

# IK Product Manager

USER MANUAL



IK MULTIMEDIA. **MUSICIANS FIRST.**

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## License Agreement

### End-User License Agreement for IK Multimedia Computer Related Software

Please read this document carefully before installing the IK Multimedia Production Srl (hereafter: IK Multimedia) software on your computer.

This agreement licenses the enclosed software to you (hereafter: Licensee) and contains warranty and liability disclaimers. By installing the IK Multimedia software on your computer, you are confirming to have taken notice of terms and conditions of this agreement and you acknowledge your acceptance of the software as well as your acceptance of the terms of this agreement.

If you do not wish to do so, do not install the software. Instead, provided you purchased a boxed product, promptly return the entire package, to the dealer from whom you have obtained it, for a full refund. If you purchased a product from the IK Multimedia Online Shop, please contact IK Multimedia at [www.ikmultimedia.com/contact-us](http://www.ikmultimedia.com/contact-us).

#### 1) DEFINITIONS

“End-User License Agreement” (hereafter: “EULA”), means the contractual conditions between you and IK Multimedia for the use of the “IK Multimedia Product” and means the right to use this non-exclusive license agreement.

“IK Multimedia Product” (hereafter: “Product”) means the software program, the related documentation, models, multimedia content (such as animation, sound and graphics) and all related updates supplied by IK Multimedia.

“Not For Resale” (hereafter: “NFR”) means a version of the Product, so identified, intended for review and evaluation purposes only.

“Intellectual Property Rights” means worldwide common law and statutory rights associated with (i) patents and patent applications; (ii) works of authorship, including copyrights, copyright applications, copyright registrations and “moral” rights; (iii) the protection of trade and industrial secrets and confidential information; (iv) other proprietary rights relating to intangible intellectual property (specifically excluding trademarks, trade names and service marks); (v) analogous rights to those set forth above; and (vi) divisions, continuations, renewals, reissuances and extensions of the foregoing (as applicable) now existing or hereafter filed, issued or acquired.

#### 2) LICENSE

The Product is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The Product is licensed only. The intellectual property of the Product remains at IK Multimedia.

This EULA grants you the non-exclusive right to use the Product for a maximum period of 30 (thirty) years. All other actions and means of usage are reserved to the written permission of the right holder IK Multimedia.

The Product is only for your personal (individual) use.

You may install and use the Product, or any prior version thereof for the same operating system, on up to three (3) computers, provided that (a) each computer is owned by (or leased to) and under the exclusive control of the Licensee; (b) the Product shall NOT be used simultaneously on more than one machine, and (c) any computer(s) with the Product installed shall not be sold, rented, leased, loaned or otherwise be removed from the Licensee's possession without first removing (uninstalling) the Product, except as provided in Paragraph 4.5 (below) pertaining to "Software Transfer".

You may also store or install a copy of the Product on a storage device, such as a network server, used only to install or run the Product on your other computers over an internal network; however, you must acquire and dedicate a distinct license for each user of the Product from the storage device.

Any given license for the Product may not be shared or used concurrently or otherwise on different computers or by different users in a given organization.

### **3) AUTHORIZATION**

The Product only functions upon completing the registration and authorization procedure described in the accompanying user documentation.

The registration and authorization procedure requires to create a user account on the IK Multimedia website and to provide the requested information about yourself, in accordance with IK Multimedia privacy policy ([www.ikmultimedia.com/privacy](http://www.ikmultimedia.com/privacy)).

If you provide any information that is not correct or incomplete, or IK Multimedia has reasonable grounds to suspect that such information is not correct or incomplete, IK Multimedia has the right to suspend or to revoke the license.

The termination of the license shall be without prejudice to any other rights, whatsoever, of IK Multimedia.

Once the Product is registered it is associated with your user account and it can not be returned or transferred to any third party without obtaining the prior written consent of IK Multimedia.

## 4) DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS

### 4.1 Limitations on Reverse Engineering, Decompilation, and Disassembly

The Product is licensed as a single product. Its component parts may not be separated for use on more than one computer.

You may not reverse engineer, decompile, or disassemble the Product, except and only to the extent that such activity is expressly permitted by applicable law.

### 4.2 Sound License Agreement

In case a sound library is part of the Product, it is subject to the following terms in addition to the EULA:

All sounds and samples in the Product are licensed to you for commercial and non-commercial use in music and audio production, public performance, broadcast or similar use.

Re-distribution of this Product, its sounds or their derivatives, through any means, including but not limited to, re-sampling, mixing, filtering, processing, isolating, or embedding into software or hardware of any kind, is strictly prohibited.

Furthermore all these sound and samples may not be repackaged in whole or in part as audio samples, sound libraries, sound effects or on a stand alone basis.

### 4.3 Not For Resale

If the Product is labeled “NFR” or “Evaluation Copy”, then, notwithstanding other sections of this EULA, you may not sell, or otherwise transfer the Product.

### 4.4 Rental

You may not rent, lease, or lend the Product to any party.

### 4.5 Software Transfer

You may transfer your rights as Licensee of the software or any IK Multimedia product, as licensed to you under this agreement only with purchasing a license transfer on IK Multimedia official website. The above-mentioned transfer license can be combined with a single “IK Multimedia Product”, and just only once.

IK Multimedia reserves the rights to:

l) delete or cancel, at its sole discretion, the necessary serial number for the registration, if purchased fraudulently or, in any case, against the law.

It) forbid, at its sole discretion, any transfer of the necessary serial number for the registration, before the term of 90 days starting from the serial number or license transfer purchasing order.

The Product may be transferred or otherwise made available to any third party only with the prior written consent of IK Multimedia and provided that (a) the original media and license(s) accompany the Product and (b) the party transferring the Product does not retain a copy of the Product.

In addition the following may apply:

a) If the Product is part of a bundle of software, the whole bundle must be resold / transferred as a whole. Any individual Product in a software-only bundle cannot be resold / transferred separately.

b) If the Product is part of a bundle of IK Multimedia software and hardware, only the hardware can be resold / transferred. Any bundled software Product is considered NFR.

## **4.6 Third Party Rights**

Some content included in the Product may belong to third parties and could be protected by copyright or other intellectual property laws.

## **5) UPGRADES**

If the Product is labeled or otherwise identified by IK Multimedia as an “upgrade” or “crossgrade”, you must be properly licensed to use a product identified by IK Multimedia as being eligible for the upgrade or crossgrade in order to use the Product.

A Product labeled or otherwise identified by IK Multimedia as an upgrade replaces and/or supplements the product that formed the basis for your eligibility for such upgrade. You may use the resulting upgraded Product only in accordance with the terms of this EULA.

If the Product is an upgrade of a component of a bundle of software programs, it may be used and transferred only as part of the bundle and may not be separated for use on more than one computer.

## **6) DUAL-MEDIA SOFTWARE**

You may receive the Product in more than one medium. You may not loan, rent, lease, or otherwise transfer the other medium to another user, except as part of the permanent transfer (as provided above) of the Product.

## **7) LIMITED WARRANTY**

IK Multimedia warrants to the original purchaser of the Product, for a period of ninety (90) days following the

date of original purchase, that under normal use, the software program and the user documentation are free from defects that will materially interfere with the operation of the program as described in the enclosed user documentation.

In any case the concerning law is reserved, if applicable.

## **8) WARRANTY CLAIMS**

To make a warranty claim under the above limited warranty, please contact IK Multimedia at the address [www.ikmultimedia.com/contact-us](http://www.ikmultimedia.com/contact-us).

IK Multimedia or its authorized dealer will use reasonable commercial efforts to repair or replace the product and return it to you or issue to you a credit equal to the purchase price, at its option

IK Multimedia or its authorized dealer will use reasonable commercial efforts to repair or replace the product and return it to you or issue to you a credit equal to the purchase price, at its option.

## **9) LIMITATIONS ON WARRANTY**

IK Multimedia warrants only that the Product will perform as described in the user documentation. No other advertising, description or representation, whether made by an IK Multimedia dealer, distributor, agent or employee, shall be binding upon IK Multimedia or shall change the terms of this warranty.

EXCEPT AS STATED ABOVE, IK MULTIMEDIA MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, REGARDING THIS PRODUCT. IK MULTIMEDIA DISCLAIMS ANY WARRANTY THAT THE SOFTWARE IS FIT FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTY OF MERCHANTABILITY SHALL BE LIMITED TO A NINETY (90) DAY DURATION OF THIS LIMITED EXPRESS WARRANTY AND IS OTHERWISE EXPRESSLY AND SPECIFICALLY DISCLAIMED. IK MULTIMEDIA SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES, EVEN IF IK MULTIMEDIA IS ADVISED OF OR AWARE OF THE POSSIBILITY OF SUCH DAMAGES. THIS MEANS THAT IK MULTIMEDIA SHALL NOT BE RESPONSIBLE OR LIABLE FOR THE LOSS OF PROFITS OR REVENUES, OR FOR DAMAGES OR COSTS AS A RESULT OF LOSS OF TIME, DATA OR USE OF THE SOFTWARE, OR FROM ANY OTHER CAUSE EXCEPT THE ACTUAL COST OF THE PRODUCT. IN NO EVENT SHALL IK MULTIMEDIA LIABILITY EXCEED THE PURCHASE PRICE OF THIS PRODUCT.

## **10) GOVERNING LAW, DISPUTES RESOLUTION**

This Agreement shall be governed by and construed and interpreted in accordance with the laws of Italy. Any dispute, controversy or claim arising under, out of, or relating to this EULA, including, without limitation, its formation, content, validity, binding effect, interpretation, performance, breach or termination, as well as non-contractual claims, shall be subject to the Court of Milano (Italy), having the complete and exclusive jurisdiction.

## 11) GENERAL

This Agreement contains the complete agreement between the parties with respect to the subject matter hereof, and supersedes all prior or contemporaneous agreements or understandings, whether oral or written.

If any stipulations of this EULA become invalid, completely or in part, this not affect the validity of the remaining stipulations.

All questions concerning this Agreement shall be directed to:

IK Multimedia Production Srl

Via dell'Industria 46

41122 Modena

Italy

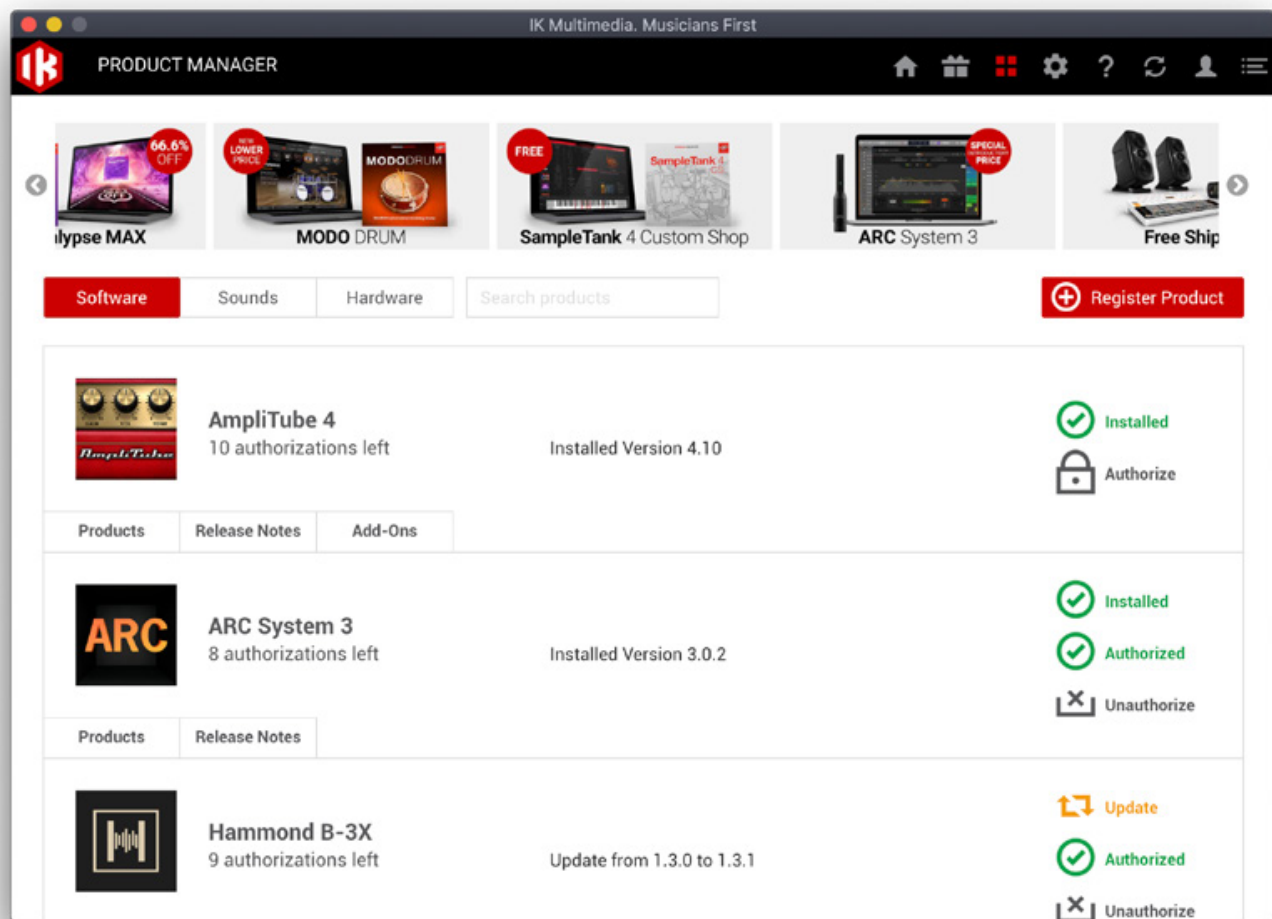
Last update September 22nd, 2020

## Chapter 1 – Overview

### 1.1 – Product Overview

The IK Product Manager is a one-stop utility software for managing IK products at a glance. It supports all IK current products and mirrors the My Products page of the User Area.

With IK Product Manager, you can manage the authorization and registration processes for software and hardware products, download and run installers and related downloads, download sound libraries, and even unauthorize products - all in one single place.



From the My Products window, you gain access to these features:

- Register products - allows for serial number registration with a single click.
- View installed/authorized products – the “Installed” and “Authorized” badges indicate if a product is installed and authorized.
- Download and Update products – using the built-in download manager you can download your purchased software or sound library whenever you want and not miss out on an update again. Just start a download and leave the app minimized in the background to focus on your music. When the download is completed, IK Product Manager will launch the installer on your Mac or PC.
- Authorize/Unauthorize products – check if your product is authorized, or authorize/unauthorize it with a click, and see how many authorizations you have left.
- Add-ons downloads – here you can access to more content such as software presets, drivers, or firmware updaters.
- Notifications – the built-in Notification Center will inform you on the installation status of your products and on new products or promos available. By simply clicking on a notification, you will be redirected to the IK website for more information.
- Preferences – here you can decide where to download installers and if you want to automatically authorize software on your machine after install.

