



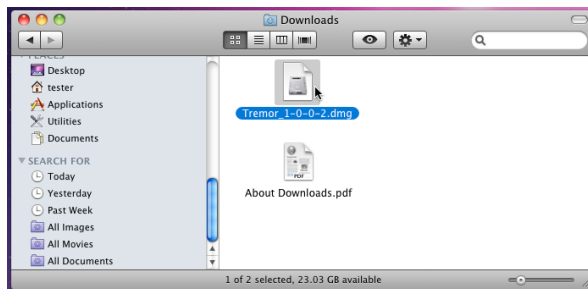
**TREMOR**

INSTALLATION GUIDE

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# 1 Installing Tremor on Mac OSX

**1**

Double-click the downloaded Tremor disk image (".dmg" file) to mount it.

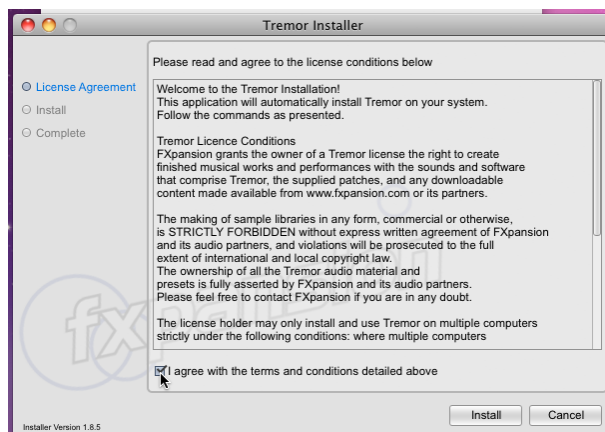
**2**

Double-click the **Tremor Installer OSX** installer package inside the disk image.

**3**

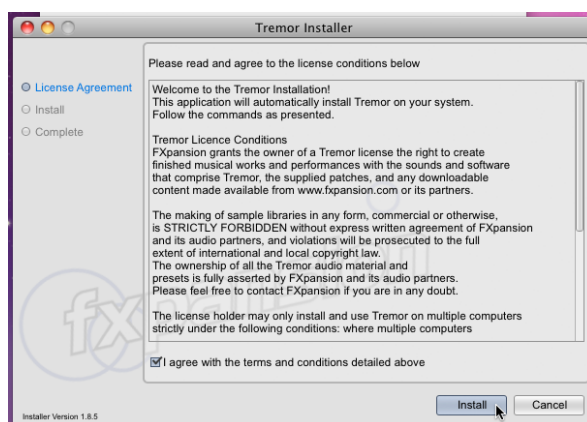
You may need to enter an administrator password to proceed.





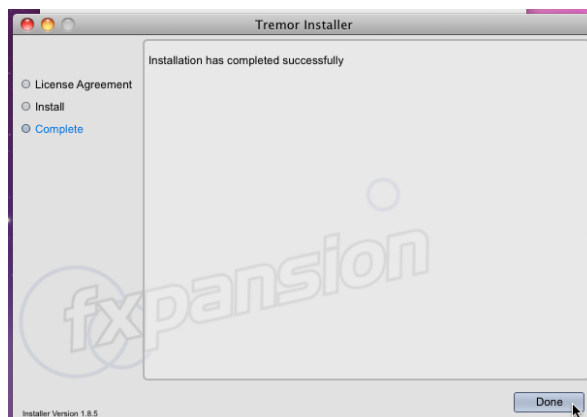
4

You must read and agree to the license conditions in order to continue.



5

Click **Install** to start installing the files to your system.



6

Click the **Done** button to complete the installation.  
You are now ready to authorize Tremor.  
Turn to [page 8](#) for authorization instructions.



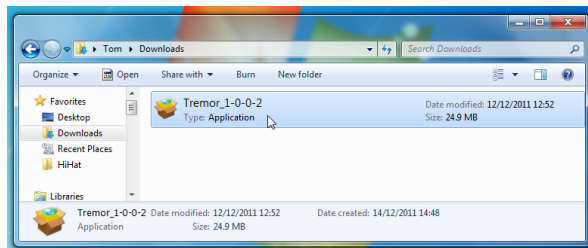
## 2 Installing Tremor on Windows

**Note:** During the installation, if you see a message asking for your Administrator password, click **No**, exit the installer, log in as an Administrator and restart the installation.

