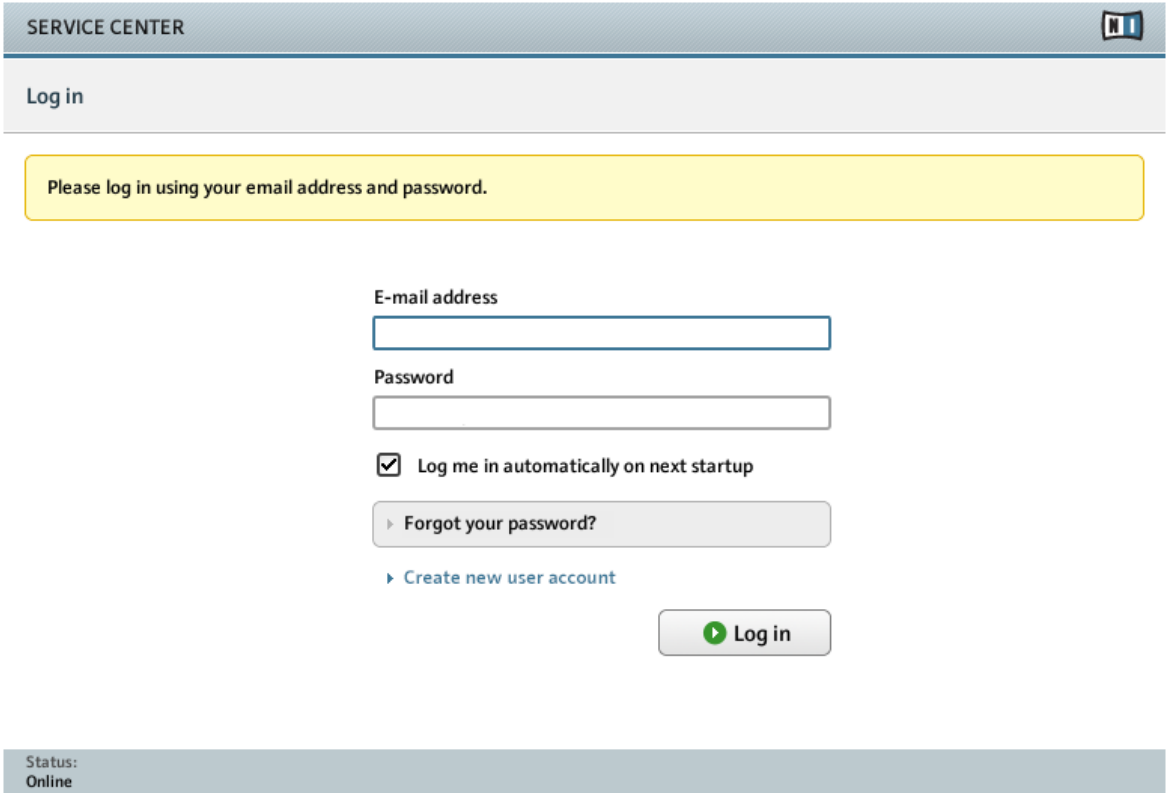
Skip to section ↑5.3, Activating Your Product Offline if your computer is not connected to the Internet.

5.1.1 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.

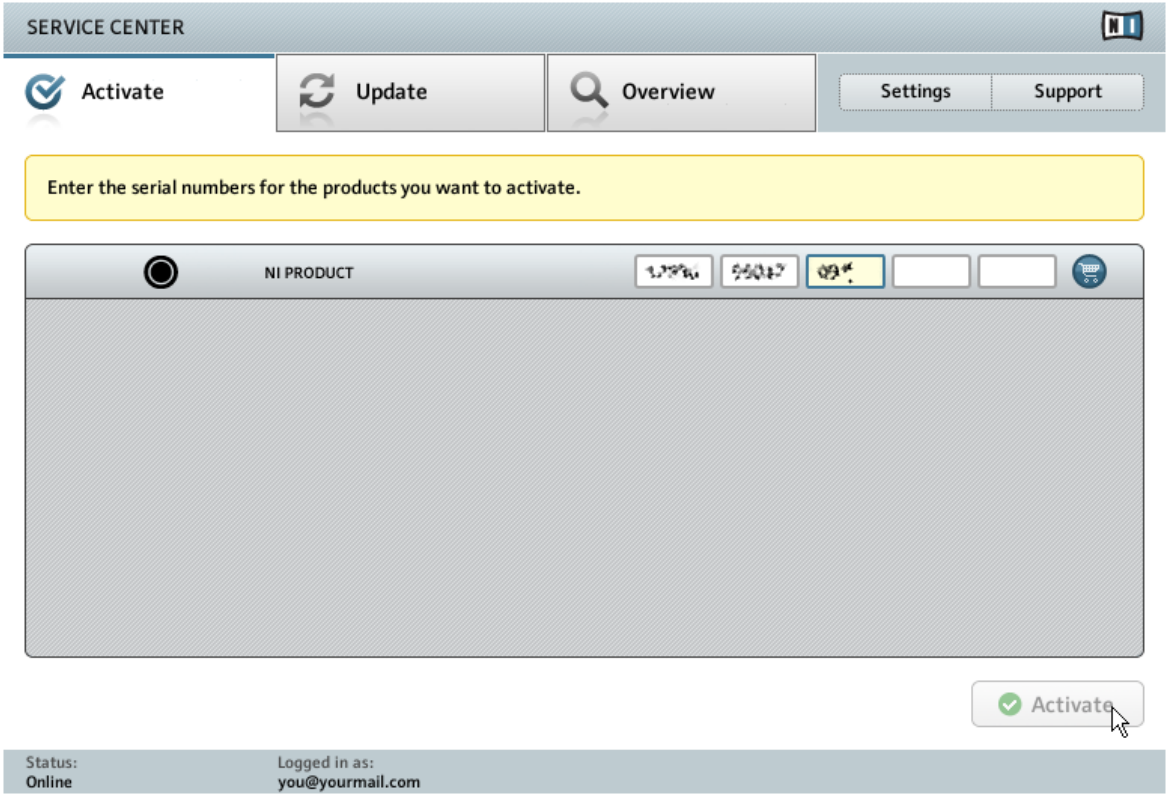
5.1.2 Log In to Your User Account



The log-in screen of Service Center.

► Log in with your email address and Native Instruments password.