## Chapter 2 – The IK Product Manager

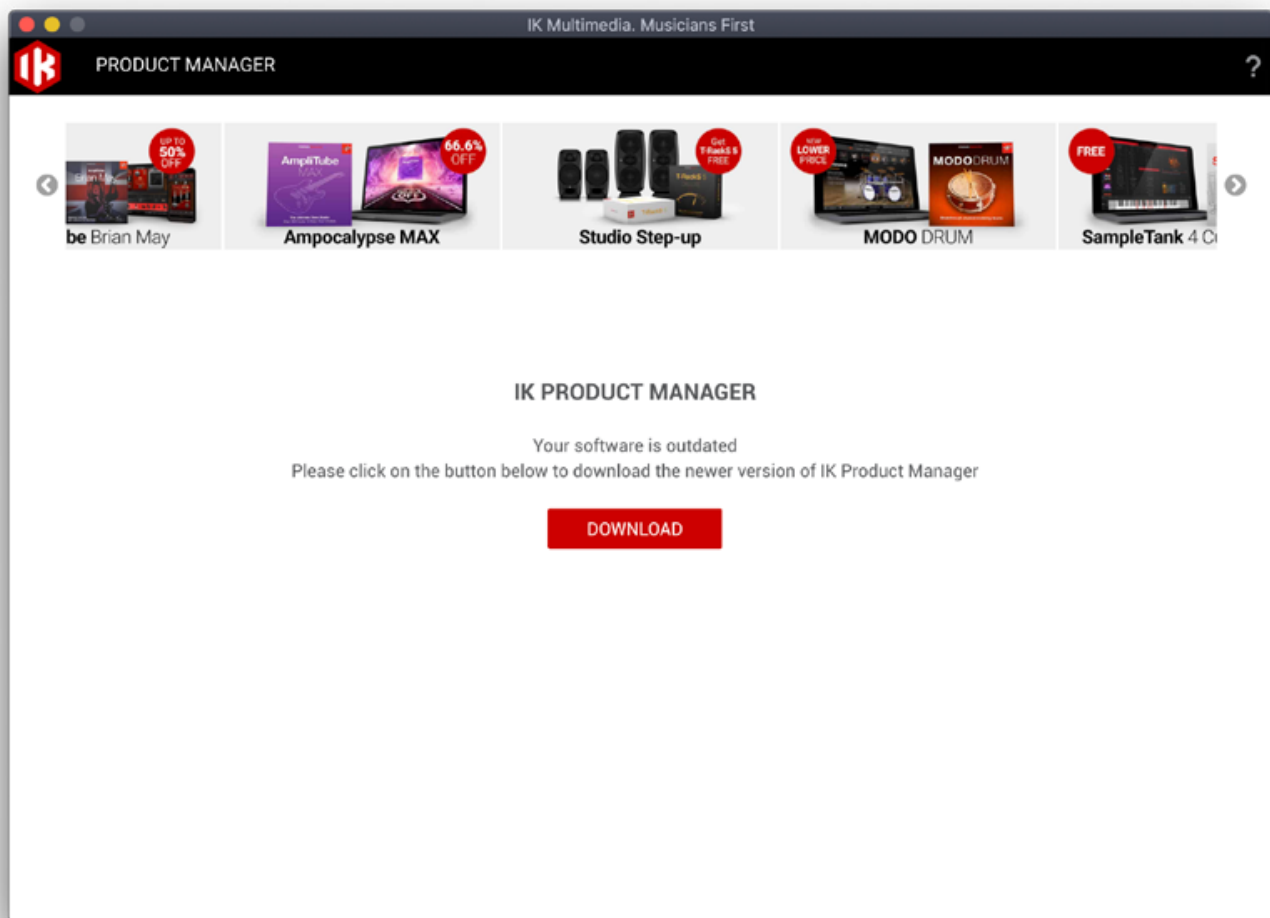
### 2.1 – Starting with the IK Product Manager

To start the IK Product Manager, double-click on the IK Product Manager icon located in:

- macOS: “Applications” folder
- Windows: Start menu, All Programs

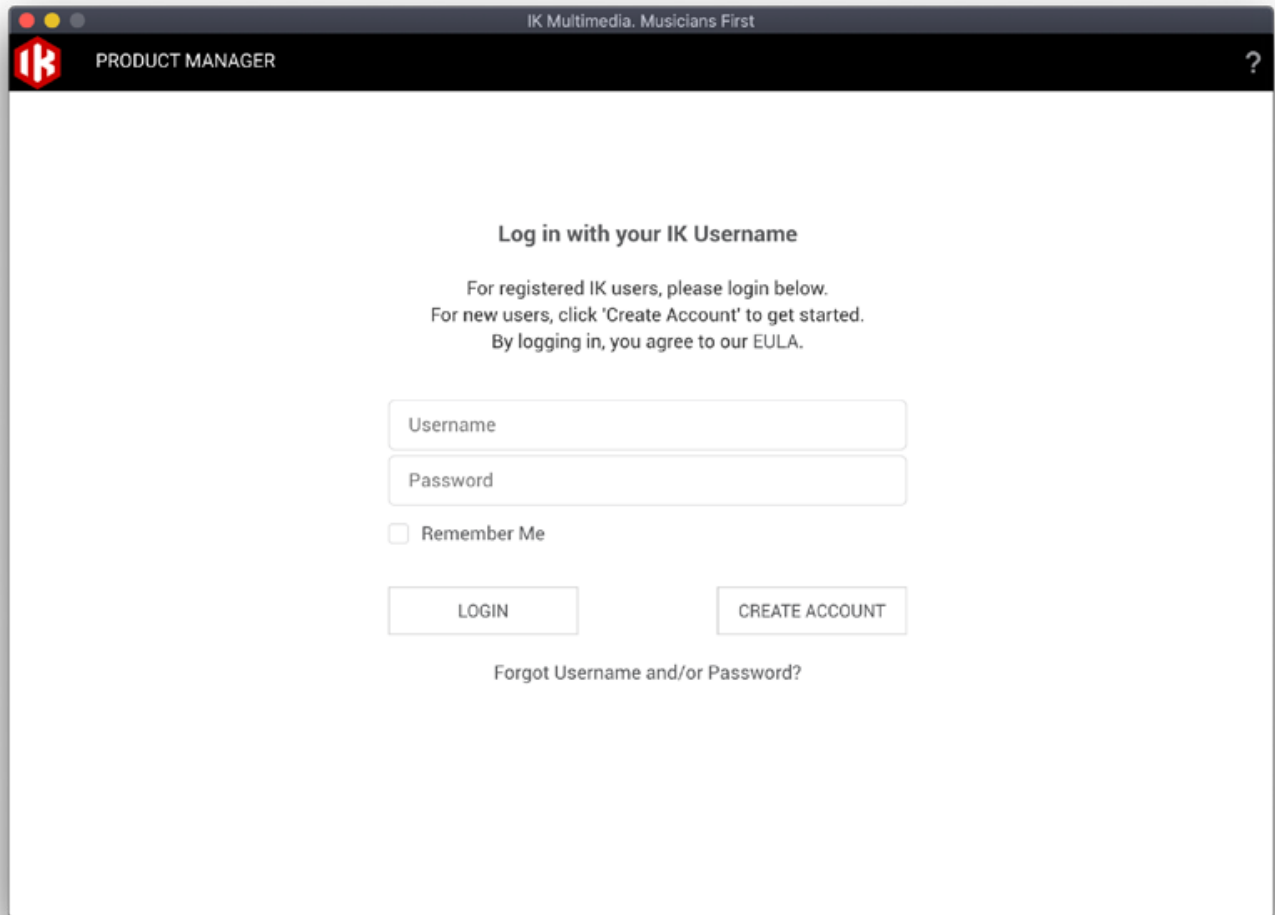
PLEASE NOTE: IK Product Manager requires an active internet connection.

When launching the IK Product Manager, the app will automatically check if an update is available. If your application is up to date, a Login page will appear. Conversely, if the status check finds a new available update, a download button will appear. Click on the button start downloading the IK Product Manager. Please download and install the new version and open the IK Product Manager again.



## 2.2 - The Login Page

When opening the IK Product Manager for the first time, a Login Page will appear.



The screenshot shows a web browser window titled "IK Multimedia. Musicians First". The page header includes the IK logo and the text "PRODUCT MANAGER" on the left, and a question mark icon on the right. The main content area is titled "Log in with your IK Username". Below the title, there is a message: "For registered IK users, please login below. For new users, click 'Create Account' to get started. By logging in, you agree to our EULA." The login form consists of two input fields: "Username" and "Password". Below these fields is a checkbox labeled "Remember Me". At the bottom of the form are two buttons: "LOGIN" and "CREATE ACCOUNT". Below the buttons is a link that says "Forgot Username and/or Password?".

If you are an existing IK Multimedia user, simply login with your user account credentials.

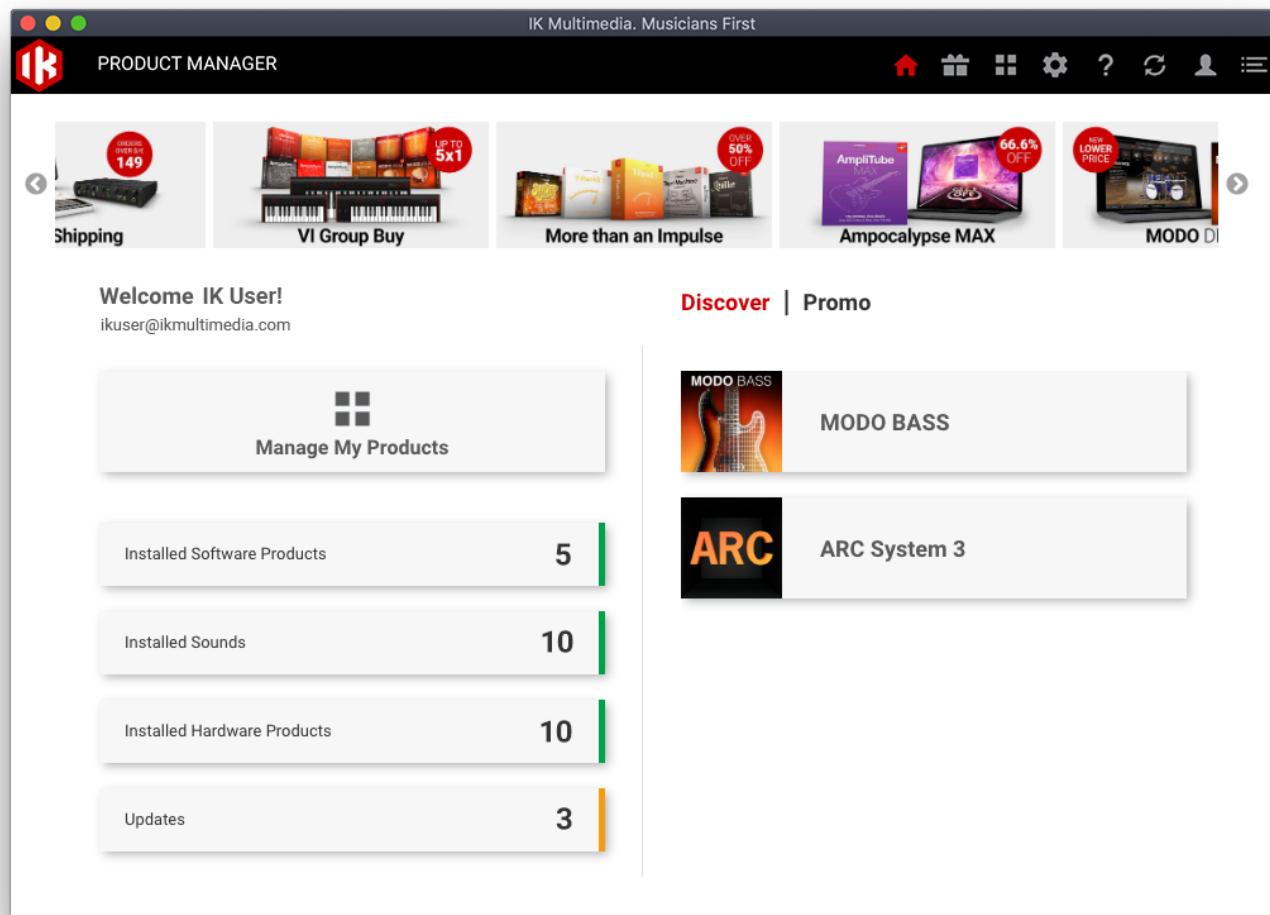
Click on the checkbox "Remember Me" if you want your credentials to be saved for the next time you log in.

If you are a new user, click on the "Create Account" button. Your Internet browser will open up on your machine and you will be redirected on the IK Multimedia website so that you may create a new user account.

Click on the "Forgot Username and/or Password?" button to open the Credentials Reset page and follow the instructions in order to restore your user credentials.

## 2.3 – The Landing Page

Once logged in, the immediate available section is the landing page.



On the left, you can access to an overview of the current logged account. This section summarizes all the installed products and available updates. Clicking on the big “Manage My Products” button positioned at the top, you will be redirected to the My Products page.

On the right of the landing page, the “Discover” section shows you all the products that you don’t own, so you can give them a try. By clicking on one of these products, you will be redirected on the Software tab, to the relative product row. Some products show the “Try” button. When this button is displayed, it means that you can download a trial version of the product, which will last for 10 days. The IK Product Manager will notify you when the trial days have expired, and you can choose to purchase the product by pressing the “Buy” button that will appear at the end of the trial period. The Promo section shows the available promos on the IK website. Click on one of these promos to open your internet browser and navigate into the IK Multimedia website.

## 2.4 – User Interface Structure

The IK Product Manager GUI has a fixed size and is designed to be the best toolbox for managing your IK products.

The GUI is composed of:

- Top Bar (including Landing Page, Products Page, Preferences, Help Menu, Refresh, Global Menu and Notification Center buttons)
- Three main tabs: Software, Sounds, Hardware including a search bar
- Notification and Promo Center

Please find detailed descriptions of these sections following in this manual.

PLEASE NOTE: IK Product Manager always requires an active internet connection.

## Chapter 3 – The Top Bar

### 3.1 – The Top Bar

The Top Bar is a navigation tool which allows to access to the different sections of IK Product Manager. On the left, the IK Multimedia logo is displayed, click on the logo to open the IK Multimedia website on the browser.

The icons on the right side of this bar consist of the following: Access to Landing Page, Products page, Preferences, open the Help Menu, Refresh the IK Product Manager page, open the User dropdown menu, and open the Notification Center.