If you see a message asking you to confirm that you want to install the software, click **Yes**.

1

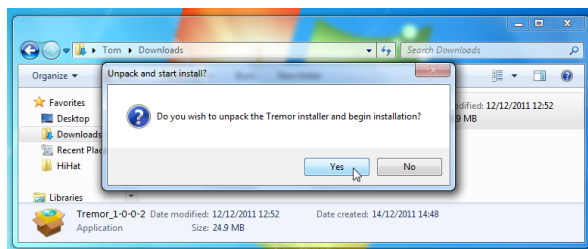
The downloaded Tremor package is a self-extracting archive.  
Open the location to which the file was downloaded.



2

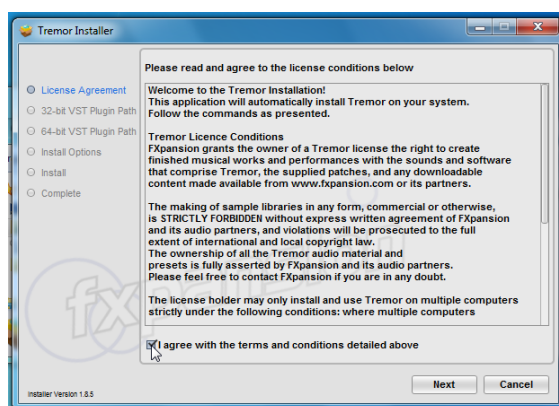
Double-click on the executable file:  
**Tremor....exe.**

Do not manually extract the file with  
WinRAR or any other app.



3

Click **Yes** to continue.

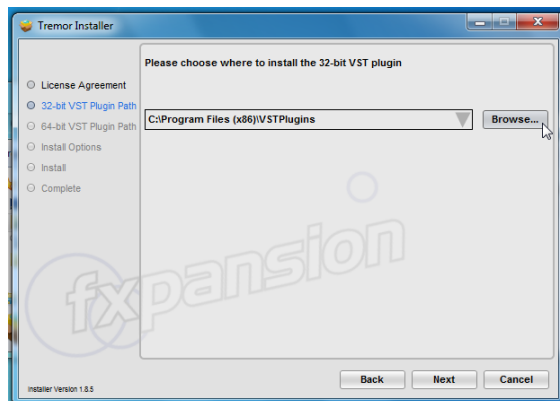


4

You must read and agree to the license conditions in order to continue.

When you have ticked the '**I agree...**' checkbox, click the **Next** button.



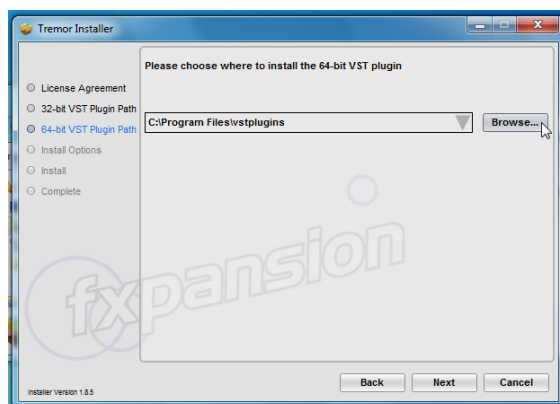


5

You now need to specify the location of your 32-bit VSTplugins folder.

The installer tries to detect this folder automatically. If you require a different location for the 32-bit VST plugin, click the **Browse...** button to navigate to and select another location.

Click **Next** to continue.

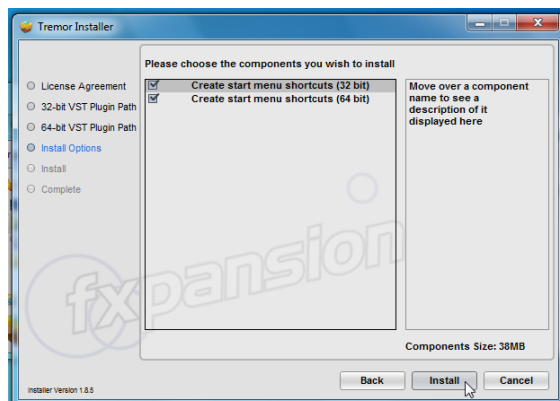


6

If you are installing Tremor on Windows 7 64-bit, you now need to specify the location of your 64-bit VSTplugins folder.

