

KOMPLETE KONTROL S-SERIES



Setup Guide



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

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1 Welcome to **KOMLETE KONTROL S-SERIES**

This document will guide you through the basic steps of **KOMLETE KONTROL** product installation, the activation procedure, connecting the **KOMLETE KONTROL S-SERIES** keyboard, and basic adjustments of the audio and MIDI settings. We recommend that you take the time to read this guide in its entirety.



This guide covers all **KOMLETE KONTROL** keyboards (**KOMLETE KONTROL S25**, **KOMLETE KONTROL S49**, and **KOMLETE KONTROL 61**) and will refer to them generically as the “**KOMLETE KONTROL S-SERIES**.” All **KOMLETE KONTROL** keyboards use the same software; this is referred to as the “**KOMLETE KONTROL software**.”

1.1 What Is Included in the Box?

The box contains:

- Your **KOMLETE KONTROL S-SERIES hardware serial number**, which is printed on the information flyer together with a web link to download the **KOMLETE KONTROL software**: <http://www.native-instruments.com/go-kontrol>
- The **KOMLETE KONTROL S-SERIES** keyboard
- A **Safety Instructions Flyer**
- A **USB cable**
- A **power supply**

1.2 Caution

It is important you read and understand the following instructions to make sure the **KOMLETE KONTROL S-SERIES** or any device connected will not be damaged during usage or maintenance:

- Do not open the KOMPLETE KONTROL S-SERIES keyboard or attempt to disassemble or modify any internal parts. The KOMPLETE KONTROL S-SERIES keyboard does not contain any user-serviceable parts. If the device appears to be malfunctioning, discontinue use immediately and have the device inspected by qualified service personnel.
- Do not expose the KOMPLETE KONTROL S-SERIES keyboard to rain, use it near water or in damp or wet conditions.
- Make sure no objects or liquids of any kind penetrate the unit. When cleaning the KOMPLETE KONTROL S-SERIES keyboard, use a soft, dry cloth. Never use paint thinners, solvents, cleaning fluids, or chemical-infused wiping cloths.
- Never use or store the KOMPLETE KONTROL S-SERIES keyboard in areas subject to extreme temperatures (e.g., direct exposure to sunlight in an enclosed vehicle or near heat-generating equipment), or high levels of vibration.
- Always let the KOMPLETE KONTROL S-SERIES keyboard adapt to changed room temperature after it has been stored in a cold environment.
- Do not place the KOMPLETE KONTROL S-SERIES keyboard in an unstable position where it could accidentally fall.
- Before moving the KOMPLETE KONTROL S-SERIES keyboard, remove all connected cables.
- Do not use excessive force on the KOMPLETE KONTROL S-SERIES keyboard's buttons, knobs, and keys.
- Do not place heavy objects on top of the KOMPLETE KONTROL S-SERIES keyboard.

1.3 Notice

Name Plate Location

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

Serial Numbers

KOMPLETE KONTROL S-SERIES comes with a hardware serial number that can be found on the name plate on the bottom of the hardware unit. The KOMPLETE KONTROL software is part of the KOMPLETE 10, KOMPLETE 10 ULTIMATE, KOMPLETE 9, and KOMPLETE 9 ULTIMATE software bundles and is activated thus:

- Users of KOMPLETE 10 and KOMPLETE 10 ULTIMATE do not need any other serial number for the KOMPLETE KONTROL software. Though it must be downloaded separately, KOMPLETE KONTROL is activated as part of the KOMPLETE software bundle.
- Users of KOMPLETE 9 and KOMPLETE 9 ULTIMATE must download and activate the KOMPLETE KONTROL software using the serial number that was sent via email to their NI accounts.

Disposal of the Product

Should this product become damaged beyond repair, or if you wish to dispose of it, please observe the regulations of your area and country that relate to the disposal of electronic products.

Specifications Subject to Change

The information contained in this manual is believed to be correct at the time of printing or digital release. However, Native Instruments reserves the right to make changes to the specifications at any time without notice or obligation to update existing units.

Disclaimer

Native Instruments GmbH cannot be held responsible for damage or lost or destroyed data caused by improper use or modification of the KOMPLETE KONTROL S-SERIES keyboard or KOMPLETE KONTROL software.

1.4 System Requirements

For KOMPLETE KONTROL and KOMPLETE KONTROL S-SERIES to fully function as intended, your system needs to meet the following requirements.

- Windows 7 or Windows 8

- Mac OS X 10.8 or 10.9
- USB 2.0 or higher for KOMPLETE KONTROL S-SERIES (cable included)
- Power supply for KOMPLETE KONTROL S-SERIES (adapter included)

KOMPLETE

KOMPLETE KONTROL is optimized for use with KOMPLETE 10 and KOMPLETE 10 ULTIMATE. For full features set, KOMPLETE 9 or higher is required. System requirements for KOMPLETE 10 and KOMPLETE 10 ULTIMATE:

- Windows 7 or Windows 8, Intel Core 2 Duo or AMD Athlon 64 X2
- Mac OS X 10.7, 10.8 or 10.9, Intel Core 2 Duo
- 4 GB RAM (6 GB recommended for large KONTAKT instruments)

Supported Host Applications

For some of the advanced host integration features of KOMPLETE KONTROL to function as intended, your host application must be compatible. The following Knowledge Base article gives you an overview of the features that are available in each of the most commonly used DAWs:

<http://www.native-instruments.com/support/knowledge-base/show/2765/>)

For the latest information on KOMPLETE KONTROL compatibility with third-party software, visit: www.native-instruments.com/komplete-kontrol-system-requirements

2 Setup Overview

This section provides a quick overview of the various steps required to get KOMPLETE KONTROL and KOMPLETE KONTROL S-SERIES up and running: **software installation, hardware installation, product activation and update**, and **audio and MIDI setup**, all of which will be described in greater detail in further chapters of this guide.

- **Software Installation:** You must first download and install KOMPLETE KONTROL on your computer.



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

- **Installation without KOMPLETE:** If you do not own KOMPLETE and intend to use the KOMPLETE KONTROL S-SERIES keyboard as a MIDI controller only, you must download the hardware driver and the Controller Editor software as described in chapter [↑4, KOMPLETE KONTROL S-SERIES Installation for Users without KOMPLETE](#).
- **Product Activation and Update:** Activate your products using the Service Center application. Online and Offline activation methods are available. Check for the latest software updates using the Service Center application. Then press the install button to install all downloaded updates.



Please be sure to update all installed Native Instruments software during the product activation and update process. This will ensure better compatibility and integration with KOMPLETE KONTROL.

- **Hardware Installation:** Connect the KOMPLETE KONTROL S-SERIES keyboard to your computer. For detailed instructions on hardware installation, please proceed to chapter [↑6, Connecting the KOMPLETE KONTROL S-SERIES Keyboard](#).
- **Audio and MIDI Setup:** Open KOMPLETE KONTROL for the first time and configure the audio and MIDI settings. For detailed instructions on configuring your audio and MIDI settings, please proceed to chapter [↑7, KOMPLETE KONTROL Stand-alone Operation](#).

- **Host Configuration:** Load KOMPLETE KONTROL as a plug-in in your host application and use the KOMPLETE KONTROL S-SERIES keyboard to control it. For detailed instructions on configuring your host application for KOMPLETE KONTROL, refer to section [↑8, KOMPLETE KONTROL Plug-in Operation](#).

3 KOMPLETE KONTROL Software Installation

3.1 Read Before Installing

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

- To use KOMPLETE KONTROL you must **first install KOMPLETE** on your computer. KOMPLETE KONTROL is optimized for use with KOMPLETE 10 and KOMPLETE 10 ULTIMATE.
- Download and install the KOMPLETE KONTROL software on your computer. The KOMPLETE KONTROL software is available from the following location:
<http://www.native-instruments.com/go-kontrol>
- Please **carefully review the installer screens** and the suggested installation paths in order to avoid any unwanted folders being created on your hard disk.
- **Moving any folders** related to Native Instruments software after installation **is not recommended**. Future software updates rely on the directory locations set during initial installation.

3.2 Downloading and Installing the KOMPLETE KONTROL Software on Mac OS X

This section guides you through the KOMPLETE KONTROL software installation process on Mac OS X. For detailed installation instructions on installing KOMPLETE KONTROL on Windows please proceed to section [↑3.3, Downloading and Installing the KOMPLETE KONTROL Software on Windows](#).

You must first download the KOMPLETE KONTROL software installer from the following location:

<http://www.native-instruments.com/go-kontrol>.

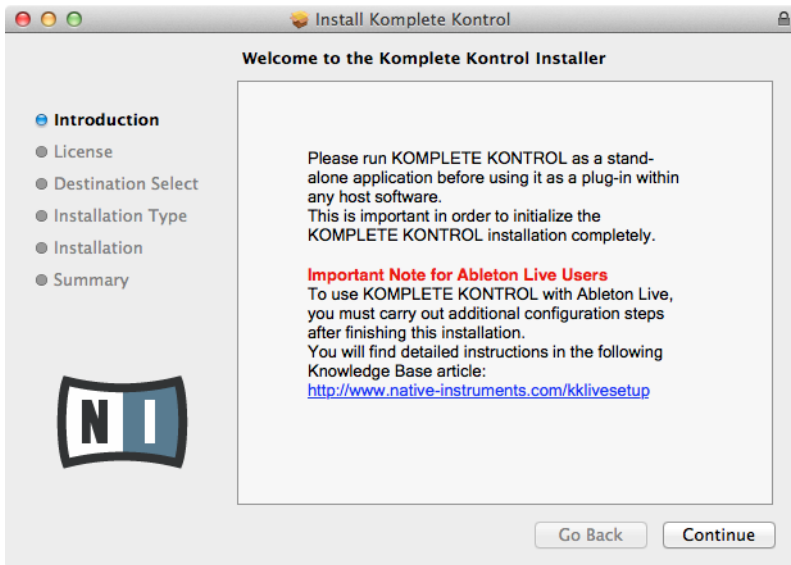
After downloading and starting the KOMPLETE KONTROL software installer, please follow the instructions below.

3.2.1 Welcome and an Important Note for Ableton Live Users

The first screen welcomes you to the KOMLETE KONTROL installation process! It also informs you not to move or rename the application or its installation directory once the installation is complete and to ensure the KOMLETE KONTROL S-SERIES is not connected during software installation. Furthermore, the installer window displays an important note for Ableton Live users:



To use KOMLETE KONTROL with Ableton Live, you must carry out additional configuration steps after finishing this installation. You will find detailed instructions in the following Knowledge Base article: <http://www.native-instruments.com/kklivesetup>.

