



PLAY

The EastWest PLAY System: Frequently Asked Questions

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1 The Basics

If you're new to PLAY, please read the answers to these common questions. Also, take a look at the document "PLAY: Quick Guide" for an overview of the PLAY interface.

1.1 What is PLAY?

PLAY is EastWest's Advanced Sample Engine. It is shared by all EastWest and Quantum Leap sample libraries. Both 32-bit and 64-bit versions are available. PLAY is compatible with:

- most major sequencers and other hosts (see the "Sequencer Compatibility Chart" on each product page at the www.soundsonline.com web site)
- the major system platforms (Mac, Windows XP, Windows Vista, Windows 7)

The following plug-in formats are supported:

- VST
- AU (Audio Units)
- RTAS (for Pro Tools 7.4 or later)

PLAY also runs as a standalone product and can access your computer's audio through Core Audio and ASIO drivers.

There are two basic views in PLAY: the Player view, and the Browser view (please see the PLAY System manual for further information about the user interface).

If you own multiple PLAY libraries, the default interface appears when you launch the program as a plug-in. Any of the PLAY libraries can be set as the default interface. Do this by launching the stand-alone version of PLAY and going to the Settings menu and then open the "Other" tab. Here you can select the product you wish to see as the default interface when you open PLAY from a sequencer or other host. Once you load an instrument from PLAY's Browser, the interface will automatically change to the appropriate graphical interface. If you have instrument from different libraries loaded into one instance of PLAY, the graphical interface will automatically switch to the current instrument, as specified in the Instrument drop-down list located in the top right of the PLAY window.

1.2 How do I load instruments in PLAY?

The easiest way to get access to PLAY libraries is through the Favorites window, which is in the lower left side of PLAY's Browser view. Click the library name you want, which will display a list of folders to the right. Then click on any folder to display its instruments and any subfolders. The instruments all end in the ".ewi" text. Select the instrument you want to open and then click on the Add button. (Or if you want to replace an already loaded instrument, click on the Replace button).

After loading an instrument, the appropriate graphical interface appears. If you own more than one PLAY library, you can load instruments from more than one library into the same PLAY window. When switching between instruments, each one displays its own graphical interface, so you may see the colors and the design elements change as you move between instruments from different libraries.

1.3 How do I load multiple instruments in PLAY?

When loading the first instrument, no options box will appear. Upon loading the second instrument the user will be prompted with the following options:

- Add adds another instrument to what is already loaded
- Replace replaces the currently loaded instrument
- Cancel cancels loading the instrument

When loading any instrument with 2 or more already open, users are prompted as so:

- Add adds another instrument to what is already loaded
- Replace All replaces all the loaded instruments
- Replace Current replaces only the currently selected instrument
- Cancel cancels loading the instrument

Please note these two points:

A. After first installing PLAY, and until otherwise changed, each instrument's MIDI channel assignment is OMNI (meaning the instrument responds to all channels). To have each new instrument loaded to its own unique MIDI channel (1, 2, 3, etc,) go to PLAY's Settings dialog, select the "Other" tab and find the Midi Channel Assignment control. Then change the setting by clicking on the Automatic Increment option.

B. To use PLAY as a multi-timbral instrument inside a host sequencer, please go to the web page:
<http://www.soundsonline.com/support>

Once there, click on the following links in turn:

- Knowledgebase
- PLAY-Powered libraries
- General Usage

There you will see a section header: "Using PLAY in your host sequencer." Open the document that applies for the sequencer you're using.

1.4 How many instruments can I load into PLAY?

As a plug-in, you can load as many instruments as you want, but you will have only 16 unique MIDI channels to control them per each instance of PLAY. This is a limitation of the plug-in standards and MIDI.

As a standalone application, you are limited only by the power of your computer and the number of MIDI ports you have. PLAY allows you to select a MIDI port, channel, and audio output for each loaded instrument.

1.5 How do I save my own instruments or my instrument settings?

You can save a single instrument—or group of instruments—as a file with a ".ewi" extension. Just load the instrument or multiple instruments you want saved individually or as a group and then select Save or Save As from the Main Menu. Whatever instruments are currently loaded will be written to the file you specify. If you do not want to lose the original instrument, then be sure to select Save As and change either the name of the file or the location where the new file will be written.

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1.6 A PLAY library I bought doesn't show up in the Favorites window. What can I do?

