

Translator™ 6



Version 6.0, Build 3

Translator™

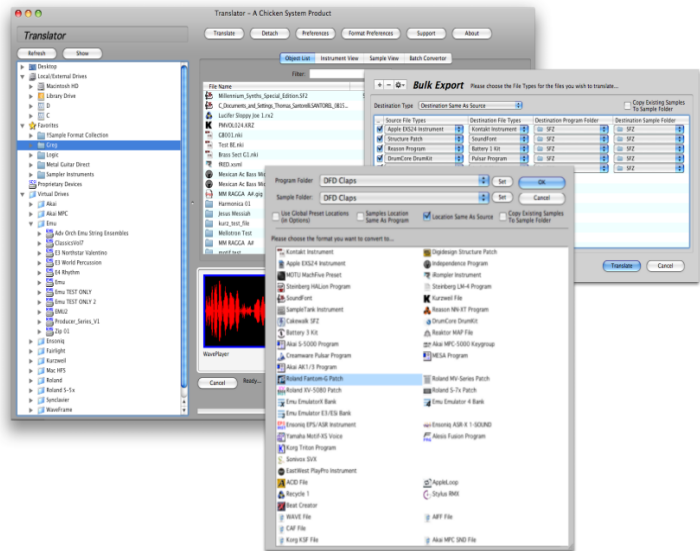
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Translator™ takes most major professional Bank, Instrument, and Sample file and disk formats, such as Kontakt, GigaStudio, EXS24, SFZ, Akai, Roland, Emu, Kurzweil, Ensoniq, etc. and translates between them. That means you can read, interpret, or write between different systems; whether reading a computer file like a .WAV file, or converting a complex Kontakt Instrument to a proprietary disk format on a ZipDrive, for example.

In this document, the term “right-click” also refers to “control-click” on a Mac. Only “right-click” will be used. Similarly, “Preferences” is term for different optional parameters that can be set in the program; on the Mac you will see the word “Preferences”, but on Windows you will see “Options”. In this document, Preferences will be used. Graphics are all Mac, but look very similar to the Windows version.

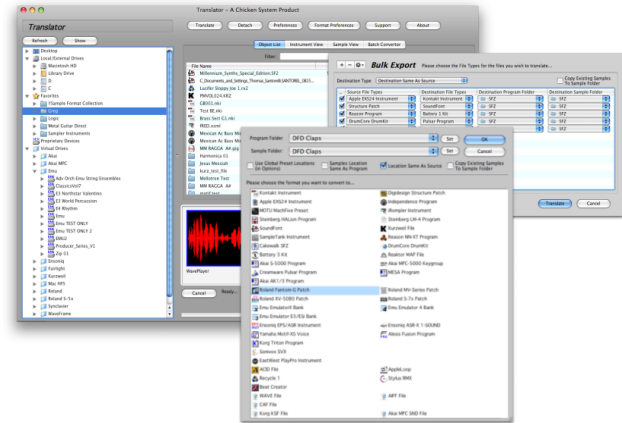
Translator™ is consistently supported by Chicken Systems, with updates appearing on usually a monthly basis.



Translator™ - How To Make A Hard Thing Easy

Translator™ is a powerful program, no doubt. However, this can make a seemingly simple operation, such as translating a sound, a difficult process. Shoot, you just want to take this Roland CD-ROM and translate it into EXS24 format, but now you have to read about DeEmphasis Filters, Naming Conventions, and all these things that you don't want to worry about. That sucks!

When designing **Translator™**, we didn't want to make a convertor like those found on other samplers. We also knew people didn't want that either - poor quality had always been a complaint.



Translation is a complicated process. Many times a parameter decision could go a number of ways. How do we enable total control for the user, while hiding as much of the process as well?

Again, when designing **Translator™**, we have kept these facets in mind, and have tried to make the translation process as easy and transparent as possible, while at the same time given a user power when he needs it. Hopefully you agree.

Here's a couple things that you should remember, in order to make Translating an Easy Thing:

Read the Manual - Refer to the Help file

We spent an inordinate time making a full length manual (when we could have been adding features to the program) for the reason that it helps make a Hard Thing Easy. Use it! It'll help. We love hearing from our customers, and please do ONCE YOU HAVE tried the resources you already have. This manual is the BEST WAY we know how to communicate the concepts of this program. If you call us, please ask a question based on something you don't understand within the manual. Otherwise, we'll just read the manual to you.

The Defaults Are Good for most cases

Check out the Options dialog. There are TONS of optional features in **Translator™**. If you are confused by them, do the simple thing - ignore them. There generally isn't any options in there that are completely mandatory necessary to switch or set to enable things to go well. In 99% of the cases you should be able to stick in a CD, drag it over, go and eat a sandwich, and come back with a bunch of translations. But if you need them, the options are there.

Call, E-mail, or Chat if you have questions or problems

When something goes wrong - and with a Hard Thing that is inevitable - that can make that Hard Thing Hard. So, we make ourselves completely available. You can call us with toll-free 1-800 technical support. Or e-mail us - we'll respond within 24 hours guaranteed. Even Chat is available from our web site. We think we have the best support in the business - in order to make a hard thing easy.

Send Files if there is a problem

Nothing is better for diagnostics than the actual source file the user is operating on. In Translator, you can send us any source file you are looking at. Use our Bug Reports web page at www.chickensys.com/translator/bugreports, or see the Sending Files section for more information. We commonly address all issues within 24 hours.

See - it's an Easy Thing!

Basic Concepts

Translator™ uses a derivative of the familiar Finder window on the Mac and Explorer (sometimes called My Computer) screen on Windows, for familiar and easy operation.

There are two panes, the Container Pane and the Object List. The Container Pane is on the left, and the Object List is on the right.

The Container Pane shows all the “containers” - e.g. folders, anything that holds objects. When you select anything in the Container Pane, the contained objects show up in the Object List.

Translations

You translate Instruments by several methods.

Double Clicking an object in the Object List.

Dragging (drag-and-drop) from the Object List to the Container Pane.

Right-Clicking on an object in either the Container Pane or the Object List. This invokes a popup menu in which you can select to Convert As... into another format.

Clicking on the Translate button above the Object List. This will translate the objects selected in the Object List.

Dragging file(s) or folder(s) from the Finder into the Object List. This starts Translator™ in the background and offers you a choice of what to convert to.

Dragging a file or folder from the Finder onto the Translator icon. This starts Translator™ in the background and offers you a choice of what to convert to.

Using the Batch Converter. The Batch Converter allows you to pre-select objects and then translate them in groups into separate objects or combine them in any sort of ways into single objects.

Generally, anytime a translation operation is invoked, the Master Translation Dialog (the MTD) appears. This gives you the choice of determining what format you want to convert to, and where the new files will go. It does not appear when, for example, you drag an object from the right to a proprietary disk on the left. Since by your operation you've already made a decision where your file is going and what format it will be converted to, the MTD does not appear.

Then, Translator starts the conversion, gives you status, and tells you when it's finished.

Favorites

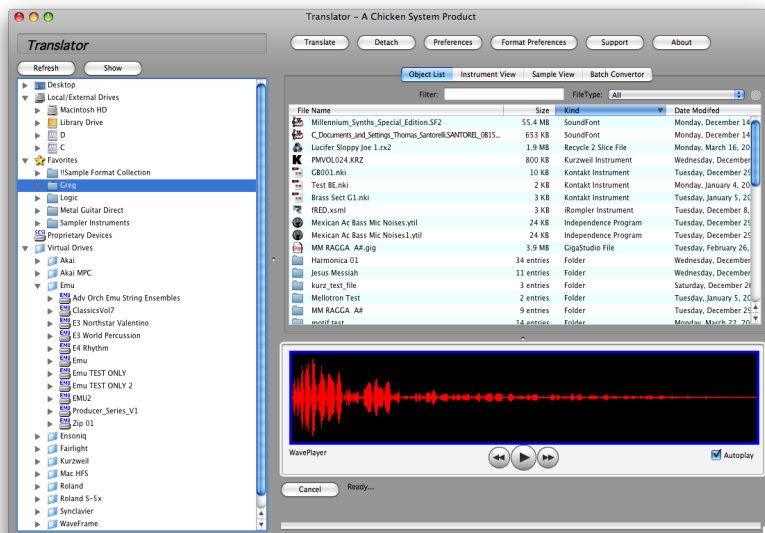
Favorites are contained in a special section in the Container Pane; they represent your heavily-used folders.

Virtual Drives

Virtual Drives are essentially image files of proprietary CD's, such as Akai, Roland, etc.. They show up as a “drive” under the Virtual Drives section on the left hand side.

Docking Dialogs

You can detach any of the right-side screens (the Object List, Instrument View, Sample View, or the Batch Converter) into it's own dialog, making it easy to use Translator™ in a large screen or multi-monitor environment. Click here to learn more about Docking Dialogs.