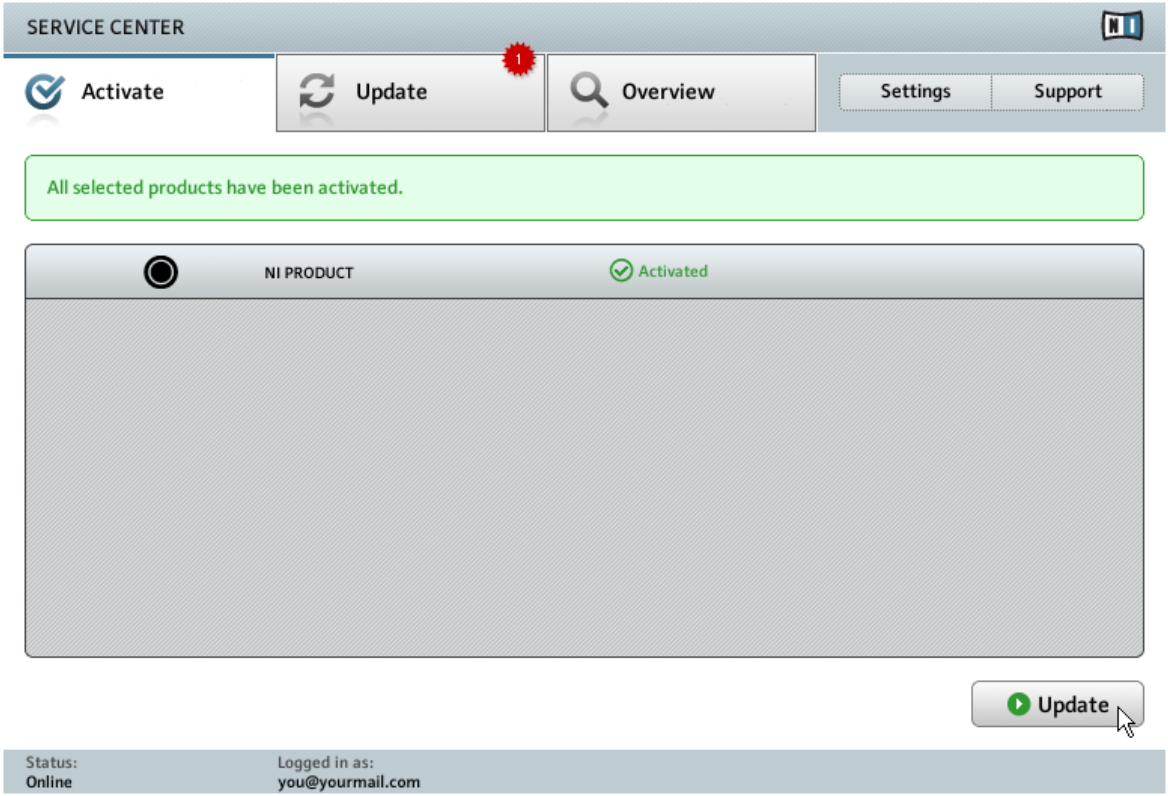
5.1.3 Activate the Product



The product activation screen of Service Center.

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

5.1.4 Finish the Online Activation



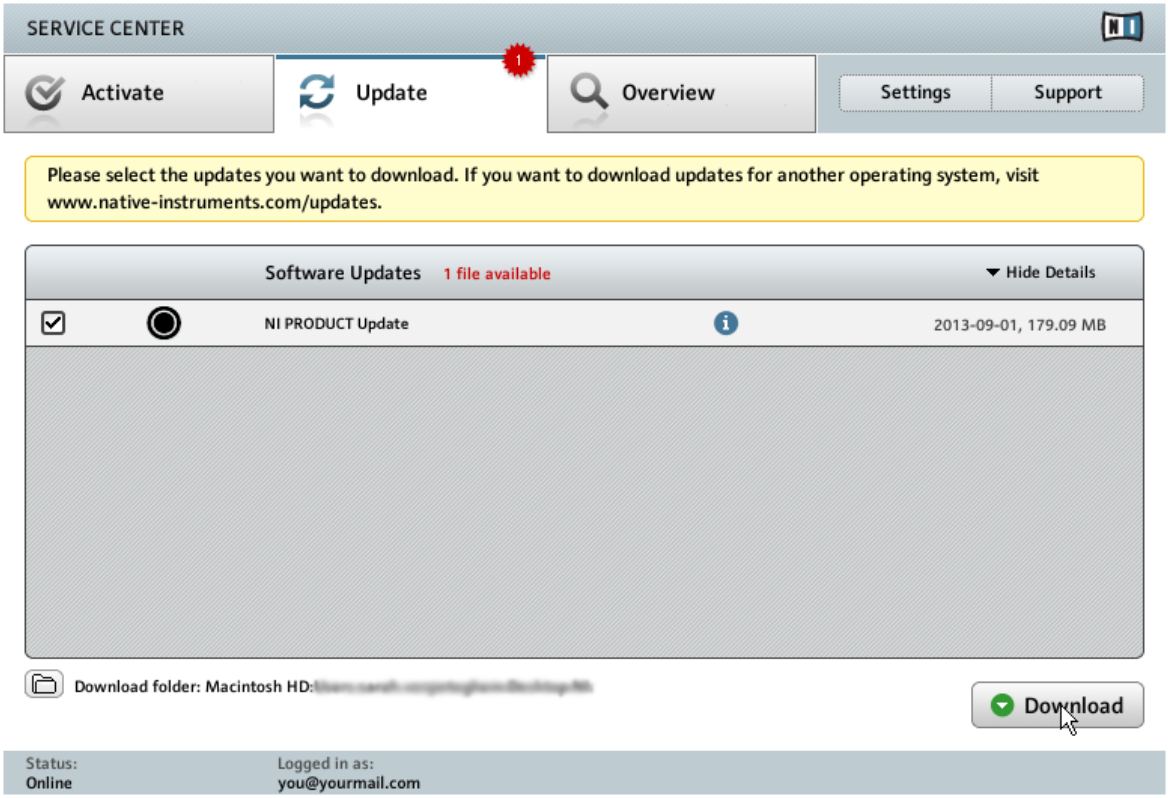
Service Center confirming the product activation.

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 ↑5.2, 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.