The installer tries to detect this folder automatically. If you require a different location for the 64-bit VST plugin, click the **Browse...** button to navigate to and select another location.

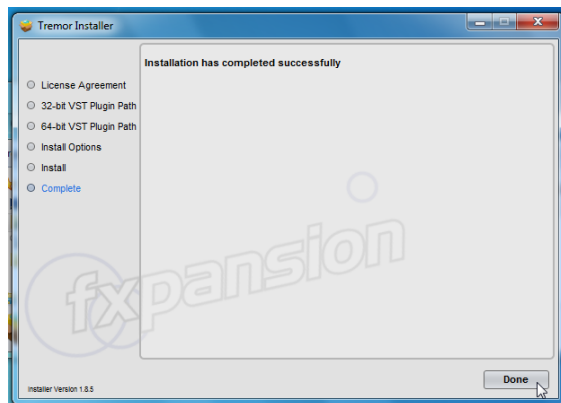
Click **Next** to continue.



7

Specify whether to install Start Menu shortcuts for the 32-bit and 64-bit standalone applications.

When you're ready, click **Install** to start installing the files to your system.



# 8

Click the **Done** button to complete the installation.  
You are now ready to authorize Tremor.  
Turn to [page 8](#) for authorization instructions.



## 3 Authorizing Tremor

### Starting the authorization process

The best way to authorize Tremor is using the supplied standalone applications. These are found in your **Applications folder** (Mac) or in **C:\Program Files\FXpansion\Tremor** (Windows).

Run the Tremor standalone application – when the instrument detects it is not yet authorized, it runs License Manager automatically.

### Introduction to License Manager

The License Manager application is used to manage licenses and authorizations for Tremor and other FXpansion software products.

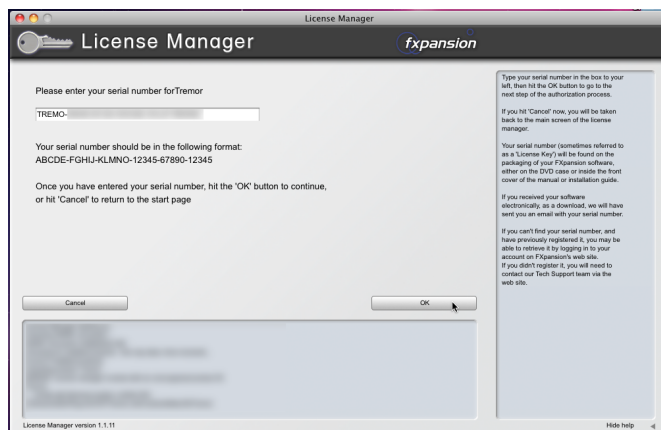
The computer on which you want to use the product does NOT need to be on the internet.

To use our products, you need to authorize them to be run on your computer. You can authorize your products in 3 ways:

- With License Manager and an internet connection on the same computer
- With License Manager and an internet connection on a different computer
- Using a web browser and a generated Authorization Request file, on the same or a different computer

**Note:** Authorization files generated from an Authorization Request file are unique to a single computer. An Authorization file is only valid on the computer that created the Authorization Request file.

### Enter your serial number



When License Manager runs, it may first prompt you for your product serial number. If it does so, type in your serial number, hit ENTER and then click the OK button.

Each time License Manager runs, it performs a quick scan of installed FXpansion products to check their license status. This can take a few moments so please be patient.

### Running License Manager manually

When Tremor launches and detects it has not yet been authorized, it automatically runs or prompts you to run License Manager.