If you don't see the library title in PLAY's Favorites window:

Do a control+click (Mac) or a right-click (PC) in the Favorites window and choose "Add Another Product Library." In the window that opens, navigate to the "Instrument" folder for the missing library on your hard drive and click Choose. Note: for Symphonic Orchestra Platinum, point each respective orchestral section to its appropriate subfolder within the Platinum Instruments folder and repeat this process until all 4 orchestral section are in the Favorites window.



If you do see the library's name in the Favorites window, but it displays no files:

In the Browser, control+click (Mac) or right-click (PC) on the product title and choose to "Set Product Library Directory." Navigate to the library's "Instrument" folder and click choose.

1.7 How do I create my own Favorite entry? How do I move instruments there?

If you'd like to put all your user-created instruments or even just your favorites PLAY instruments in one common location, create a new Favorites location for them. This is different from the product directories described above but will appear in the same list. To create this Favorites location, just click the "New" button in the lower-left of the Browser view, then double-click on the "New Folder 1" that appears to change the name to whatever you want.

You can then use the mouse to drag-and-drop any individual instrument files (which end in the extension ".ewi") from the adjacent browser panes into the new Favorites folder you created. Wait to see the "+" sign, then drop it in.

1.8 Where is the documentation?

There is no printed copy of the manual. For the betterment of the environment and for your convenience, two electronic manuals (in PDF format) are installed automatically in a documentation folder on your hard drive. One is the PLAY System manual, which covers the information that applies to all libraries that use the PLAY system. The other contains information specific to one library, including a list of the included instruments.

PC users will find them here:

c://program files/eastwest/documentation

Mac users will find them here:
machd/applications/eastwest/documentation.

There is also a large source of information available in our Knowledgebase articles available here:
<http://www.soundsonline.com/support>

2 Installation

Instructions on how to install PLAY products for various libraries and common issues

Important! Users running Snow Leopard or Windows 7 should read the separate installation guides.

2.1 Which Installer do I run?

For Windows users, there are both 32- and 64-bit installers. Only run the installer that pertains to your particular operating system. Even if you run a 32-bit host sequencer on a 64-bit operating system, running the 64-bit installer will give you the option to install the 32-bit VST plug-in. If you have one of the products or expansions mentioned below, make sure to read on for special instructions.

(a) Gold Complete: Run only the installer on Disc #1 for Gold if you have Gold Complete. Do not run the Silver Installer which is also on Disc #1.

(b) Platinum and Platinum PLUS Complete: If you are unsure whether you have Platinum or Platinum Plus, know that Platinum is 16 DVD's, and Platinum Plus is 28 DVD's total. If you have a disc 17 then you have Platinum Plus. Note that the Platinum Plus content (16-bit samples) cannot be installed by itself; it must accompany Platinum (24-bit). The Platinum Plus installer on Disc #1 does install both. Both installers are on Disc #1. Make sure to run the correct installer for the package that you have.

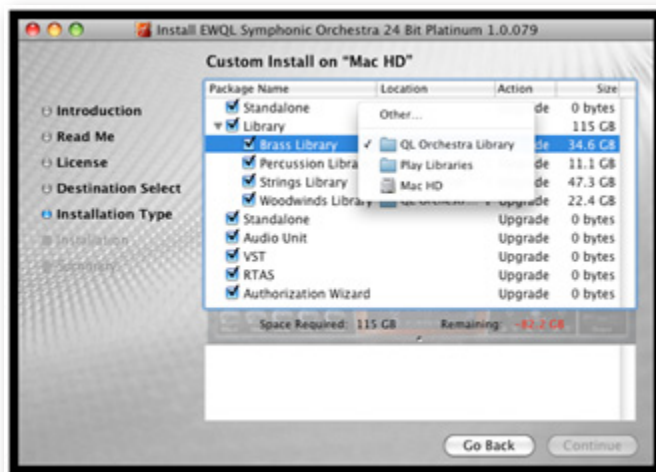
NOTE: if you already have Platinum PLAY Edition installed and decide to upgrade to Platinum Plus, there is a special 'Plus Upgrade' installer located on disc #17 that you can run to add the Plus content to your current Platinum install.

For authorization, if you install a section of the orchestra, you must authorize it. This is true of Platinum Plus as well. Example: If you only want brass on a certain computer and its iLok, do not install the other sections, install only brass and authorize only brass. For authorization instructions, click [here](#).