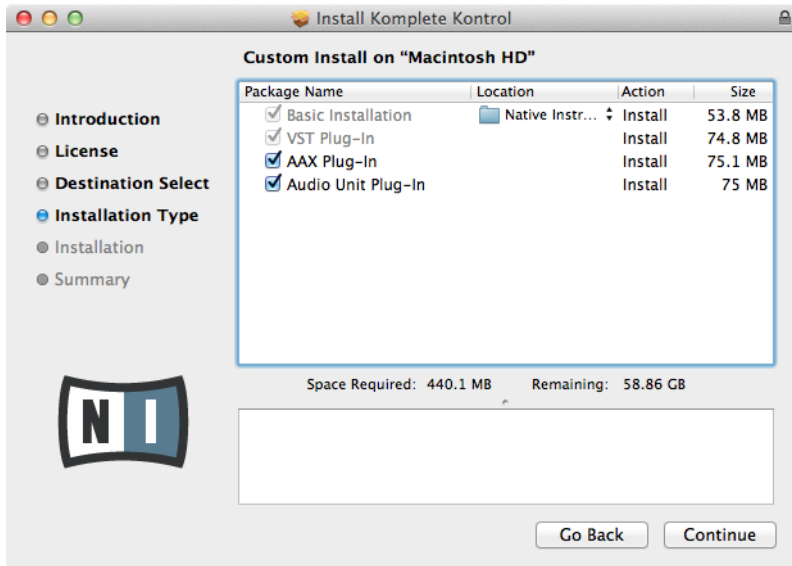


The welcome screen contains important information.

- ▶ Click [Continue](#) to proceed to the software license agreement.

3.2.2 Select the Components to Install

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



The components selection screen of the installation program.



It is recommended to keep all features selected unless you have a specific reason to deselect a feature (such as if this feature is already installed on your computer).

Basic Installation: This installs the KOMLETE KONTROL software, along with its documentation. It also installs the Service Center application (required for activation of the KOMLETE KONTROL software), and the Controller Editor application, which allows you to configure the controller’s MIDI assignments for using the controller with other applications than the included software.

VST Plug-In, AAX Plug-In, and Audio Unit Plug-In: Specifies the plug-in types (VST, AAX, or Audio Unit) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. Audio Unit is used by many sequencers like Logic, Live, Digital Performer or Garage Band. VST is used by Cubase, while AAX is the native plug-in format for Pro Tools. Leave all plug-in types selected if you are unsure which format is supported by your host application.



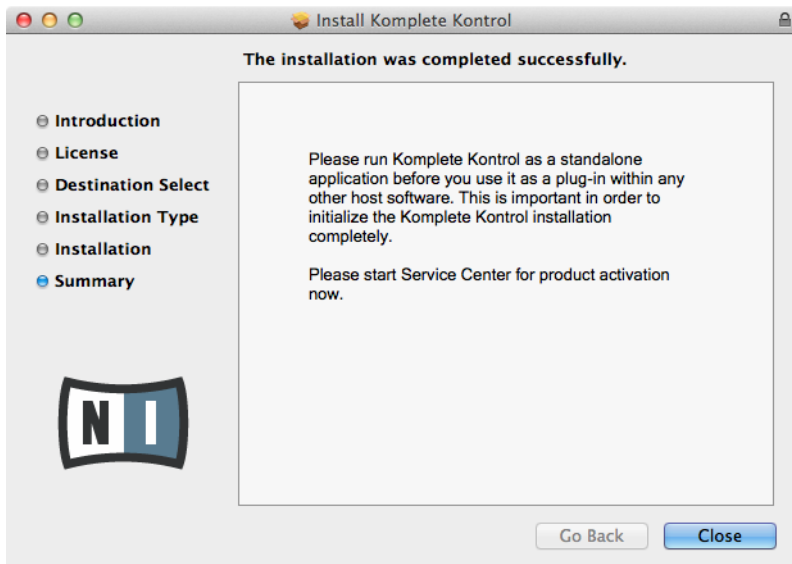
For the KOMLETE KONTROL software to maintain optimal integration and performance with Native Instruments plug-ins, **VST Plug-in** cannot be deselected.



It is strongly recommended to install the software to the default location. If you still need to change the install location, click on the folder icon in the [Location](#) column and select the desired folder.

- ▶ After you have customized the installation as required, click [Continue](#) and then follow the on-screen instructions.

3.2.3 Complete the Installation



The final screen of the installation program.

- ▶ On the last screen of the installation program, click [Close](#) to complete the installation.
- ▶ Start the Service Center software and continue reading in section [↑5, Product Activation with Service Center](#).

3.3 Downloading and Installing the KOMLETE KONTROL Software on Windows

This section guides you through the KOMLETE KONTROL software installation process on Windows. For detailed installation instructions on installing KOMLETE KONTROL on Mac OS X please proceed to section [↑3.2, Downloading and Installing the KOMLETE KONTROL Software on Mac OS X](#).

You must first download the KOMLETE KONTROL software installer from the following location:

<http://www.native-instruments.com/go-control>.

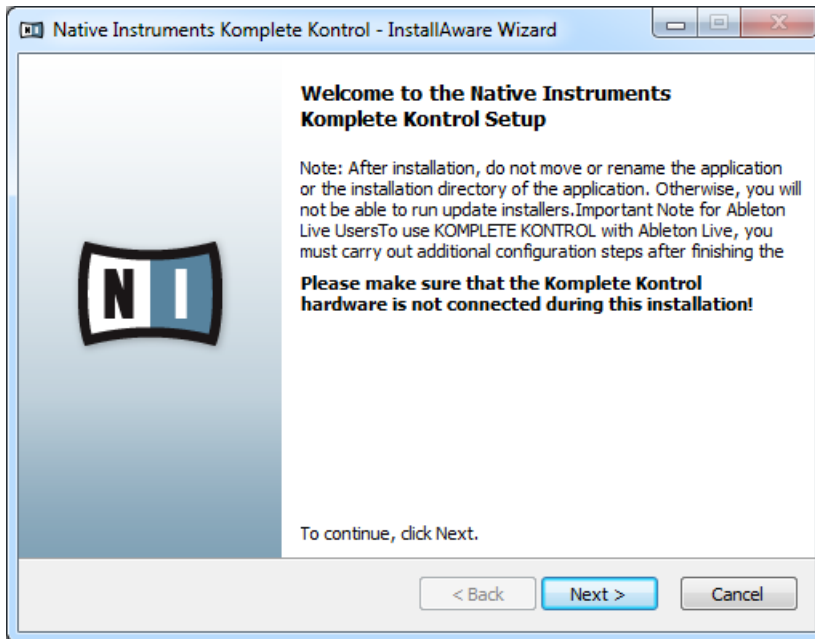
After downloading and starting the KOMLETE KONTROL software installer, please follow the instructions below.

3.3.1 Welcome and an Important Note for Ableton Live Users

The first screen welcomes you to the KOMLETE KONTROL installation process! It also informs you not to move or rename the application or its installation directory once the installation is complete and to ensure the KOMLETE KONTROL S-SERIES is not connected during software installation. Furthermore, the installer window displays an important note for Ableton Live users:



To use KOMLETE KONTROL with Ableton Live, you must carry out additional configuration steps after finishing this installation. You will find detailed instructions in the following Knowledge Base article: <http://www.native-instruments.com/kklivesetup>.

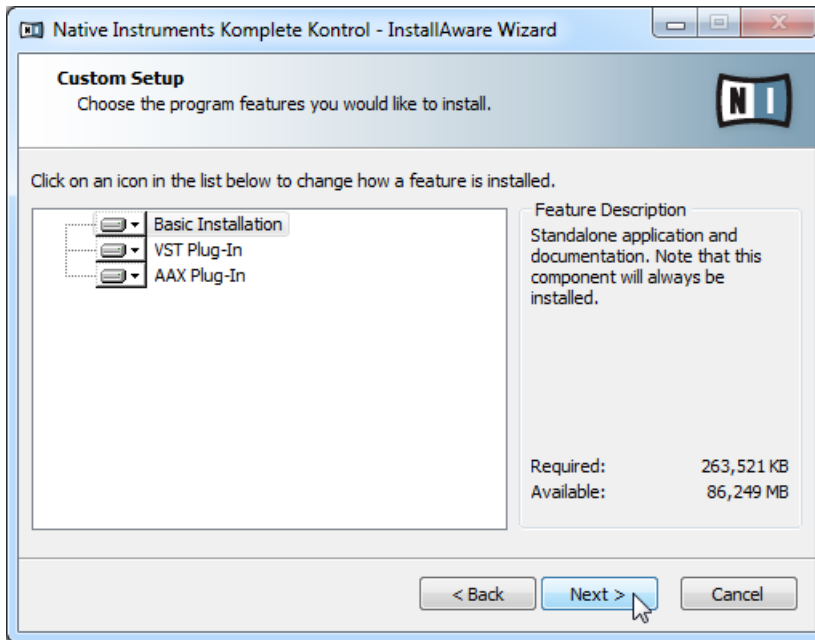


The welcome screen contains important information.

- ▶ Click [Next](#) to proceed to the software license agreement.

3.3.2 Select the Features to Install

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

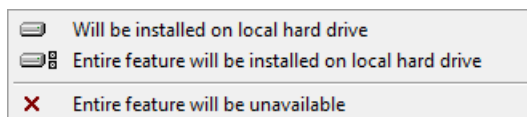


The components selection screen of the installation program.

Basic Installation: This installs the KOMLETE KONTROL software, along with its documentation. It also installs the Controller Editor application, which allows you to configure the keyboard's MIDI assignments for using the keyboard with other applications than the included software.

VST Plug-In and AAX Plug-In: Specify the plug-in types (VST and AAX) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. VST is used by Cubase, for example, while AAX is the native plug-in format for Pro Tools. Leave both plug-in types selected if you are unsure which format is supported by your host application.

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

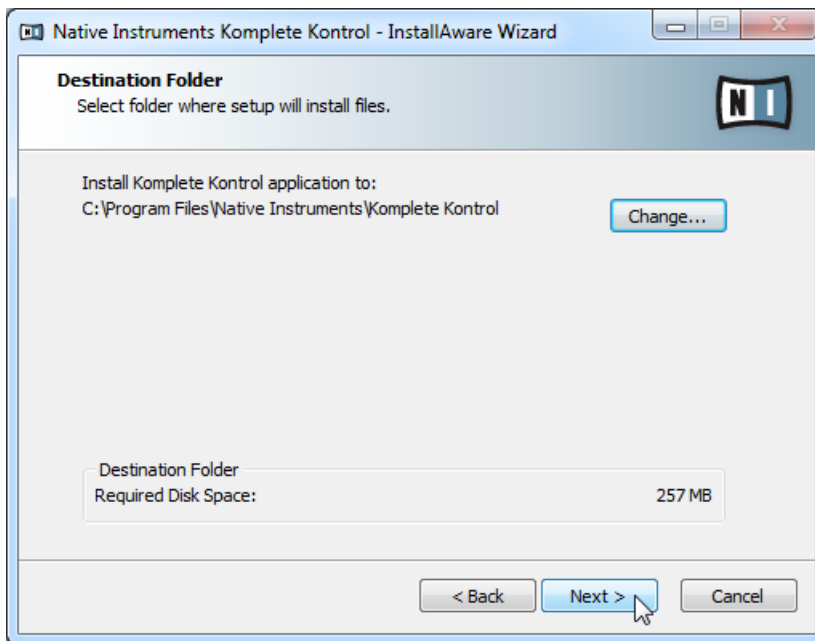


- ▶ You can specify which plug-in types you want to install. VST is used by many sequencers like Cubase, Sonar or Live, while AAX is the native plug-in format for Pro Tools.