5.2 Updating Your Product

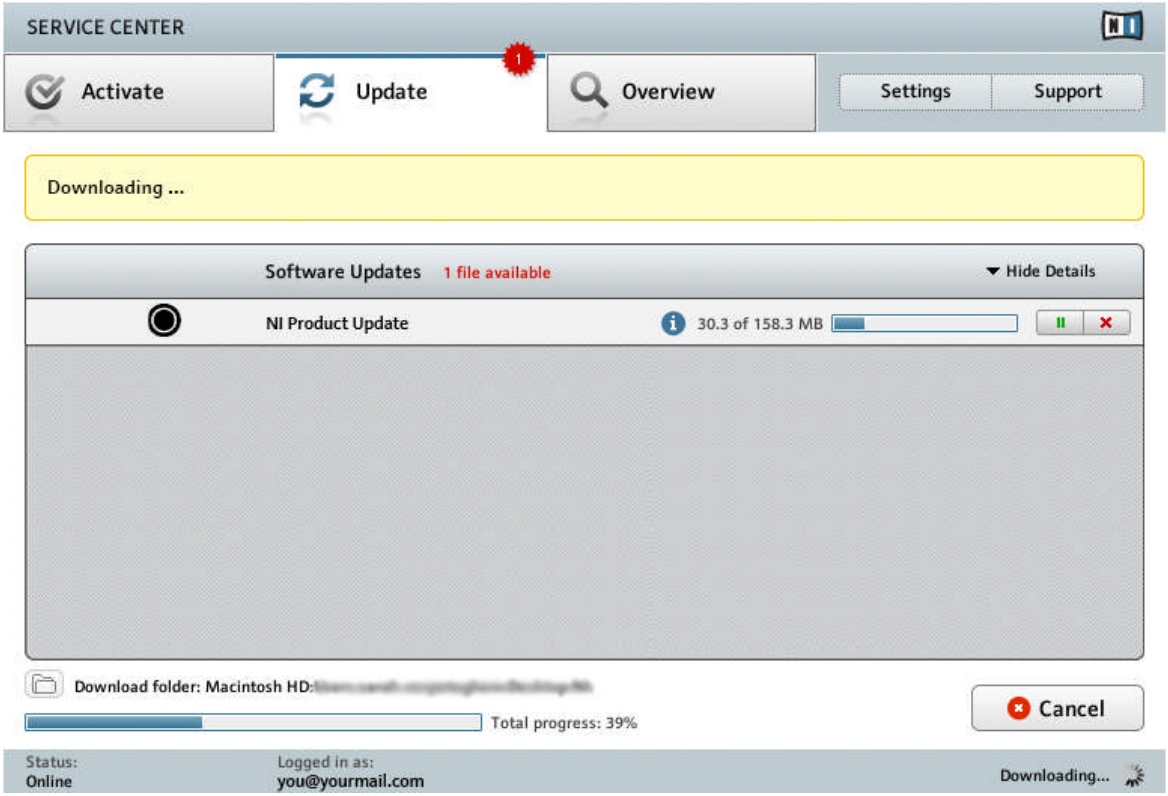
5.2.1 Select Updates



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.

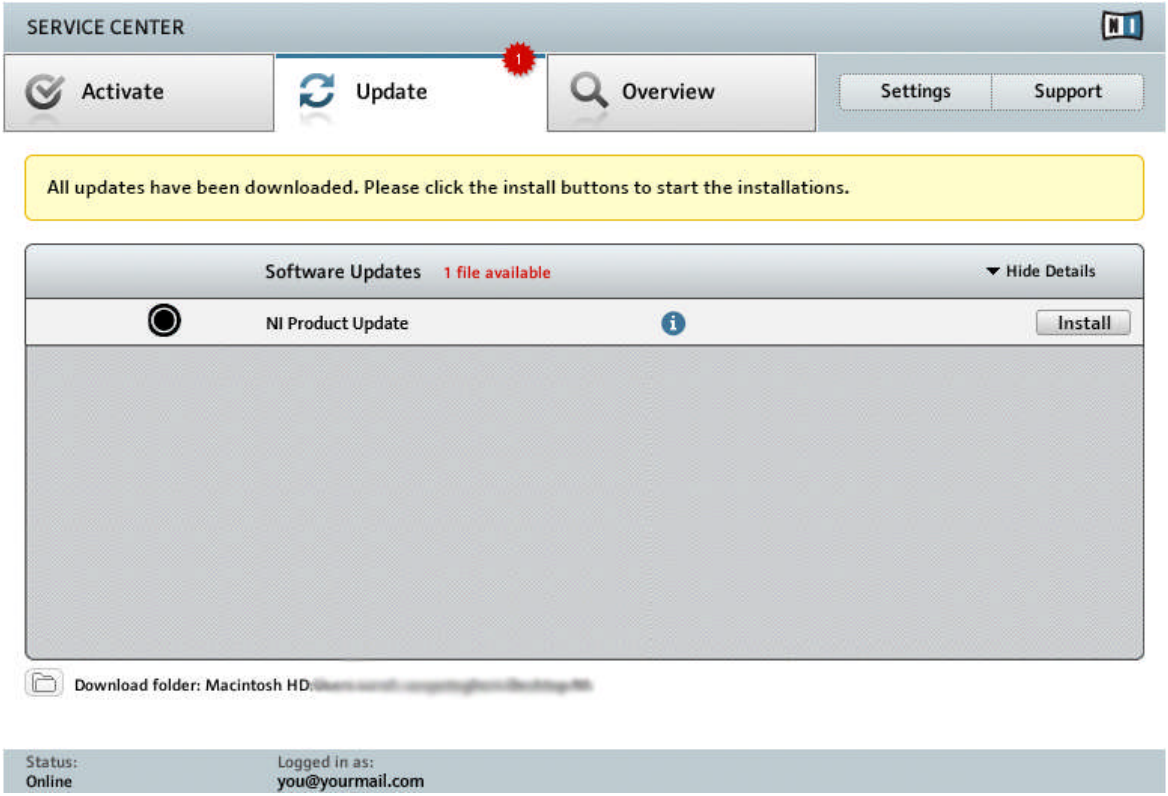
5.2.2 Download the Updates



The product download 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.

5.2.3 Install Your Updates



Service Center confirming all updates were downloaded, and offering to install the download file.