Main Screen

When you start Translator™, the Main Screen appears. This is the center hub of Translator. Everything is based around this screen. You can detach dialogs and work from “window-to-window”, but all comes back to this dialog.

There are two main areas, the **Container Pane** and the **Right Pane**.

The Container Pane is on the left, and the Right Pane is on the upper right. The Container Pane displays all the folders and “containers” on your system and around it. The Right Pane holds several Screens which you mainly operate on.

Above the Container Pane are two buttons:

Refresh: Clears the Container Pane and relists everything.

Show: clicking on this shows the menu areas that the Container Pane shows.

Above the Right Pane are several buttons:

Translate: starts the translation process on whatever is selected in the Object List

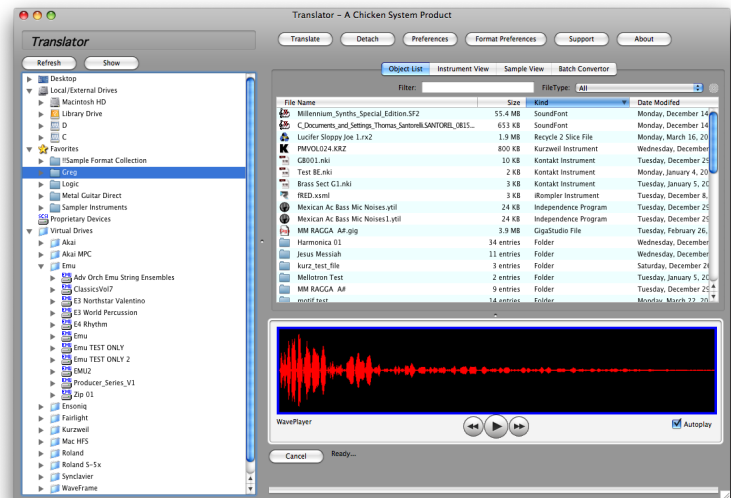
Detach: detaches the currently selected screen - either the Object List, Instrument View, Sample View, or the Batch Converter - in the Right Pane. Click here to learn more about Docking Dialogs.

Preferences: Opens the Preferences dialog.

Format Preferences: Opens the Format Preferences dialog.

About: Opens About Translator splash screen.

Below the Right Pane is the **Sample View** area. This may be visible or blank, depending if you have the Sample View detached or selected or not.



Container Pane

The **Container Pane** shows all the “containers” that files or objects reside. Containers are anything that contains an object. Obvious elements are hard drives, CD’s, and folders on these containers. Less obvious ones are Virtual Drives, Favorites and Network.

There are six areas within the Container Pane, or can show or not show these by clicking the Show button and selecting what you want to see.

Desktop: Your desktop folder

Network: Your volumes as seen by your network

Local/External Drives: Your peripherals hooked up physically to the computer you are working on.

Proprietary Drives: Your proprietary drives or CD’s that Translator has identified.

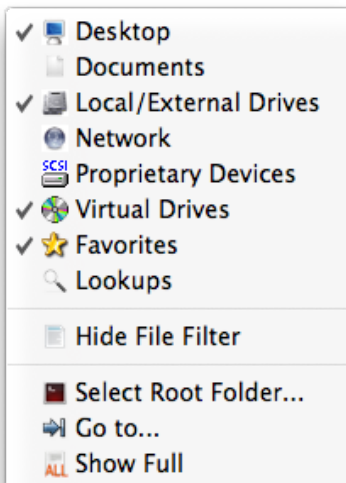
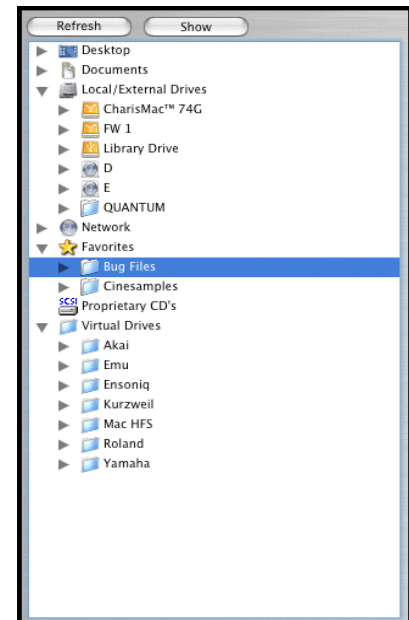
Virtual Drives: Your Virtual Drives that Translator has detected in your Images folder.

Favorites: Your Favorite folders, files, aliases, or shortcuts that Translator has detected in your Favorites folder.

Only one object can be selected in the Container Pane at a time. When you select an object, it’s child objects show in the Object List.

Right-clicking on an object shows a contextual menu, which expose most of the powerful features of Translator. You can convert files by selecting Convert As.. and then the appropriate format. You can access the Tools (Program Tools, Sample Tools, and File Tools) areas, and the various Utilities as well.

Last but not least, you have the basic Finder/Explorer functions, such as Open, Reveal In Finder, Create Alias, Get Info/Properties, etc.



Advanced Navigation Functions

Under the Show button are two advanced functions, **Show Root Folder** and **Go to....** Show Root Folder allows you to view only the items within a single folder. This allows you to clear out the irrelevant items in the pane and decrease the extreme amount of vertical latitude is showing. You can go back to the regular view by clicking Show again and selecting **Hide Root Folder**.

Go to... allows you to look at a folder without having to manually drill down to it. Of course you have to select the folder using the basic Finder Open dialog, but it allows leveraging the power of the Open dialog.

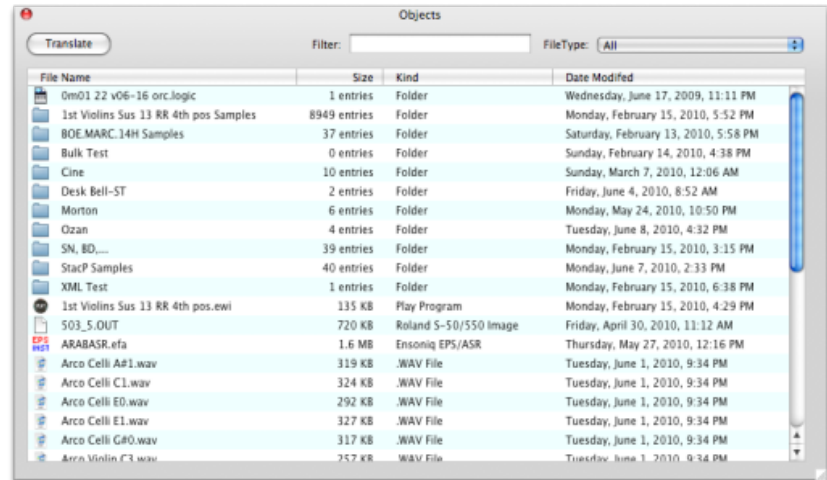
Object List

The most heavily used screen in the right Pane is the **Object List**, which resides in the first Tab Panel. This shows the objects contained in whatever is selected in the Container Pane.

This screen can be detached from the main window by clicking the Detach button above the right-pane. See **Docking Dialogs** for more information.

You can drag into and drag out of the Object List. Double-clicking on an object either starts the translation process or opens it in the Container Pane (this can be chosen in Preferences). You can convert several objects by multi-selecting them and clicking on the Translate button above the right-pane.

Right-clicking on an object shows a contextual menu, which expose most of the powerful features of Translator. You can convert files by selecting Convert As.. and then the appropriate format. You can access the Tools (Program Tools, Sample Tools, and File Tools) areas, and the various Utilities as well.



Last but not least, you have the basic Finder/Explorer functions, such as Open, Reveal In Finder, Create Alias, Get Info/Properties, etc.

The Object List shows a variety of dynamic information on the files it shows, depending on what they are. If they are samples that are referenced by control files (.exs, .nki, etc.) they show where they are and if the reference is bad or not. It may show the size or properties of the object.

The headers at the top of the Object List can be clicked to show ascending or descending sorts of the list, on any column.

The Object List also has filtering parameters at the top. The first box is a Text filter. Anything you type in there, if contained in the file name, will make that object appear in the list.

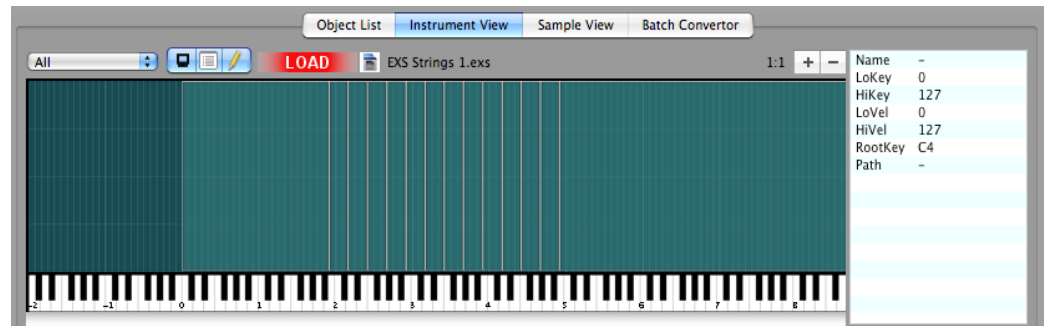
The second box is a File Type parameter. If you choose SoundFont, for example, all SoundFonts will appear in the list and nothing else. There is also an option for Folders only, or Files only.