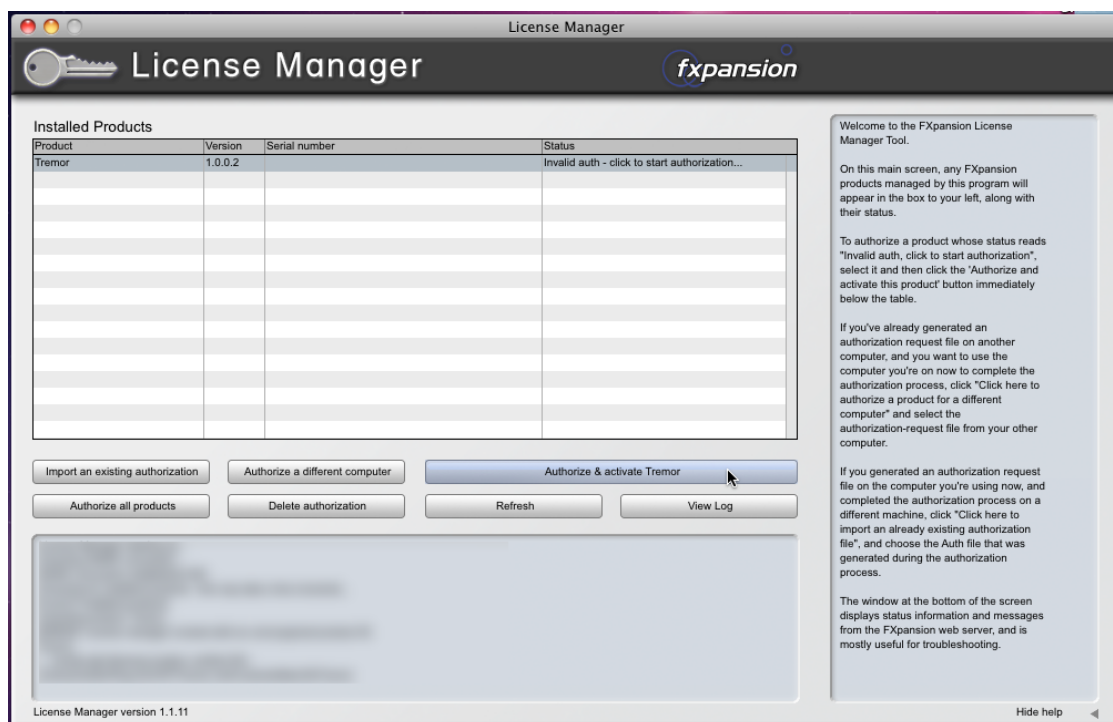
You can also run License Manager manually at any time from the following locations:

Mac OS X: **Applications/FX License Manager**

Windows: **Start • Programs • FXpansion • License Manager**

or: **C:\Program Files\FXpansion\LicenseManager**

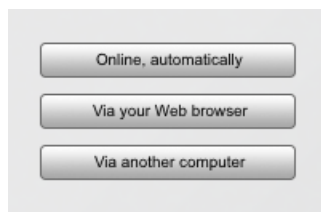
### 3.1 Authorization methods



To begin authorizing a product, click the **Authorize and Activate** button.

At this point, you may be prompted for the product serial number. If so, type in the serial number, hit ENTER and then press the OK button.

You will be asked to choose an authorization method from the following:



#### 1. Online, automatically

The quickest and easiest way of getting your software authorized.

It requires that your computer be connected to the Internet directly or via a transparent (non-Proxy) firewall.

#### 2. Via your Web browser

Uses your Web browser for authorization.

It is intended for aggressively firewalled or proxy-based internet connections – this is often the case in the workplace or at academic institutions.