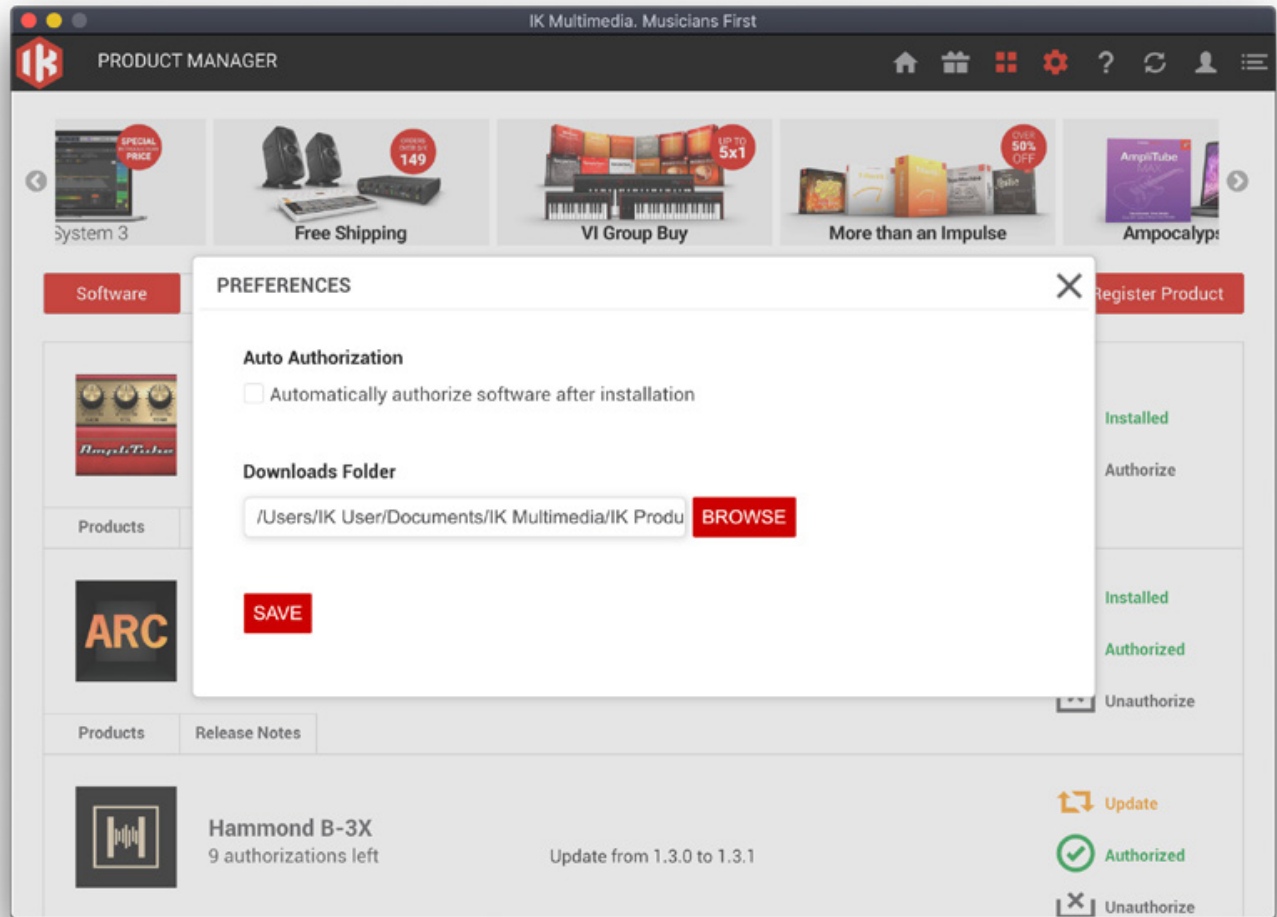
Click on the “Home” icon to access to the landing page, an overview of the current logged account including a “Discover” and “Promo” section. The “Discover” and “Promo” sections show you all the software product you don’t own that are available for trying modes, and the current available promos on the IK website. Click on one of these promos to open your internet browser and navigate into the IK Multimedia website.



Click on the “My Products” icon to open the page including Software, Sounds and Hardware tabs.

## 3.2 – Preferences

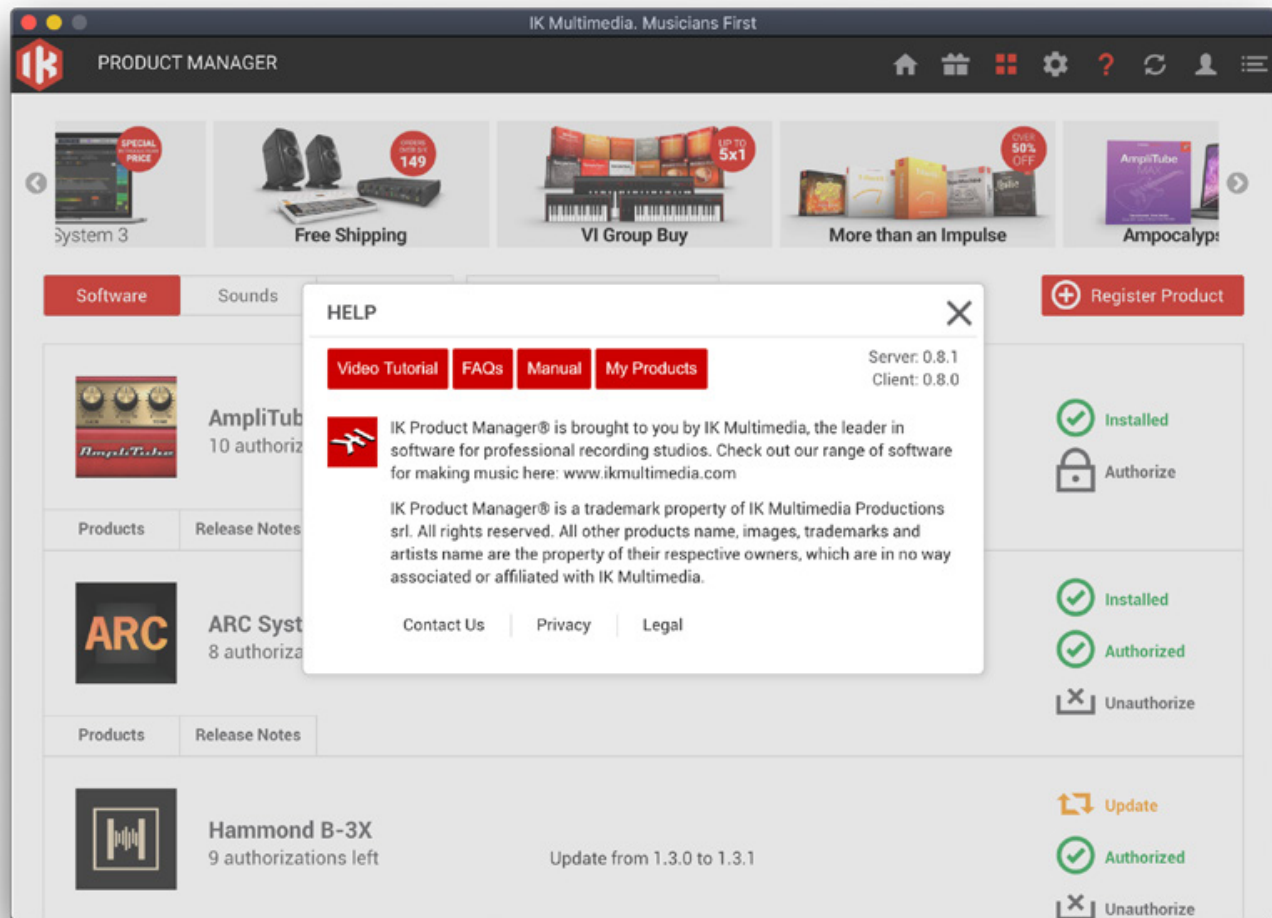
By clicking the gear icon in the Top Bar, the Preferences dialog will appear.



- **AUTO-AUTHORIZATION:** Select this option if you want to automatically authorize products after installation.
- **DOWNLOADS FOLDER:** Select your preferred download folder.  
The default download folder is: /Documents/IK Multimedia/IK Product Manager (see the Download Manager chapter for more information on the download process).

## 3.3 – Help Menu

Click on the question mark (?) icon to open the Help Menu. From this menu, you can access to the software build & version numbers, company disclaimer, legal information, and the “Contact Us” form.



Additionally, in the Help Menu there are 4 buttons for:

- **VIDEO TUTORIAL:** Opens the IK Product Manager tutorial video on your Internet browser.
- **FAQs:** Opens the IK Product Manager FAQs page via IK Multimedia website.
- **MANUAL:** Opens the IK Product Manager manual stored on your machine.
- **MY PRODUCTS:** Opens the My Products page of the User Area on your Internet browser.

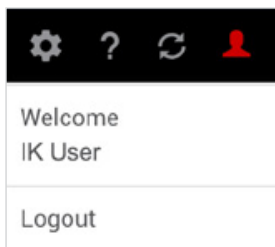
## 3.4 – Refresh Button

Clicking on the refresh icon it will result in a checking status and connection with the User Area in order to instantly sync the application to your user account. Each time the My Products page updates, changes will be instantly made available on IK Product Manager via this button.



## 3.5 – User menu

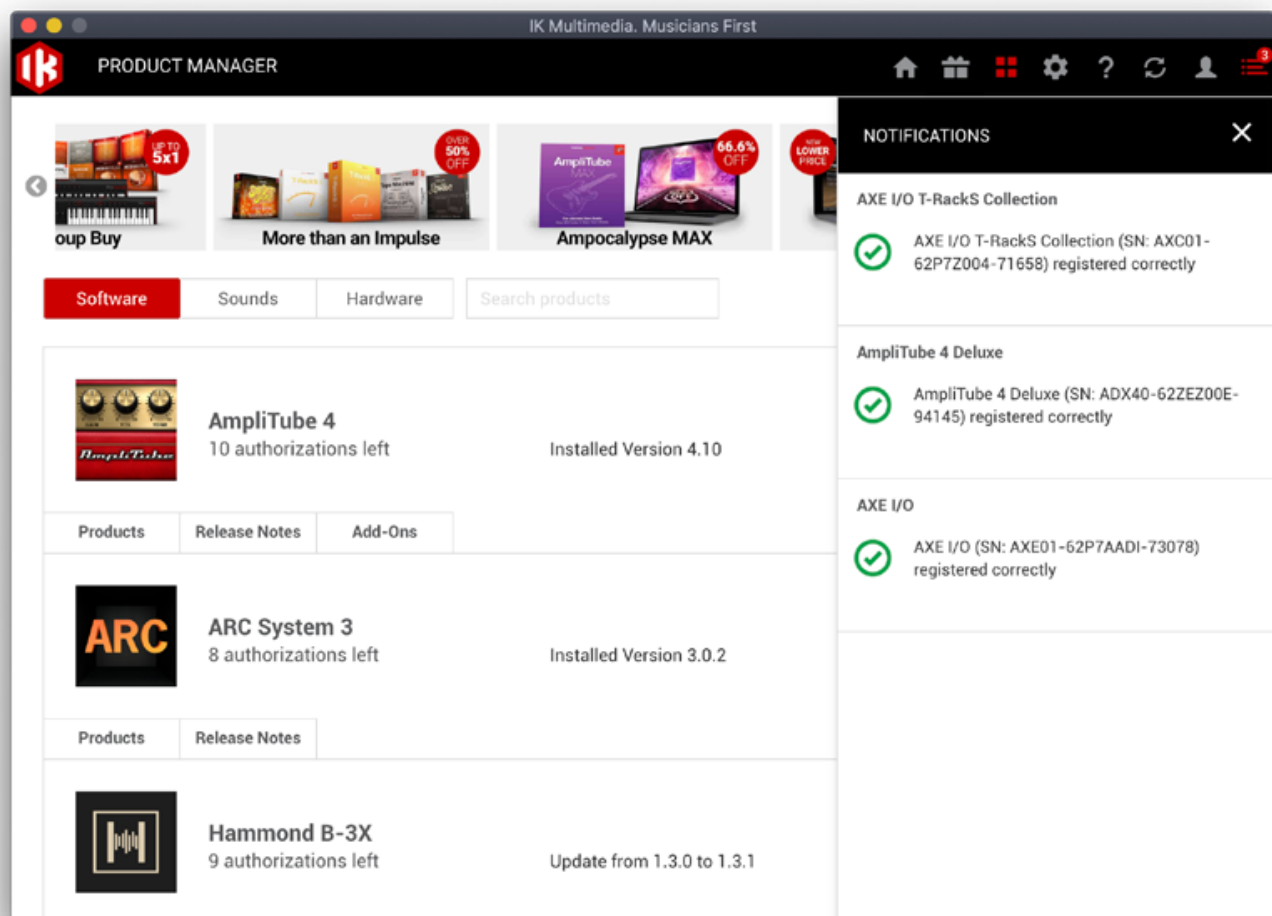
By clicking on the user icon, a dropdown menu will appear showing two buttons. The first button shows the logged user account. Clicking on this button will open the User Area page on your Internet browser. The second is the Logout button, click it to logout from the IK Product Manager.



## 3.6 – Notification Center

The toast icon in the top right corner of the Top Bar opens a collapsible window that slides from the right side of the screen. The Notification Center is the place where the notifications appearing temporarily on the screen are stored.

**Notifications:** Each time a product is downloaded, installed or registered, a pop-up will appear in the upper right side of the interface and the notification will be stored inside this tab. If an error occurs during download or installation, a notification will be displayed here as well.



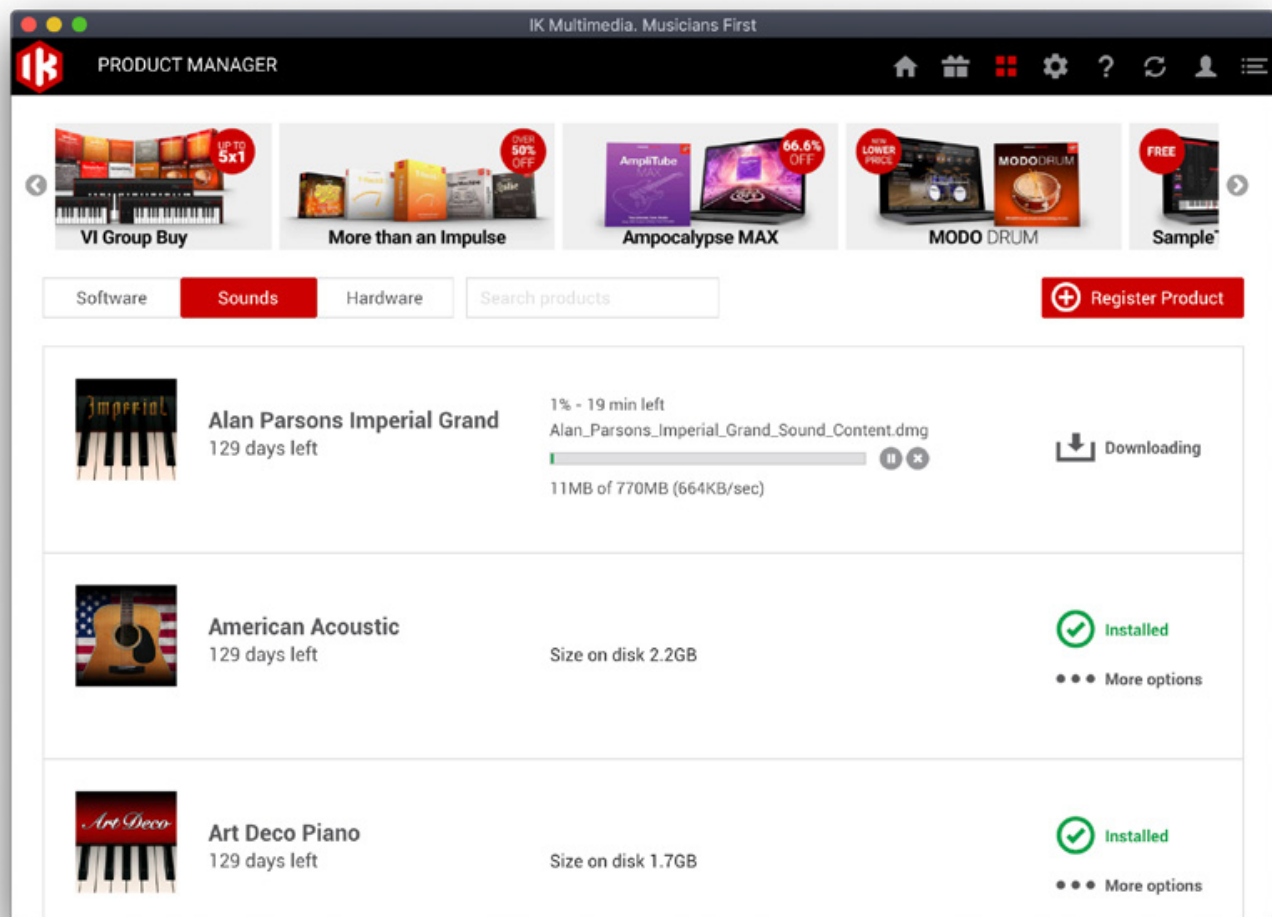
PLEASE NOTE: When downloading software Add-ons, a notification will appear after the download is complete.