You can hide the Filter area by clicking of the X next to the filter items. You can show it again by selecting Show Filter under File-View.

Instrument View

The Instrument View gives you a visual on how the Instrument that you have selected in the Container Pane is mapped out across the keyboard.

By default, when you select a Instrument-type of object in the Container Pane, this tab gets set and the screen is populated.



By clicking on an area in the graphical screen, it selects the samples assigned to that area and shows the waveform in the Waveplayer. It also shows you some information about that sample in the List to the right.
Note: In cases of layered samples, you can only choose the topmost sample. This is just a limitation of the interface.

To unclutter this screen in cases of Keyswitches, Round Robins, Controller-switching, etc. the views are separated by **Rule Areas** and can be selected by the popup menu on the upper left. A Rule Area is when samples are turned off or on depending on some circumstance other than MIDI note number or Velocity value.

You can zoom in or out of the Screen using the (+/-) buttons on the upper right. The Zoom label shows the extent of the Zoom.

The triple-sticky-button allows you select certain options:

Auto-Display

When checked, this tab gets selected when selecting a Instrument-type object in the Container Pane. Unchecking it defeats this auto-selection.

Show List

When checked, the information list on the right appears.

Compose

Calculating the mapping of an Instrument can take a little more time than just getting the referenced samples of that Instrument. By unchecking this, the conversion engine will skip calculating the mapping and your response may be a bit faster. Of course, you sacrifice viewing mapping on this screen.

The Instrument View also allows you to load the currently selected Instrument - NO MATTER WHAT THE FORMAT - and play it by clicking on the keyboard or through your MIDI keyboard. See the Playing Instruments section in this document for more information.

This screen can be detached from the main window by clicking the Detach button above the right-pane. See **Docking Dialogs** for more information.

SampleView

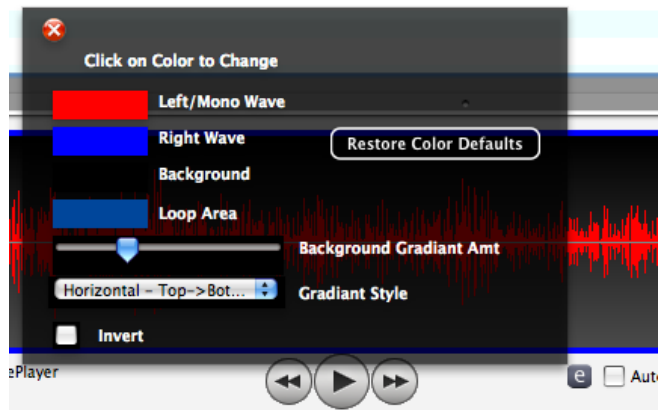
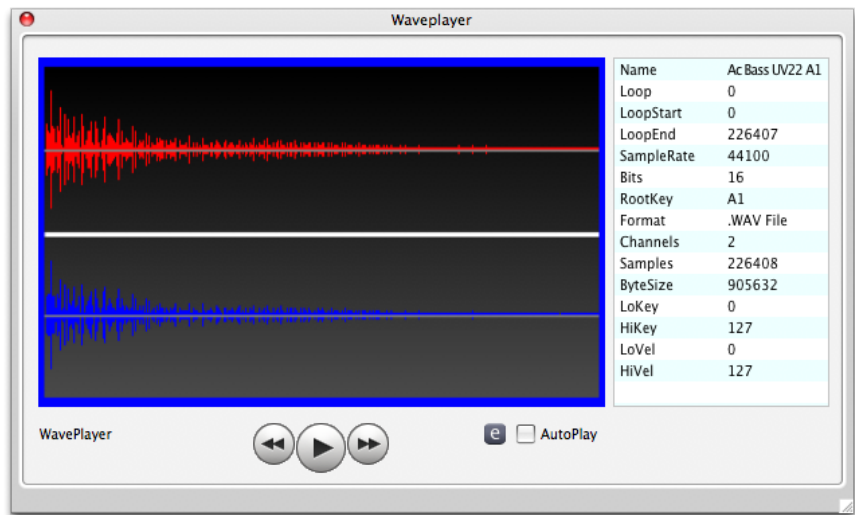
The **Sample View** shows you a waveform and gives you the ability to play it back. You can cause this to appear by selecting a sample in the Object List.

The regular set of transport controls is shown below the waveform screen. A checkbox called AutoPlay allows the player to play back a sample when it is selected.

The **e** button shows you the properties of the **Sample View**. You can choose the color of each facet of the view, plus the gradient of the background.

This screen can be detached from the main window by clicking the Detach button above the right-pane. See **Docking Dialogs** for more information.

A special note concerning SampleView docking: Since it is usually located at the bottom of the Main Screen, you need to select it in the right-pane, which moves it up to the right-pane. Then you detach it; thus it is invisible in TWO places on the Main Screen. Reattaching it puts it back to the right-pane, where when you click off of it, it puts it back to the bottom of the Main Screen.



Batch Convertor

The **Batch Convertor** gives you the special ability to grab a bunch of objects and convert them in one swoop.

Of course you can do this in the Object List by multi-selecting a bunch of objects, but the Batch Convertor allows you to get objects from various locations and add them to the dialog.

You can **Add** objects to the list by clicking the **Add** button (that is, the **+** button), or by dragging objects in from the Object List, Container Pane, or even from the Finder. (Detaching this dialog is helpful in this regard.)

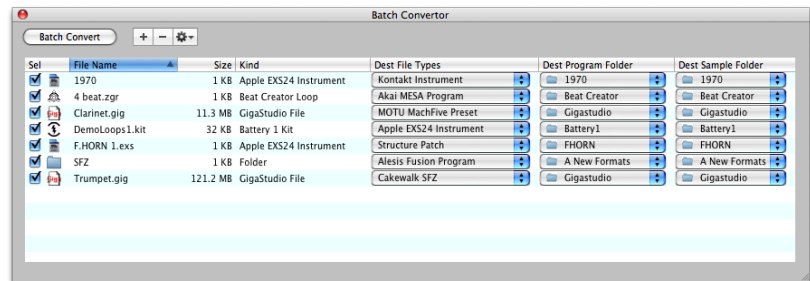
Clear (that is, the - button) clears the selected entires in the list.

Each entry has a checkbox so you can select or deselect the objects you want to convert even after you have put them in the list.

The **Batch Convert** button starts the batch conversion process.

The Action button drops down a menu which allows various methods adding, selecting, deselecting items; plus allows group modifying of Destination File Type.

This screen can be detached from the main window by clicking the **Detach** button above the right-pane. See **Docking Dialogs** for more information.



Convert Checked...
Convert All...

Add Files
Add Folder

Select Destination Format
Destination Program Folder
Destination Sample Folder

Check Selected
Uncheck Selected
Check All
Uncheck All

Clear Checked
Clear Selected
Clear All

Reset

Kontakt Instrument
Structure Patch
Apple EXS24 Instrument
Independence Program
MOTU MachFive Preset
iRompler Instrument
Steinberg HALion Program
Steinberg LM4 Program
SoundFont
SampleTank Instrument
Reason Program
Cakewalk SFZ
DrumCore DrumKit
Battery 1 Kit
Reaktor MAP File
Akai S-5000 Program
Akai MPC Program
Akai MPC-5000 Keygroup
Akai MPC-5000 Drum
Pulsar Program
Akai MESA Program
Akai Image
Roland Fantom-S/X
Roland MV-Series
Roland Image
Emu Emulator X Bank
Emu EOS Bank
Emu ESI Bank
Ensoniq EPS/ASR
Ensoniq ASR-X 1-SOUND
Yamaha Motif XS All Voice
Yamaha Motif ES All Voice
Yamaha Motif All Voice
Alesis Fusion Program
Triton Program/Combi/Group
.WAV File
AIFF File
Core Audio File
Korg Triton Sample
Akai MPC Sample

Docking Dialogs

All the right-pane screens - the **Object List**, **Instrument View**, **Sample View**, or the **Batch Convertor**, can be detached into it's own dialog, making it easy to use Translator in a large screen or multi-monitor environment.

To detach a screen, simply click the Detach button above the right-pane when the desired screen is in view. This jettisons the dialog and creates a blank spot on the Main Screen. You can detach all the right-pane screens if you so desire. All the functionality is retained; all the separated dialogs communicate with each other just as if they were located on the same dialog.

