



User Manual

Download and install your FluffyAudio libraries

Version 1.1 · August 2026

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1. What the Vault is

FluffyAudio Vault is the desktop app that delivers your FluffyAudio sample libraries. Sign in with the email address you purchased with, and every library you own appears in the app — ready to download, install and keep up to date. The Vault handles the large transfers for you: downloads can be paused and resumed, every file is verified, and the archives are extracted automatically into the folder you choose.

2. System requirements

macOS	macOS 12 or later — Intel and Apple Silicon Macs.
Windows	Windows 10 or 11, 64-bit.
Internet	A connection for signing in and downloading. Downloads survive interruptions and resume where they left off.
Disk space	During installation a library briefly needs room for the downloaded archives <i>and</i> the extracted samples — roughly twice its installed size. The app checks the free space before it starts.
Kontakt	FluffyAudio libraries require the Kontakt Full Version by Native Instruments, installed separately — they are not licensed Player libraries, so in the free Kontakt Player they open in demo mode only. The minimum Kontakt version is listed on each library's product page. The one exception is MELODIES , a licensed Kontakt Player library activated through Native Access, which works with the free Player (see section 6).

3. Installing the app

macOS

1. Open the downloaded **.dmg** file.
2. Drag **FluffyAudio Vault** into your **Applications** folder.
3. Launch it from Applications. The first time you open it, macOS may ask you to confirm that you want to run an app downloaded from the internet — the Vault is notarized by Apple, so simply press **Open**.

Windows

1. Run the downloaded **Setup.exe** and follow the installer.
2. If Windows SmartScreen shows “Windows protected your PC”, click **More info** and then **Run anyway**. This notice appears while a newly released installer is still building its reputation with Microsoft and is expected for a fresh release.

4. Signing in

There is no password and no code to type. You sign in with a link that is emailed to you:

1. Type the **email address you bought your libraries with** and press **Email me a link**.
2. Check your inbox — a FluffyAudio message with an authorization link arrives within a moment. You can open it on the same computer or on your phone; either works.
3. The page that opens shows a **4-character code**. Check that it matches the code the app is showing — that match is how you know you are authorizing *this* app and not someone else's sign-in attempt. If the codes differ, close the page.
4. Press **Authorize**. The app unlocks by itself and your library appears.

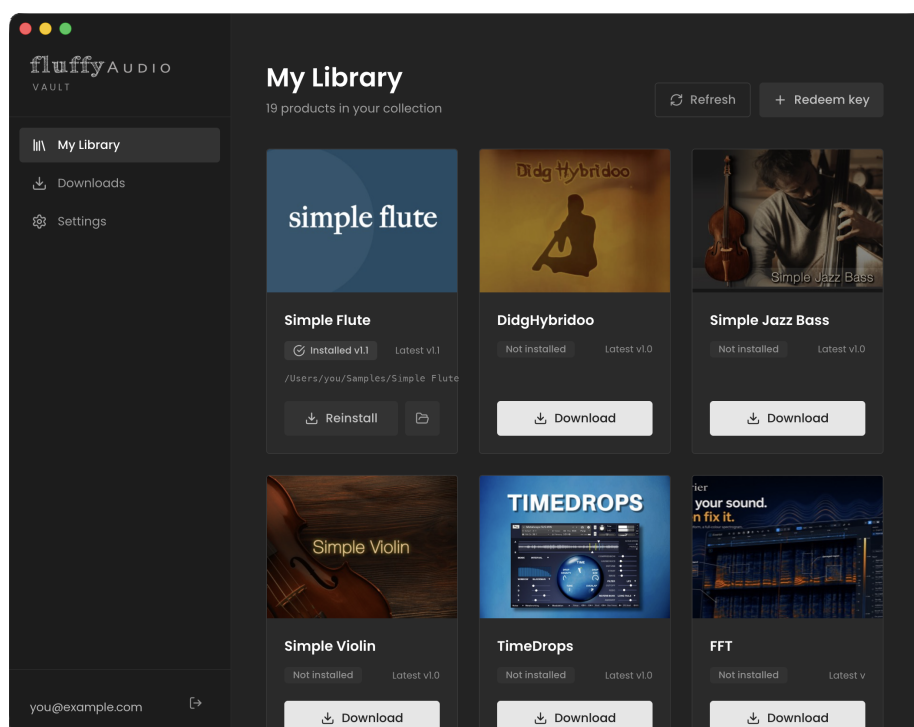
The link stays valid for about 15 minutes; the app shows the remaining time while it waits. **Send another link** requests a fresh one, and **Different email** takes you back to the address field.