(c) SD2 Pro Upgrade / Choirs Expansion / Gold Mic Upgrade: Expansions are additional content that consolidate with existing libraries. To ensure they consolidate correctly, please make sure the product title for the original library is correctly pointed to the libraries Instrument folder. There instructions are available under "1.6 A PLAY library I bought doesn't show up in the Favorites window. What can I do?" above.

2.2 Why can't I choose where to install the sample library?

You can! This is done in the custom install screen where you define what parts you'd like to install. Under the "Location" heading, click in the "Library Install Folder" to drop down the menu. Here you can designate a different drive for installing the library. If your drive doesn't appear in the list, choose "other" to choose any destination.



2.3 Why is my DVD taking so long to install?

EastWest/Quantum Leap produces are some of the biggest sample libraries ever released! To accommodate these big libraries, we use dual layer discs, which take up to 45 minutes each to install. Please be patient! Once each disc is finished, the installer asks for the next DVD.

2.4 I'm getting an error during installation on a Mac. What should I do?

If permissions are set to READ ONLY on a particular folder that the installer needs to write to, nothing can be installed to that folder and the install will fail. Make sure folder permissions are set to READ & WRITE. Here's how to do that:

1. Control-Click (or) Right-Click on the folder.
2. Go to "Get Info" in the menu.
3. Click on the triangle to the right of Sharing & Permissions.
4. Click on the padlock and enter the user name/password.
5. Ensure all privileges are set to Read & Write.
6. In the lower-left, just to the right off the +/- signs, click on the gear icon and choose to "apply to all enclosed items."

Some common folders on which to check this are:

- Mac HD > Applications > East West
- Mac HD > Library > Application Support > Digidesign
- Mac HD > Library > Application Support > Digidesign > Plugins

2.5 I own PLAY libraries and am installing a new one. Anything I should know?

The easiest way to install PLAY is to think of the process in two separate parts:

- the software installation
- the sample library installation.

EASTWEST: FREQUENTLY ASKED QUESTIONS

The software can be installed by simply running the latest PLAY software update for all PLAY-powered products. The latest PLAY software update is available here:

<http://www.soundsonline.com/updates.php>

Once the installer is downloaded to your computer, launch the installer. When greeted with the welcome screen, continue to the next page. It contains important information including fixes and features implemented in this update; continue. After reading the license agreement, agree to continue.

Upon reaching the custom install screen you can define exactly what products you'd like to install. Either

- check-mark the boxes (Mac), or
- choose to "Install entire feature on local hard drive" from the drop down menus next to each product (PC)

to ensure all selected titles are brought to the latest program version.

You can either install the PLAY update each time you install a new product from the DVD (this will bring all PLAY titles to the same program version), or simply run the PLAY software update once to define all the products you'd like to install. Then install only the sample library from the DVD by de-selecting all options except the library during the custom install screen. This approach means the old software from the disc will not overwrite the latest program version installed from the PLAY software update. If necessary, define the destination for the library, as described in question 2.2 above. The installer then automatically prompts you for each subsequent disc.

2.6 How do I install my PLAY Libraries if I already have the samples on a hard drive that I'm moving?

If you are installing your PLAY libraries on a new computer, but already have the sample content on a hard drive that you are transferring over, than you do not need to install from the discs. Simply install the latest PLAY software update that you can download from the PLAY Updates Page and select in the update installer all of the libraries that you plan to install. This will give you all of the software components necessary for those libraries.

Next, you'll need to link PLAY to the new library locations, which adds them into your Favorites window in the PLAY browser screen. To do this:

1. Open PLAY and go to the Browser view.
2. In the Favorites pane in the Browser window, control+click (MAC) or right-click (PC) on any empty part of the window and bring up the Add Another Product Library dialogue.
3. Select the specific library you are adding to the Favorites window.
4. A new window will open asking you to locate the library. It is important that you select that Library's Instruments folder itself. (This is not the Samples folder or the Library folder above it, but rather the folder with "Instruments" in the name).

