

E A S T W E S T I N S T A L L A T I O N C E N T E R

S O F T W A R E V E R S I O N 1 . 4



The splash screen features a dark background with a collage of music-related album covers and artist photos. At the top center is a red circular logo with the white letters 'ew'. Below it is a white circular logo with a stylized 'C'. The text 'COMPOSER CLOUD' is prominently displayed in white, followed by the tagline 'The #1 Subscription Service for music creators.' in a smaller font. A 'Learn more...' link is visible in the bottom right corner of the collage area. Below the collage, the text 'Starting EastWest Installation Center' is shown, followed by 'Downloading licenses...' and a circular progress indicator consisting of small white dots.

ew

COMPOSER CLOUD
The #1 Subscription Service
for music creators.

[Learn more...](#)

Starting EastWest Installation Center

Downloading licenses...

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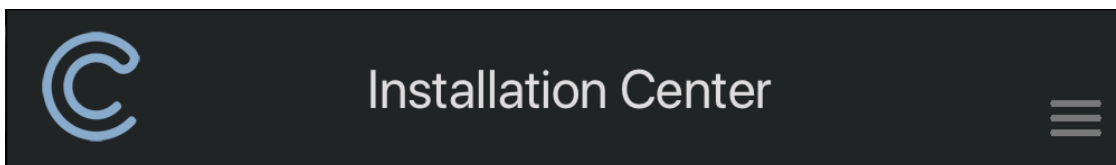
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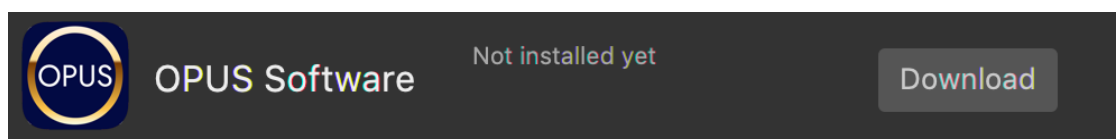
AN OVERVIEW OF THE INSTALLATION CENTER

The EastWest Installation Center (IC) is our application for activating, downloading, updating, and managing EastWest products and libraries.



NEW SOFTWARE UPDATES

Software updates for the Opus Software and Installation Center will automatically populate near the top of the Installation Center when they become available. Please install the latest versions to ensure compatibility with the latest product releases.



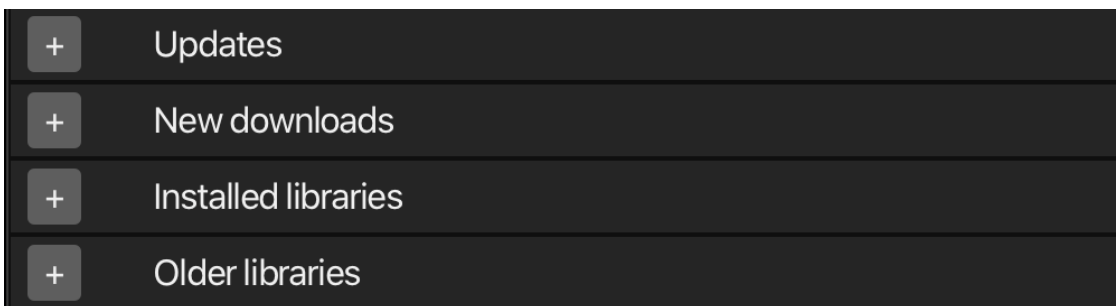
NEW LICENSES AVAILABLE

If there are products that require activation, the 'New Licenses Available' panel with an 'Activate' button will appear near the top of the Installation Center. Click the 'Activate' button and follow the prompts to activate the license to an iLok key, or directly to a computer (machine-based license).



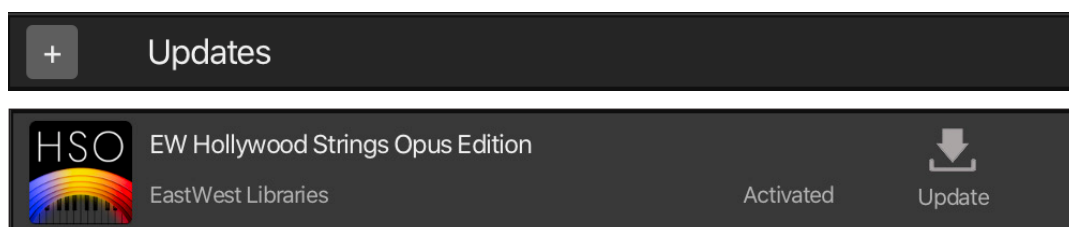
PRODUCT CATEGORIES

The Installation Center automatically categorizes products depending on their current download, installation and activation state. Each category can be opened by clicking the (+) sign to reveal the products within, or closed by clicking the (-) sign.