To reattach a dialog, simply close it, and the containing controls will go back to the Main Screen.

Note: The Sample View carries with it a special exception. Since it is usually located at the bottom of the Main Screen, you need to select it in the right-pane, which moves it up to the right-pane. Then you detach it; thus it is invisible in TWO places on the Main Screen. Reattaching it puts it back to the right-pane, where when you click off of it, it puts it back to the bottom of the Main Screen.

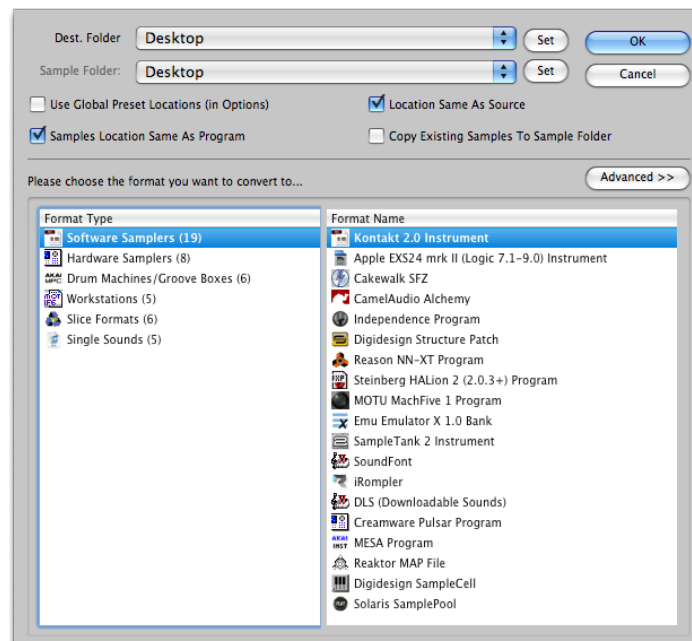
Master Translation Dialog

The **Master Translation Dialog** appears whenever you have started a translation process. This dialog allows you to select what format you are converting to, where the sample files will be written to, along with some other helper functions.

The formats are divided into several categories for easy tracking.

The **OK** button does not enable itself until accurate information is selected in all **THREE** areas; the **Destination Program Folder**, the **Destination Sample Folder**, and the **Format Type** list.

Note: Some destination formats do not write separate sample files (such as Motif or SampleTank), and sometimes you are converting a separated fileset (that is, one that references external files) to another separated fileset (such as EXS to Kontakt). In these cases, the Destination Sample Folder will be unused; however, you still need to enter something into this area.



You can set destination folder locations by using the Set buttons, by selecting a parent folder in the pulldowns, or by using the special checkboxes below these lists.

Use Global Preset Locations

Often times, for a particular format, there is a place you always want files to go. In Preferences, there is a list where you can preset these. Checking this invokes the current path listed.

Sample Location Same As Program

This simply forces the samples setting to be the same as the program setting.

Location Same As Source

Instead of remembering the last settings, this forces both destinations to be the same as where the source comes from. (This is ignored if the source is on a non-writable volume or a proprietary volume that doesn't support that file type.)

Copy Existing Samples To Sample Folder

When converting Instruments that rely on external WAVE or AIFF files, and you are converting TO a format that also relies on external files, Translator by default does not copy the samples but instead makes the new Instrument reference the same WAVE/AIFF files the source did. However, sometimes you may want to duplicate the samples for organizational or portability reasons. Checking this option creates new samples in the selected Sample Folder.

Advanced

This button reveals the Format Preferences for the currently selected format. This is extremely handy for updating a certain option without the hassle of closing this dialog and going to Format Preferences, and then coming back.

Translating

There's a lot to work with in **Translator™**, but it cannot be over-emphasized that the main purpose of **Translator™** is to TRANSLATE; that is, start with one Instrument file format and end up with another one, hopefully one that can load into your sampler of choice.

Translator keeps it simple - just select the object that you want to convert, and either do 3 things:

Double-Click on the object to "open" it; that is, to select it for translation.

Click the Translate button.

Right-click on it and choose Convert As...->[whatever your format]

Remember, an object can be a whole Bank - like a SoundFont - or a single object within that Bank file (like a Giga instrument), or a single file that represents an Instrument (like an .exs file).

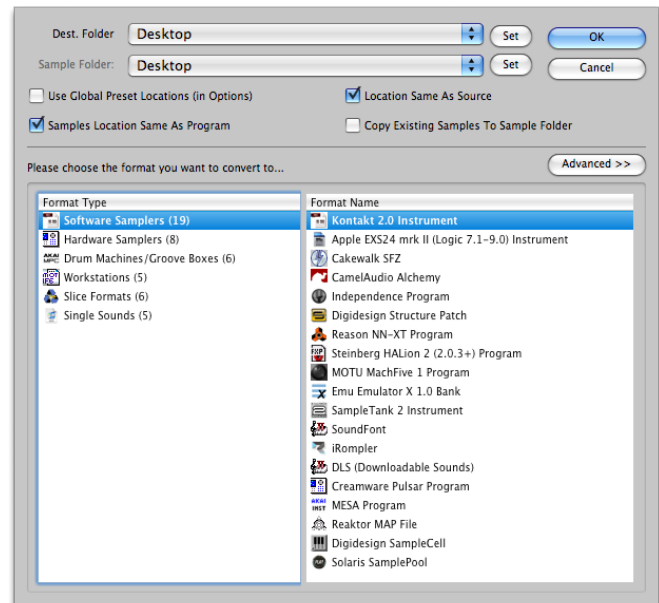
See **Supported Formats** for a complete list of support formats.

The **Master Translation Dialog** will appear. Put in your destination locations and format type you want to convert to, then click OK.

A **Status** dialog will appear, showing you the progress of the conversion. The Cancel button on this dialog is available to you so you can stop the process cleanly.

Once that's complete (Translator is pretty fast), a **Finished** dialog will appear, telling you it's done and where the files ended up.

Note: Translation quality can vary, although it should be noted that Translator offers the highest quality conversion routines of any operational software. Many things are taken into account, and remember that certain parameters may not work or "fit" properly in the destination format you are converting to. It's important to learn what you can about your destination format AND the source format for you to know what converts and what doesn't.



SimpleTranslation™

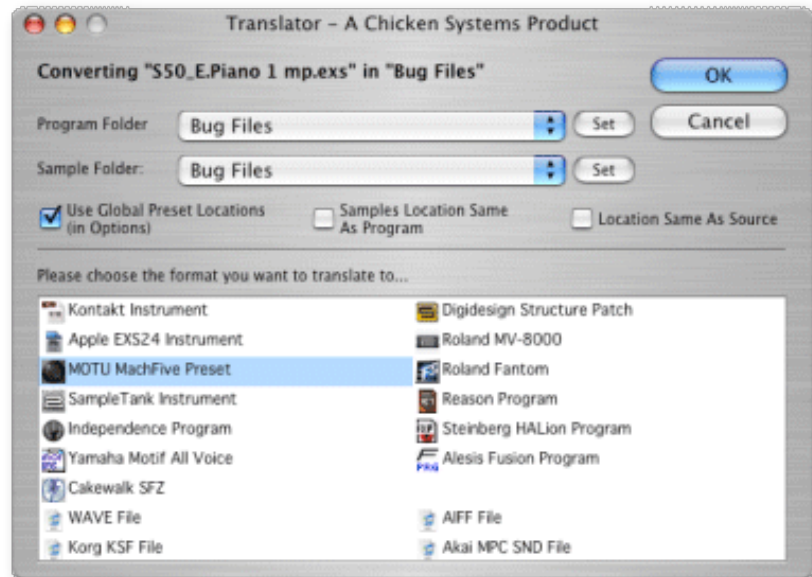
OK, let's admit it. We're just converting files. Do you REALLY need this large overbearing Translation Program to simply convert file to file?

You may not. So try this: just drag any file and drop it on Translator's icon - an alias or on the dock. This dialog will appear:

Simply select your destinations and Format Type, and off you go! No big unweildly interface or confusion.

And, if you want things even easier, go into Preferences and select the SimpleTranslation™ tab. There you can set up automatically your destinations and Format Type. Then this dialog won't even show - and the conversion will commence and finish and shut down automatically!

Can't get any easier then this...



Building Instruments

Translator™ is primarily a Instrument->Instrument convertor. That means if you have a Instrument file, and you want to load it into another sampler that doesn't load that format, you can convert it within Translator and it'll be pretty much exactly the same as the original format, but you can now use it in your destination sampler.

"Converting" single samples, such as WAVE or AIFF files, into an Instrument is a little different of an animal. Sure, it's a conversion, but you are actually BUILDING an instrument from scratch rather than doing an instrument conversion. You are adding information, not merely converting it.

Chicken Systems has another program, **Constructor™**, that specializes in this. You can take single samples, plus parts or whole instruments, and generically make a new Instrument, while having full control of how the samples are mapped, what their real-time parameters are (envelopes, filters, LFO's), and how they are organized. You have full keymapping windows and special graphical User Interfaces for this purpose.