3 UPDATES

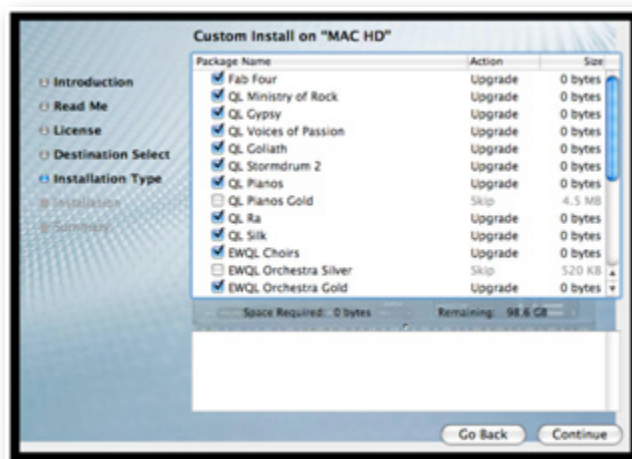
The latest PLAY software update, as well as all instrument and samples updates are available here:
<http://www.soundsonline.com/updates.php>

3.1 Are there any updates I should run after installing?

Yes, please! Since all PLAY libraries share the same sample engine, but ship with different program versions (because we implement exciting new features into PLAY now and then), it's important to run the latest software update after installing any new PLAY product from the DVD's to ensure all libraries are brought to the same program version. This is true even if you've run the software update previously.

(a) PLAY Software Update: Once the installer is downloaded to your computer, launch the installer. Once greeted by a welcome screen, press continue. The next screen contains important information including fixes and features implemented in this update; press continue. After reading the license agreement, click agree to continue.

Now, in the custom install screen of the installer, check-mark the boxes (MAC) or choose to "install entire feature on local hard drive" from the drop down menus (PC) next to each product to ensure all selected titles are brought to the latest program version. Install the PLAY update each time you install a new product from the DVD as it will bring all PLAY titles to the same program version.



Important note for Mac users! PLAY Versions 2.0 and above are supported only on Intel Processors. The latest version of PLAY for Power PC G5 users is 1.2.5.

Please note that certain programs like QL Pianos and EWQL Symphonic Orchestra have different "editions" for the same product. Please choose the appropriate edition from the installer menu when asked! For EWQLSO Platinum, select the four boxes next to each orchestral section or, when appropriate for Platinum Plus, select the four boxes for the four sections there.

(b) Instrument or Sample Updates: These updates replace or modify the instrument and sample files. Download these for each PLAY title you have. When installing each instrument or samples update for a given PLAY library, please ensure that PLAY's Favorites window is set up correctly. Running the installer without first having set the product library directory will result in an installation error. Please read the answer to FAQ 3.2 below in this case.

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Please note: The instrument updates follow the directory path that is set up in PLAY's Favorites window automatically. There is no need to change the install directory, even if the libraries are stored on an external hard drive. Just click Continue through the setup dialogs.

3.2 What should I do if I get an error when running the instrument updates?

First, go to the Browser view in PLAY and locate the Favorites window in the bottom left, above the keyboard. Either control+click (Mac) or right-click (PC) on the product title and select "Set Product Library Directory." Or, if no entry exists for your product, control-click (Mac) or right-click (PC) in the Favorites window and choose "Add Another Product Library." Navigate to the library's Instrument folder and select it. Note that for Platinum, you need to point each orchestral section to its appropriate subfolder within the Platinum Instruments folder. Finally, run the instrument and sample updates for your products. Please choose the default installation directory (system drive) as the updates will be directed to the location based on the directory you just set.

4 AUTHORIZATION & THE ILOK KEY

An iLok key is required to authorize PLAY libraries!



4.1 Where's my license, what's an iLok key, and how do I authorize my product?

Each PLAY library comes with an authorization code that is affixed to the disc wallet or sleeve. After installing the PLAY software and library, the Authorization Wizard is used to authorize the software. It is located in the East West folder under the Program Files folder (PC) or the Applications folder (Mac). Run this program.

From this screen you can use your current "soundonline.com" account name and password, or create one using the "Create a new account" link. If you already have a soundonline.com account, you will need to press "Modify your account" and link it to a www.ilok.com account name (which you can also create here if you do not already have one). Once you have modified or created your account, including inputting your ilok.com account name, you are ready to enter your Authorization Code and authorize your product. You need to insert the iLok security key in a USB port on the computer and make sure it's connected to the Internet. The license will be downloaded directly to your iLok security key.