If you have trouble signing in

- Use the address you **purchased** with — that is the address your libraries are attached to.
- If nothing arrives, check your spam or junk folder, then press **Send another link**.
- Still stuck? Write to **support@fluffyaudio.com**.

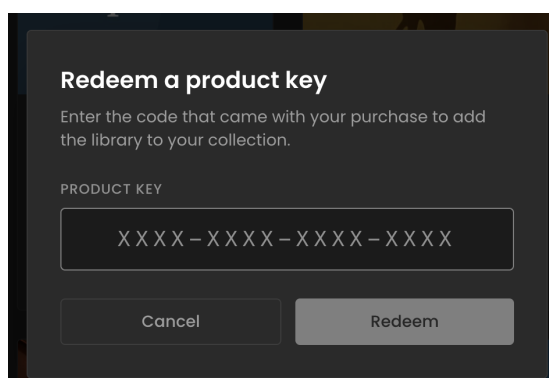
5. Your library

After signing in you land on **My Library**: every FluffyAudio product you own, past and future. New purchases made with the same email address appear here automatically — press **Refresh** if you have just bought something and want to see it straight away. Each card shows the product, whether it is installed, the installed and latest version numbers, and the action that applies: **Download**, **Update**, **Resume** or **Reinstall**.



My Library — your products, each with its install state and its action.

If you were given a product key — from a giveaway or a promotion — press **Redeem key** and enter it to add that library to your collection.

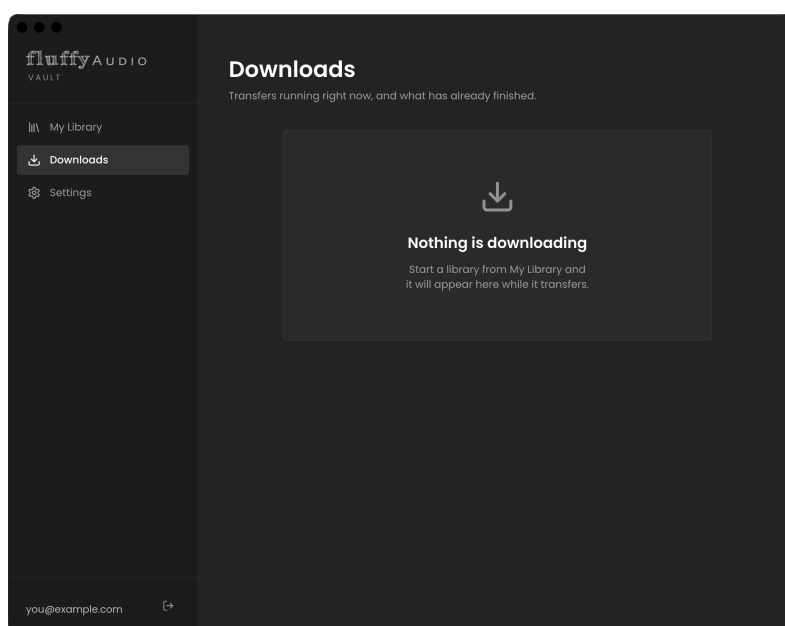


Redeem key — adds a library to your collection from a product key.

6. Installing a library

1. Press **Download** on the library's card.
2. Choose the folder the library should be installed into — for example the drive where you keep your sample libraries. The app first checks there is enough free space.
3. The transfer runs with a progress overlay on the card. You can **pause** and **resume** it at any time, quit the app, or lose the connection — every file is verified, and nothing already downloaded is ever fetched twice.
4. When the download finishes, the archives (including multi-part RAR and zip sets) are **extracted automatically** into the folder you chose, and the temporary files are cleaned up. The card then shows **Installed** with the version number.

The **Downloads** page in the sidebar shows every transfer that is running right now and what has already finished, with pause, resume and cancel controls.