Translator can building instruments too, but in a more limited way. You can "convert" a folder of single samples into an Instrument, but you have no fine control about placement or similar things. Still, the samples can be mapped from left to right across the keyboard and given different spans, etc.

Here's how:

Go into Preferences and select Single Sample Mapping (see the figure to the right). The defaults should be fine. You can select what the keyspan is and what your keyrange is, plus there are couple of other parameters that can help in getting the sample where you may want it. (Again, remember Constructor™ greatly expands on this.)

Once you finish that task, close out, and select a folder in the Object List and click the Translate button on top. (Or just double-click on the folder, while the Expand Folder is not checked.) You get the Bulk Export dialog. For Source Format, select WAVE (or whatever single sample you are converting). For Destination Format, choose your destination Format. Then click OK. Your new Instrument file should be in the same folder the single sample folder is (unless you changed it in the Bulk Export dialog).

Note for Proprietary Destination Formats: *To initiate the conversion, drag the folder from the Object List to the Proprietary disk or Virtual Drive in the Container Pane.*

If your destination file format is monolith (contains the samples), you'll just have that one object. If your destination format references samples, by default the original WAVE or AIFF files will be used - there actually will be NO conversion, unless the destination requires specifically formatted WAVE files, such as the Akai S-5000 or MPC.

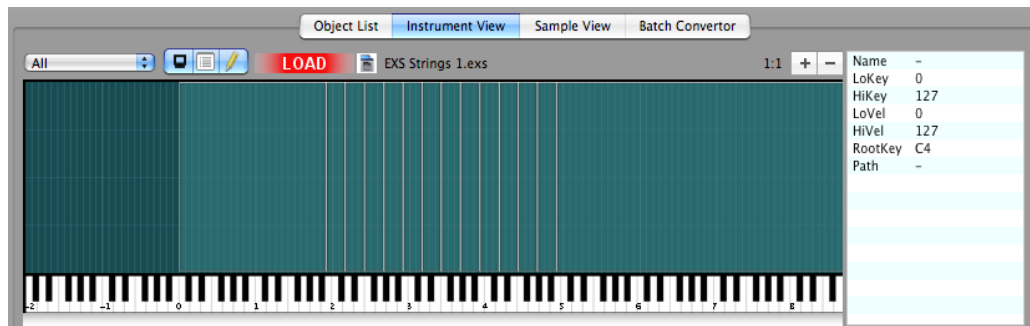
Translator can be handy for these light type of Instrument Building purposes. Once you load the Instrument into your sampler, you may edit them from that point.

Playing Instruments

You can play most if not all Instruments within the internal Instrument Player in Translator™. This is format-independant.

It is done within the Instrument Screen. By default, when you select an Instrument in the Container Pane,

the Instrument Screen appears and the mapping shows up. The Load button shows LOAD, click on it to load the Instrument. When it is finished, the button will show LOADED. You



can then play it using the keyboard graphic below the mapping display, or you can play it using a MIDI keyboard. Please be sure that your MIDI settings are correct in Preferences-Audio/MIDI.

The Instrument Player DOES NOT adhere to Audio part of the Preferences-Audio/MIDI tab, that is for the Waveplayer. See below for notes on each platform.

Mac Audio Notes: The Instrument Player is fixed on using the default Core Audio driver and outputs out the Built-In Output. Currently that cannot be changed. Audio latency is usually very good (below 10ms).

Windows Audio Notes: The Instrument Player is fixed on using ASIO and the ASIO4ALL driver (www.asio4all.com). Currently this cannot be changed. Audio latency is usually very good (below 10ms), but there is some MIDI latency (around 40-50ms). Both issues will be addressed in future versions.

The Instrument Player works off memory, not disk streaming, so please be careful on what you decide to load. There needs to be time to form the content, then time to load it into memory. Loaded content is cached, even between sessions, so if you LOAD an Instrument that has been cached, it will be faster to load. The cache folders are fixed and are below.

Cache Folders

Mac

/Users/[username]/Library/Application Support/Chicken Systems/Translator 6/Playback

XP

%SYSTEMDRIVE%\Documents and Settings\[username]\Application Data\Chicken Systems\Translator 6\Playback

Vista/7

%SYSTEMDRIVE%\Users\[username]\AppData\Chicken Systems\Translator 6\Playback

(note AppData may be hidden)

"Rule" Issues

While KeyRange and Velocity Ranges are supported, Keyswitching, Control Switching, and Round Robin is not supported in the Instrument Player. What is played in the Instrument Player is set in the Combo box on the upper left of the mapping area. When you switch that, you need to load the new articulation. Support will be implemented in a future version of Translator.

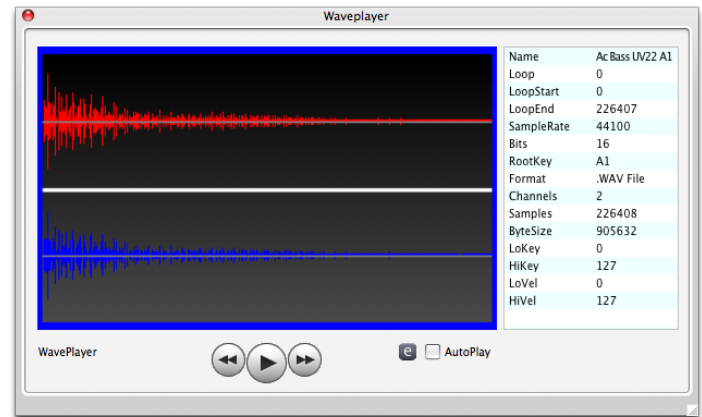
Sample loops, tuning, volume, panning, and many realtime parameters (although only lowpass filtering) are supported. Playback will usually be very close to the original, although perfect replication cannot be guaranteed.

Auditioning Samples

Translator™ uses the Sample View to play back samples, either single sample files (such as WAVE, AIFF, SND, and more), samples that exist within monolith Bank files (.gig, SoundFont, others), or samples that exist on proprietary media (Akai, Emu, Ensoniq, etc.).

The Sample View can be used within the main Window or undocked (detached) as it's own floating Window.

Loops are supported, and any size file can be played back, since it uses a disk streaming mechanism. The Sample View shows the waveform and the loop area if one exists. Sample properties are shown on list to the right. The regular set of transport controls are shown; the Play button is what you think it is, the Back button pushes playback back 2 seconds, while the Forward button pushes it forward 2 seconds. You can click on the Waveform at any time while the sample is playing to reset where it plays from. Lastly, you can use the Space bar to start and stop the playback.



Regarding the colors used for the Sample View, you can use the e button below the Sample View, or go to Preferences-Waveplayer. You can choose the color of each facet of the view, plus the gradient of the background.

For more information, see the Sample View area of this document.



Virtual Drives

You can create, read, and write Virtual Drives with Translator. Virtual Drives are usually large files you create using Translator, but within Translator they appear as SCSI-ATAPI Drives formatted with whatever proprietary format you want (Akai, Roland, Ensoniq, Emu, other).

Virtual Drives are usually used two ways. One is to allow for a backup of your CD/hard disk, and to allow Translator to access and convert off of it quicker. Another reason is to compile, say, an Emu disk, and then burn it onto a CD-ROM for direct use with your Emu sampler.

Virtual Drives are listed under the Virtual Drives category in the Container Pane. Each disk format has it's own category (e.g. Akai, Emu, etc.) with a folder icon.

You can add Virtual Drives (that is, disk images) to your Virtual Drives menu by moving those files, or creating aliases or shortcuts of those files or the folders it resides in, and putting them into your Images folder. This is located at:

Mac

/Users/[you]/Library/Application Support/Chicken Systems/Translator

Windows XP

C:\Documents and Settings\[you]\Application Data\Chicken Systems\Translator

Windows 7/Vista

C:\Users\[you]\AppData\Roaming\Chicken Systems\Translator

Then refresh your screen by clicking the Refresh button above the Container Pane, and your Virtual Drives menu in the Container Pane will show your Virtual Drives.

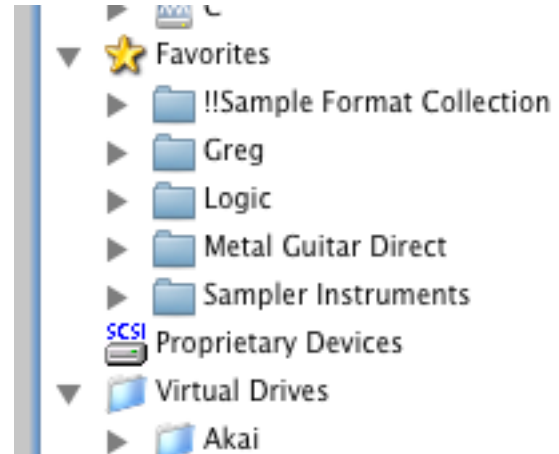
You can drag in and drag out of your Virtual Drive just like you would any other drive.