It is recommended to keep all features selected unless you have a specific reason to deselect a feature (such as if this feature is already installed on your computer). For KOMLETE KONTROL to maintain optimal performance and integration with Native Instruments plug-ins, VST Plug-in cannot be deselected.

3.3.3 Define the Application's Destination Folder



The software installation path screen of the installation program.

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



It is strongly recommended to install the KOMPLETE KONTROL software to the default location. If you still need to change the install location, click [Change...](#) to open a Folder Selection dialog and select the desired destination folder.

- ▶ Click [Next](#) to proceed.

3.3.4 Define VST Plug-in Destination Folders

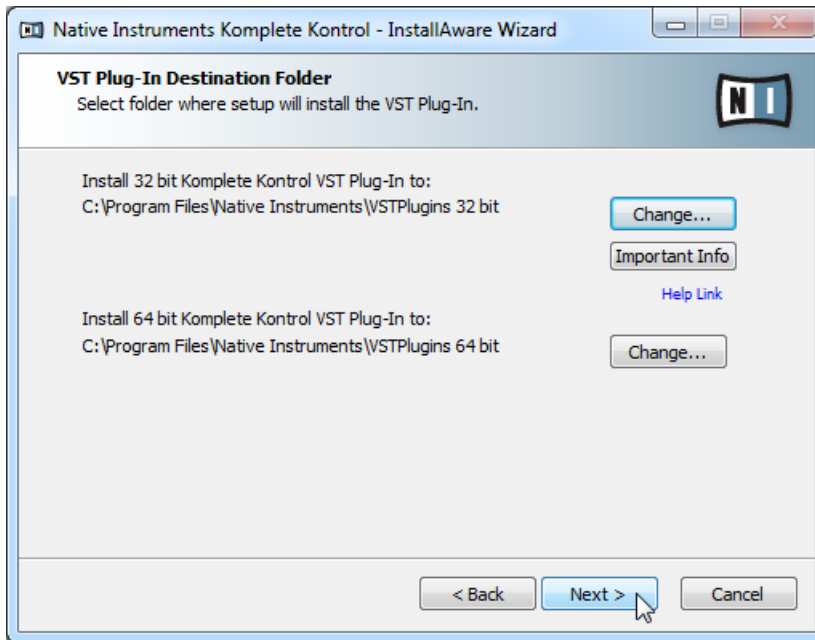
If you have chosen to install VST plug-ins, this screen allows you to define a VST plug-in path on your computer. You can define a single path when running a 32-bit version of Windows. If you are running a 64-bit version of Windows, you need to define separate paths for the 32-bit and 64-bit plug-in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



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



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

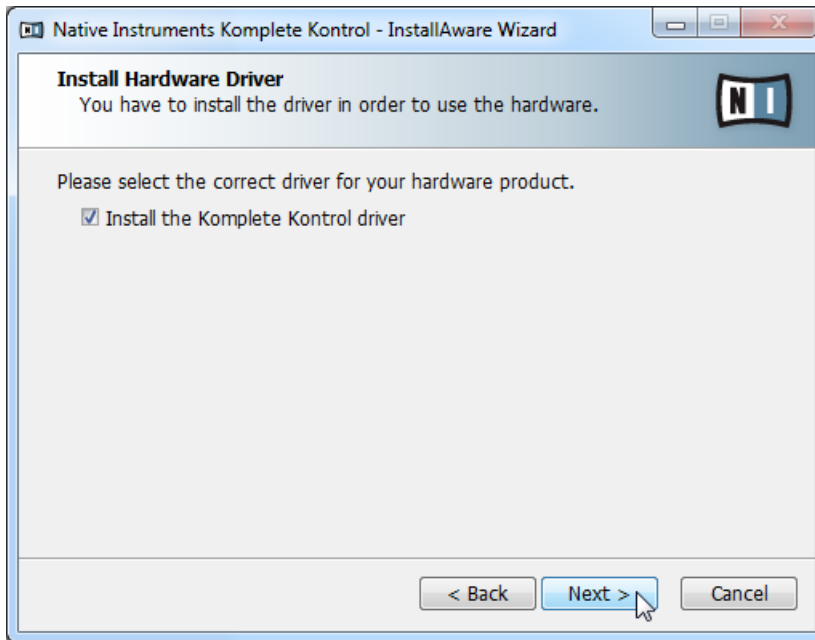


The plug-in folder Selection screen of the installation program.

- ▶ Click [Next](#) to proceed.

3.3.5 Select the Hardware Driver to Install

The following screen lets you select the hardware driver for your KOMLETE KONTROL S-SERIES keyboard.

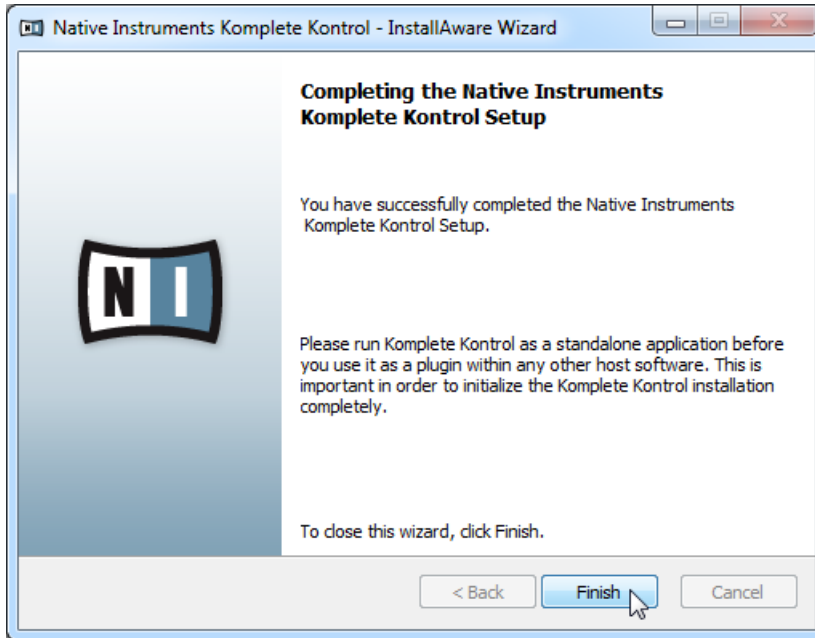


The hardware driver Selection screen of the installation program.

Install the Komplete Kontrol driver: This installs the driver for the KOMLETE KONTROL S-SERIES keyboard.

- ▶ Click [Next](#) to proceed.

3.3.6 Complete the Installation



The final screen of the installation program.

- ▶ On the last screen of the installation program, click [Finish](#) to complete the driver installation.
- ▶ Start the Service Center software and continue reading in section [↑5, Product Activation with Service Center](#).

4 KOMPLETE KONTROL S-SERIES Installation for Users without KOMPLETE



For the intended functionality of the KOMPLETE KONTROL S-SERIES keyboard, the KOMPLETE KONTROL software is required.

If you do not own KOMPLETE 9 or higher, you can still use the KOMPLETE KONTROL S-SERIES keyboard as a powerful and highly versatile MIDI controller to pilot any other MIDI-capable application or device. This is made possible by the Controller Editor software, a little application that allows you to precisely define all MIDI assignments for your KOMPLETE KONTROL S-SERIES keyboard. The Controller Editor must be downloaded and installed separately as described below.

4.1 Read Before Installing

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

- Download and install the **Controller Editor application** and the **KOMPLETE KONTROL S-SERIES hardware driver** (Windows users only) on your computer. Both installer applications are available from the following location:
<http://www.native-instruments.com/go-kontrol>
- Please **carefully review the installer screens** and the suggested installation paths in order to avoid any unwanted folders being created on your hard disk.
- **Moving any folders** related to Native Instruments software after installation **is not recommended**. Future software updates rely on the directory locations set during initial installation.

4.2 Installing Controller Editor on Mac OS X

This section guides you through the Controller Editor software installation process on Mac OS X. For detailed installation instructions on installing Controller Editor on Windows please proceed to section [↑4.3, Installing Controller Editor on Windows](#).

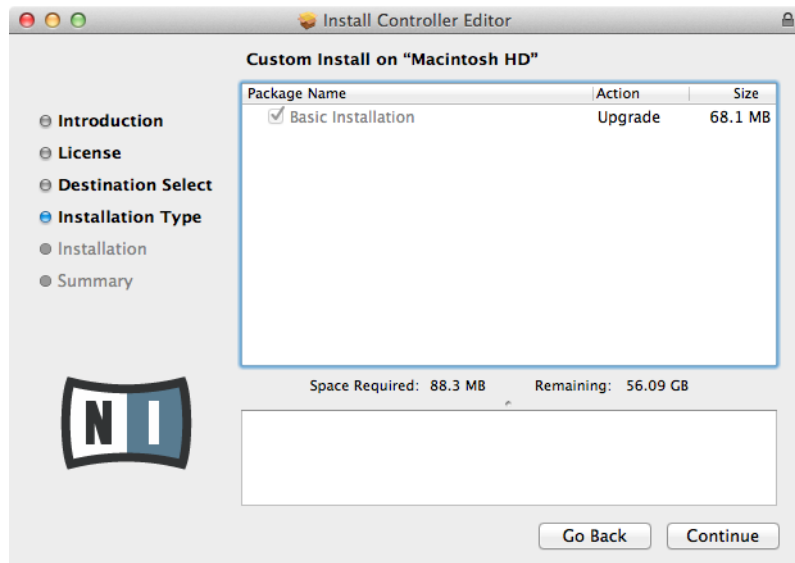
You must first download Controller Editor from the following location:

<http://www.native-instruments.com/go-kontrol>.

After downloading and starting the Controller Editor installer, please follow the instructions below.

4.2.1 Select the Components to Install

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



The components selection screen of the installation program.



It is recommended to keep all features selected unless you have a specific reason to deselect a feature (such as if this feature is already installed on your computer).

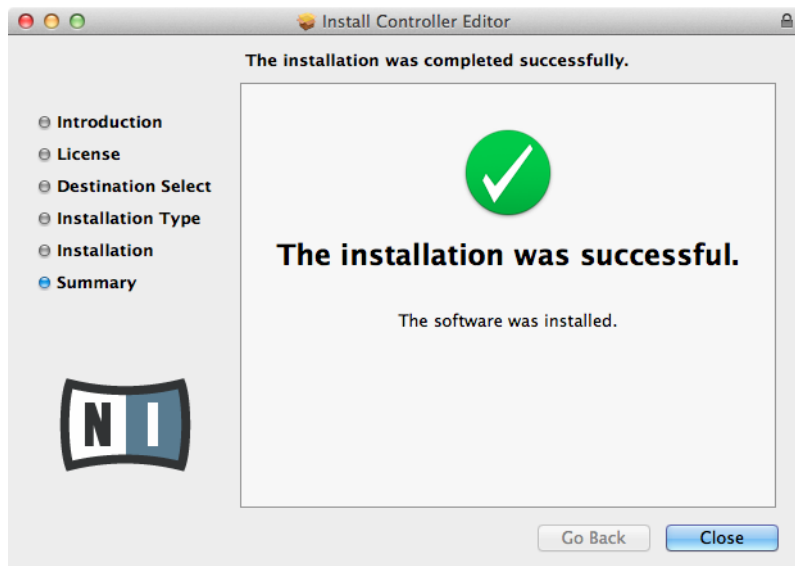
Basic Installation: This installs the Controller Editor software, along with its documentation. It allows you to configure the keyboard's MIDI assignments for using the keyboard with other applications than the included software.