4.2 Why do I get an "Authorization Code Not Found" error when trying to authorize?

This message appears when the code has already been used to authorize your product. Once you have authorized your product, you'll never need to authorize again as the license remains on your iLok key even if you make changes to your system, install the library on a different computer, or re-install the software. You can manage all your iLok licenses at www.ilok.com.

4.3 Special authorization instructions for Expansions and Orchestral libraries

If you own one of the products listed below, please follow the special authorization instructions below:

(a) Expansions: The Choirs Expansion (VOTA) and the SD2 Pro Expansion both come with their own codes. Make sure to authorize these as soon as you install them. If not, they will also block their non-expansion counterparts. The code is on the disc sleeve the expansion came in.

(b) Gold Complete: If you have Gold Complete, you must also authorize the Silver Authorization Code that was sent to you in the Authorization Wizard, as they share content and require both licenses for operation. Gold Complete comes with both authorization codes. Authorization instructions can also be found here.

(c) Platinum: If you install any section of the orchestra, you must authorize it. This is true of Platinum Plus as well. Example: If you only want Brass on a certain computer and/or iLok security key, do not install the other sections. Install Brass and authorize Brass. For authorization instructions, click here. Note: Platinum Complete comes with 1 code for each orchestral section (for a total of 4), and Platinum Complete Plus comes with 1 code for each orchestral section and another 1 code for each of the four sections of Plus content (a total of 8).

4.4 Can I use the PLAY library on more than one machine?

Yes. The iLok allows you to use your library on any computer you like. After installing the license on an iLok security key, simply plug it in any computer and you're authorized there.

If, however, you would like to use the PLAY library on two machines at the same time (concurrently), you will need to purchase an additional license and an additional iLok key. For additional licenses, please read the relevant product page on soundsonline.com for the library you are using.

For the Platinum Edition of the EastWest/Quantum Leap Symphonic Orchestra, the library is licensed as four separate sections. You may distribute the sections on up to four computers simultaneously, one section per machine. You will still need one licensed iLok attached to each machine running the software. Licenses can be managed at the web site for iLok.com if, for example, you need to move a license from one key to another.

4.5 Can I transfer my PLAY license to a different iLok key?

Yes, however both iLok keys must be registered to the same iLok.com account, and both must be inserted in USB ports on the same computer when transferring licenses.

5 PERFORMANCE

Please see the "Tech Specs" section on the relevant soundsonline.com product pages for the minimum and recommended system requirements.

5.1 Notes are dropping out. What can I do?

There can be several reasons. Check each of the following to see which applies in your case.

(a) **Voice Limit:** Each instrument has its own voice limit that you can raise in the case that you're getting drop outs. Select Main Menu > Current Instrument > Advanced Properties to open a dialog and raise the value for Voice Limit.

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(b) Overload Protection: In some cases, disabling overload protection can help with dropped notes. Open the Settings dialog and select the Overload tab. Disable overload protection by turning off the checkbox and applying the change. (If this is not the cause of the problem, you may want to turn Overload Protection back on.)

(c) Sample Purge: Try freeing up some of the allocated memory by purging samples that are not being used. You can do this in the Advanced Properties dialog at Main Menu > Current Instrument. If you click on the Purge button, samples from that instrument that have not been triggered in this session are removed from memory to free up resources.

The normal procedure for a Purge is click on the Reset button to clear the list of notes that have been played so far, then play the sequence, then click “Purge.” Any notes not played since you last reset are removed from memory. If you play any note purged from memory, nothing will sound. To get all samples back into memory, click on Reload.

- Reset: clears the list of which notes have been played.
- Purge: removes samples not played since the last reset
- Reload: returns all samples for this instrument to memory

5.2 I’m hearing clicks & pops during playback. What can I do?

Clicks and pops during playback are symptomatic of performance issues, most notably samples not being streamed from the hard drive in time. Please raise the audio buffer size in your host sequencer to alleviate this problem. If you’re using PLAY in standalone mode, the buffer size can be changed in the Settings menu under the Audio tab.

5.3 What are the best values to use in the Streaming tab in the Settings dialog?

Users running PLAY 2.0 and above, please see below for how to optimize the settings to get the best performance based on computer specifications. Users running PLAY 1.2.5, please should read the note about Engine Level below.

(a) Maximum Voices: This control specifies the maximum number of voices that all PLAY instances together are allowed to use. For lesser systems, we recommend setting this down to 512. Currently the maximum is 1024; however, EastWest may decide to raise this upper limit for some super systems in the future. (SSD systems being tested are hitting this maximum with no problem). This setting affects overall Memory Allocation.