## Chapter 4 - The Download Manager

### 4.1 – The Download Manager

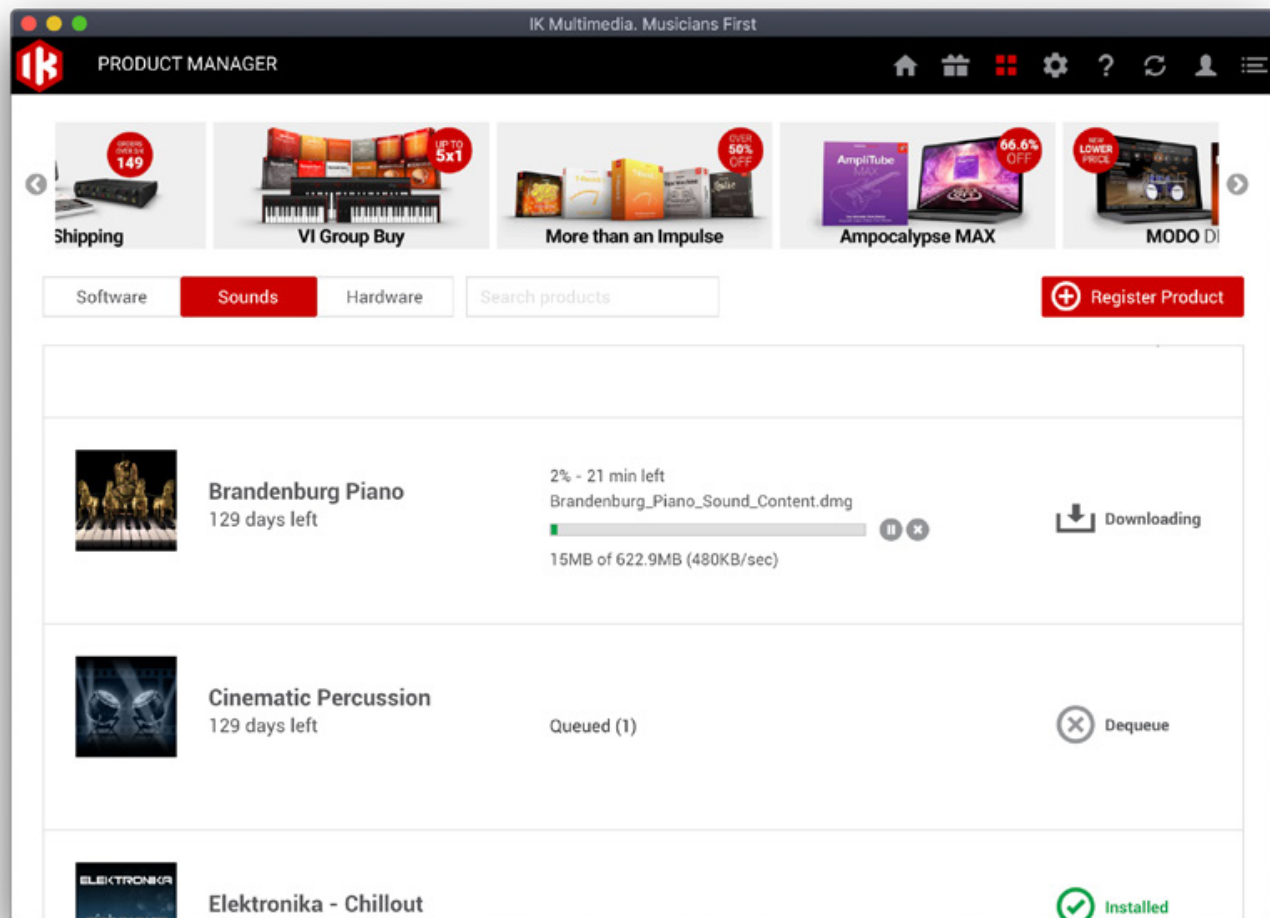
The IK Product Manager provides a built-in a Download Manager. The download manager functionalities are to download products, provide file size information, file download, and specify if there's any problems with the download or install.

The Download Manager ensures that the download process goes smoothly with no errors due to issues such as download bandwidth or disk writing errors.



## Download Manager behavior

The download manager allows for multiple downloads based on queue. The download is limited to one at a time while the other downloads are queued. If several downloads are pending, the product currently downloading will show the badge “Downloading”, while the products waiting to download will show the badge “Queued”. Click on the “Dequeue” button to get a product out of the download queue.

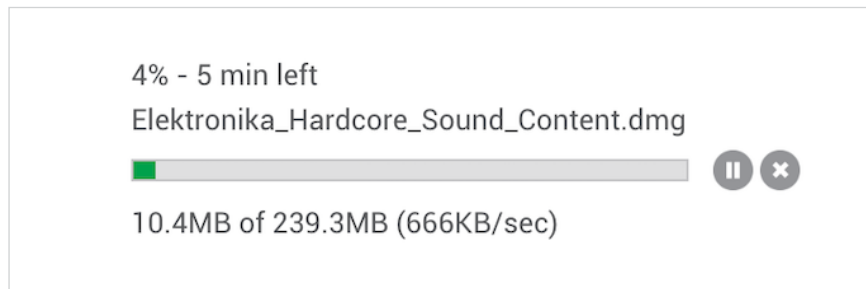


The Add-ons downloads are separate from the Download queue. So, even if another download is in progress, you can still download the add-ons at the same time (see Add-ons paragraph).

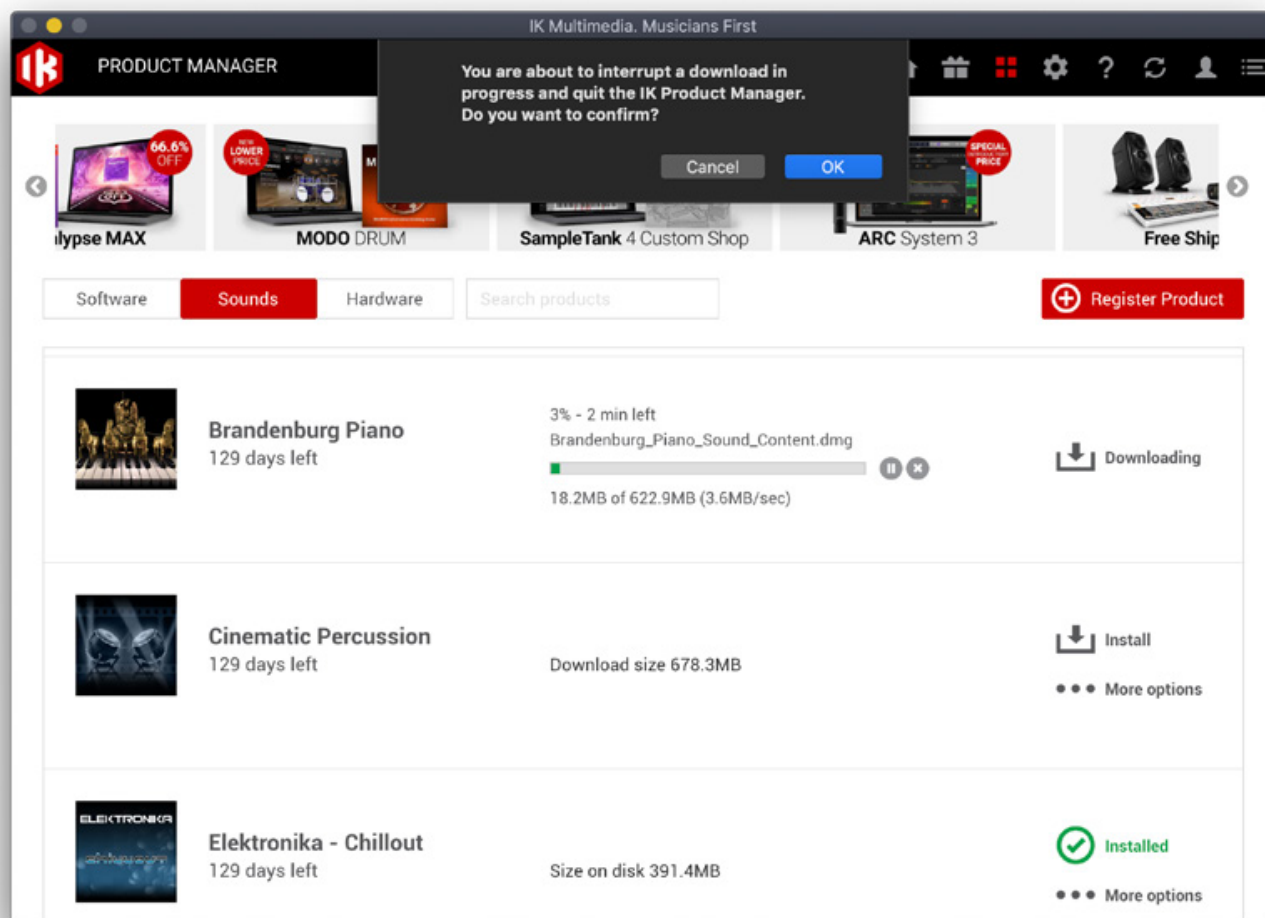
Once the download is complete, the installer automatically starts on your machine and the next software in the queue will start downloading.

The default download folder is: /Documents/IK Multimedia/IK Product manager, but you can set a preferred download folder in the preference menu (see Settings menu chapter).

Download manager provides the current status (Queued, Downloading, Installing, Installed), and shows a progress bar with information on what is downloading, and time left to download the file. It is also possible to pause and resume a download.

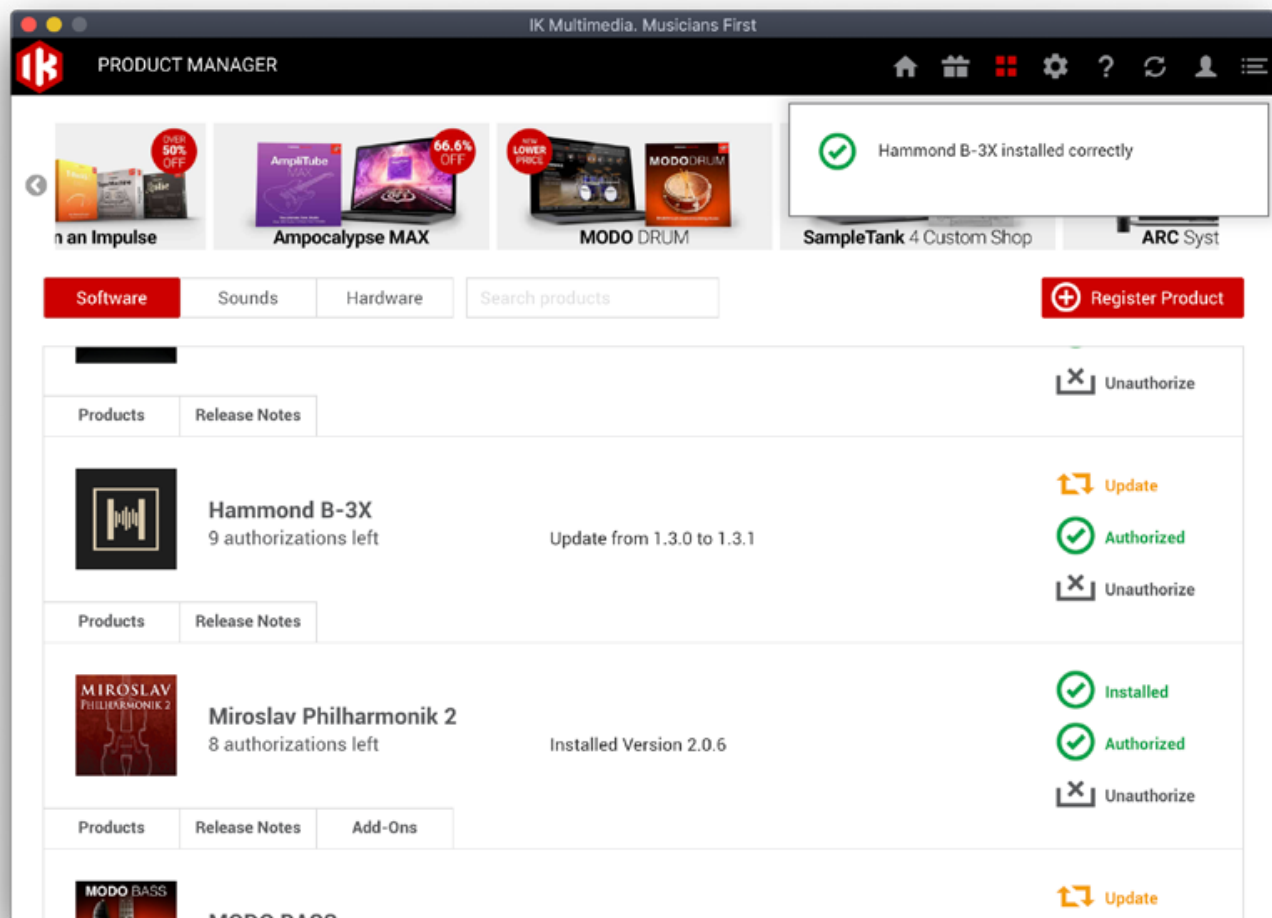


If you close the app while a download is active, a popup message will confirm closing and cancellation of the download.