- ▶ Click [Continue](#) and then follow the on-screen instructions.



It is strongly recommended to install the software to the default location. If you still need to change the install location, click the [Change Install Location](#) button on the next installer screen and select the desired folder.

4.2.2 Complete the Installation



The final screen of the installation program.

- ▶ On the last screen of the installation program, click [Close](#) to complete the installation.

4.3 Installing Controller Editor on Windows

This section guides you through the Controller Editor installation process on Windows. For detailed installation instructions on installing Controller Editor on Mac OS X please proceed to section [4.2, Installing Controller Editor on Mac OS X](#).

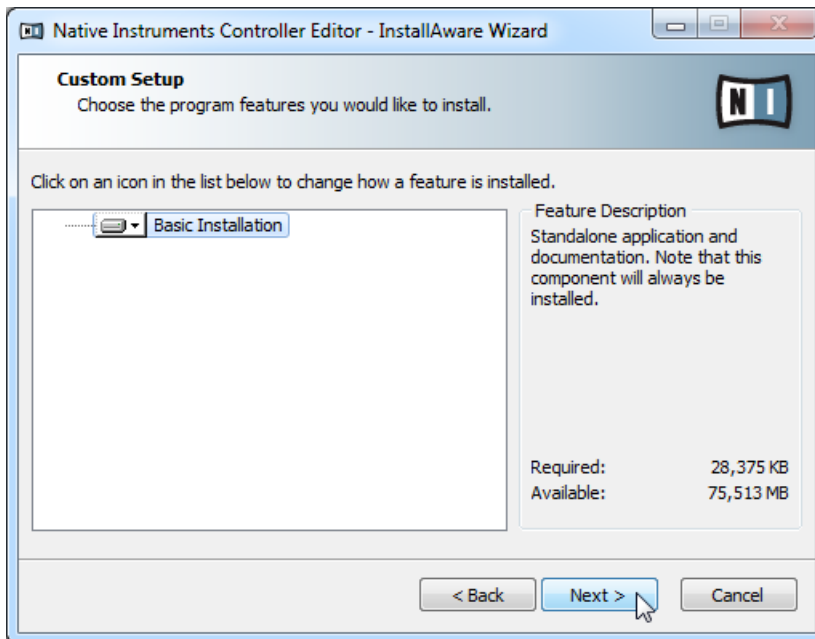
You must first download Controller Editor from the following location:

<http://www.native-instruments.com/go-kontrol>.

After downloading and starting the Controller Editor installer, please follow the instructions below.

4.3.1 Select the Features to Install

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

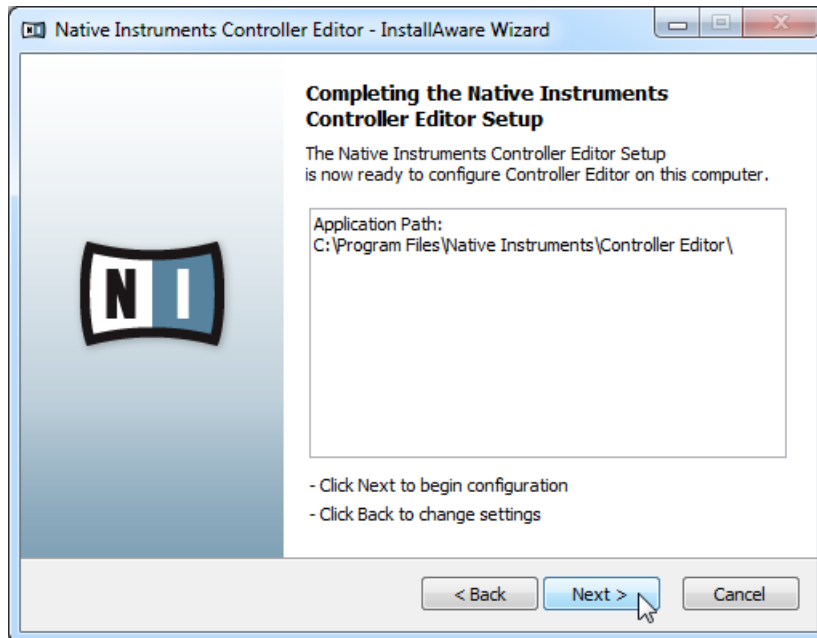


Selecting the features to install

Basic Installation: This installs the Controller Editor software, along with its documentation. It allows you to configure the keyboard's MIDI assignments for using the keyboard with other applications than the included software.

- ▶ Click [Next](#) to proceed.

4.3.2 Define the Application's Destination Folder

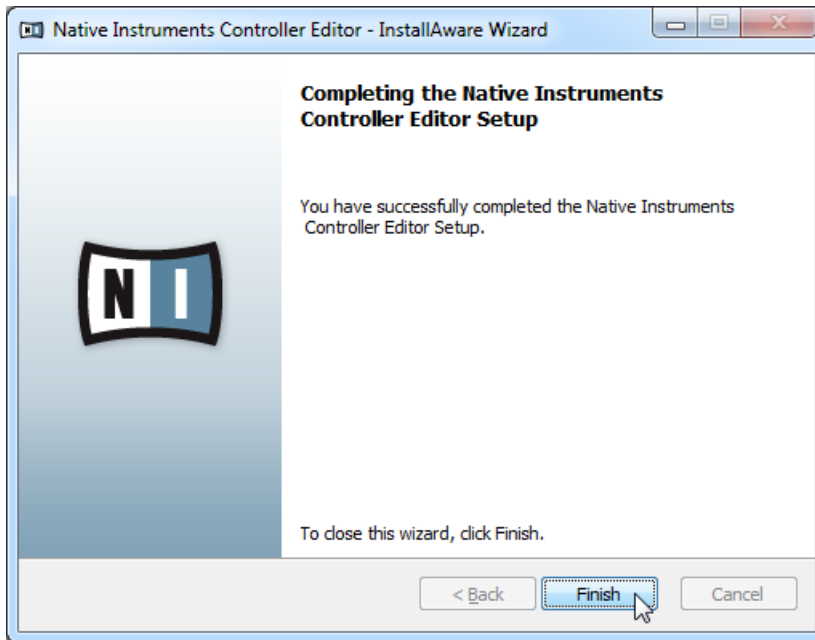


Configuring the installation

You will be asked to select and confirm an installation path for the Controller Editor software.

- ▶ Click [Next](#) to proceed.

4.3.3 Complete the Installation



The final screen of the installation program.

- ▶ On the last screen of the installation program, click **Finish** to complete the driver installation.
- ▶ Continue by downloading and installing the KOMPLETE KONTROL S-SERIES hardware driver.

4.4 Installing the KOMLETE KONTROL S-SERIES Hardware Driver on Windows

This section guides you through the KOMLETE KONTROL S-SERIES hardware driver installation process on Windows. You must first download the KOMLETE KONTROL S-SERIES hardware driver from the following location:

<http://www.native-instruments.com/go-kontrol>.

After downloading and starting the KOMLETE KONTROL driver installer, please follow the instructions below.

4.4.1 Welcome

The first screen welcomes you to the KOMLETE KONTROL S-SERIES hardware driver installation process! It also asks you to ensure the KOMLETE KONTROL S-SERIES keyboard is not connected during software installation.

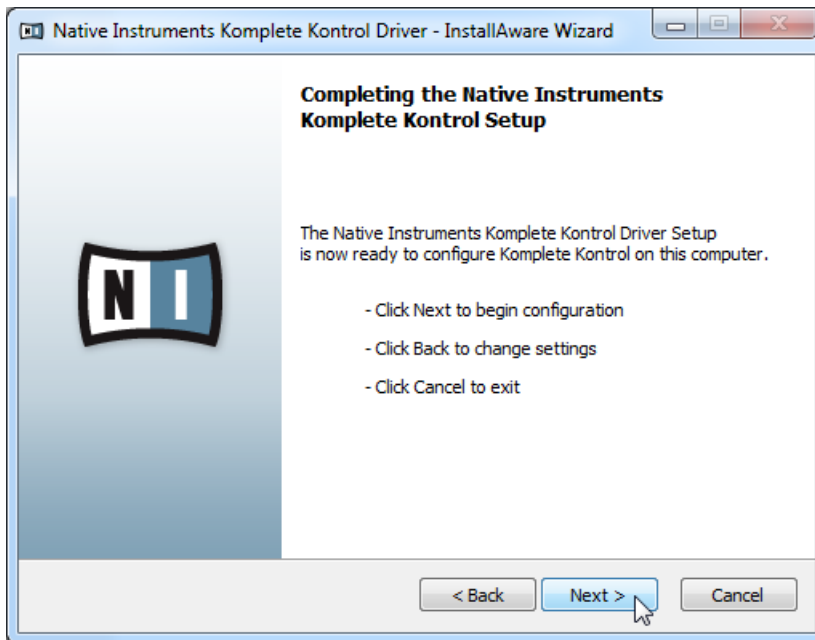


The welcome screen

- ▶ Click **Next** to proceed to the software license agreement and then follow the on-screen instructions.

4.4.2 Begin the Configuration

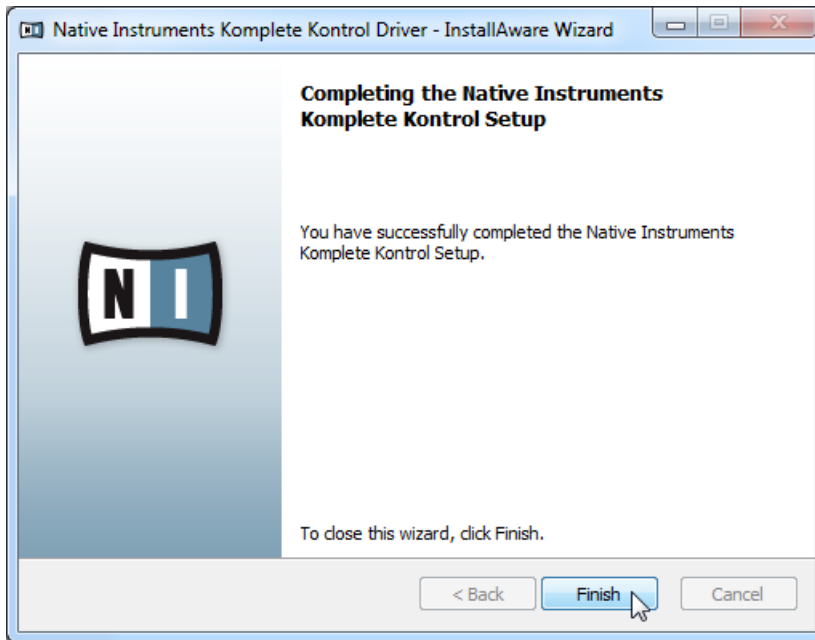
After you have accepted the software license agreement, the installer window lets you begin the configuration.