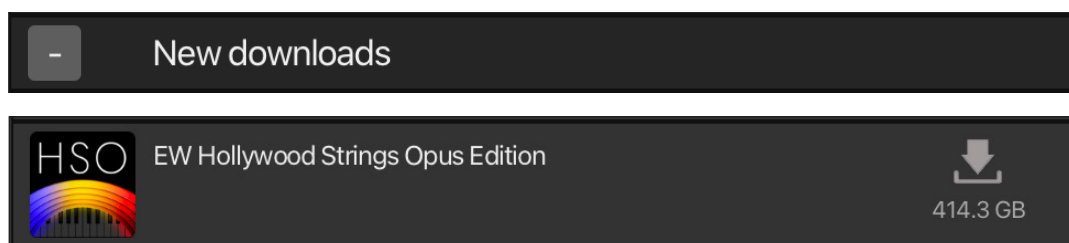


PLEASE NOTE: To update the current state of all products, use the 'Refresh Product List' in the Main Menu, which can be found by clicking the button with 3 horizontal lines located in the top-right corner of the Installation Center.

- **UPDATES** appear at the top of the Installation Center, and populates with products that have new software or instrument updates available. Click the 'Update' icon on the right to begin the download process, which will install automatically.



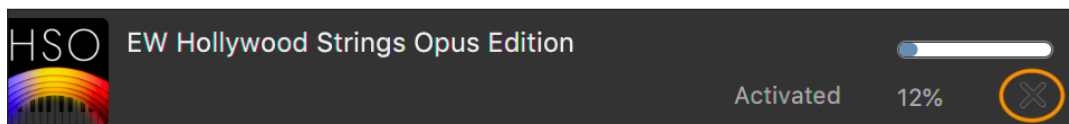
- **NEW DOWNLOADS** populates with products that you have a license for. If the license for a product has not been activated, click the 'Activate' button in the 'New Licenses Available' panel, select the product from the list, and choose the location to deposit the license to (either an iLok key or a machine-based license).



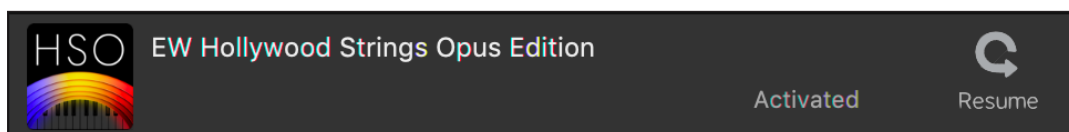
Once a product has been activated, it is ready to be downloaded. The approximate download size of an EastWest Library is listed just below the download icon.

PLEASE NOTE: The Installation Center checks to ensure there is enough drive space before allowing you to download a library. If you receive a warning message, please free up drive space and try again.

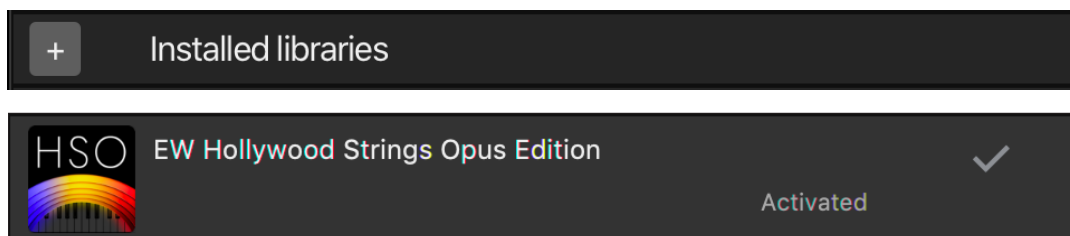
The download process will begin, with a blue bar displaying its progress. Keep in mind that the Installation Center will cycle through 100% twice. Once for the initial download of the files, and a second time for the unpacking and installation of the library.



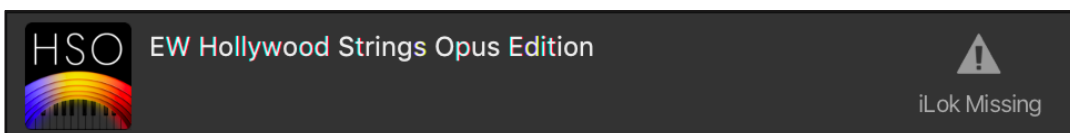
An EastWest Library in the process of being downloaded can be stopped at any time by pressing the 'X' button (highlighted above). A 'Resume' button will appear when a download is paused. Click the button to resume the download process.