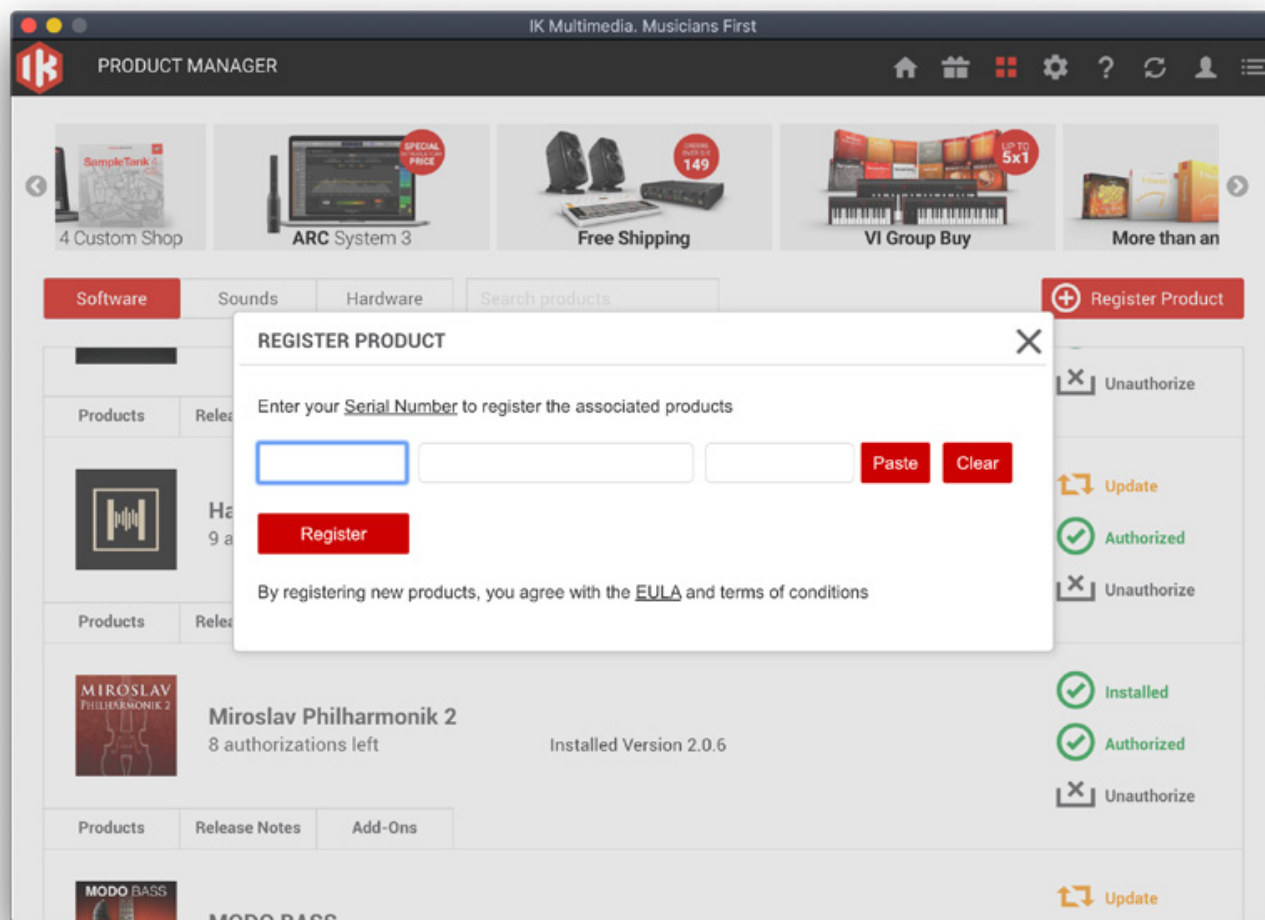
If you lose your internet connection during a download, you can resume it right from where you left off.

Each time a download is completed, a notification will appear in the upper right side of the interface. You can see all notifications in the Notification Center.



## Chapter 5 - Register a Serial

To register a serial, click on the “Register Product” button positioned in the top right corner of the interface. The following dialog will appear:



Simply insert the serial you want to register, or paste it from clipboard by clicking on the “Paste” button, then click “Register”.

If your serial number is correct, a green badge will appear.

REGISTER PRODUCT

Enter your Serial Number to register the associated products

AXE01

62P7AAD1

73078

Paste

Clear

Register

 Registered

By registering new products, you agree with the [EULA](#) and terms of conditions

If your serial number is incorrect, a red badge will appear.

REGISTER PRODUCT

Enter your Serial Number to register the associated products

IRD00

62H3AVK3

87599

Paste

Clear

Register

 Registration Failed

By registering new products, you agree with the [EULA](#) and terms of conditions

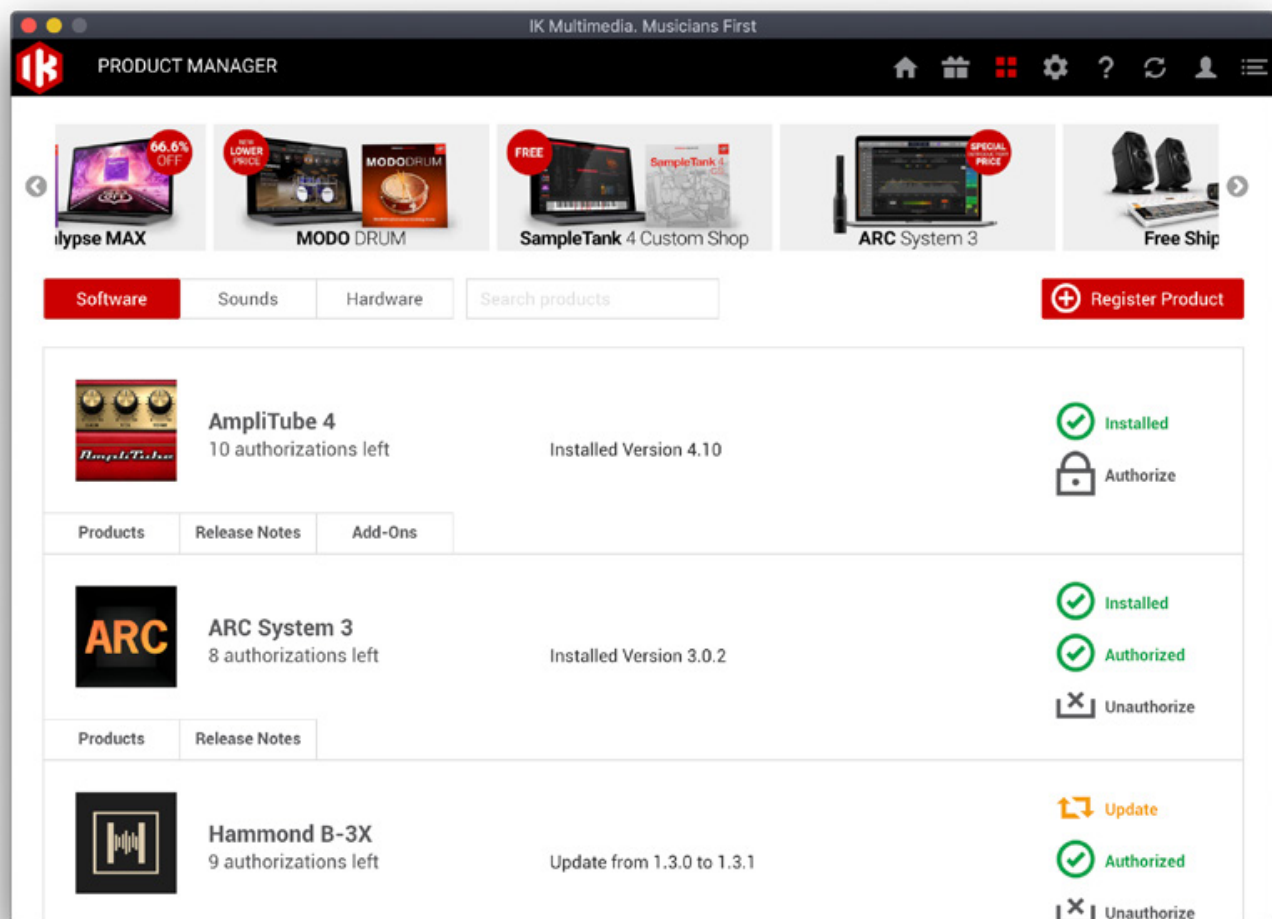
Registering hardware often unlocks free software. if registering a hardware you get free software content, you will see a pop-up notification appearing on the upper-right side of the interface. The pop-up shows which software has been added to your Software tab. Go to the Software tab and proceed to install and authorize your new software.

Once you registered a serial, you can proceed to register a new serial. Simply click on the “Clear” button and the serial textbox will be cleared and ready for a new serial registration.

## Chapter 6 - The Software Tab

### 6.1 - Software Products

Software products are grouped by “product family”, meaning that all the product versions which belong to one single software (as collections, full, SE, digital delivery, crossgrade, upgrade, and demo versions) are all grouped in one single “family”. For example: T-RackS 5 Max, T-RackS 5 Deluxe and T-RackS Leslie Collection are single products which belong to the family: T-RackS 5. This allows for a more understandable and simple way to view and maintain the products you own.



Each product family provides the following information on the user interface:

- Product Name
- Product Image
- Product tab, Release Note tab and Add-ons tab (see dedicated paragraphs)
- Installed version number
- Available Update version number
- Download size
- Authorization left
- Maintenance Action buttons

In this page, the following product maintenance actions are available:

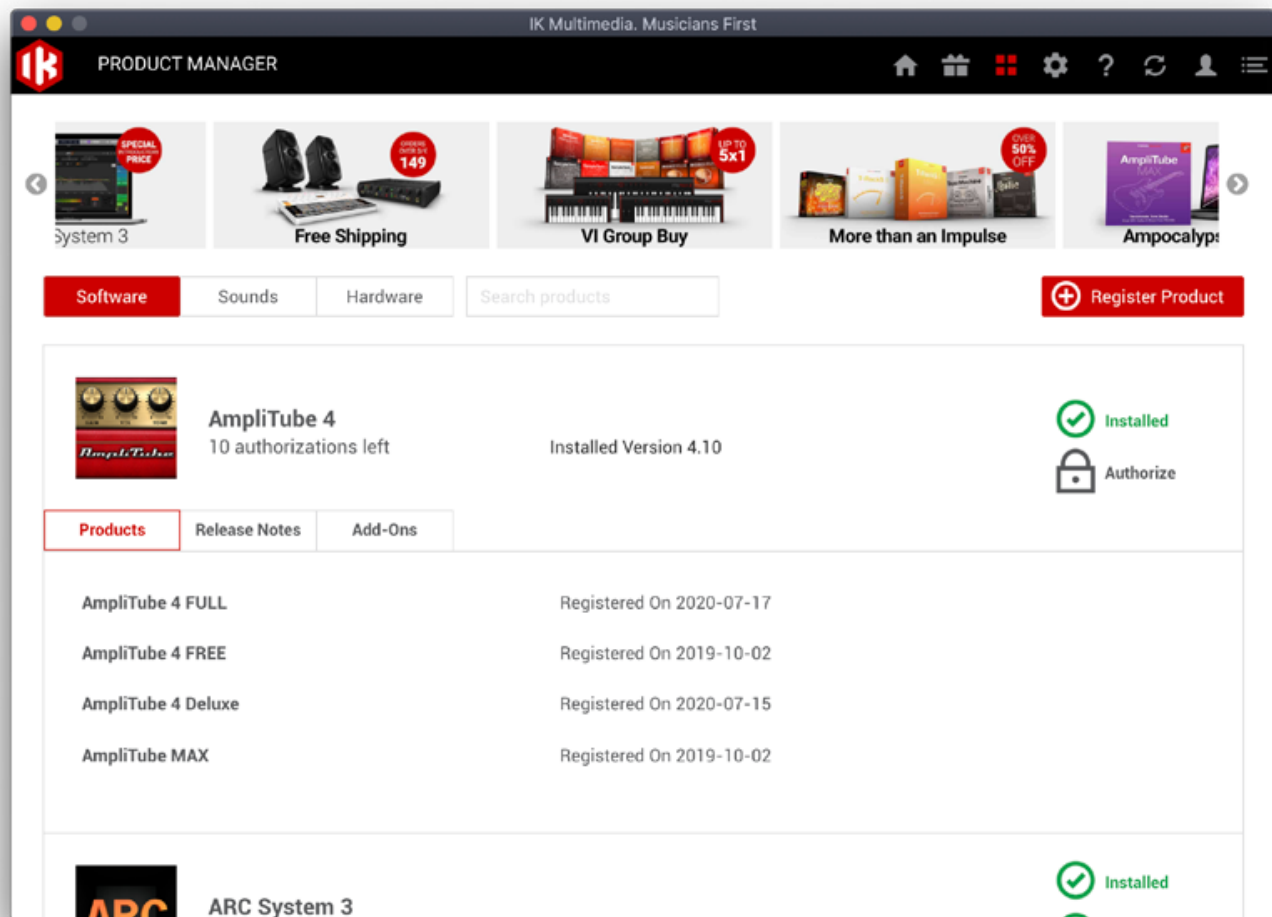
- Authorization
- Unauthorization
- Download/Install
- Update

## 6.1.1 – Product Tab

Each product family has a dedicated Product tab. The Product tab is a single module where all the products that belong to the family are shown. All the different product versions which belong to one single family (as collections, full, SE, digital delivery, crossgrade, upgrade, demo version) are grouped in the Product tab.

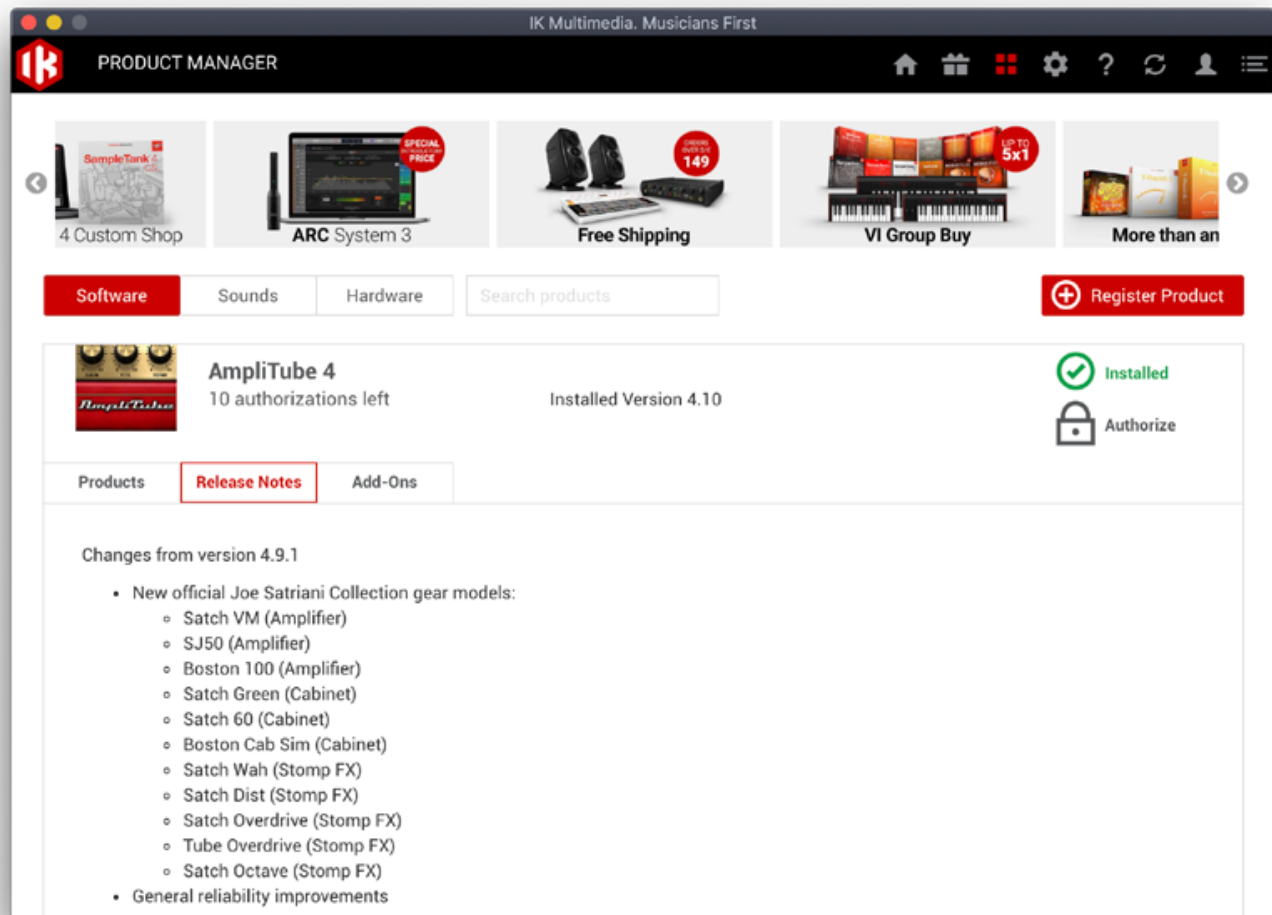
The product tab is very minimal and easily accessible, it shows 2 text columns:

1. Product Name
2. Registration Date



## 6.1.2 – Release Notes Tab

Each product family has a dedicated Release Note tab. The Release Note tab is a single module, minimal and easily accessible, where the release note of the family product is showed.