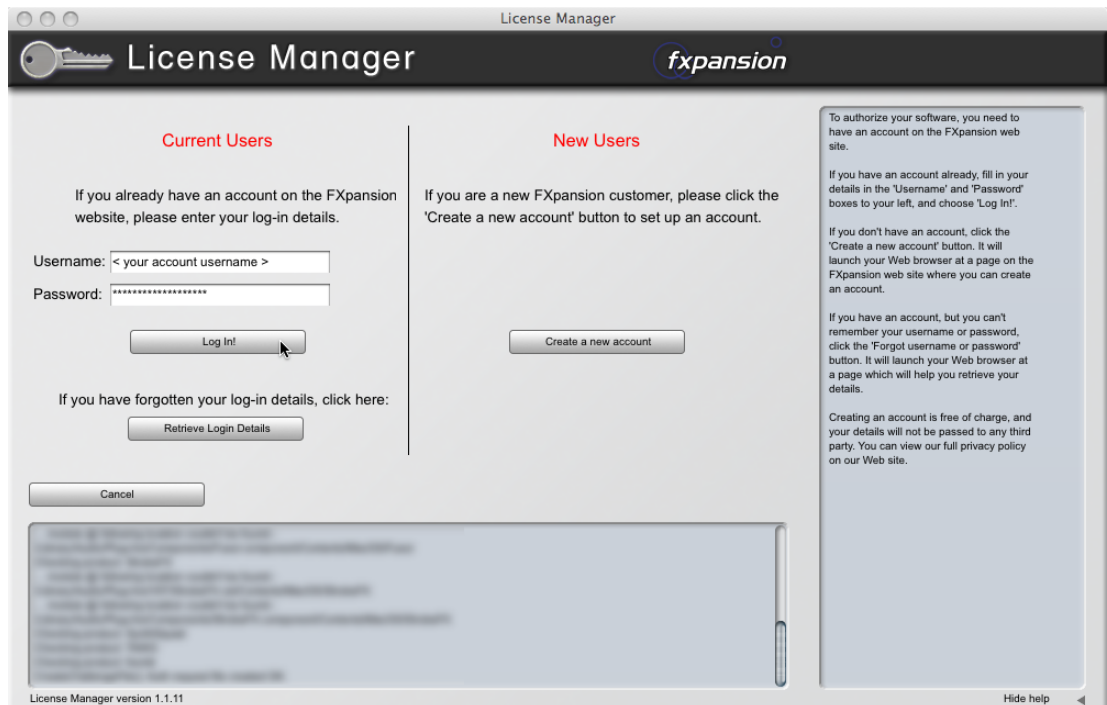
#### 3. Via another computer

Generates an Auth Request file, which can be used to obtain an Authorization file on a separate internet enabled computer.

The Authorization file is then used to authorize the original machine.

## 3.2 Option 1: Online automatic authorization

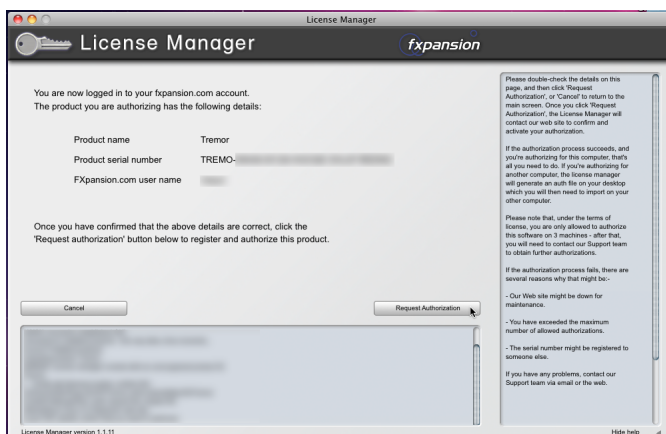
1. To begin authorizing online, choose **Online, automatically** as the authorization method.



2. On the next page, you are prompted for your FXpansion web site user name & password. Enter the details, click **Log in!** and go to step 4.

3. If you don't have an account, click **Create a new account** on the right; if you've forgotten your details or you aren't sure if you have an account, click the **Retrieve Login Details** button. Once you have your login details, return to the License Manager and log in.

4. License Manager connects to our server. If it cannot connect, it reports an error message. This is either because our server is down (please try later) or there is a firewall block or fault with your internet connection (try the [Via your Web browser](#) authorization method).