After all files have been downloaded successfully, you can directly install the updates from the Service Center:

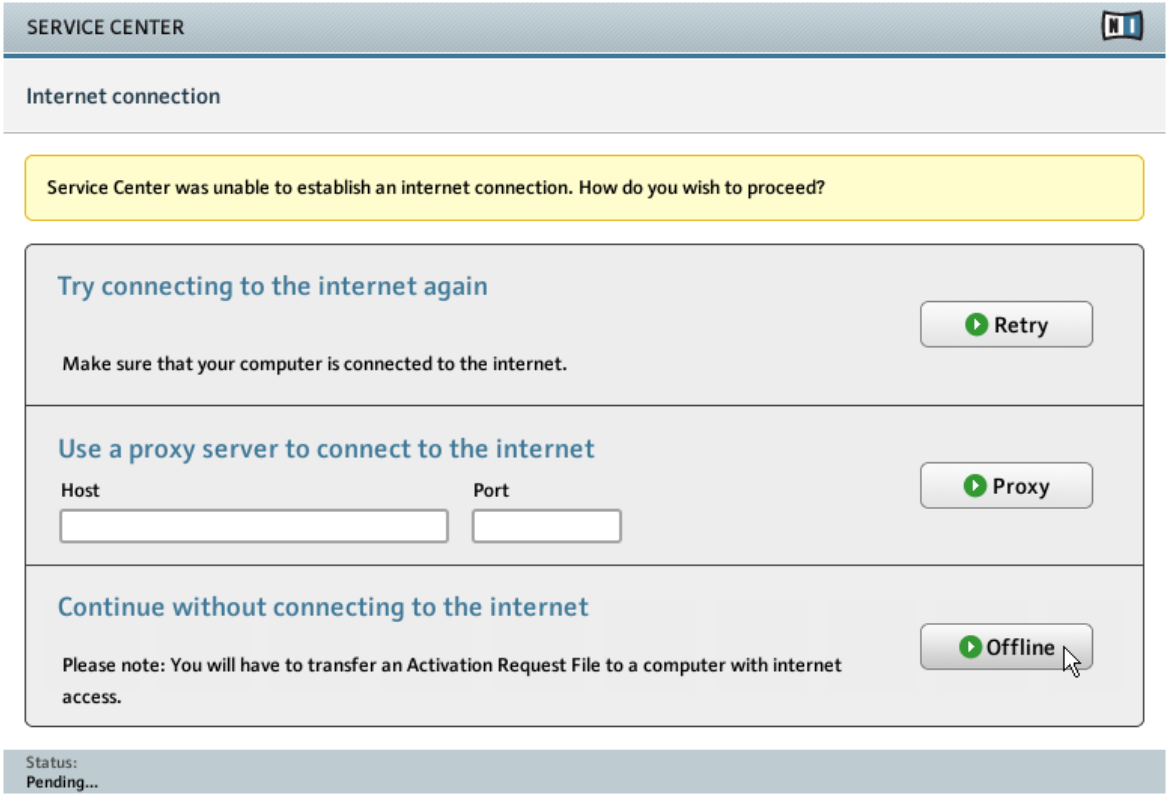
- ► Click on Install to install your update. This will automatically install your update silently.
- ► After you have updated software, you can quit Service Center and start the software as usual.

Please be sure to update all installed Native Instruments software, including any MASCHINE Expansions during the product update and activation update process. This will ensure better compatibly and integration with MASCHINE 2.0.

5.3 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.

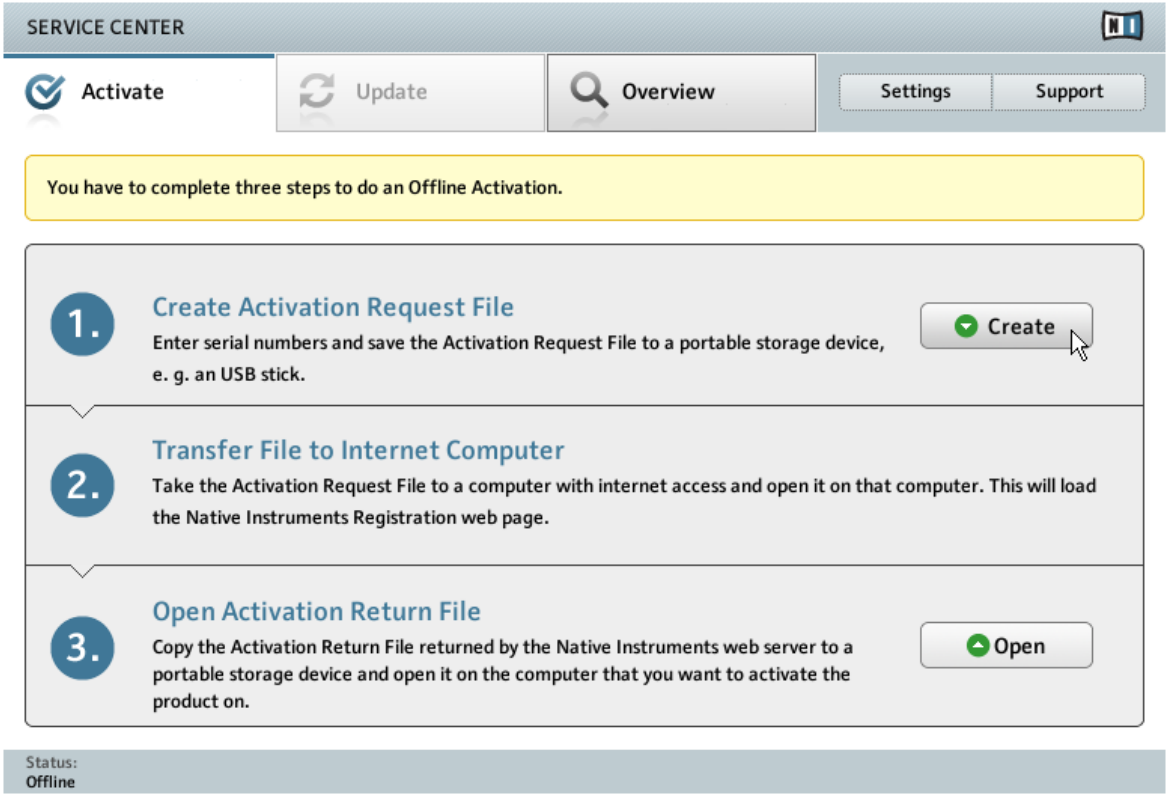
5.3.1 Start the Offline Activation



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.