(b) Reset Engine: This allows you to reset the streaming engine back to its idle state. If you encounter any hung voices, resetting this should alleviate that.

(c) Engine Level: For users running PLAY 2.0 or higher: This setting dictates how much processing power the Streaming Engine can use. A Low setting leaves more processing power available for other tasks. Medium, which can usually be used as a default, is a standard setting and uses as much processing as necessary. A value of High uses “virtual cores” on powerful machines (Nehalem, i7, etc., that employ this technology) and process aggressively. Note that memory use is also affected by this setting. The higher the level, the more memory is used as well. This setting affects CPU utilization.

The recommendation from EastWest: The more samples being used in a project, the higher the Engine Level should be. The more samples that are loaded, the more seeking and loading of samples goes on in the background; thus, the Engine Level needs to be higher.

(d) Engine Level: For users running PLAY 1.2.5: In the PLAY Settings menu, under Streaming, there is the option to change the Engine Level. That value determines how much memory is allocated towards the buffering of each sample.

The recommendation from EastWest: Use the lowest possible engine level (0) for lower spec machines, only increasing this if you are experiencing dropouts during playback. Every system is different and there are many factors involved, but the general thinking is the lower the engine level the better.

(e) High Memory Allocation: This option only appears for the Mac. In most cases, EastWest suggests leaving this option disabled. The use of this option is reserved for powerful systems running lots and lots of samples (such as the larger instruments in Hollywood Strings). It is a very aggressive memory-caching tool, which for the smaller libraries is not always necessary. Activating this causes significantly longer loading times and uses more memory, so only use this option when it provides some benefit.

5.4 When bouncing a project to audio, there are artifacts or dropouts. What can I do?

While there are settings to adjust that might help with performance issues when bouncing to audio, generally EastWest does not recommend bouncing audio faster than real-time. That's because PLAY is streaming samples from the hard drive in real-time and the host is not aware when the streaming cannot keep up.

5.5 How can I improve performance in Pro Tools?

In addition to the tips above to improve performance, EastWest strongly urges Pro Tools users to check out the informative Sound on Sound article on optimizing Pro Tools settings and preferences at the following link:

http://www.soundonsound.com/sos/dec07/articles/ptworkshop_1207.htm

As the article states, when using a computer with multiple processors, it is advisable to leave at least 1 processor fully available for computing tasks aside from RTAS Processing and, with the remaining available processors, set their limit all the way up to 99%. On a dual-processor computer, you can obtain more efficient RTAS plug-in performance by using 1 processor for RTAS Processing (under the Setup > Playback Engine menu) and leaving 1 processor for other tasks (some of which are also shared by Pro Tools). Likewise on machines with more than 2 processors, it is still advisable to leave at least 1 processor available for non-RTAS related processing.

5.6 What kind of hard drive does EastWest recommend to stream samples from?

PLAY uses a combination of pre-buffering samples into RAM and real-time disk streaming. A hard drive running at least 7200 rpm is required. In addition to the speed of the drive, another aspect that can affect performance in terms of polyphony is the transfer rate of the port. The standard transfer rates of various ports are listed below:

- USB 2.0 port is rated at 48MB/s.
- FireWire 400 port is rated at 40MB/s.
- FireWire 800 port is rated at 80MB/s.
- SATA port is rated at 150MB/s.
- SATA II port is rated at 300MB/s.

Important! Special Note about Energy-Saving Drives:

Drives that are either “energy-saving” or “non-performance” drives will typically go idle after some given amount of time. This inhibits the performance of real-time disk streaming, especially affecting instruments that stream large amounts of samples, such as QL Pianos, or SD2’s MIDI performance multis. This feature is becoming standard implementation for many drive manufacturers. A specific example is a feature called “device initiated power management” on new Samsung drives. When there are no commands to the HDD, this feature automatically switches on power-saving mode and reduces electrical current through the SATA cable. It can effectively reduce power consumption, but can cause drop-outs while streaming samples from the hard drive. In the case that your hard drive implements these power-saving features, we recommend contacting that manufacturer to disable them, or use an application like Drive Power Manager.