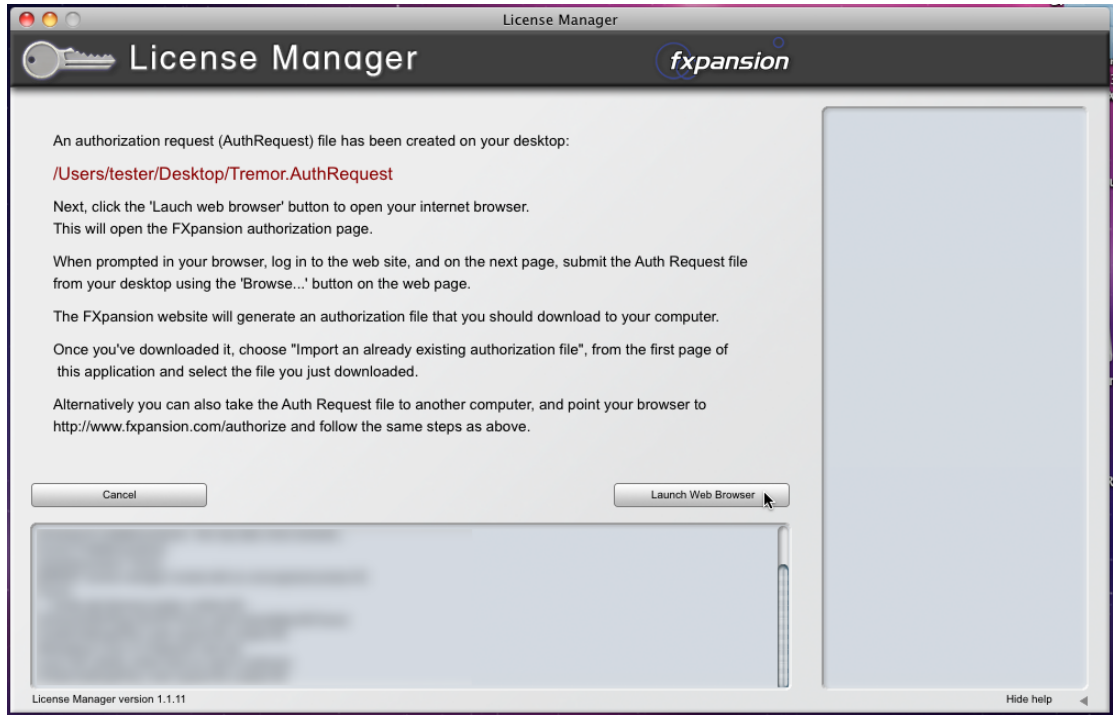
5. Once License Manager has logged in, you are given a confirmation screen detailing the product that is about to be authorized, its serial number and your user account name.

Click **Request Authorization** – the authorization process completes, and, all being well, your software is ready to use!



### 3.3 Option 2: Authorization via Web Browser

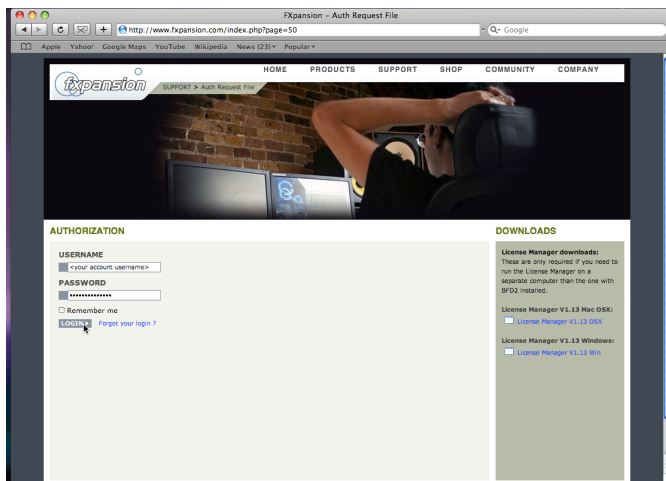
1. To authorize via your Web browser, choose **Via your Web browser** as the authorization method.



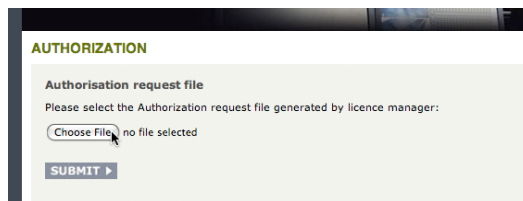
2. License Manager creates an Authorization Request file on your desktop – for example, "Tremor.AuthRequest" – and prompts you to launch your web browser.

**Note:** If your browser fails to launch, you should launch it manually and point it to:

[www.fxpansion.com/authorize](http://www.fxpansion.com/authorize)



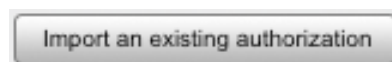
3. You are now prompted to log in to your user account.