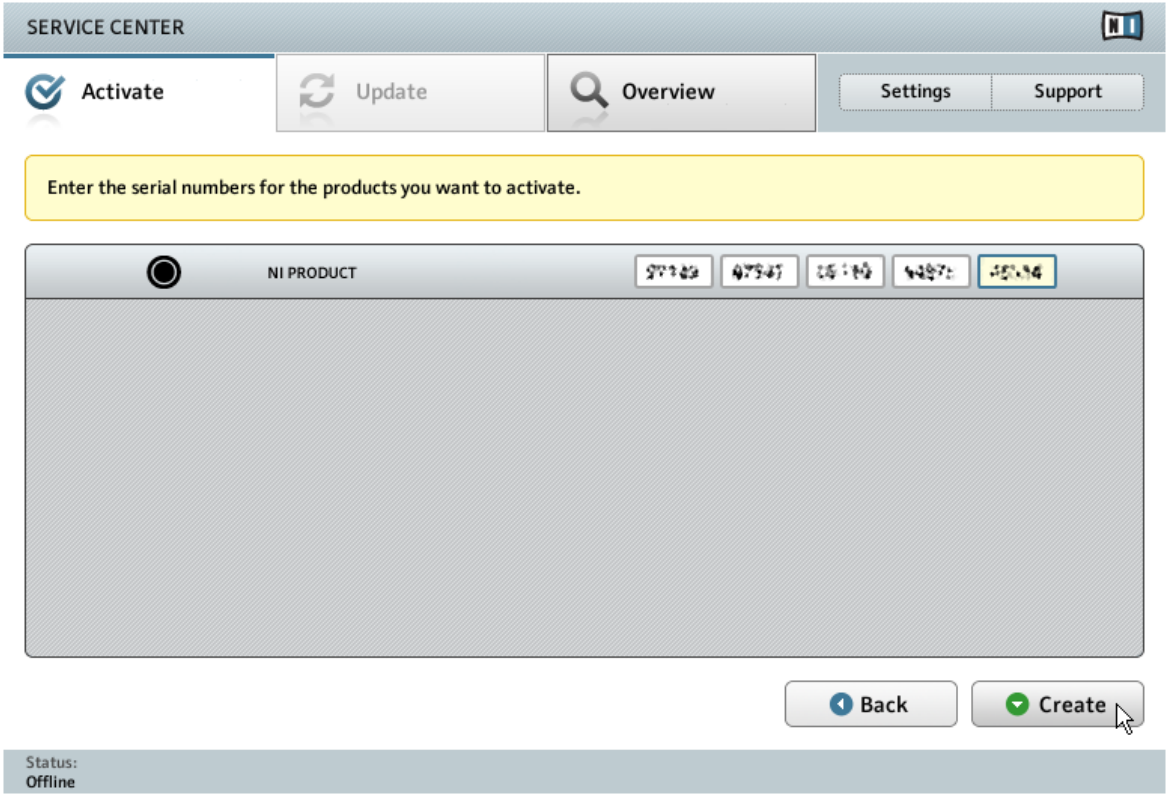
5.3.2 Create the Activation Request File



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).

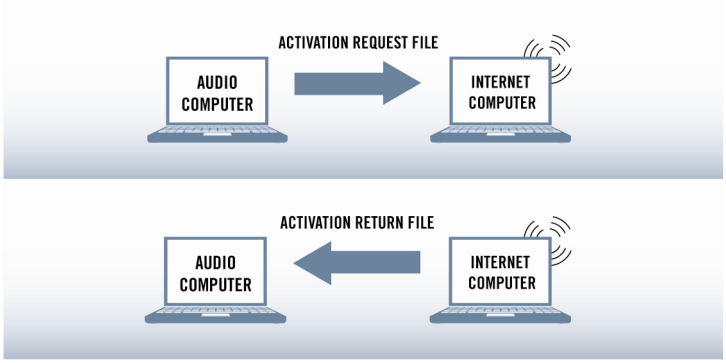
5.3.3 Enter the Serial Number



The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located inside the DVD booklet.
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.

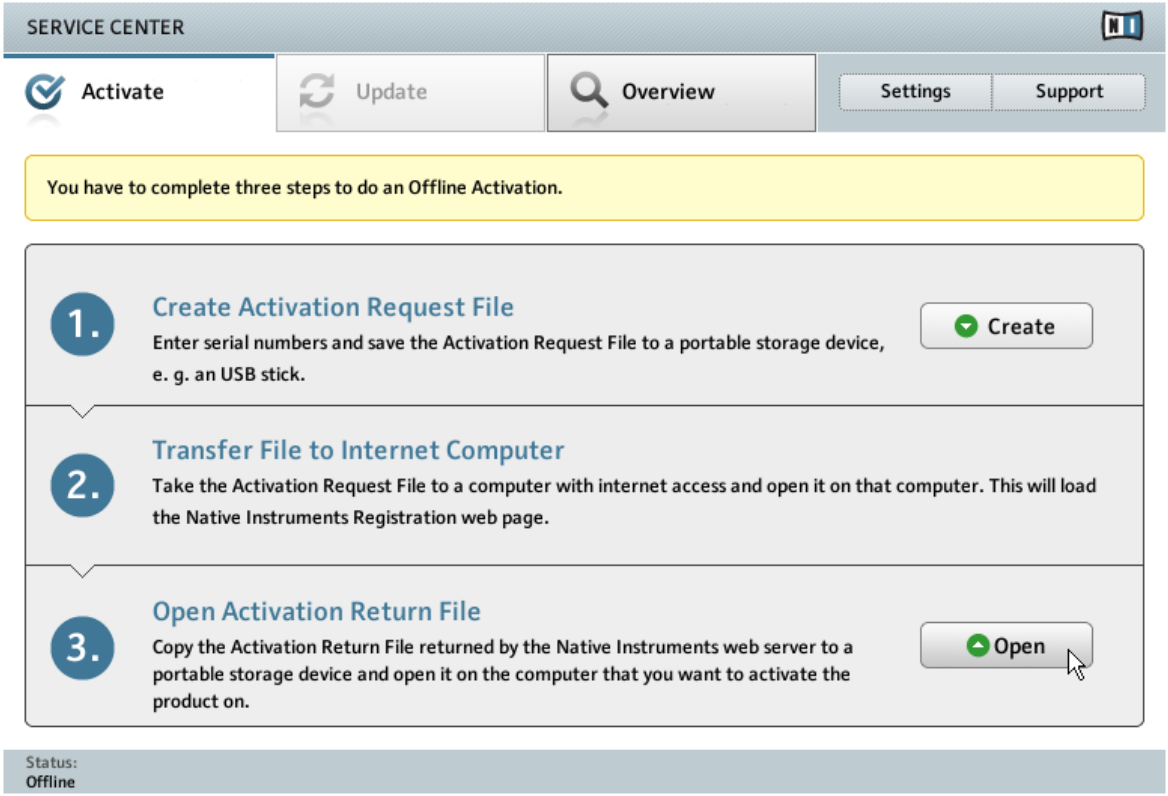
5.3.4 Transfer the Activation Request File



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.