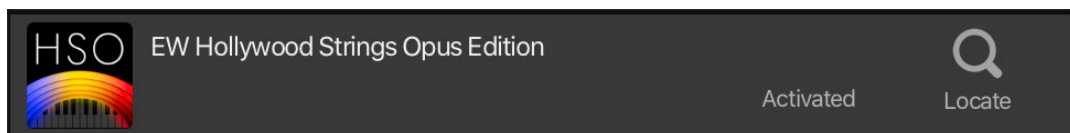
- **INSTALLED LIBRARIES** contains products that have been successfully activated, downloaded, installed, and are ready for use. The installation directory is displayed in gray just below the product title.



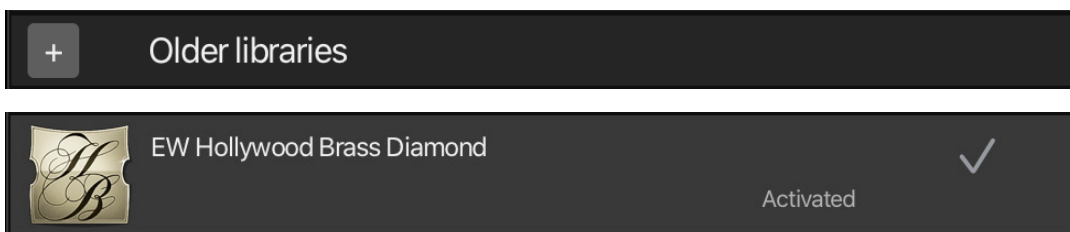
An ‘iLok Missing’ icon indicates that the product has been activated, but the iLok containing the license is not plugged in. Simply plug the iLok key containing the license for the product into your computer to make it ready for use.



A ‘Locate’ button will appear when a drive containing an installed EastWest Libraries is disconnected or an individual library has been moved from its original location. To reconnect a single library, click the ‘Locate’ button and navigate to that product’s library folder, then click “choose”.

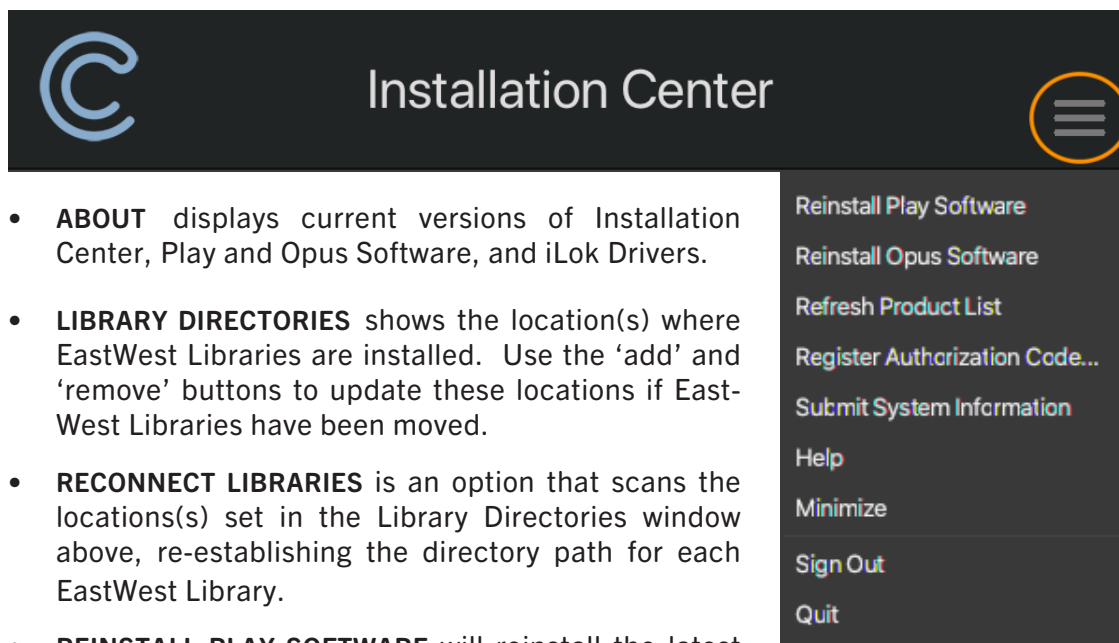


- **OLDER LIBRARIES** populates with products that are no longer actively supported.



MAIN MENU OPTIONS

Below are the options available in the Main Menu, which is located in the top-right corner of the Installation Center.