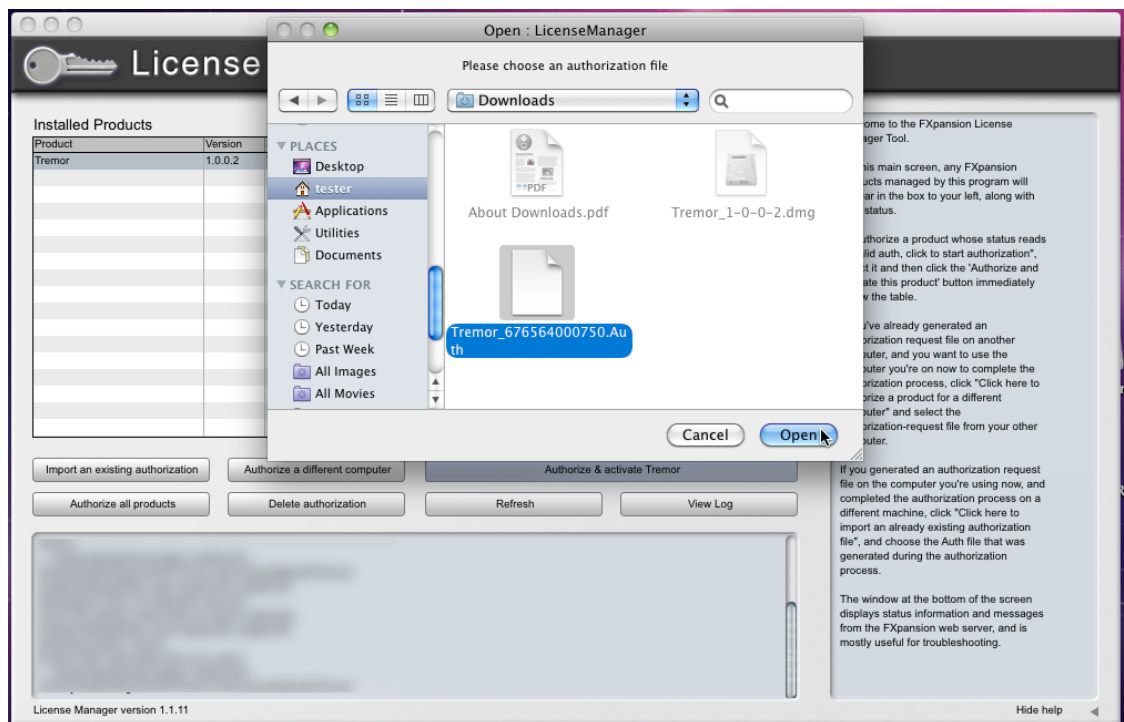
4. Once you've logged in, or created an account and then logged in, you are prompted to select the Authorization Request file. Click the **Browse...** button, and, when the file dialog pops up, navigate to and choose the Authorization Request file that was created on the desktop by License Manager earlier.

Then click the **Submit** button – the server now processes your authorization request.

If the process is successful, you are prompted to download the Authorization file – choose **Save to Disk** and save it to your desktop (if you are using Mac OSX Leopard, downloaded files go to the **Users/<user>/Downloads** folder).



5. Close your web browser and return to the License Manager application. On the main screen, click the **Import an existing authorization** button.



6. Select the Authorization file you just downloaded, ("Tremor.Auth"). License Manager imports the Authorization file, and your software is now authorized and ready to use.

**Note:** The file you need to import is the one you downloaded from your web browser (ending in ".Auth"), NOT the file that License Manager generated earlier on the desktop (ending in ".AuthRequest").

### 3.4 Option 3: Authorization via Another Computer

This method should only be used if the machine on which you need to authorize your software does not have an internet connection.

1. To authorize via another computer, choose **Via another computer** as the authorization method.

2. License Manager creates an Authorization Request file on your desktop – for example, "Tremor.AuthRequest".

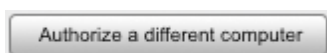
3. You need to take this file to an internet-connected computer (via local network, floppy disk, thumb drive, CDR, Zip disk etc.). A small USB thumb drive can be purchased for around \$10 or less at any electronics retailer and is ideal for this.

4. Once you are in front of an internet-connected computer, you have two options for generating the Authorization file:

#### i. Using License Manager

Download License Manager from:

[www.fxansion.com/authorize](http://www.fxansion.com/authorize)



Install License Manager on your internet-connected computer, run it and choose **Authorize a different computer**.

You are prompted to select the Authorization Request file – choose the file on your thumb drive (or floppy, etc.), and then follow steps 2-5 on page 10.

When the process completes, an Authorization file (ending in ".Auth") is generated on your desktop. You now need to copy this file to your USB drive (or floppy, etc.), and take it back to the machine on which you installed Tremor.