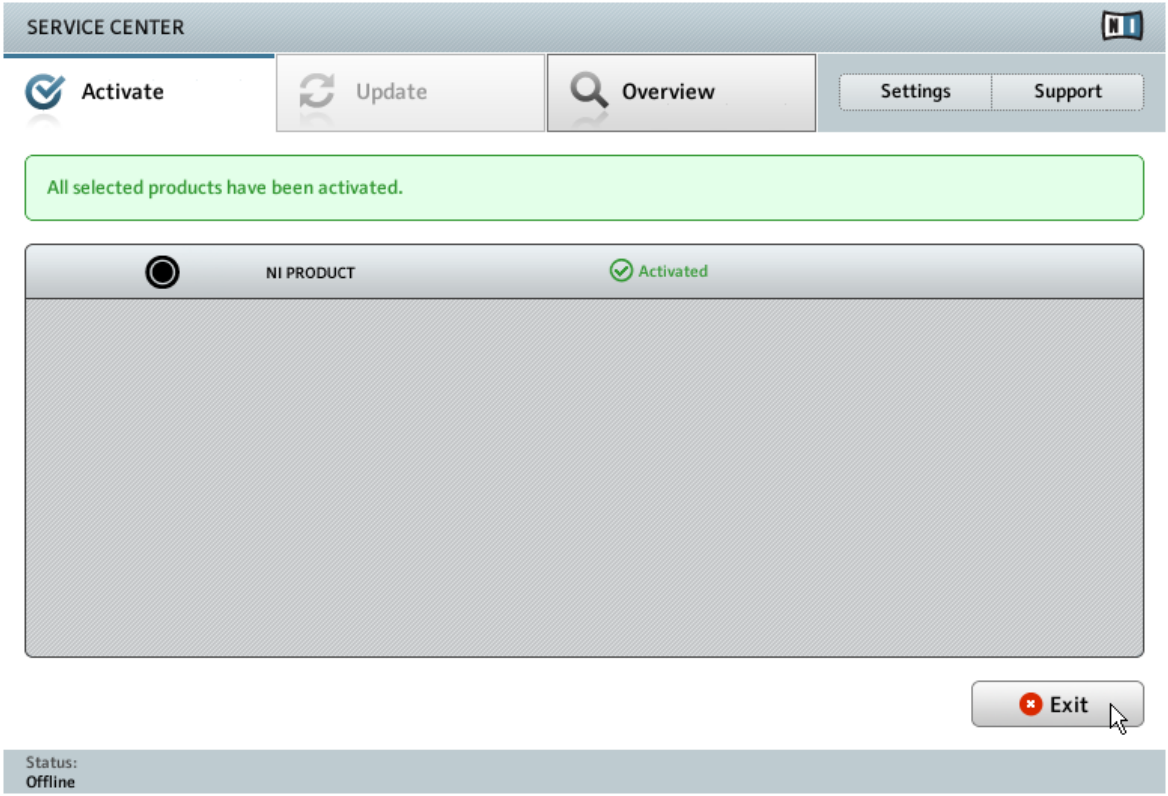
5.3.5 Open the Activation Return File



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.

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

6 Connecting the MASCHINE Controller

This chapter contains a quick walk-through of the basic hardware setups. For more elaborate explanations, consult the MASCHINE Manual from the MASCHINE documentation folder or Native Instruments website.

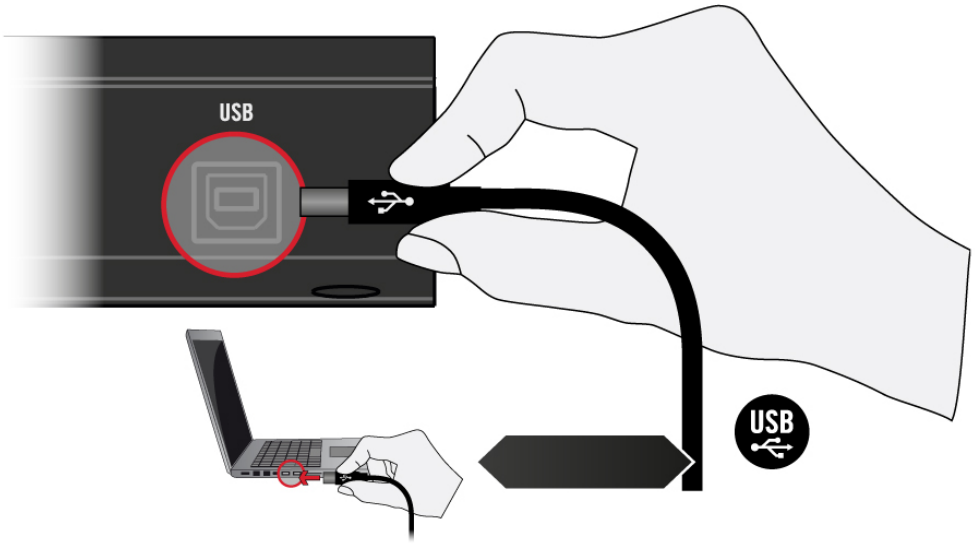
► Make sure that you have installed the latest version of the MASCHINE software, including the MASCHINE hardware driver, before you connect the controller to your computer! For this, please follow the instructions in chapter ↑3, Software Installation.

This guide covers all MASCHINE products and will refer to them generically as the MASCHINE controller unless there are specific differences. All MASCHINE controllers use the same software, this is referred to as the MASCHINE software.

6.1 Connecting the MASCHINE Controller to Your Computer

To connect the MASCHINE controller to your computer:

1. Attach the 'device end' of the included USB cable to the USB socket on the rear panel of the MASCHINE.
2. Attach the 'computer end' of the USB cable to an available USB 2.0 (or later) port on your computer.



Connecting the MASCHINE controller to a computer.

The MASCHINE controller will not work when it is connected to a USB 1.1 port. A USB 2.0 (or later) 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.

6.2 Connecting MIDI Devices to the MASCHINE Controller

In addition to using USB, the MASCHINE MK1, MASCHINE MK2 and MASCHINE STUDIO controllers have dedicated MIDI ports which allow you to directly connect other MIDI devices using a 5-pin standard MIDI cable. For example, if you connect a MIDI keyboard to the MIDI In socket, you can play the selected Sound in the MASCHINE software.

MIDI ports are not provided on the MASCHINE MIKRO controller. However, you can use it as a MIDI Controller via the USB connection and the Controller Editor software.

MIDI ports on the back of the MASCHINE controller.

MIDI ports on the back of the MASCHINE STUDIO controller.