Favorites

Favorites are contained in a special section in the Container Pane. It is a section you populate yourself with commonly-used folders, or folders you want quick access to.

You can add a Favorite by selecting the folder or file in the Container Pane or the Object List, right-clicking on it, and selecting **Add To Favorites**. It will automatically be added to the Favorites List in the Container Pane.

You can remove a Favorite by selecting the Favorite in the Container Pane and right-clicking on it, and selecting **Remove From Favorites**.



You can also add files or folders to your Favorites menu by creating aliases/shortcuts of those folders and putting them into your Favorites folder, which is located here:

Mac

/Users/[you]/Library/Application Support/Chicken Systems/Translator/Favorites

Windows XP

C:\Documents and Settings\[you]\Application Data\Chicken Systems\Translator\Favorites

Windows 7/Vista

C:\Users\[you]\AppData\Roaming\Chicken Systems\Translator\Favorites

This is how the Add To Favorites works behind the scenes.

Lookups

You can perform a custom search on anywhere you choose, in Translator they are called Lookups.

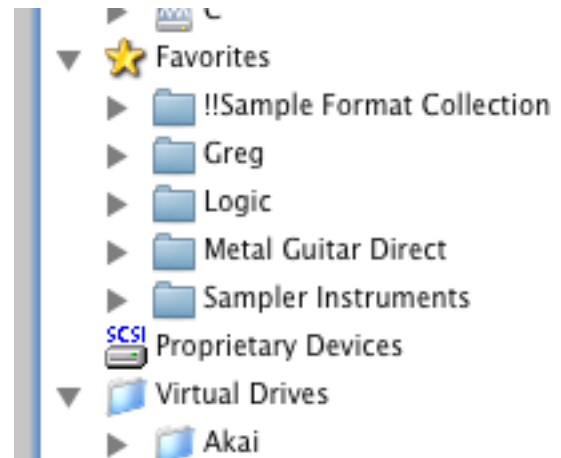
To perform a Lookup, go to View-Lookup or click Ctl/Cmd-F. This brings up the Lookup dialog.

You can choose the following:

- Where you want to search (what disks, folders, or Virtual Drives)
- What criteria you want to search for

Criteria can include the following:

- Format Type
- Text
- Sample Properties (Channels, SampleRate, BitRate, Data Size, Amount of Samples, etc.)



You can name your Lookups, and they are stored under the Lookups area in the Container Pane for possible later use. Any unnamed Lookups are not saved.

Don't confuse Lookups to the Filter text box for the Object List.

Creating Slice Formats - Beat Detection

One of the very unique features of Translator is the ability to convert a single piece of audio into a "Slice File". Slice Files are explained below, but basically they are sample files that can played back at slower or faster tempos without changing their pitch. The most popular examples are Recycle, ACID files, AppleLoops, and Stylus RMX files. There are a couple other examples also.

Important Note: *Translator can convert OUT of any Slice File format - Recycle, AppleLoops, etc. However, Translator CANNOT convert INTO Recycle 2 format. This is because Propellerheads, the format author, has made it encrypted so no one can write one. Absolutely all programs that read them cannot do so on their own; they use what is called the REX Shared Library, provided by Propellerheads. This READS any Recycle file, but does not WRITE. Translator CAN convert to Recycle 1 format, but thats mono-only.*

It is for this reason we recommend as little use of Recycle files on your part as possible. ACID files and AppleLoops perform the same function without encrypting their files. Recycle is popular only because of the name and "first there" history. If you buy loop libraries, buy or use the ACID or AppleLoop variants. As long as Propellerheads encrypts their files, their format should be avoided if possible because they just make everyones job harder. Hopefully they will change their position or including Recycle creation in the Shared Library. Until then, please sponsor the more versatile and open formats.

What Is A Slice File

A WAVE or AIFF file is simply a piece of audio data. And any "slice file", such as a Recycle file, ACID file, AppleLoop, or Stylus RMX file, are just pieces of audio data as well.

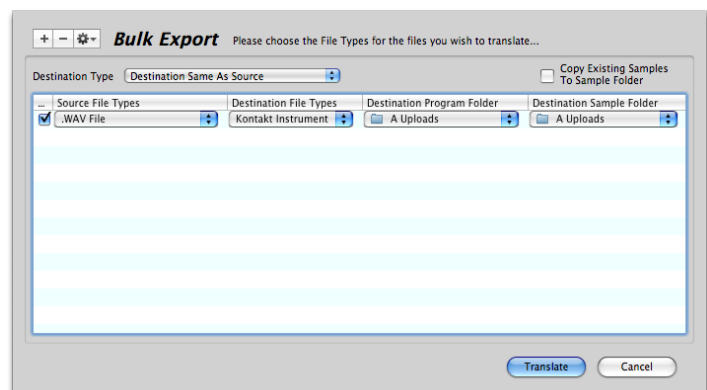
The only difference between a regular sample file and a slice file is that a slice file has markers written in a information chunk in the file. These markers are placed strategically where transients (sharp sounds) in the file start, so a player that reads slice files knows where the slices are. This is how a Slice File can be played back at various tempos: the player plays back a slice at the position the tempo dictates. At faster tempos, the slices fade out to make way for the next slice; at slower tempos, there is a gap between the slices. (However, some players artificially add sample data to "plug the holes". Also, good Slice Files are originally recorded at the slowest tempo reasonably allowed, so they never have to be played back at a slower tempo than their "unity tempo".)

To create a Slice File, one has to "slice" the audio into slices of energy ("beats") so the playback engine plays it back in a way that makes rhythmic sense. This requires a beat detector.

Slice editors, most notably Recycle, but also ACID itself and the AppleLoop Utility that Apple provides, have beat detection. They do 2 things: They beat-detect a sound file, plus they can play the slice files back at different tempos. They do this with the assistance of the detected markers. Once you have what you want, then you save into a slice file, where the audio stays constant but the markers are written in the file. So when a slice player reads the file, the slices are the secret to it's capability to play them back at any tempo.

Translator 6's Beat Detection

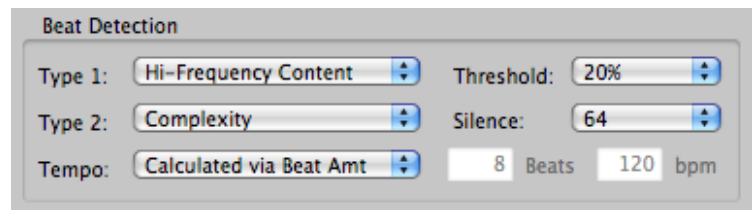
Translator 6 now has a Beat Detector, giving the ability to create Siice Files, for playback on slice engines like Stylus RMX or other. This can also be done in bulk, so you can take (say) 1000 WAVE files and convert them into 1000 slice files without having to do them one at a time in (say) the Recycle application.



To convert one or more pieces of sample data to Slice File format, simply do it like you would any other conversion. You can convert a folder of WAVE files, or another example would be to convert a Giga file full of drum beats - each sample becomes a Slice File.

It is vitally important to pay attention to the Beat Detector preferences, under Preferences-Data Processing. The defaults work for most clear and simple beats, but they definitely will

not work with everything. You will need to experiment with these on a case-by-case basis, but keep trying, there usually is a solution to any rhythmic piece of data.



Here is the explanation of the Beat Detectors parameters:

Type: The Beat Detector uses two passes through the audio to detect beats. The first pass does the best detection it can, then the second pass "checks" the results.

Threshold: This is like the Sensitivity control on Recycle and other slice editors. Higher values produce less detection, lower values produce more detection.

Silence: This is terms of samples. This is the MINIMUM amount of samples that need to exist between markers. If you are getting lots of "double beats", raise this value.

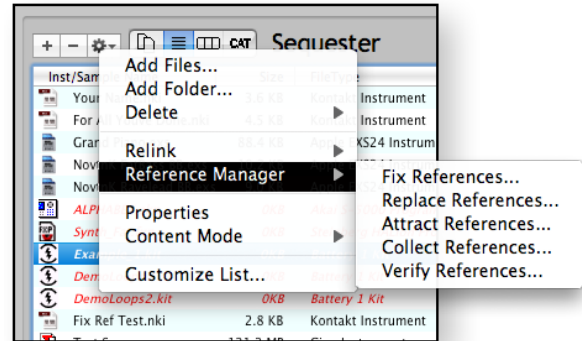
Tempo: You can bypass the whole detection thing and just put slice points at beat values, regardless of whether a burst of energy exists at that point.

So in contrast, converting to Slice Files is not as seamless nor as perfect as other Instrument or Sample conversions are. But this ability can make the creation a bit easier, a bit faster, and a bit more convenient.