Configuring the installation

- ▶ Click **Next** to proceed.

4.4.3 Complete the Installation



The final screen of the installation program.

- ▶ On the last screen of the installation program, click **Finish** to complete the driver installation.

5 Product Activation with Service Center



This chapter uses a placeholder name (*NI Product*) on all screenshots. The relevant section on your screen will display the name of the Native Instruments product you are activating.

5.1 Activating Your Product Online



Skip to section [↑5.3, Activating Your Product Offline](#) if your computer is not connected to the Internet.


5.1.1 Start Service Center

1. Locate the Service Center application on your hard disk. During installation, a folder labeled **Native Instruments** was created in the Applications (Mac OS X) / Program Files (Windows) folder. Within this folder, a subfolder labeled **Service Center** holds the corresponding application.
2. Double-click the Service Center application to start the activation procedure.



It is necessary to activate your Native Instruments product in order to use its full functionality.

5.1.2 Log In to Your User Account

SERVICE CENTER 

Log in

Please log in using your email address and password.


E-mail address

Password

Log me in automatically on next startup

› [Forgot your password?](#)

› [Create new user account](#)

 Log in

Status:
Online

The log-in screen of Service Center.

- ▶ Log in with your email address and Native Instruments password.

5.1.3 Activate the Product

SERVICE CENTER

Activate Update Overview Settings Support

Enter the serial numbers for the products you want to activate.

NI PRODUCT

1798 99012 09

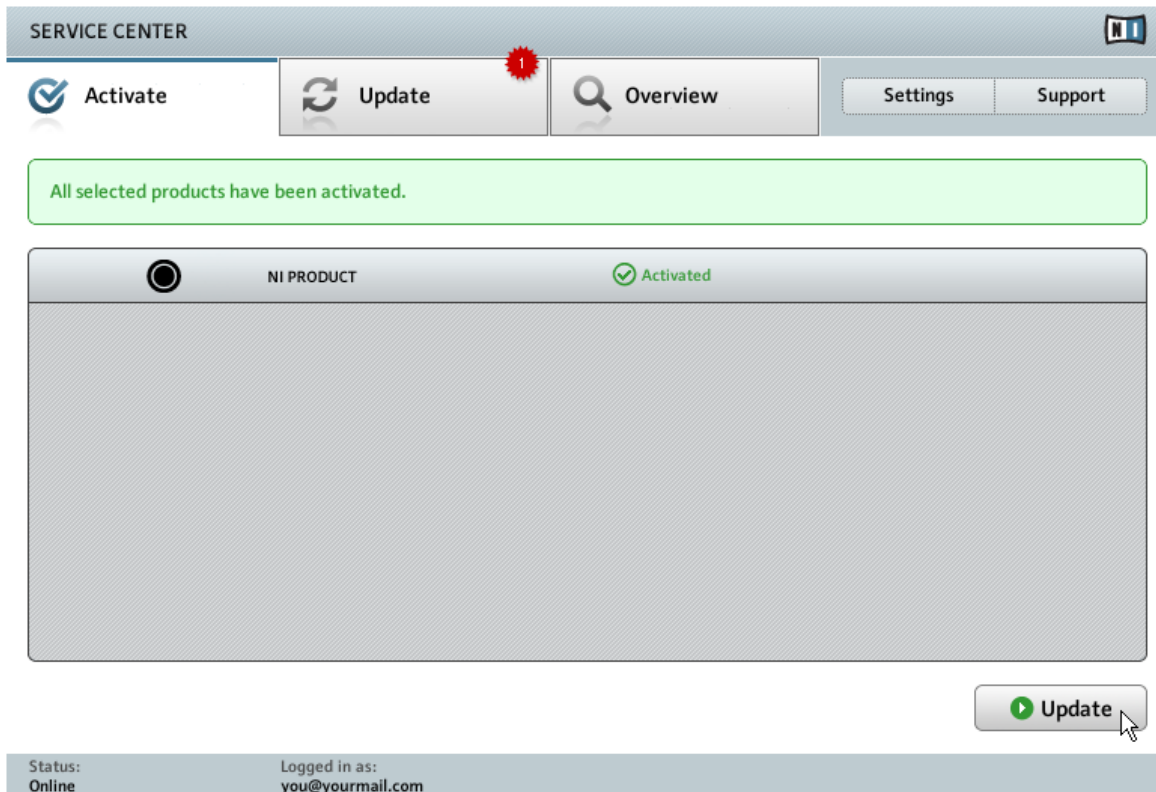
Activate

Status: Online Logged in as: you@yourmail.com

The product activation screen of Service Center.

1. Enter the serial number in the number field. KOMPLETTE 10 and KOMPLETTE 10 ULTIMATE owners use the same serial number as for the software bundle. Owners of KOMPLETTE 9 and KOMPLETTE 9 ULTIMATE will find the serial number in the email sent to their NI account.
2. Click [Activate](#) to proceed.

5.1.4 Finish the Online Activation



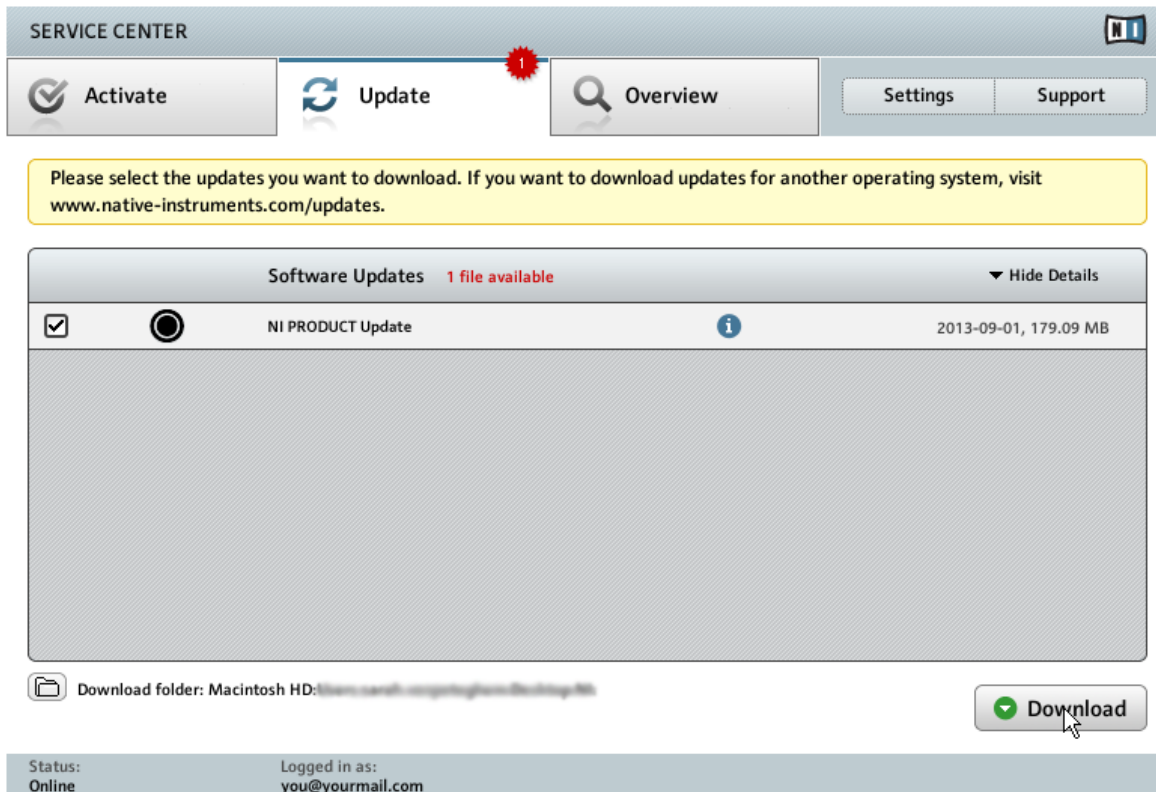
Service Center confirming the product activation.

Service Center confirms that the product has been activated successfully. A search for updates will start automatically.

- If updates for any of the activated products are available, the button in the bottom right corner of the screen reads [Update](#). To download the updates, click the [Update](#) button and proceed with section [↑5.2, Updating Your Product](#).
- If no updates are available, the button in the bottom right corner of the screen reads [Exit](#). You can click it to close Service Center.

5.2 Updating Your Product

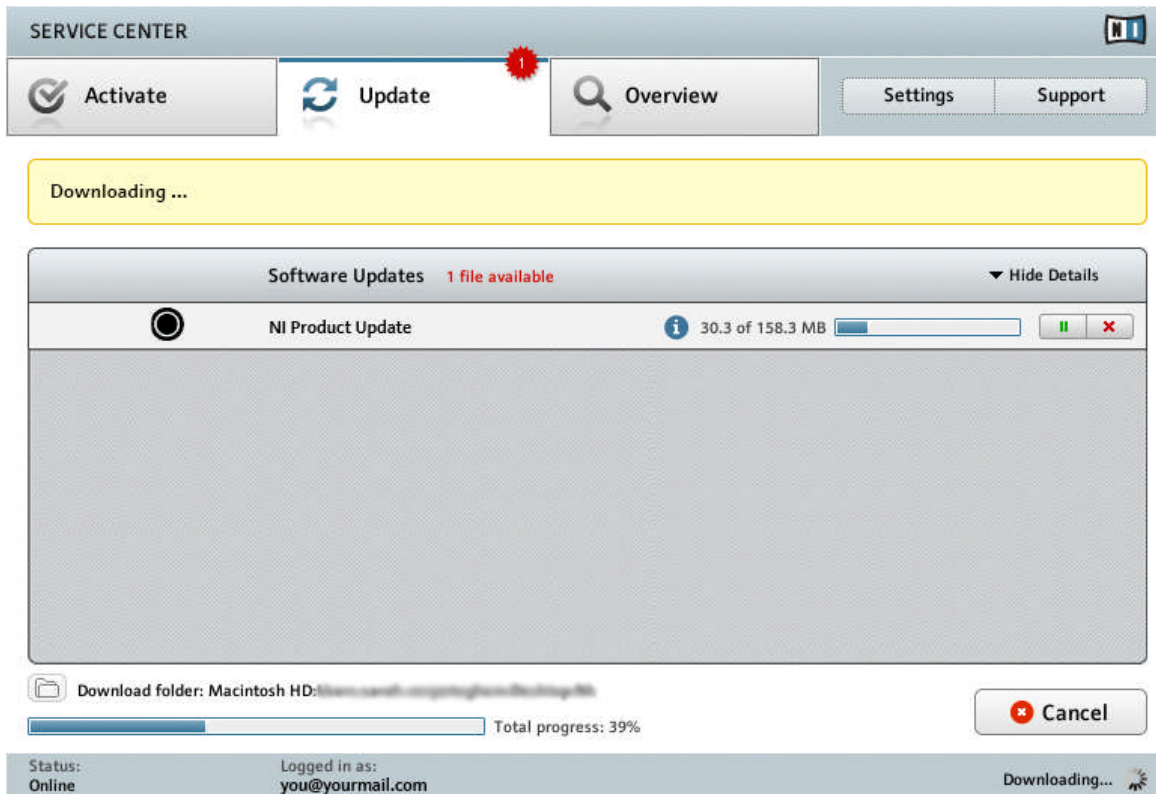
5.2.1 Select Updates



The product update screen of Service Center.