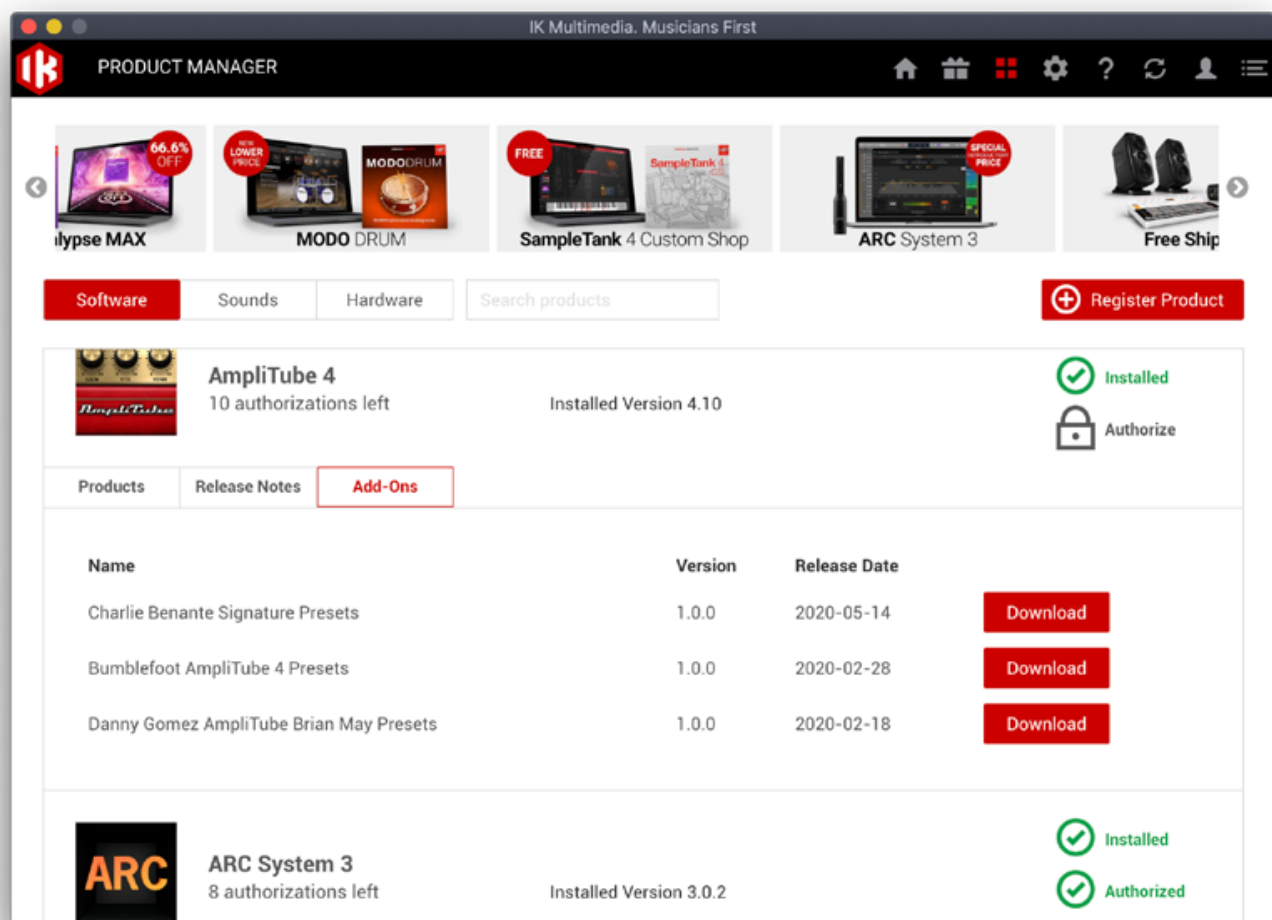
## 6.1.3 – Add-ons Tab

The Add-ons tab is the third and last tab of a software family product. This tab is only visible in the software that include related downloads and it is the container where all the additional content is listed. Files that can be downloaded from this tab are:

- Additional software content
- Presets

For example, when clicking the “Download” button on a preset package included in the Add-ons tab, the download manager will start to download the file. When download is completed, a notification will appear at the top right corner of the GUI (see dedicated chapter for Notification Center).

PLEASE NOTE: The built-in download manager only supports one software download at a time (see dedicated paragraph for downloading software), but the Add-ons downloads are not related to the Download queue. So, even if another download is in progress, you can still download the add-ons at the same time.

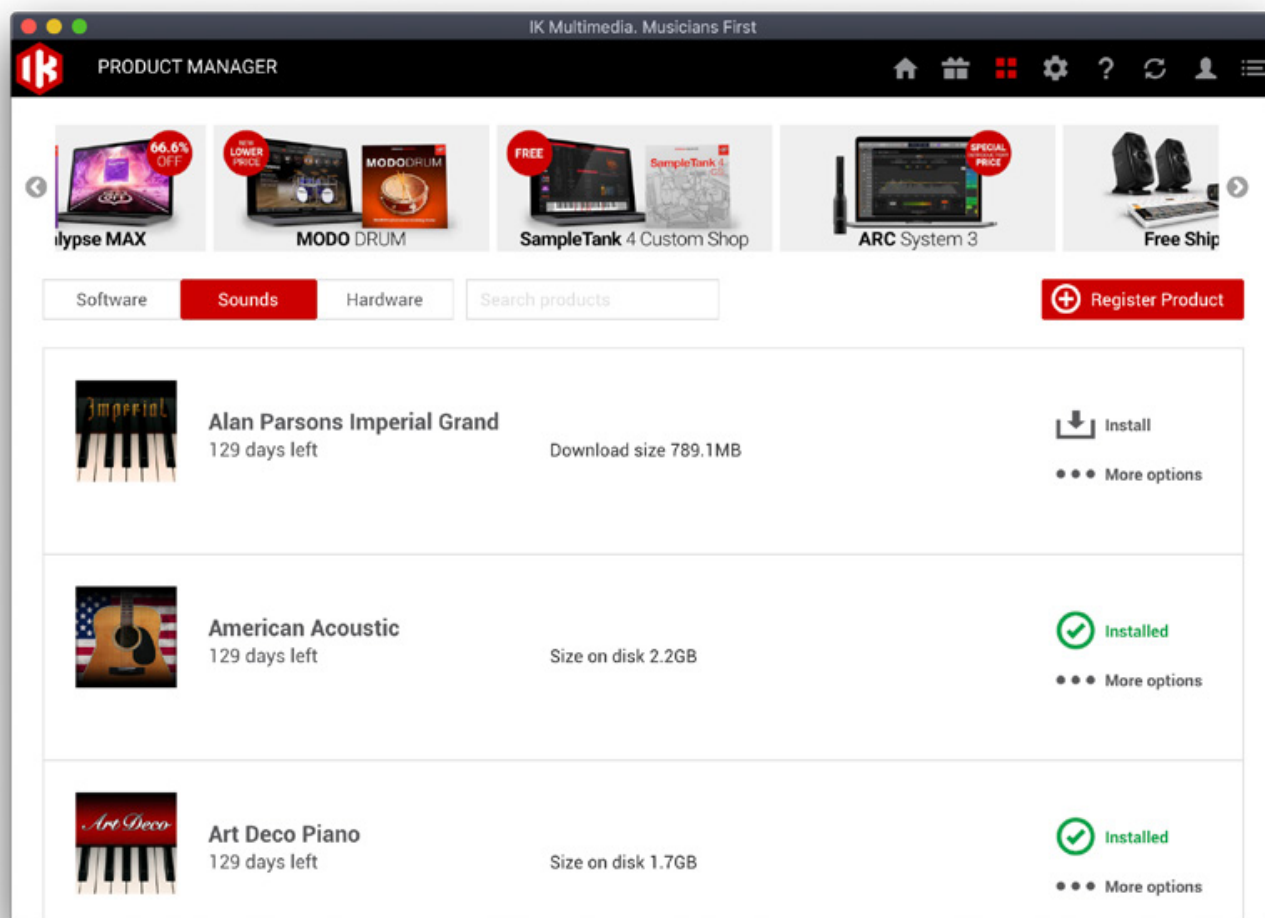


PLEASE NOTE: By default, the built-in download manager will download all software content in the following user folder: /Documents/IK Multimedia/IK Product Manager. It is possible to change the download folder in the Settings panel (see dedicated chapter for Settings).

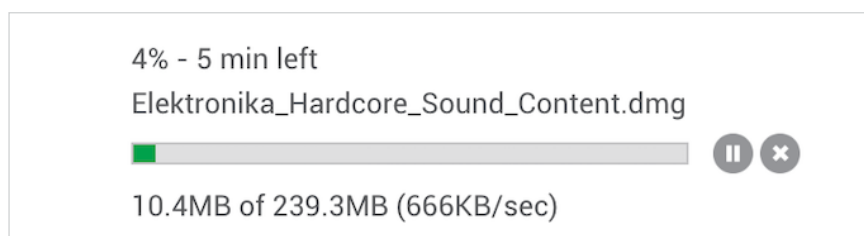
## 6.2 – Download / Install / Update a Software

IK Product Manager lets you download and install your purchased software and Sounds at any time thanks to the integrated download manager.

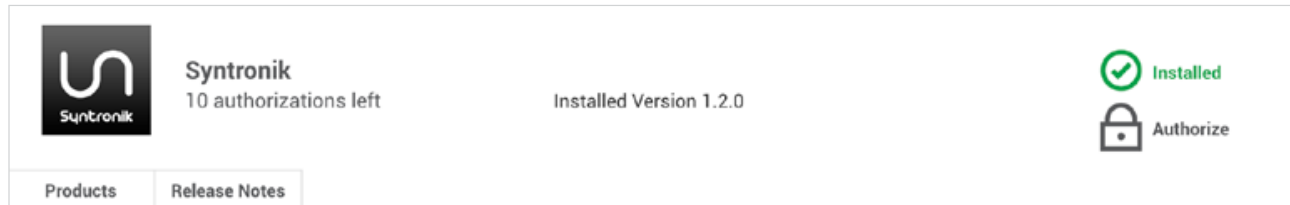
To download and install a Software or Sound, simply click on the “Install” button.



A progress bar will be displayed, providing information on time and size left in order to complete the download process. The progress bar buttons let you pause and resume your download whenever you want.



Once download is completed, the installer will open up on your machine. Complete the installation process and follow the instructions provided by the installer. Once installation is completed, a green badge indicating “Installed” will appear.

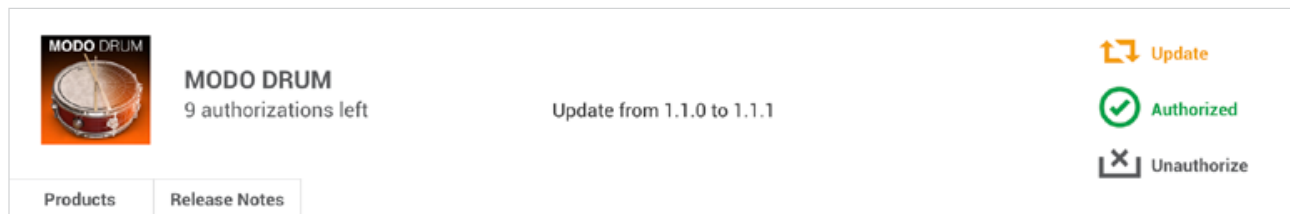


PLEASE NOTE: By default, the built-in download manager will download all software content in the following user folder:

/Documents/IK Multimedia/IK Product Manager

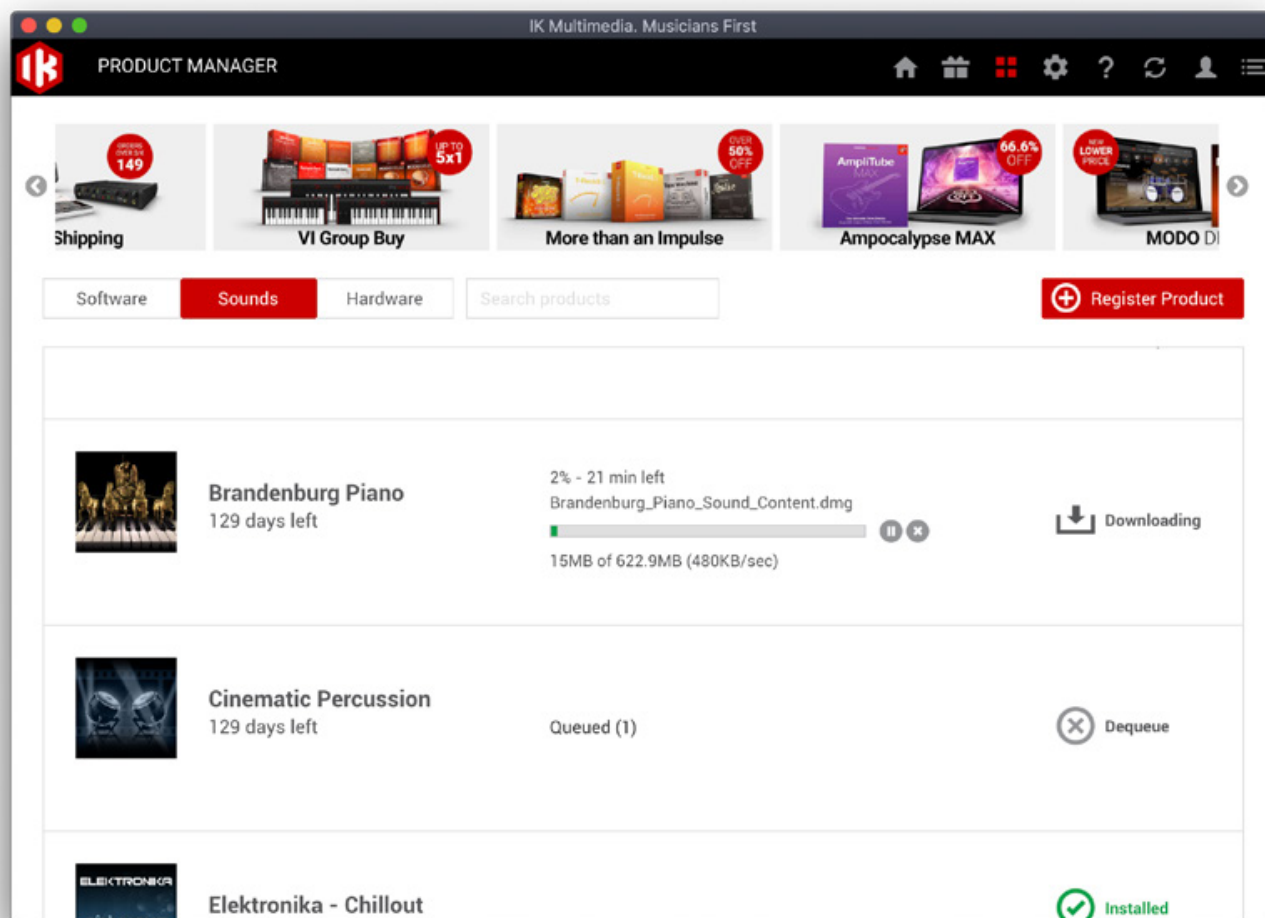
It is possible to change the download folder in the Settings panel (see dedicated chapter for Settings).