Drive Power Manager is a utility to change the power management and performance settings of hard disks and CD/DVD/BD drives. It offers detailed settings to save power, reduce noise, or increase performance. Drives can be put in standby immediately by simply pressing a button. The power management settings are sent directly to the drive and are independent of the operating systems settings.” Availability and Information is courtesy of:

<http://www.hdtune.com/download.html>

5.7 What kind of performance can I expect from my computer setup?

(a) 32-bit operating systems: On a 32-bit Windows operating system there is a maximum of 2 GB of ram to be allocated to all applications combined. For Macintosh the limit is 4 GB per application. If you exceed this limit you will most likely get an error message telling you so (check the Settings menu under the Streaming tab); however, this can also result in PLAY not getting samples from its streaming engine, thus not producing any sound.

Here are some common ways to avoid trouble in this area:

- Load PLAY first, then other samplers. In Cubase, moving a track with PLAY to the top of the track order may solve this problem.
- Free up some memory for PLAY by deleting instances and/or instruments in other samplers. Then quit and launch your host again.
- Change streaming settings in your other samplers, so less RAM is being used.
- Lower PLAY’s Engine Level parameter or the audio buffer size of the host being used.

(b) 64-bit operating systems: For users running 64-bit Windows operating systems (Windows XP 64, Vista 64 or Window 7 64-bit) availability of memory is exponentially increased, offering nearly limitless access to RAM. For those interested in the transition there are few things to consider. In addition to a 64-bit operating system, you’ll need a 64-bit host sequencer like Cakewalk’s Sonar, or Steinberg’s Cubase running in as a 64-bit app. It’s also necessary to have a sound card that supports 64-bit ASIO drivers. When installing PLAY on a 64-bit operating system, you are given the option to install both the 32-bit Play_vst.dll, and the 64-bit Play_x64vst.dll. Select the appropriate destination for each, selecting their respective host sequencers plug-in folder. The 32-bit option is available because a 32-bit host can run under a 64-bit operating system.

(c) Using PLAY with other sample-based instruments: Many samplers, such as Kontakt, will take up a large blocks of memory per instantiation (regardless of whether it uses it or not) and allocates it to an external memory server. This typically leaves insufficient memory for PLAY, which allocates memory as needed. When using PLAY in conjunction with other sample-based virtual instruments, it’s strongly advised to load PLAY first so that required memory can be allocated. Loading sam-

plers like Kontakt first will result in much of the available memory being pre-reserved, leaving no available memory accessible from the operating system.

(d) Synthesizers vs. sample playback engines: When comparing performance of virtual instruments, keep in mind the difference between these two types. While synthesizers do have memory requirements, they are mostly dependent on CPU resources. In contrast, sample-based virtual instruments, like PLAY, use a combination of loading a small portion of each sample into memory (RAM) and streaming the rest of the samples from the hard disk. This means PLAY requires more in terms of memory, and is more CPU intensive to stream samples from the hard disk in real-time. This makes PLAY more resource intensive than typical synthesizers.

5.8 What makes PLAY better (and more resource intensive)?

EastWest/Quantum Leap is the producer of the largest sample libraries in the world. Because of the attention to detail, virtual instruments like QL Pianos and Hollywood Strings are pushing the boundaries in terms of the number of samples for a single instrument. In addition, many instruments like the various Master patches or multis load many articulations per instrument. To accommodate users with varying needs, many libraries also contain “lite” versions of these patches that load fewer samples. Furthermore, the user can unload individual articulations when using Master patches.

PLAY’s convolution reverb sounds amazing, but takes up a lot of resources. Try turning it off if your computer needs more power for other tasks. Many PLAY libraries employ advanced scripting language for performance controls like legato, repetition, and portamento that require additional CPU processor resources.

5.9 My project with PLAY is crashing, what should I do?

First, make sure that your computer meets the minimum specification required to run PLAY and that you are running the latest version of PLAY available. Make sure that your host software is supported as well, as a few major hosts are not yet compatible with PLAY. EastWest cannot ensure compatibility in a host that is itself not yet compatible. It’s best to contact tech support by submitting a support ticket so all the computer specs are documented to determine the cause of the issue.

Please include the following information along with your support ticket:

- If you can reproduce the crash, please let tech support know what those steps are.
- Provide the project file that you are experiencing the crash with.
- Provide any errors that come up before, during, and after the crash.
- If things were fine a week ago but suddenly start going wrong, let tech support know whether anything has been installed or updated before or when the issue started.