1. In Service Center, click the [Update](#) tab to view a list of available updates.
2. Select the updates you want to download by checking the checkboxes on the left. We recommend downloading all preselected updates.
3. Click [Download](#). The download will start.

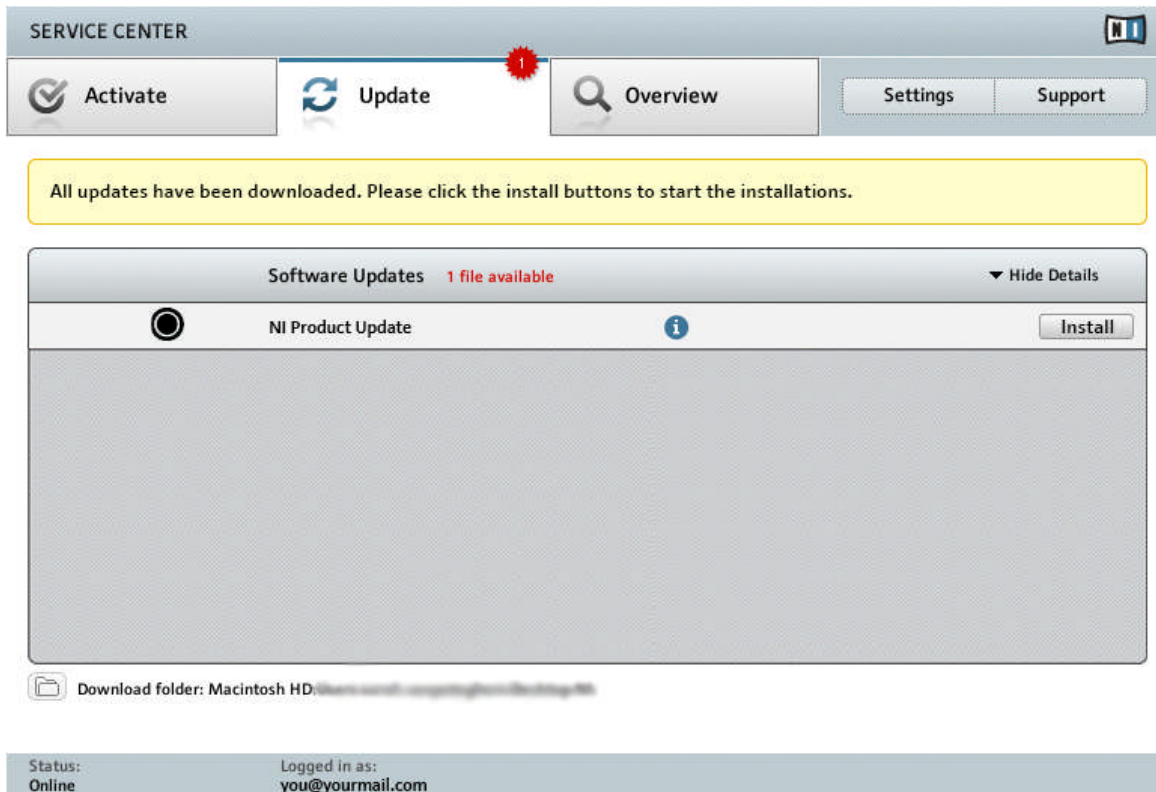
5.2.2 Download the Updates



The product download is in progress.

Depending on the file size and the speed of your internet connection, downloading the files may take a while. We strongly recommend that you always install the latest updates.

5.2.3 Install Your Updates



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

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

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




Please be sure to update all installed Native Instruments software during the product update and activation update process. This will ensure better compatibility and integration with KOMLETE KONTROL.

5.3 Activating Your Product Offline

If the computer you want to use Native Instruments products on is permanently not connected to the internet, you can activate the products utilizing the Offline activation procedure. Note that you will need a second computer that is connected to the internet.

5.3.1 Start the Offline Activation

SERVICE CENTER 

Internet connection

Service Center was unable to establish an internet connection. How do you wish to proceed?

Try connecting to the internet again

Make sure that your computer is connected to the internet.

Use a proxy server to connect to the internet

Host Port

Continue without connecting to the internet

Please note: You will have to transfer an Activation Request File to a computer with internet access.

Status:
Pending...

The internet connection screen of Service Center.

1. Start Service Center. If no internet connection is detected, you will be redirected to the [Internet connection](#) screen pictured above.
2. In the [Continue without connection to the internet](#) area at the bottom of the screen, click [Offline](#). You will be forwarded to the [Activate](#) screen.

5.3.2 Create the Activation Request File

The screenshot shows the Service Center interface for offline activation. At the top, there is a navigation bar with 'Activate', 'Update', 'Overview', 'Settings', and 'Support' buttons. Below this is a yellow notification box stating: 'You have to complete three steps to do an Offline Activation.' The main content area is divided into three steps:

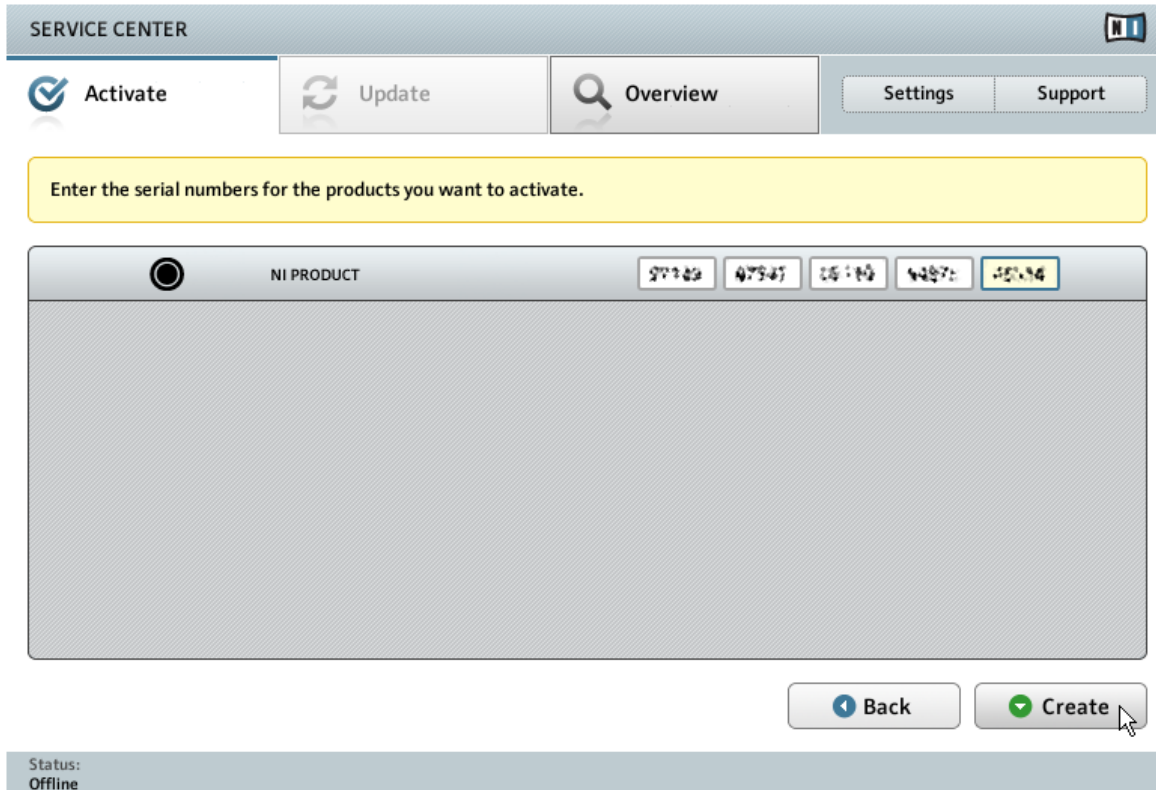
- 1. Create Activation Request File**
Enter serial numbers and save the Activation Request File to a portable storage device, e. g. an USB stick. A 'Create' button with a green checkmark is visible.
- 2. Transfer File to Internet Computer**
Take the Activation Request File to a computer with internet access and open it on that computer. This will load the Native Instruments Registration web page.
- 3. Open Activation Return File**
Copy the Activation Return File returned by the Native Instruments web server to a portable storage device and open it on the computer that you want to activate the product on. An 'Open' button with a green checkmark is visible.

At the bottom left, the status is indicated as 'Offline'.

The offline activation screen of Service Center.

- ▶ On the [Activate](#) screen, click [Create](#). The [Activate](#) screen will display fields in which to enter the serial number (see next step).

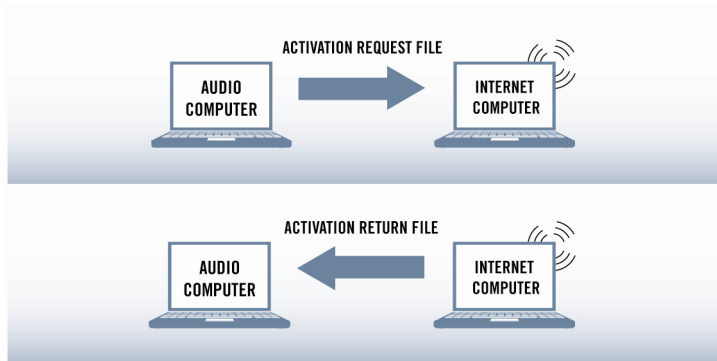
5.3.3 Enter the Serial Number



The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located inside the DVD booklet.
2. Click **Create** to save the Activation Request File (ActivationRequestFile.html). A Save File dialog will open and let you select a target folder.
3. Save the Activation Request File to the desired target folder.

5.3.4 Transfer the Activation Request File



The offline activation procedure.

1. Copy the Activation Request file to a portable storage device and transfer it to a computer with internet connection.
2. Open the Activation Request file by double-clicking it.
3. Follow the instructions on the Service Center product activation web page. As a new Native Instruments user you will need to create a new account before you can log in.
4. Transfer the Activation Return file back to your audio computer.