Each time a new update is available for your installed software, the “Update” button and the new software version will appear.



Click on the “Update” button and repeat the process described above for downloading software.

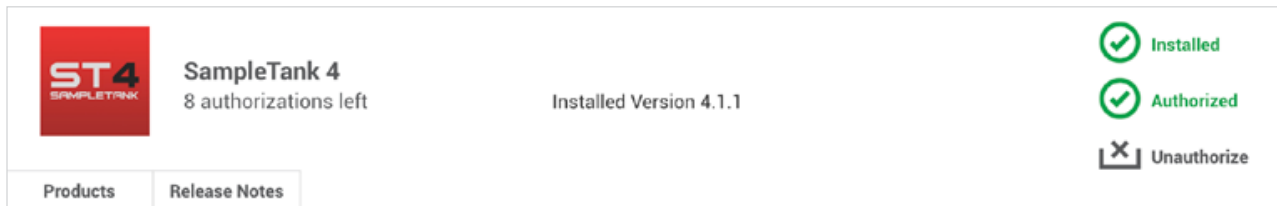
Remember that the built-in download manager allows for multiple downloads based on queue. The download is limited to one product at a time while the other downloads are queued. If several downloads are pending, the product currently downloading will show the badge “Downloading”, while the products waiting to download will show the badge “Queued” (see Download manager chapter for more information).



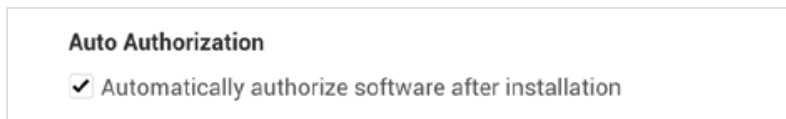
## 6.3 – Authorize / Unauthorize Software

After completing the installation of a software product, click on the “Authorize” button to complete the authorization process on your machine.

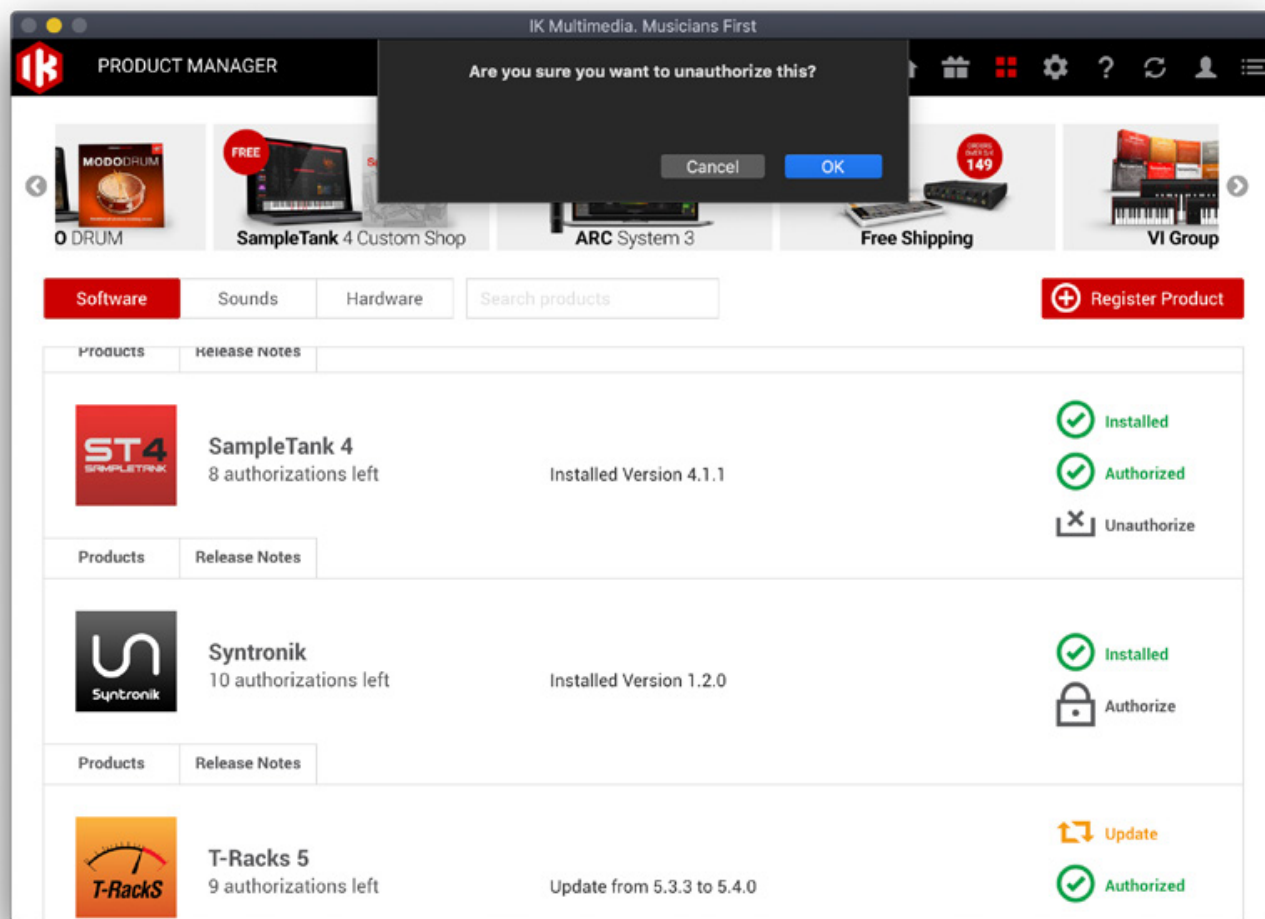
When completing the authorization, a green badge indicating “Authorized” will appear.



Remember that you can automatically authorize software after installation by simply flagging the option “Automatically authorize software after installation” in the Settings menu. (see the Settings chapter for more information).



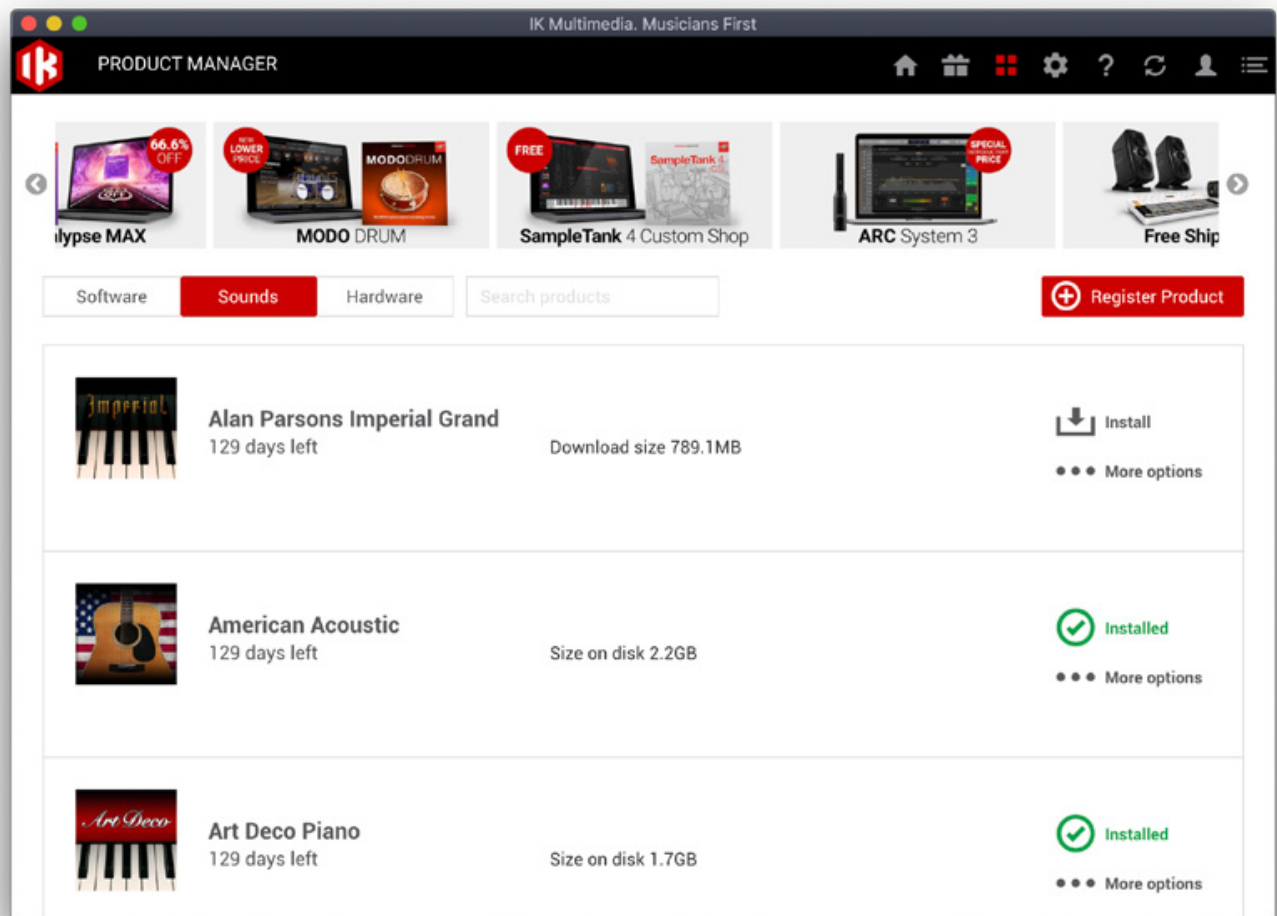
IK Multimedia provides 10 authorizations for each product you own. Check your authorizations left in the software tab, below the product name. Conversely, if you want to unauthorize a product you own, simply click on the “Unauthorize” button. A dialog will appear asking if you want to confirm unauthorization.



## Chapter 7 - The Sounds Tab

### 7.1 – Sounds

Access your Sound libraries by clicking on the second tab as shown in the figure.



In the Sounds tab, products are not grouped into “families of product”.

Each Sound product displays:

- Product Name
- Product Image
- Expiration status (days left)
- Download size
- Download button
- More options button

## 7.2 – Download / Install / Update Sounds

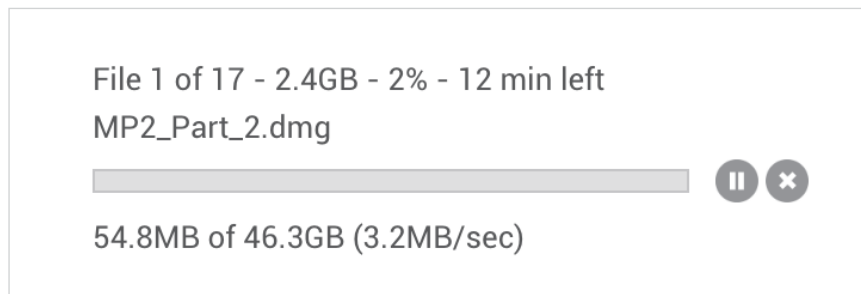
Downloading and installing Sounds is now easier than ever.

Before downloading the sound content, the download size is displayed, showing the size of the overall download.

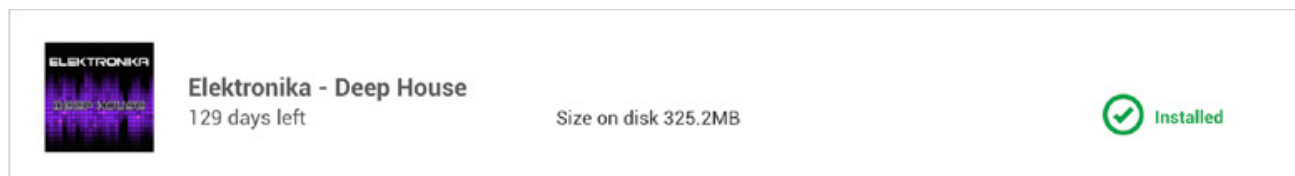
Press the “Install” button - a progress bar will appear replacing the “Size” information and the download manager will start downloading the sound content. The Sound content will be downloaded and installed automatically on your machine. After download is completed, the sounds will be copied to the destination folder and a pop-up will remind you to close and re-open SampleTank in order to display and use the new installed content.

Sometimes a sound library is composed of several parts. In this case, the progress bar will provide information on which part is being downloaded and information on the remaining time for the overall download. For example, if we’re downloading Miroslav Philharmonik 2 which is composed by several chunks, the following information will be displayed above the progress bar:

- File 1 of 17 – 2.4 GB – 20min left
- MP2\_Part\_2.dmg
- 4.1Mb of 46.3 GB completed (2Mb/sec)



After installation is completed, the “Install” button will be replaced by the green badge “Installed”.



When a sound content update is available, the “Update” button will appear, replacing the “Installed” badge.

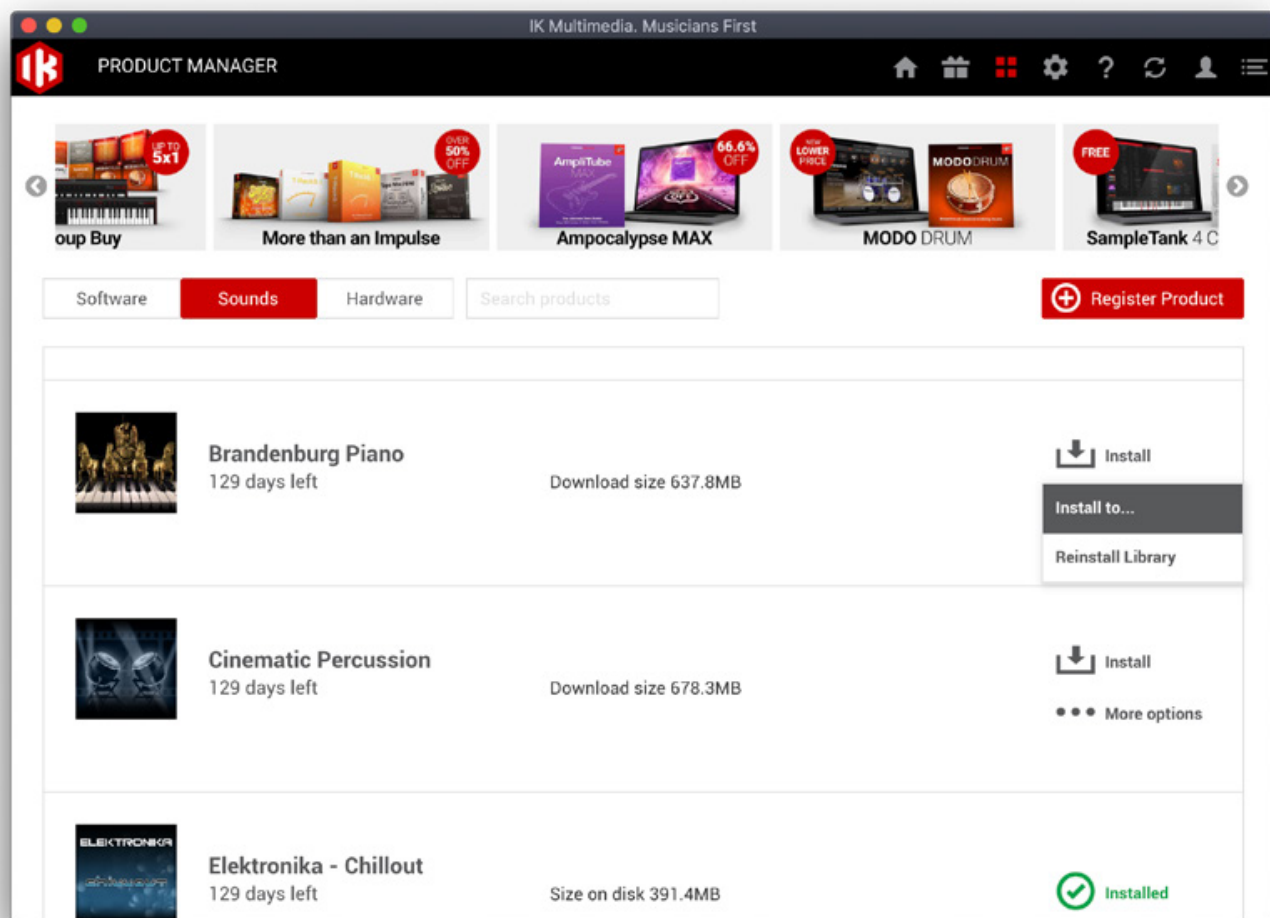
PLEASE NOTE: By default, the built-in download manager will download the content in the following user folder:  
/Documents/IK Multimedia/IK Product Manager.