Downloads — transfers appear here while they run; nothing is transferring at the moment.

Playing the library. Once installed, load the library's .nki instrument in **Native Instruments Kontakt** from the folder you installed into. FluffyAudio libraries require the **Kontakt Full Version** — they are not licensed Player libraries, so in the free Kontakt Player they open in demo mode only; the minimum Kontakt version is listed on each library's product page on fluffyaudio.com. The one exception is **MELODIES**, a licensed Kontakt Player library that is activated through Native Access and works with the free Kontakt Player.

7. Updates

The app updates itself. Each time it starts, the Vault checks for a newer version. When one exists, a strip at the top of the window offers it — nothing downloads or restarts without your click. Once the update is ready you can restart straight away, or keep working: it installs when you quit, and running downloads are never interrupted.

You can also check on demand with **Check for Updates...** — on macOS in the **FluffyAudio Vault** application menu, on Windows in the **Help** menu.

Library updates. When a library you have installed gets a new version, its card shows an **Update** badge and button. Updates are cumulative and only download what changed.

8. FAQ & troubleshooting

A library I own isn't in My Library.

You are almost certainly signed in with a different address than the one you purchased with. The Settings page shows which address you are signed in as; sign out (the icon next to your address in the sidebar) and sign back in with the purchase email. If you bought under several addresses, or the mailbox no longer exists, write to support and we will merge them.

My download was interrupted.

Nothing is lost. Open My Library and press **Resume** on the card — the transfer continues from where it stopped. If the card offers **Repair** instead (after a cancelled download or a long pause), press it: it continues the same install and re-uses every file already on disk.

The app says there isn't enough space.

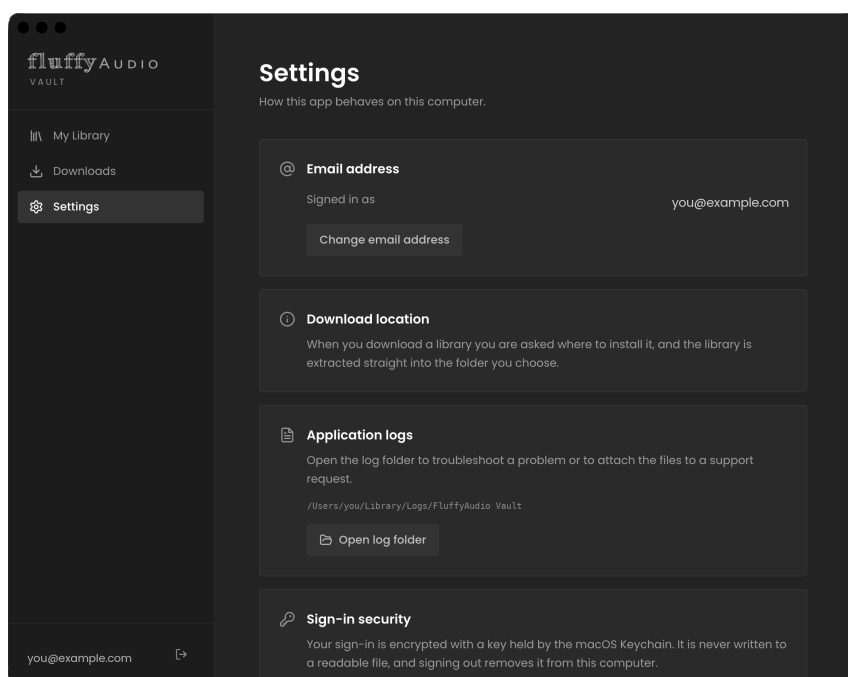
Installation temporarily needs room for the downloaded archives plus the extracted library. Free some space or choose a different drive when asked for the install folder.

The sign-in email never arrives.

Check spam/junk, confirm the address is the one you purchased with, and use **Send another link**. Corporate mail filters occasionally delay the message by a few minutes.

Something else went wrong.

The **Settings** page shows the app version and can open the application log folder (**Open log folder**) — attaching the latest log file to your message helps us help you quickly. Reach us any time at support@fluffyaudio.com.



Settings — the signed-in address and the log folder for support requests.