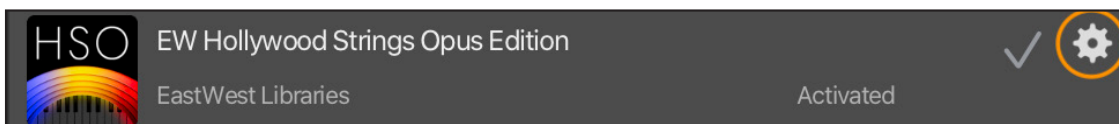


- **ABOUT** displays current versions of Installation Center, Play and Opus Software, and iLok Drivers.
- **LIBRARY DIRECTORIES** shows the location(s) where EastWest Libraries are installed. Use the 'add' and 'remove' buttons to update these locations if EastWest Libraries have been moved.
- **RECONNECT LIBRARIES** is an option that scans the locations(s) set in the Library Directories window above, re-establishing the directory path for each EastWest Library.
- **REINSTALL PLAY SOFTWARE** will reinstall the latest version of the Play Software, the EastWest's legacy sample engine that is no longer being supported.
- **REINSTALL OPUS SOFTWARE** will reinstall the latest version of the Opus Software, the powerful, new sample engine that powers EastWest's virtual instrument collection.
- **REFRESH PRODUCT LIST** is an option that will refresh the current installation status of the product catalog.
- **REGISTER AUTHORIZATION CODE** is an option that allows you to register the 20-digit authorization codes that were originally issued with DVDs and some hard drive products.
- **SUBMIT SYSTEM INFORMATION** is a way to provides our support team with a system report to troubleshoot issues.
- **HELP** opens this help guide for the Installation Center.
- **MINIMIZE** hides the Installation Center window.
- **SIGN OUT** logs you out of your account and returns you to the sign in window.
- **QUIT** will close the Installation Center application.

PRODUCT MENU OPTIONS

To view the Product Menu options for a product, hover your mouse over the product panel in the Installation Center to reveal the Product Menu button highlighted below.

PLEASE NOTE: Not all the options described below will appear in every product. Only options available to a given product based on it's current installation state will appear.



- **SHOW DIRECTORY** shows the library location of a product.
- **DEACTIVATE LICENSE** removes the product license from its current location.
- **DOWNLOAD AND REINSTALL** allows you to re-download a library. Before selecting this option, manually delete the product's existing library content from the hard drive. Once removed, click the 'Download and Reinstall' from the Tool menu options to download and reinstall a product.
- **LOCATE DIRECTORY (AND REINSTALL)** prompts you to locate the product's main library folder, creating a directory path allowing you to open instruments within the Browse / Library in either Opus or Play. The 'Locate Directory and Reinstall' option additionally installs a product's software components.
- **RESTART DOWNLOAD** is an option that allows those experiencing trouble downloading a product to begin the process again from scratch by automatically deleting the installer log and partially downloaded files, and start the download process from the beginning.
- **UPDATE INSTRUMENTS** is an option that allows you to updated a libraries' instruments addition to being able to update products when they appear in the 'Updates' product category, the option to 'Update Instruments' is always available in the Tool Menu.
- **UNINSTALL** is an option that allows you to uninstall a product, which will delete the [.ewl] file, remove the product from the 'Installed Libraries' section of the Installation Center and remove it from the Browse / Library area of Opus and Play. Please note, it does not remove the library content (which must be deleted manually).

VISIT OUR SUPPORT CENTER

Visit the [EastWest Support Center](#) to talk to a Support Rep through our Live Chat service, get software and product updates, access FAQs, manuals, guides, and more!

LIVE CHAT WITH A SUPPORT REP

EastWest's Support Center offers Live Chat, the fastest way to reach a Support Team Member to help resolve any technical issues you may be having.

Click on the red "Chat Now" box that appears in the lower-right corner. Fill in your name and email address, then click "Start the Chat", or if an agent is not available click "Leave a Message" by explaining your issue, and a Support Agent will respond as soon as they're available.

VIDEO TUTORIALS AND MORE

Visit us on YouTube for video walkthroughs, tutorials, and trailers, and join the discussion and get the latest announcements on Facebook.

- [EastWest Sounds on YouTube](#)
- [EastWest Sounds on Facebook](#)

MANUALS AND GUIDES

The latest manuals for each product are available in the [EastWest Support Center](#), and many are accessible directly inside the Opus Software itself.

- **Library User Manuals** are accessible by clicking on the **USER MANUAL BUTTON** located in the top-right corner of the Description Box, found in the Browse page.

- **Opus Software Manual** is accessible by clicking on the **SETTINGS MENU BUTTON** and in the Navigation Bar, and selecting the **HELP OPTION** at the bottom of the menu. It provides a comprehensive dive into all the features and controls available in Opus.