Controlling MIDI

Besides using your MASCHINE controller together with its dedicated MASCHINE software, you can also use it as a powerful and highly versatile MIDI controller to pilot any other MIDI-capable software application running on the computer it is connected to via USB. This is made possible by the Controller Editor software, an application that allows you to precisely define all MIDI assignments for your MASCHINE controller. The Controller Editor is installed during the MASCHINE software installation procedure. For more information on this, please refer to the Controller Editor Manual available as a PDF file in the Documentation subfolder of the Controller Editor installation folder on your hard disk.

6.3 Connecting the Power Supply to the MASCHINE STUDIO Controller

This section covers how to connect the power supply to your MASCHINE STUDIO controller.

This section is applicable to MASCHINE STUDIO only. In addition to USB the MASCHINE STUDIO controller requires the included power supply. All other MASCHINE controllers are powered by USB only.

6.3.1 Before You Begin

Before connecting the devices, and setting up your MASCHINE STUDIO, here are some points to be aware of:

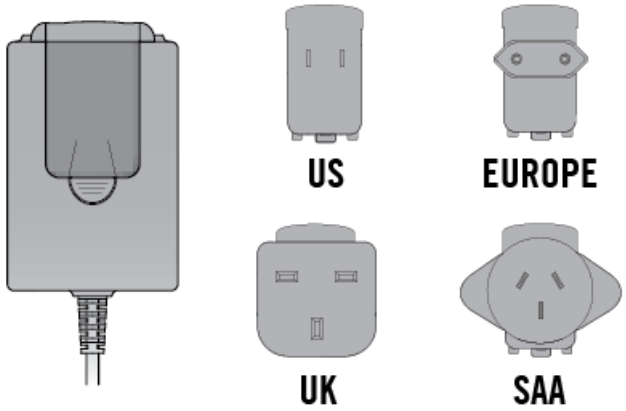
Please carefully read and understand the Safety Instructions flyer provided with MASCHINE STUDIO.

- Make sure that you have installed the MASCHINE software before you connect the MASCHINE STUDIO to your computer! For this, please follow the instructions specific to your operating system in chapter ↑3, Software Installation.

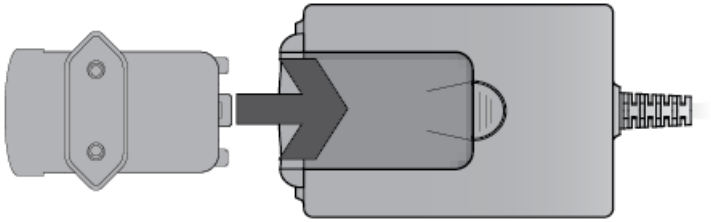
6.3.2 Assembling and Connection the Power Supply

Before you can use the power supply, you need to attach the adapter plug specific to your region to the base unit of the power supply. Follow these steps to correctly assemble and use the power supply.

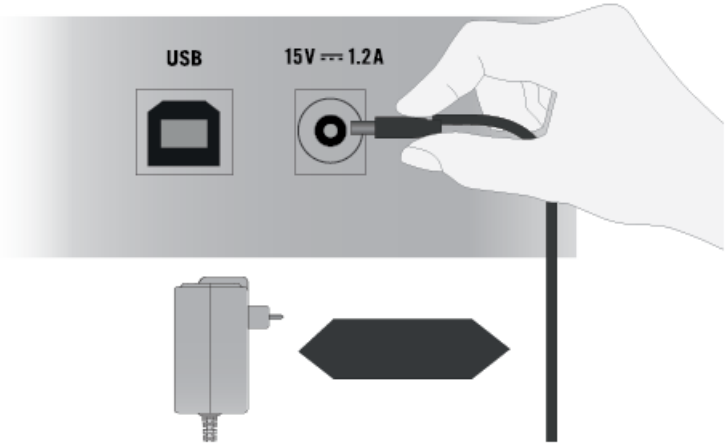
1. Select the adapter plug that matches the type of power outlet present in your region.



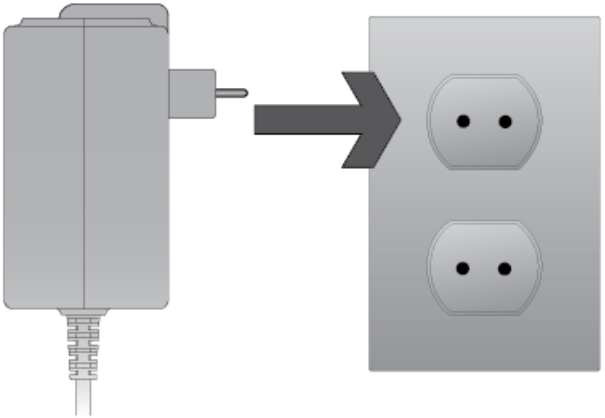
2. Insert the fixture of the adapter plug into the corresponding part on the base unit of the power supply. Press the adapter plug carefully against the base unit until you hear a click which confirms the adapter plug has snapped into place.



3. Connect the plug at the end of the power supply's cable to the power supply connector on the rear panel of your MASCHINE STUDIO controller.



4. Connect the power supply to a power outlet.



7 Stand-alone Operation

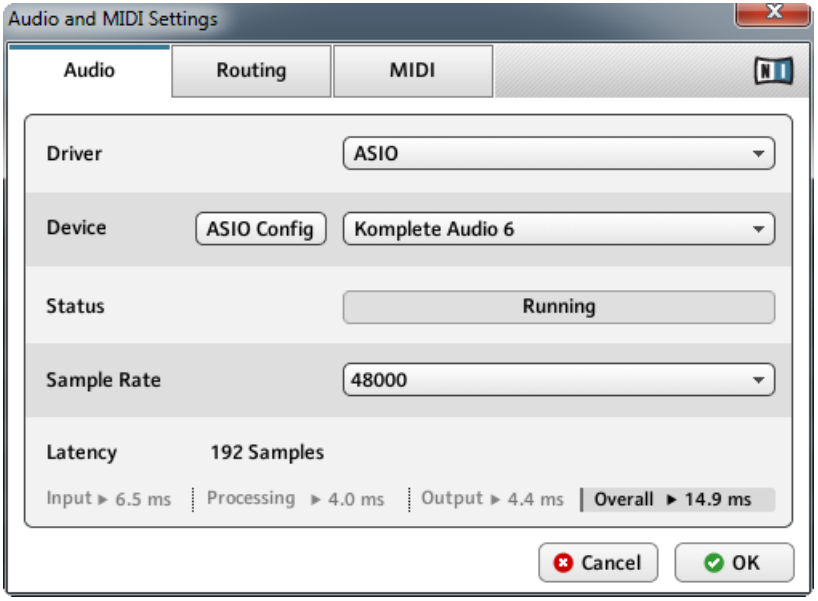
When you launch the MASCHINE software from its installation directory, it will start as a stand-alone program with its own application menu, just like any other application on your computer.