Reference Manager

It's become a common feature with software samplers to store a Multisampled Instrument as a small file, defining the mapping and real-time parameters of the Instrument, and storing the samples as industry-standard WAVE or AIFF files. Commonly the small file (such as .exs, .nki, .sfz, and other file types) contains an absolute or relative Path to the sample, so when the sampler engine parses the file, it locates the external sample file and loads it.

The great advantage to this is so an Instrument can be edited easily and saved quickly without any maintenance of the samples. (One of the big hassles of GigaStudio, before version 3, was that the samples had to exist in the same file as the mapping parameters. So, when you made a slight change to the structure of an Instrument, the ENTIRE FILE had to be rewritten. Sometimes those files were HUGE!)



The great disadvantage is that it's easy to lose track of where the samples are. If you use absolute paths, and you move the samples - the sample files have to be relinked. If you use relative paths, and you move either the samples or instruments in relation to each other, again you have to relink. Add to that the hassle of having duplicate samples - what samples do you relink to?

Typically software samplers offer just the very basic abilities to relink their samples if need be. This is where the **Reference Manager** comes into use.

You can invoke the Reference Manager with the top-level menu under Operations, or on a specific folder or file using a right-click in the Container Pane or the Object List.

Reference Manager has several different types of relinking techniques:

Fix References

Fixes any bad references. Scans an Bank/Instrument and verifies the links. On first detection of a bad link, this function asks you to either find the sample or to form a **catalog** of sub-folders from a folder of your choosing. It then uses that path or catalog to repair any further bad links. If it hits another bad link it can't resolve, it asks you again, and you can add to the list of folders to check.

Replace References

Changes references based on your criteria. Brings up immediately a Search-Replace-type of dialog. You can textually change the reference file names (Name and/or Path, etc.). You also have the ability to Fix References during or after this process. For more information and instructions regarding the Replace References dialog, please see the **Replace Reference** area in the next section.

Attract References

Fixes bad references by moving the files where the links dictate instead of changing the references; that is, the opposite of **Fix References**. If any links point to a non-existent volume name or drive letter, those links will be passed over.

Collect References

Takes references (good or bad) and moves/copies them to a new user-defined location. If any references are bad, it can fix them during the process (see Fix References above). You can elect to move the control file as well. Collect References is helpful for “weeding” out unused samples or simply setting aside a control file/sample files for individual checking or use.

Verify References

Creates a text file of good and bad links. Scans an Bank/Instrument, and lists the links and whether they are good or bad.

All **Reference Manager** options are in the Preferences dialog under the Reference Manager tab.

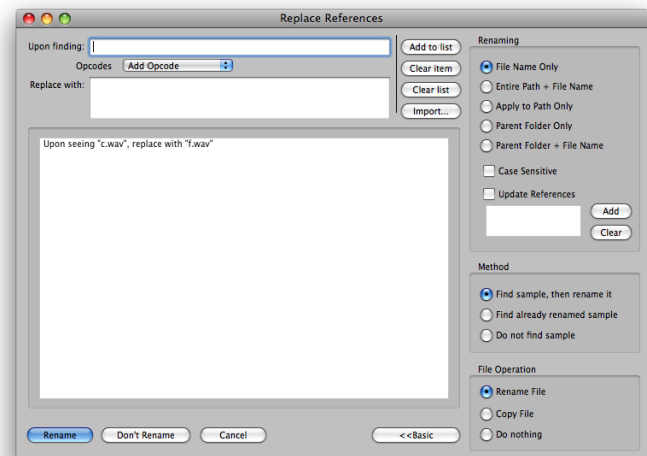
Reference Manager - Replace References

The Replace References function and it's accompanying dialog is meant for you to textually and mechanically edit the sample (and object) references in your file.

The general task is to compile a list of "find this, replace with that" entries. Type a set and click the Add To List button. All entries are considered sequentially. You can remove entries or clear the list. The Import button allows you to import a .txt file with entries, comma or tab delimited.

The Opcodes popup menu simply puts the support opcode in the "Upon finding..." box. They are defined below.

```
<rootkey>
<replace>
<instname>
<add>
<delete>
<insert0>
```



When you are ready, click Rename. To cancel, click Cancel. If you don't want to Rename, but want to go on anyway, click Don't Rename.

Clicking the **Advanced>>** button reveals more parameters to tweak exactly how you want Replace References to work.

Renaming

You can choose which part of the path you want to take under consideration. Options are:

File Name Only **Entire Path + File Name** **Path Only**
Parent Folder Only **Parent Folder + File Name**

You can also choose whether the search will be case sensitive or not.

Update References

Method

Sometimes you want to affect the external sample file names, sometimes you don't. Method allows different ways of dealing with the external file themselves.

Find Sample, then rename it	Renames the originally referenced sample
Find already-renamed sample	Finds the already-named sample and fixes the path to point to it
Do Not Find Sample	Just textually rewrites the reference

File Operation

This is closely tied with Method. You can Rename the file, or Copy it, or Do Nothing to nullify the operation.

Example

We worked on several ProjectSAM libraries. Often they would use the same programs for different mic samples and simply change the samples. Their sample names would be the same except for the single lowercase letter before the .wav extension. We used Replace References to perform this.

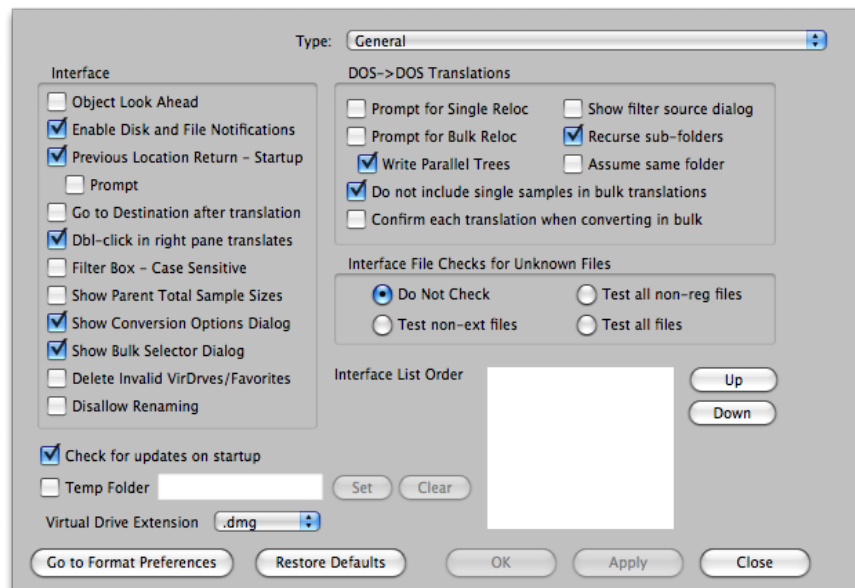
We added an entry "Upon finding c.wav, replace with f.wav", and under method we would choose Do Not Find Sample. That would rename the references. Then we would do a Fix References to point them to the different location. Very handy!

Preferences

Translator has a massive amount of optional parameters you can invoke on everything from the dialog view to the specifics of the translations that you perform. It's easy to get intimidated by the sheer amount of preferences, but don't be. They are logically laid out and hopefully intuitive. MOST IMPORTANTLY remember that all of them are optional, they are not necessary for successful basic operation.

And this isn't the only Preference dialog! This is only the general ones. Preferences for specific formats are in the Format Preferences dialog section.

Clicking the top pulldown menu determines what shows in the Preference pane.



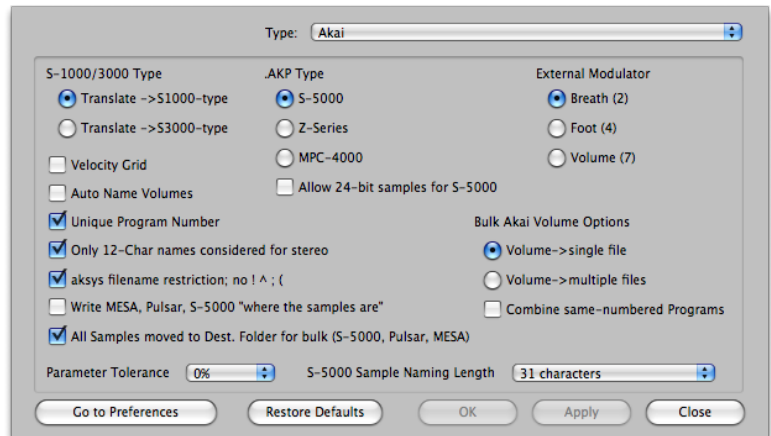
Format Preferences

Translator has a massive amount of optional parameters you can invoke on everything from the dialog view to the specifics of the translations that you perform. It's easy to get intimidated by the sheer amount of preferences, but don't be. They are logically laid out and hopefully intuitive.

MOST IMPORTANTLY remember that all of them are optional, they are not necessary for successful basic operation.