5.3.5 Open the Activation Return File

The screenshot shows the Service Center interface with the 'Activate' tab selected. A yellow notification bar states: 'You have to complete three steps to do an Offline Activation.' Below this, three steps are listed in a vertical sequence:

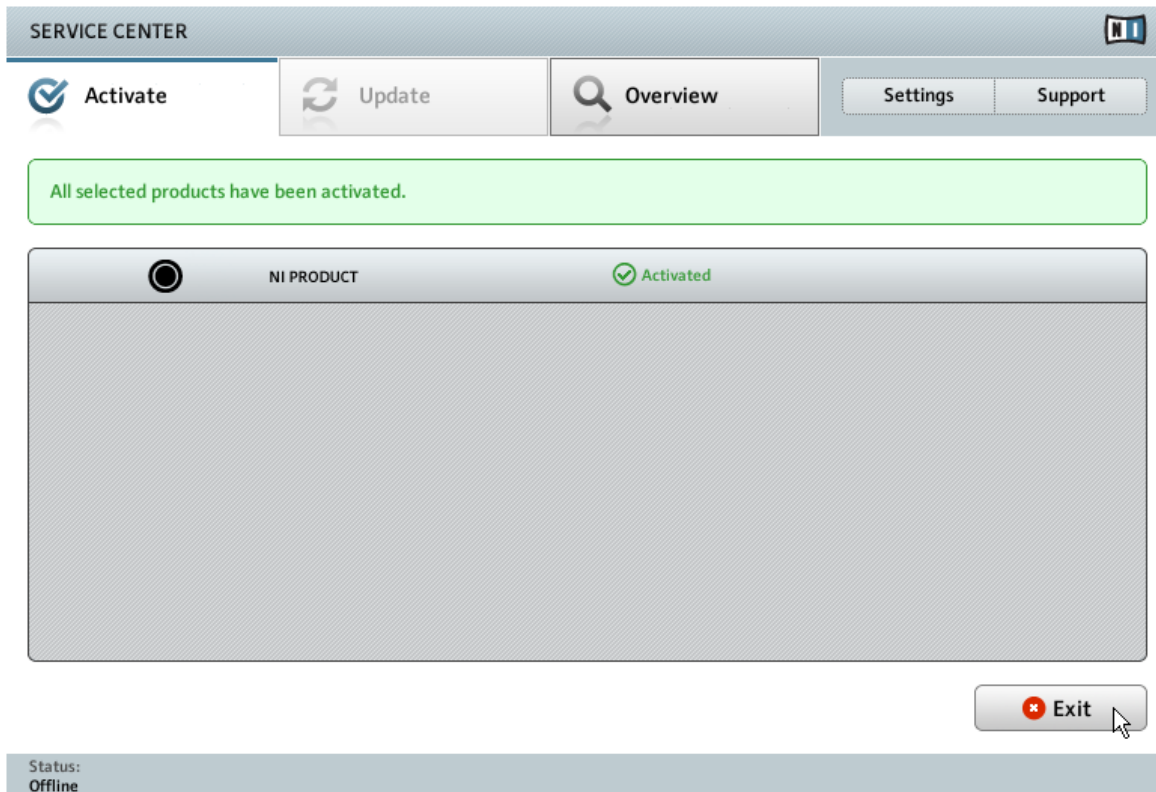
- 1. Create Activation Request File**
Enter serial numbers and save the Activation Request File to a portable storage device, e. g. an USB stick. A 'Create' button is visible.
- 2. Transfer File to Internet Computer**
Take the Activation Request File to a computer with internet access and open it on that computer. This will load the Native Instruments Registration web page.
- 3. Open Activation Return File**
Copy the Activation Return File returned by the Native Instruments web server to a portable storage device and open it on the computer that you want to activate the product on. An 'Open' button is visible.

At the bottom left, the status is indicated as 'Offline'.

The offline activation screen of Service Center.

1. On your audio computer, start Service Center again. In the [Continue without connection to the internet](#) area at the bottom of the screen, click [Offline](#).
2. Select the [Activate](#) tab and click [Open](#) to load the Activation Return file.

5.3.6 Finish the Offline Activation



Service Center confirming the product activation.

After you have opened the Activation Return File, Service Center confirms that the product has been activated successfully. You can quit Service Center by clicking [Exit](#).



Please be sure to update all installed Native Instruments software during the product update and activation update process. This will ensure better compatibility and integration with KOMLETE KONTROL.



To obtain updates for your products, log in under <http://www.native-instruments.com/updates>, using your Native Instruments user account information. Download all relevant updates from the Personal Update Manager to your internet computer, transfer them to your music computer utilizing portable storage media, and install them.

6 Connecting the KOMPLETE KONTROL S-SERIES Keyboard

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

- ▶ Make sure that you have installed the latest version of the KOMPLETE KONTROL software, including the KOMPLETE KONTROL hardware driver, before you connect the keyboard to your computer! For this, please follow the instructions in chapter [↑3, KOMPLETE KONTROL Software Installation](#).

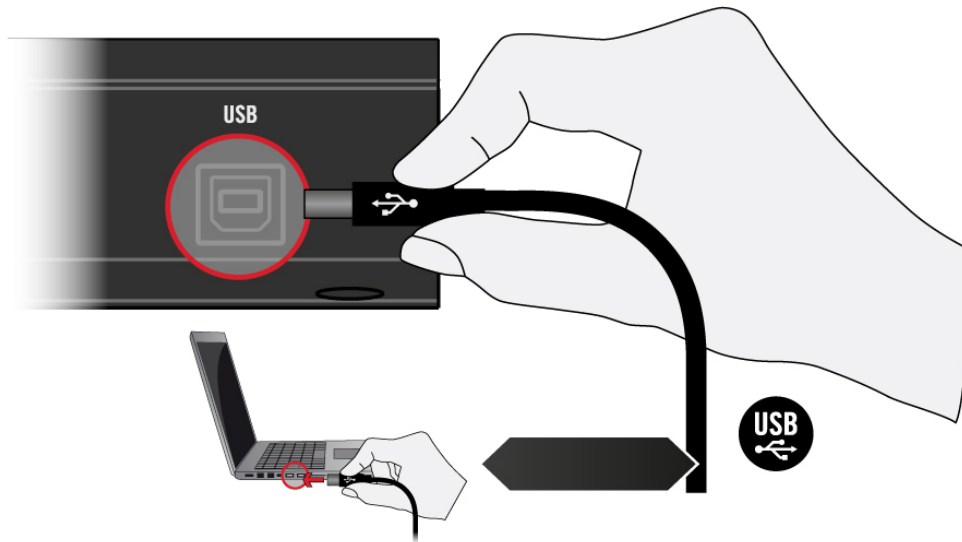


If you do not own the KOMPLETE software bundle and are using the KOMPLETE KONTROL S-SERIES keyboard as a MIDI controller only, refer to section [↑4, KOMPLETE KONTROL S-SERIES Installation for Users without KOMPLETE](#).

6.1 Connecting the KOMPLETE KONTROL S-SERIES Keyboard to Your Computer

To connect the KOMPLETE KONTROL S-SERIES controller to your computer:

1. Attach the 'device end' of the included USB cable to the USB socket on the rear panel of the KOMPLETE KONTROL S-SERIES keyboard.
2. Attach the 'computer end' of the USB cable to an available USB 2.0 (or later) port on your computer.



Connecting the KOMLETE KONTROL S-SERIES keyboard to a computer



The KOMLETE KONTROL S-SERIES controller will not work when it is connected to a USB 1.1 port. A USB 2.0 (or later) port is required!



Windows users: In case you have installed the software including the hardware drivers, but the controller is not detected by your computer, connect the USB cable to another USB port before taking further measures.

6.2 Connecting MIDI Devices to the KOMLETE KONTROL S-SERIES Keyboard

In addition to using USB, the KOMLETE KONTROL S-SERIES has dedicated MIDI ports which allow you to directly connect other MIDI devices using a 5-pin standard MIDI cable.



The 5-pin MIDI ports on KOMPLETE KONTROL S-SERIES' rear panel are only active when the keyboard is connected via USB to a computer that is running Controller Editor.



MIDI ports on the back of the KOMPLETE KONTROL S-SERIES keyboard

Controlling MIDI

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

6.3 Connecting the Power Supply to the KOMPLETE KONTROL S-SERIES Keyboard

This section covers how to connect the power supply to your KOMPLETE KONTROL S-SERIES keyboard.

6.3.1 Before You Begin

Before connecting the devices and setting up your KOMPLETE KONTROL SERIES, here are some points to be aware of:



Please carefully read and understand the Safety Instructions flyer provided in the box.

Make sure that you have installed the KOMPLETE KONTROL software before you connect the KOMPLETE KONTROL S-SERIES to your computer! For this, please follow the instructions specific to your operating system in chapter [↑3, KOMPLETE KONTROL Software Installation](#).

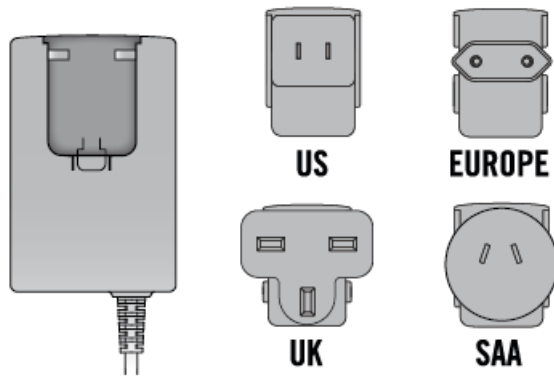


If you are using the KOMPLETE KONTROL S-SERIES as a stand-alone MIDI controller without the KOMPLETE KONTROL software, ensure that you first install the KOMPLETE KONTROL hardware driver and the Controller Editor software before using the keyboard.

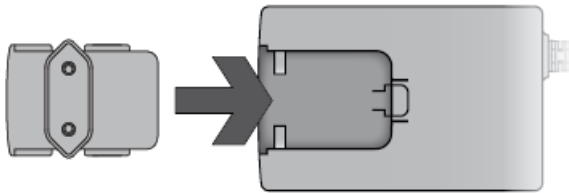
6.3.2 Assembling and Connecting the Power Supply

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

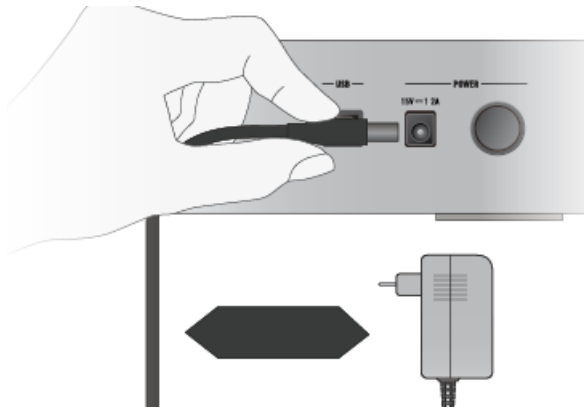
1. Select the adapter plug that matches the type of power outlet present in your region.



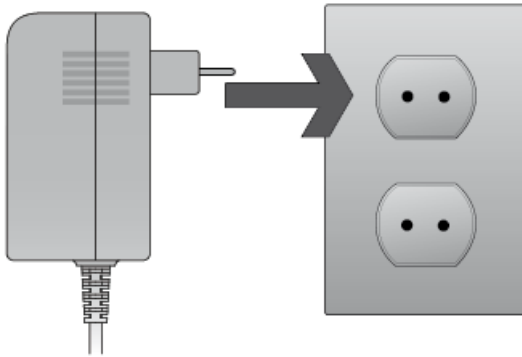
2. Insert the fixture of the adapter plug into the corresponding part on the base unit of the power supply. Press the adapter plug carefully against the base unit until you hear a click which confirms the adapter plug has snapped into place.