The Audio and MIDI Settings Dialog

When you start MASCHINE in stand-alone mode for the first time, neither its audio nor MIDI settings are yet configured. In order to make the application receive MIDI notes from your keyboard and play sound through your audio interface, you will first have to tell it which audio and MIDI hardware to use. This is done via the **Audio and MIDI Settings** dialog, which appears automatically upon the first start.

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

7.1 Selecting an Audio Interface



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

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

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

    - *WASAPI*: Current Windows audio driver standard format for Windows 7 and 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. Select the audio interface that you'd like to use for playback here. On Windows, the ASIO Config button opens the control panel of the selected audio interface. This button is not present on Mac OS X.
- Sample Rate: This drop-down menu allows you to set the global playback sample rate at which the application will operate. Common values are 44100 Hz for music and 48000 Hz for film production.
- Latency: Displays the size of the audio playback buffer in samples. Small values will shorten the delay between pressing a MASCHINE controller pad 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.

7.2 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 of 256 or 512 samples, then gradually decrease the value during your normal work.

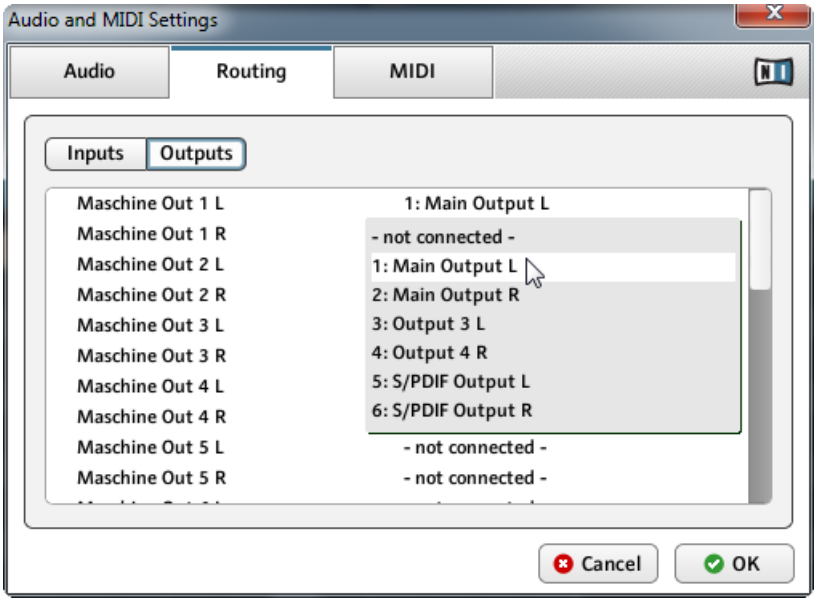
On Mac OS X, a dedicated Latency slider allows you to set the buffer size. On Windows, the buffer size can be configured in the audio interface's ASIO panel if you use a low latency ASIO driver. The ASIO panel can be opened with the ASIO Config button in the Audio and MIDI Settings dialog. Some other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

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

7.3 Routing Audio Input and Output

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

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



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

MASCHINE can also make use of external audio signals. You can sample these signals or route them through a MASCHINE Module to add effects. To feed audio coming from external sources you also need to configure the audio inputs of your audio interface:

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

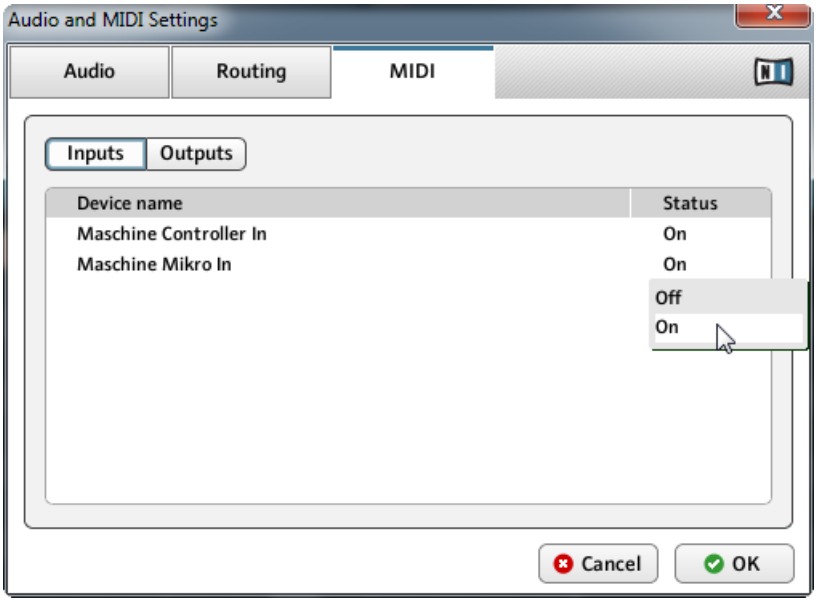
For detailed information on sampling external audio and applying effects to external audio please refer to the MASCHINE / MASCHINE MIKRO Manual.

7.4 Setting up MIDI Connections

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

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

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



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

MASCHINE allows 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.

8 Plug-in Operation

MASCHINE is also available as a VST, AU, and AAX plug-in. The MASCHINE 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.

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.

9 Other Documentation and Support Resources

9.1 Further Documentation Resources

The following documents are also part of the MASCHINE documentation:

- The **Getting Started** guide provides you with essential information on using MASCHINE, and explains how to accomplish fundamental tasks. After reading the Setup Guide, you should proceed with this document.
- The **MASCHINE Manual** provides you with a detailed reference of your MASCHINE software along with extra information (solving common issues, specifications, etc.). Each MASCHINE controller has a specific manual, please be sure to open the correct one for your controller.
- The **Hardware Control Reference** describes the quick access options performed using the MASCHINE controller, and lots of keyboard shortcuts.

You will find these documents in the documentation folder, which will be created in the program installation folder during the software installation, and you will find them on the Native Instruments website. The documents will also be available from the MASCHINE 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.

9.2 Support Channel Videos

You can find a number of support videos on The Official Native Instruments Support Channel under the following url: https://www.youtube.com/NIsupportEN

We recommend that you follow along with these instructions while the respective application is running on your computer.

9.3 Knowledge Base / Readme / Online Support

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

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

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

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

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

9.4 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

9.5 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

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