

# Quick Start Guide

Quick Guide Video on Piano One, Please check this video below

[https://www.youtube.com/watch?v=dh\\_3hhLbUJY](https://www.youtube.com/watch?v=dh_3hhLbUJY)

## Step 1: Install Neo Piano Plugin

### Install Neo Piano Plugin on Mac OSX

- A. Go to Plugin\_Installer folder (You may need to extract the ZIP file downloaded before doing so) and run the installer name as **“Neo\_Piano\_Installer.pkg”** to install Neo Piano Plugin.
- B. If you are using Catalina or a newer version, you may encounter a message similar saying: **“Neo\_Piano\_Installer.pkg can’t be opened because it is from an unidentified developer”**

If you experience something similar, please follow the instruction in this article:

<https://www.geekrar.com/how-to-allow-third-party-apps-install-on-macos-catalina/>

But the process is not as complex as the one described in the article above. Usually, if you choose the second option **“App Store and identified developers”** will work in 95% of cases.

- C. After installation, it is recommended to restart your Mac (Logic Pro X requests a restart so it can detect the newly installed plugin).
- D. Open your DAW, and then load Neo Piano. Sometimes, you will find it under SKMY as developer name/category. Stop here wait for Step 3 and 4 to complete, then proceed to Step 5.

### Installing Neo Piano Plugin on Windows

- A. Go to Plugin\_Installer folder (You may need to extract the ZIP file downloaded before doing so). You will find **“Neo\_Piano\_Installer\_32bit.msi”** (For 32Bit VST Plugin) and **“Neo\_Piano\_Installer\_64bit.msi”** (For 64Bit VST Plugin) as 2 installers. Install them both or choose one. Please note: 32Bit or 64Bit is not determined by your Windows OS, but the DAW you use. A 32Bit DAW can only support a 32Bit VST plugin, while a 64Bit DAW can support both. And some 64Bit DAWs only support 64Bit VST plugins; please choose the version carefully.
- B. After running the installer, it will let you select an **“Install”** folder. This folder must be your VST plugin folder; otherwise, you need to manually add this **“Install”** folder as the VST folder in plugin setting in your DAW.
- C. It is recommended to restart your PC after the installation of the plugin so the DAW can detect the newly installed plugin.
- D. Open your DAW, and then load Neo Piano plugin. Stop here, wait for Step 3 and 4 to complete, and proceed to Step 5.

## Step 2: Copy the Piano Set to Your Preferred Location

Piano Sets are the actual products you have purchased. Neo Piano is the universal player/engine for the products. So it is important to put the piano sets in your preferred location so you can find them quickly.

A piano set has 2 files: an ins file and an image file. Please copy them both, as forgetting to copy the image file will result in some images being lost on GUI.

### Copying the Piano Set Files to the Default Folder

Copying the sample sets to the default folder only has one benefit: It will appear in the dropdown list when you click "Select Instruments" so you can select the sample sets quickly.

The default folder on PC is:

***\Users\Public\Documents\SoundMagic\Neo\_Piano\Instruments***

The default folder on Mac is:

***Users/Shared/SoundMagic/Neo\_Piano/Instruments***

### Copying the Piano Set Files to Your Preferred Folder

The default folder is on the system disk, which usually does not have enough space left to store sample sets, so you have the option of putting sample sets in your location. In theory, you can put the sample sets anywhere you want, and load them manually in Neo Piano plugin. Only net disks or other disks with very low speeds are not recommended..

## Step 3: Copy the Presets to your Preferred Location

Presets are files that have a postfix as fxp. They are very small in size, so it is recommended you put them inside the default folder in order to make them load faster.

The default Presets folder on PC is:

***\Users\Public\Documents\SoundMagic\Neo\_Piano\Presets***

The default Presets folder on Mac is:

***Users/Shared/SoundMagic/Neo\_Piano/Presets***

## Step 4: Load and Play Piano One

Click on "click this screen to load instrument" it will open a browser. Navigate to the location you store/save piano1.ins and open it. It should begin to sound. No need to ask for a keycode.

### Troubleshooting



A. Sometimes, you will find it shows "Load Failed" as shown below:



Here are the causes and solutions:

- 1) You put the ins file in the same folder as the VST dll files under Windows system, so the ins file cannot be loaded.

**Solution:** Move the sample sets/ins files out of the plugin folder.

- 2) The folder name/path is too complex and has special letters, so the plugin cannot recognize the folder name.

**Solution:** Make the folder path/name simple, not complex; and avoid special symbols and capital letters.

- 3) You do not have enough access to the location the folder stores sample sets.

**Solution:** Access "Administrate" right under Windows or access right under OSX for that folder. But a quick solution is to move the sample sets into the folder you have enough access.

- B. If you still encounter problems, please contact our customer service at [webmaster@neovst.com](mailto:webmaster@neovst.com)