#### ii. Using a web browser

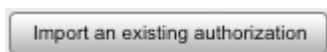
Using a web browser (Firefox, Safari, Internet Explorer etc.), open the following page:

[www.fxansion.com/authorize](http://www.fxansion.com/authorize)

Follow steps 3 and 4 in the [previous section](#) (on pages 11 and 12).

When the process completes, download the Authorization file (ending in ".Auth") from our web server directly to your USB drive (or floppy, etc.) and take it back to your non-internet-connected machine.

5. Whichever method you used above, you now need to import the generated Authorization file back into License Manager in order to complete the authorization process.



On the main screen of License Manager, click the **Import an existing authorization** button, and point it at the file ending in ".Auth" on your USB drive (or floppy, etc.)

License Manager imports the authorization file, and your software is ready to use.



## 3.5 Other License Manager functions

### **Delete Authorization**

This can be used to remove an Authorization from your computer – for example, if you are uninstalling the associated software.

### **Refresh**

This refreshes the list of installed products and their status.

### **View Log**

This opens a detailed log of License Manager's activity in Notepad (Windows) or TextEdit (Mac OSX). You can then copy and paste the information to an email if our Tech Support team requests it.

## 3.6 Possible installation problems

We issue only a certain number of authorizations per serial number, and a serial number can only belong to one user. We appreciate these restrictions can be inconvenient in some circumstances - however, preventing abuse of the license helps keep prices down, and facilitates continued development, free updates and responsive technical support.

The following problems may arise:

- **Your serial number is registered to a different account.**

Your serial number belongs to you - it identifies you as the legitimate owner of the software. As such, only one person can be the owner of a given serial number, and only that user account can generate authorizations based on that serial number. Occasionally, users end up with more than one account, with some serials registered in one and some in another. If this applies to you, contact our support team to resolve the situation.

- **Too many authorizations have been issued for a serial number.**

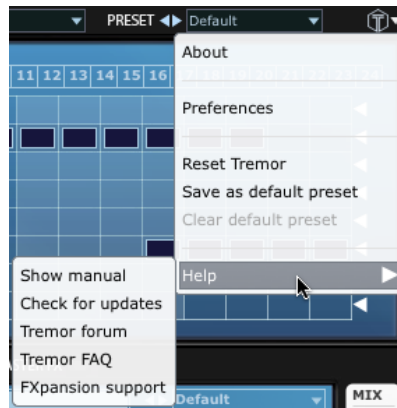
If you've run out of authorizations (perhaps if you've installed the software on several different computers, or if you reinstall or upgrade your computer hardware frequently), you will need to contact our technical support team, explaining your situation.

If you encounter any other problems during the installation or authorization, first consult the Tremor FAQ. If your problem still cannot be resolved, contact our technical support team:

[www.fxansion.com/support](http://www.fxansion.com/support)

## 4 After Installation and Authorization

Once you have authorized Tremor, you are ready to use it as a standalone application, or as a plugin within a compatible host.



### Learning how to use Tremor

The Tremor manual can be launched from the Tremor menu, using the **Show manual** function in the Tremor Help menu.

The built-in Preview application in Mac OSX can view PDF files. Windows users must install a PDF reader, such as Adobe Acrobat Reader, available from:

[get.adobe.com/reader](http://get.adobe.com/reader)

### Video introductions

Check our Youtube channel for videos about Tremor.

[www.youtube.com/fxpansion](http://www.youtube.com/fxpansion)

### Software updates

We highly recommend that you check our site for updates as soon as possible. Tremor is constantly under development in order to increase its performance.

If you encounter a problem with the software, it is very likely that the issue will be fixed by simply updating to the latest version available on our website.

### Technical support

If you encounter any unresolvable problems when using Tremor, please follow these steps:

1. Fully read the operation manual PDF.
2. Consult the Tremor FAQ, which is frequently updated with current issues. You can access this from the Tremor Help menu (see above).
3. If you cannot resolve your problem with the information provided in the FAQ, please contact our technical support team, who will endeavour to get you up and running as quickly as possible.

[www.fxpansion.com/support](http://www.fxpansion.com/support)

Please note that you must register your copy of Tremor before you can receive support, whether through our support ticket system, or via the forum.

It is highly recommended to use the ticket system for most technical issues, as it prompts you for the information we need in order to process your support request as efficiently as possible.

If you do not provide adequate information, your query will take much longer to resolve!