It is possible to change the download folder in the Settings panel (see dedicated chapter for Settings).

## 7.3 – More Options menu

The three-dot icon button positioned next to each Sound product opens a little menu which includes two buttons:

- Install to...
- Reinstall library



### 7.3.1 – “Install To...” button

Click on the “Install to...” button to open an OS dialog and select a different installation path for your Sound product.

Your Sound library will be installed into the new directory. Once process is completed, a pop-up notification will inform you with a confirmation message.

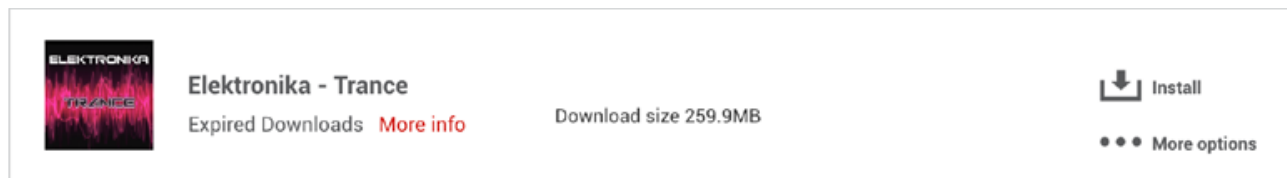
### 7.3.2 – “Reinstall Library” button

Click on the “Reinstall Library” button to start the download and installation process again. If the previously downloaded Sound library has not been manually deleted and is still present on the machine, the download manager will simply copy the folder into the default library path. If the downloaded content is no longer available on the machine, the download manager will start the download from the beginning and the progress bar will appear.

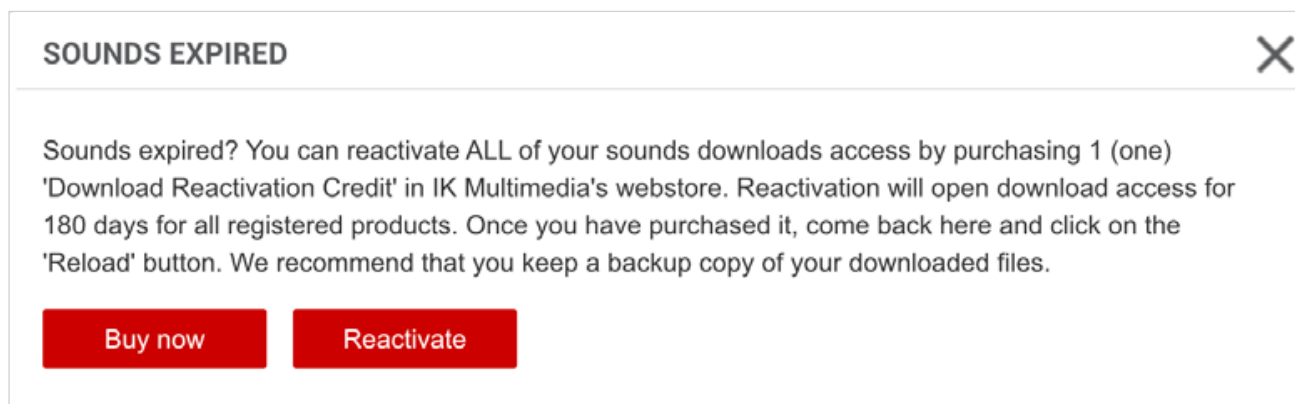
Once process is completed, a pop-up notification will inform you with a confirmation message.

## 7.4 – Expired Sound Download

When sound downloads are no more available for download, the “Expired Downloads” label will appear above the sound product name.



In this case, a “More Info” button is displayed. When clicking on the “More Info” button, this dialog will appear:



Clicking on the button “Buy Now” will open the IK webstore on your browser and you will be able to purchase your Sounds Download reactivation credits.

When the purchase is completed, the button “Reactivate” will enable the sound content to be downloaded again.

## 7.5 – Sounds Add-ons

Add-ons tab is also available for Sounds. This tab is only visible in the Sounds that include related downloads and it is the container where all the additional content is listed. Files that can be downloaded from this tab are:

- Sound Library Update
- Syntronik Multis

For example, when clicking the “Download” button on a Sound Library Update included in the Add-ons tab, the download manager will start to download the file. When download is completed, a notification will appear at the top right corner of the GUI.

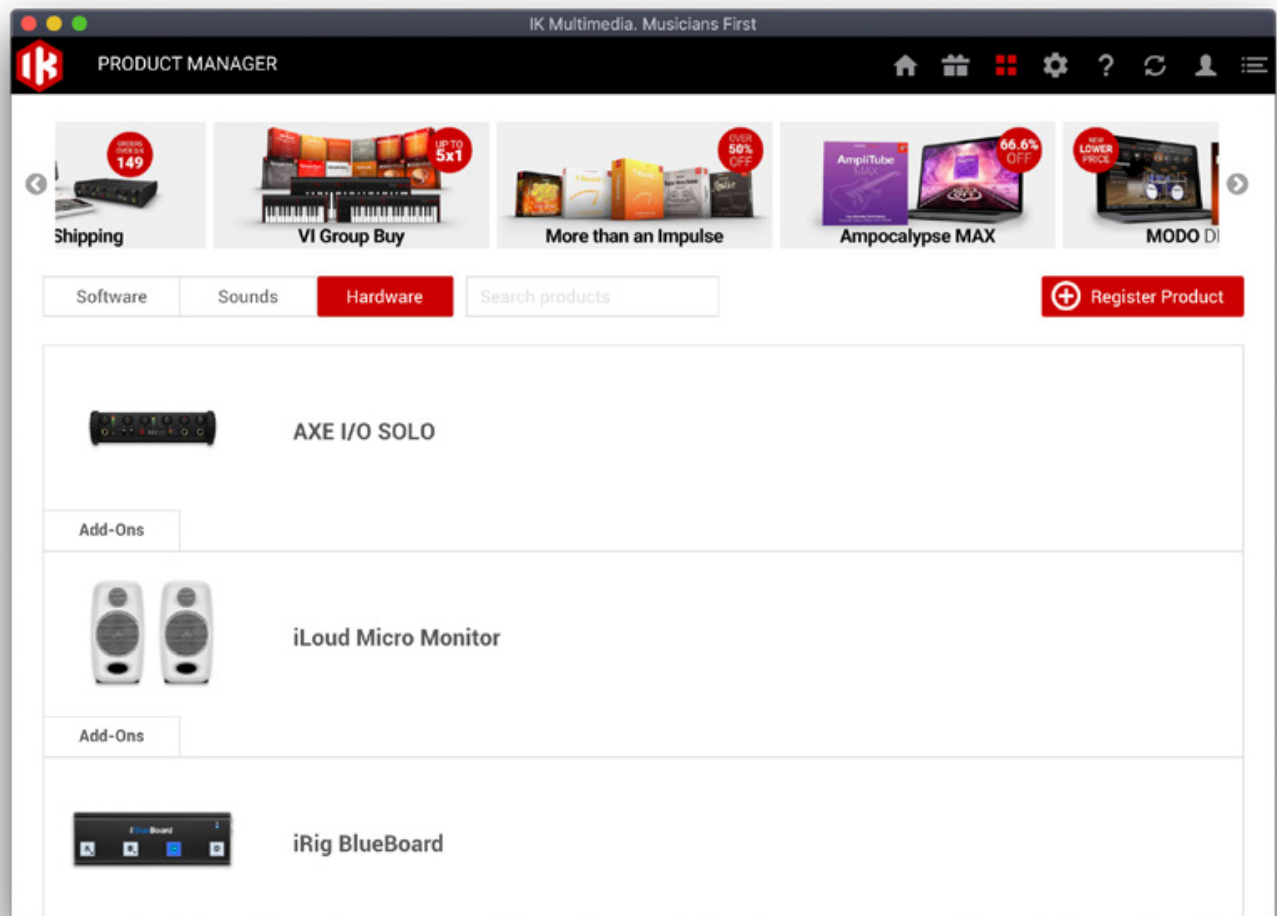
PLEASE NOTE: Some Library updates can take time to be downloaded, please wait until a pop-up notification will appear confirming the download and installation process.

PLEASE NOTE: The built-in download manager only supports one software download at a time (see dedicated paragraph for downloading software), but the Add-ons downloads are not related to the Download queue. So, even if another download is in progress, you can still download the add-ons at the same time.

## Chapter 8 – The Hardware Tab

### 8.1 – Hardware

Click on the third tab to access to Hardware products. In this tab, all your registered hardware products are listed.

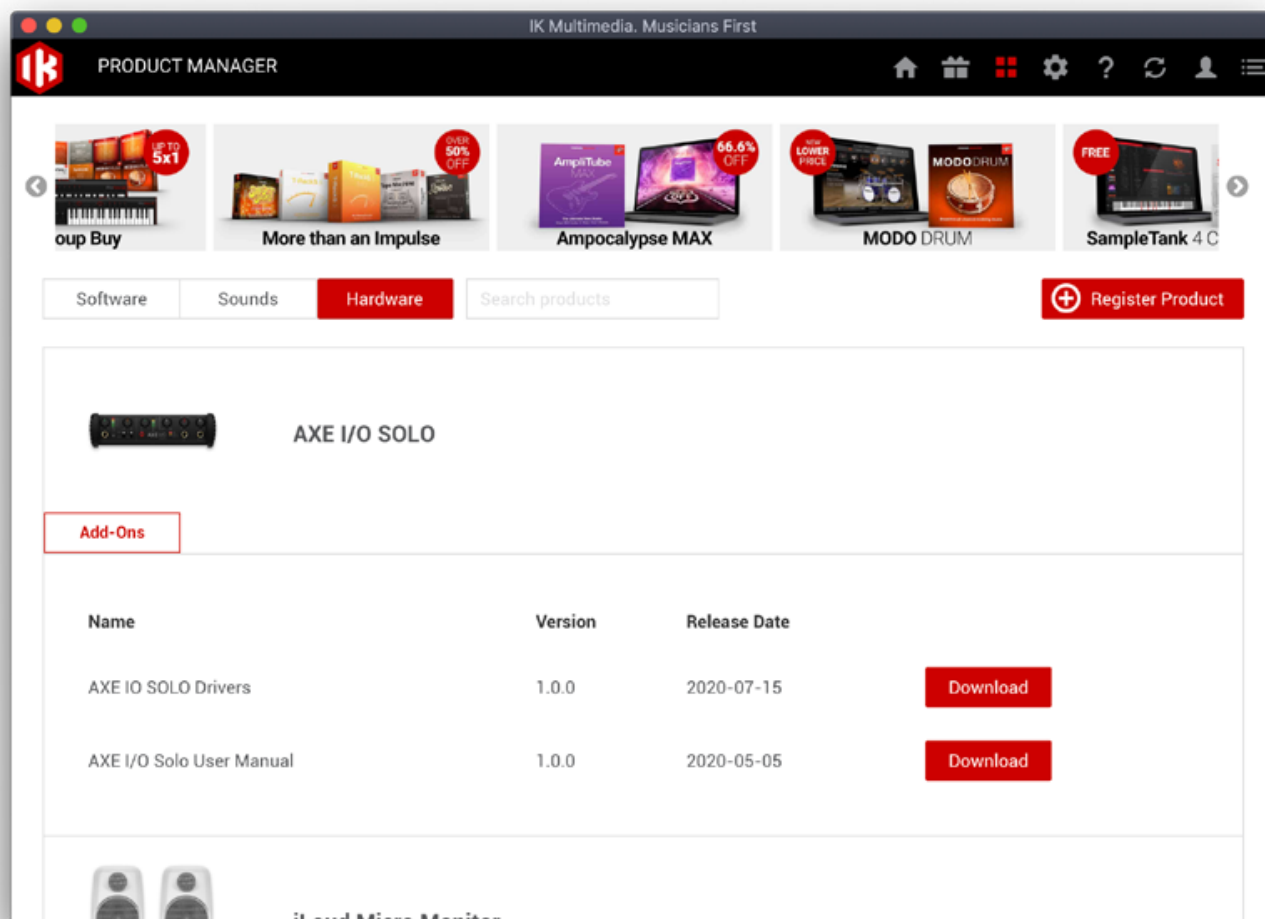


In the Hardware tab, each product displays:

- Product Name
- Product Image

## 8.2 – Hardware Add-ons

Some hardware products display an Add-ons tab. Click on this tab to download additional software content related to the hardware product. In the Add-ons tab you can find Firmware Updaters, Drivers, Control Surface plugins, Synth Presets libraries, manuals and more.



## Chapter 9 – Support

For any questions you may have, please refer to the FAQ webpage at: **[www.ikmultimedia.com/faq](http://www.ikmultimedia.com/faq)**

Here you will find answers to the most commonly asked questions.

To submit a Technical Support Form, go to: **[www.ikmultimedia.com/support](http://www.ikmultimedia.com/support)**

For other requests such as Product, Sales, or Web info, please go to: **[www.ikmultimedia.com/contact-us](http://www.ikmultimedia.com/contact-us)**

### 9.1 – User Area

The User Area is a special section of our website specifically designed for our users.

Here you can easily edit your personal data, manage your product authorizations and licenses, and download the latest IK products updates.

Access your User Area to be able to:

- Edit your Personal data.
- View and download the latest product updates, free content, and Sound Libraries.
- Access any current Promotions.
- View exclusive offers and pricing.
- Manage your earned JamPoints.
- View your Orders.
- Download firmware and hardware drivers.
- Access the IK Forum and more.

To access the User Area go to:

**[www.ikmultimedia.com/userarea](http://www.ikmultimedia.com/userarea)**

To access your User Area, please login with your User Name and Password created upon registration and emailed to your registered email address. If you need to update your Password, you may do so at the User Area login.

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