3. Connect the plug at the end of the power supply's cable to the power supply connector on the rear panel of your KOMPLETE KONTROL S-SERIES keyboard.



4. Connect the power supply to a power outlet.



7 KOMPLETE KONTROL Stand-alone Operation

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

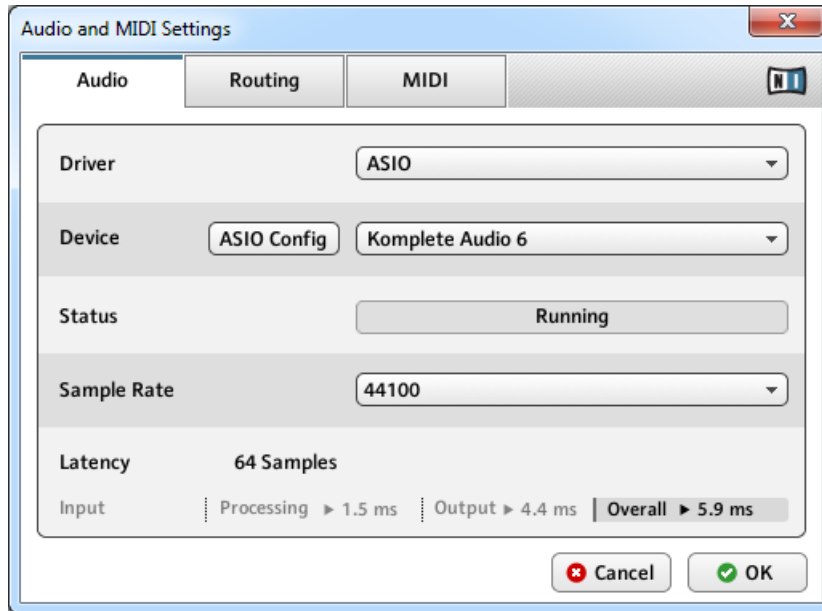
The Audio and MIDI Settings Dialog

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



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

7.1 Selecting an Audio Interface



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

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

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

- *WASAPI*: Current Windows audio driver standard format for Windows 7 and Windows 8. Performance depends on audio hardware and driver quality, which ranges from fast to poor.
- **Device**: This menu lists all connected audio interfaces that match the driver architecture chosen above. Select the audio interface that you'd like to use for playback here. On Windows, the **ASIO Config** button opens the control panel of the selected audio interface. This button is not present on Mac OS X.
- **Sample Rate**: This drop-down menu allows you to set the global playback sample rate at which the application will operate. Common values are 44100 Hz for music and 48000 Hz for film production.
- **Latency**: Displays the size of the audio playback buffer in samples. Small values will shorten the delay between pressing a key on the KOMPLETE KONTROL S-SERIES keyboard and hearing the resulting sound (this is called "latency"), but may cause drop-outs and stuttering when playing several voices at the same time. Conversely, setting this to a higher value will make playback more reliable at the cost of more latency.

7.2 Optimizing Latency

The **Latency** setting controls the size of the playback buffer. In order to find the optimal buffer size for your system, we recommend that you begin by setting the latency to a healthy middle value of 256 or 512 samples, then gradually decrease the value during your normal work.

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

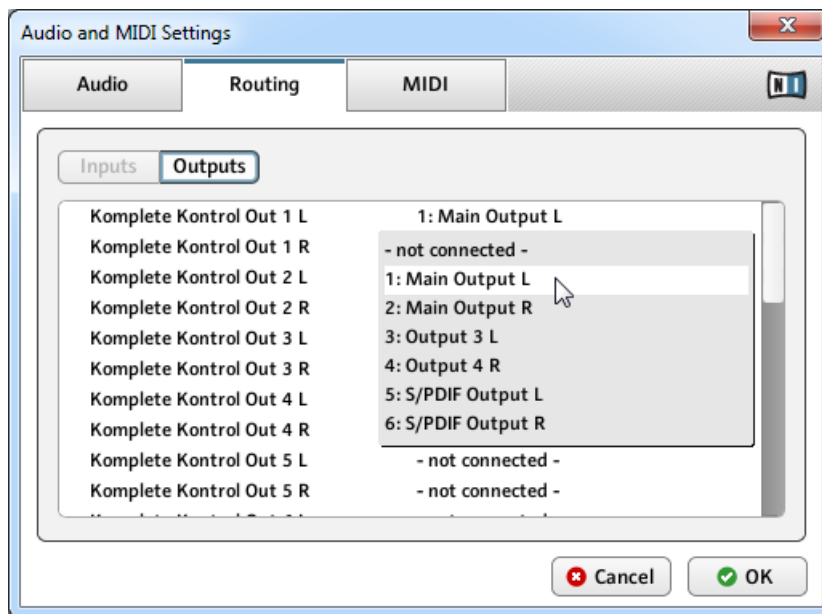
If you are using low-latency drivers, but cannot get below a certain buffer size without getting drop-outs, consult the documentation of your audio hardware to find out whether you can access it via an alternate driver, as some driver types allow more efficient low-level access to the hardware than others.

7.3 Routing Audio Output

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



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



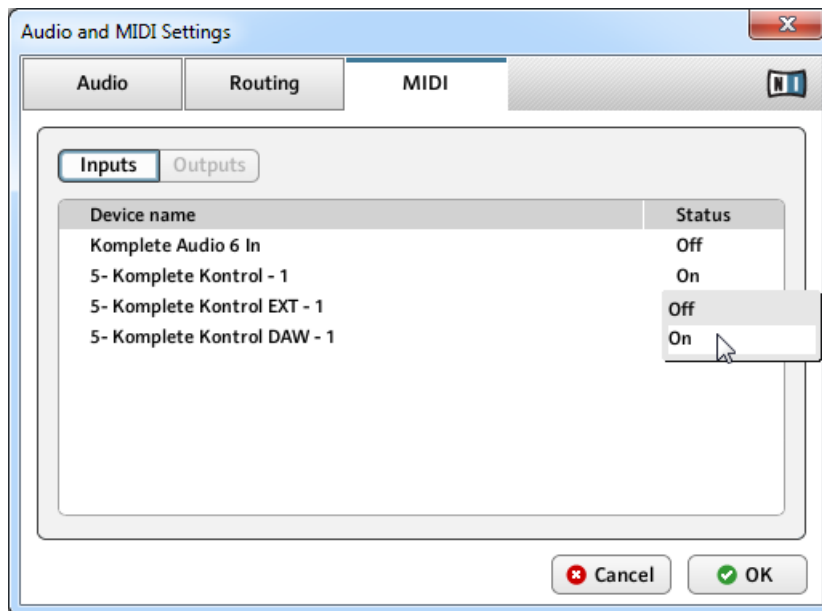
The Routing page of the Audio and MIDI Settings dialog in Windows.

7.4 Setting up MIDI Connections

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

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

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



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

8 KOMPLETE KONTROL Plug-in Operation

KOMPLETE KONTROL is also available as a VST, AU, and AAX plug-in. The KOMPLETE KONTROL plug-in will be added to the plug-in menu inside your sequencer, and can be loaded following your sequencer's standard procedure. The procedure of loading virtual instruments or effect plug-ins varies between sequencers.

Refer to the documentation of your host software to find out which plug-in formats are compatible with your particular program, and for instructions on how to load virtual instruments or effect plug-ins.

For the latest information on KOMPLETE KONTROL compatibility with third-party software, visit: <http://www.native-instruments.com/komplete-kontrol-system-requirements>

8.1 Overview of Host Compatibility

To ensure full functionality of KOMPLETE KONTROL, make sure you are using a supported version of your host application. For an overview of the KOMPLETE KONTROL features that are and are not available in the most common host applications, refer to the following Knowledge Base article:

<http://www.native-instruments.com/support/knowledge-base/show/2765/>

8.2 Configuring Your Host Application for KOMPLETE KONTROL S-SERIES

For the most advanced integration features of KOMPLETE KONTROL to function as intended, such as controlling your host application from the KOMPLETE KONTROL S-SERIES keyboard, you must configure your host as described in the following Knowledge Base articles:

- Setting up Ableton Live for KOMPLETE KONTROL:
<http://www.native-instruments.com/support/knowledge-base/show/2643/>
- Setting up Apple Logic for KOMPLETE KONTROL:
<http://www.native-instruments.com/support/knowledge-base/show/2787/>

- Setting up Steinberg Cubase / Nuendo for KOMLETE KONTROL:
<http://www.native-instruments.com/support/knowledge-base/show/2785/>

9 Other Documentation and Support Resources

9.1 Further Documentation Resources

The following documents are also part of the KOMPLETE KONTROL documentation:

- The **Complete Kontrol Manual** provides you with a detailed reference of your KOMPLETE KONTROL software and the KOMPLETE KONTROL S-SERIES keyboard along with extra information (quick start guide, preferences etc).
- The **Controller Editor Manual** describes the MIDI mode and how to assign your KOMPLETE KONTROL S-SERIES keyboard to control third-party software applications.
- The **Ableton Live Setup** document guides you step by step through the necessary configuration for using KOMPLETE KONTROL S-SERIES with Ableton Live.

You will find these documents in the documentation folder, which will be created in the program installation folder during the software installation, and you will find them on the Native Instruments website. The documents will also be available from the KOMPLETE KONTROL software's [Help](#) menu.

- The KOMPLETE KONTROL software is part of the KOMPLETE 10, KOMPLETE 10 ULTIMATE, KOMPLETE 9, and KOMPLETE 9 ULTIMATE software bundles.



Windows users may need to install the free Adobe Reader software (www.adobe.com) or any other application capable of opening PDF files in order to view these documents.

9.2 Support Channel Videos

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

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

9.3 Knowledge Base / Readme / Online Support

- ▶ Open the Service Center application and click on the [Support](#) button in the upper right corner. Here you will find direct links to the Native Instruments **Online Knowledge Base** and the **Online Support Form**.

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

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

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



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

9.4 Forum

In the Native Instruments User Forum, you can discuss product features directly with other users and with experts moderating the forum: <http://www.native-instruments.com/forum>

9.5 Updates

Whenever you encounter problems, it is recommended that you first download and install any available software updates. Updates are released regularly to fix known problems and to constantly improve the software. The version number of your software is displayed in the About dialog for any Native Instruments application. This dialog can be opened by clicking on the NI logo in the upper right corner of the user interface. Alternatively, you can find the version numbers of all installed Native Instruments applications when showing the details for an application within the [Overview](#) page of the Service Center. Updates are available on the [Update](#) page in Service Center or on our website under: <http://www.native-instruments.com/updates>

10 Product Returns

Please contact our Technical Support team prior to returning an item. If your product needs to be returned, they will assign you an RA (Return Authorization) number to expedite the processing of your return.

Contact Native Instruments Technical Support

<http://www.native-instruments.com/support>