And this isn't the only Preference dialog! This is only the ones for each source and destination format. General Preferences (that is, ones that apply to Translator and for every format) are in the Preferences dialog section.

Each Format Preference dialog represents a single format class. The preferences shown may have to do with the format performing as a Source (what you are converting FROM) or as a Destination (what you are converting TO). The context should make this obvious.



Supported Formats

SOURCE FORMATS

Software Samplers

Native Instruments Kontakt(.nki, .nkm, .nkb)
 Apple EXS24 Mrk I and Mark II (.exs)
 Tascam GigaStudio (.gig)
 Cakewalk SFZ (.sfz)
 CamelAudio Alchemy (.acp)
 Digidesign Structure (.patch)
 Propellerheads Reason NN-XT (.sxt)
 Steinberg HALion 1 and 2 (.fxp)
 MOTU MachFive 1 (.m5p; .m5m)
 Native Instruments Reaktor (.map)
 Creamware Pulsar/STS (.p;..sts; s; .wav)
 Akai MESA 1 and 2 (.prg;.s3p)
 SoundFont (.sf2)
 Downloadable Sounds (DLS) (.dls)
 Bitheadz Unity DS-1 (.uds)
 Speedsoft VSampler (.vbs)
 Digidesign SampleCell

Software Drum Machines/Groove Boxes

Native Instruments Battery (.kit; .kt2; .kt3)
 Steinberg LM-4 mrk I & II (.txt;.fxp)
 FXpansion DR-008

Workstations

Yamaha Motif (all versions)
 Alesis Fusion (.afp;.afi;.afs)
 Korg Triton (.pcg;.ksc;.kmp;.ksf)
 Roland Fantom-S/X/G (.svd)

Hardware Drum Machines/Groove Boxes

Akai MPC-60/3000/2000/1000/2500/500/5000
 Akai MPC-4000
 Roland MV-8000/8800 (.mv0)

Hardware Samplers

Akai S-1000/3000
 Akai S-5000/Z-Series
 Roland S-5x
 Roland S-7x
 Emu Emax II
 Emu E3/ESi
 Emu E4/EOS
 Ensoniq EPS/ASR (.efe;.efa)
 Kurzweil (.krz;.k25;.k26)
 Yamaha A-3000/4000/5000 (*non-proprietary only*)
 Synclavier (*Hi-Tech Edition only*)
 Fairlight (*Hi-Tech Edition only*)
 Waveframe (*Hi-Tech Edition only*)

Slice Formats

Recycle 1 and 2 (.rcy; .rex; .rx2)
 ACID Files (.wav)
 AppleLoops (.aif; .aiff; .caf)
 Stylus RMX (*no Core Library*)
 Zero-X BeatQuantizer (.zgr; .wav)
 NI Kontakt (Beat Machine mode)
 Emu EmulatorX Twista-Loop

Single Samples

WAVE (.wav)
 AIFF (.aif;.aiff)
 CAF Files (.caf) (*Windows: Uncompressed only*)
 Akai MPC (.snd)
 Korg Sample (.ksf)
 MP3 (.mp3)
 Ensoniq PARIS (.pat)

DESTINATION FORMATS

Software Samplers

Native Instruments Kontakt(.nki, .nkm, .nkb)
 Apple EXS24 Mrk I and Mark II (.exs)
 Tascam GigaStudio (.gig)
 Cakewalk SFZ (.sfz)
 CamelAudio Alchemy (.acp)
 Propellerheads Reason NN-XT (.sxt)
 Steinberg HALion 1 and 2 (.fxp)
 MOTU MachFive 1 (.m5p; .m5m)
 Digidesign Structure (.patch)
 Native Instruments Reaktor (.map)
 Akai MESA 1 and 2 (.prg;.s3p)
 Creamware Pulsar/STS (.p;..sts; s; .wav)
 SoundFont (.sf2)
 Downloadable Sounds (DLS) (.dls)

Software Drum Machines/Groove Boxes

Native Instruments Battery (.kit; .kt2; .kt3)
 Steinberg LM-4 mrk I & II (.txt;.fxp)

Workstations

Yamaha Motif (all versions)
 Alesis Fusion (.afp;.afi;.afs)
 Korg Triton (.pcg;.ksc;.kmp;.ksf)
 Roland Fantom-S/X/G (.svd)

Hardware Drum Machines/Groove Boxes

Akai MPC-60/3000/2000/1000/2500/500/5000
 Akai MPC-4000
 Roland MV-8000/8800 (.mv0)

Hardware Samplers

Akai S-1000/3000
 Akai S-5000/Z-Series
 Roland S-7x
 Emu E3/ESi
 Emu E4/EOS
 Ensoniq EPS/ASR (.efe;.efa)
 Kurzweil (.krz;.k25;.k26)

Slice Formats

ACID Files (.wav)
 AppleLoops (.aif; .aiff; .caf)
 Stylus RMX
 Recycle 1 (.rcy; .rex)
 Zero-X BeatQuantizer (.zgr; .wav)
 NI Kontakt (Beat Machine mode)
 Emu EmulatorX Twista-Loop

Single Samples

WAVE (.wav)
 AIFF (.aif;.aiff)
 CAF Files (.caf) (*Windows: Uncompressed only*)
 Akai MPC (.snd)
 Korg Sample (.ksf)
 MP3 (.mp3)
 Ensoniq PARIS (.pat)

Format Conversion Notes

It is a recent development over the last 10 or so years to “encrypt” audio samples to enforce a copy-protection scheme. Since developers started making their own samplers, they use this connection to allow only licensed users to play their sounds. If it was possible to translate these samples to other formats, it would defeat their copy-protection schemes. Thus, Translator can’t and won’t be able to convert out of these formats, as we respect the developer’s intent.

Kontakt: Non-encrypted only. Kontakt .nki’s that read .nks or .nkx files are classified as encrypted. Kontakt 4.2 can read and write everything EXCEPT modulators and filters. Kontakt 4.2 Banks are not supported yet. Kontakt 5 is not supported yet; reading or writing.

Structure: Non-encrypted only; as of this writing that only involves the factory library. Any Structure file that references a .big file is encrypted.

Giga: Non-encrypted only; this includes GVI Virtual Instruments.

SFZ: Non-encrypted only; as of this writing that only involves the Garritan Aria libraries. Any SFZ file that references a .audio file is encrypted.

HALion: Non-encrypted only; as of this writing this is HALion 3 and upwards. ALL HALion 3 and up files are completely encrypted.

Mach Five: Mach Five 1 is only supported thus far. When Mach Five 2 is supported, it will be non-encrypted only. As of this writing this only involves the factory library. All user-written Mach Five 2 and 3 files will be supported.

Emulator X: All .exb banks that reference .ebl files are supported. Any sample files that are not .ebl are encrypted and cannot be converted.

Independence: All Independence .ytil files are encrypted and cannot be read, but Translator can create them. Translator can read .ytil files to show their mappings and audition their samples, with the exception of .ytil files that reference samples in the large .ytif images.

SampleTank: Translator does not convert SampleTank files, but Translator can create them. Translator can read SampleTank Instruments to show their mappings and audition their samples, with the exception of 2-Pak compressed samples.

Reason Refills (.rfl files): Not supported. Any Reason .sxt file that references anything in a Refill cannot be translated.

Recycle: Recycle 2 files cannot be written by anything other than Recycle itself.

Stylus RMX: Only includes User Libraries; any Core Library or XPander files are encrypted and are not supported.

CAF: On Windows, Translator can only read or write uncompressed types of CAF files.

Hybrid formats: A hybrid format is one that can reference RAM samples and samples indexed in ROM (e.g. a Kurzweil file that loads samples as well as uses the ROM banks.) Translator will convert the RAM sections but not the ROM sections.

Proprietary formats on computer: All proprietary formats, such as Akai Programs, E4 Banks, have counterpart files that can exist on computer-type drives. These extensions are shown above. A counterpart file may or may not be able to be written or read by the native hardware sampler. Translator can convert into or out of these formats.

Troubleshooting

Your **Translator™** program should be rock-solid and give you no problems. However, there is always stuff that can go wrong.

You can start from scratch as far as Preferences go by trashing your preferences. You can do that by going to:

Mac

Go to:

/Users/[you]/Library/Preferences, delete **com.chickensys.translator.plist**

Windows

Go into the Registry and delete **the HKEY_CURRENTUSER/Software/Chicken Systems, Inc/Translator** key.

This only trashes your working preferences; it does not trash your registration codes etc.

For all other queries, please contact **Chicken Systems Technical Support** at **support@chickensys.com** or call **320-235-9798** for any questions you have.

FAQ

Your Translator™ program should be rock-solid and give you no problems. However, if you encounter any problems, here's a list common answers to common questions. Past that, feel free to contact Technical Support at support@chickensys.com or call at 320-235-9798.

Currently there are no entries in this printed FAQ. There is a Translator™ FAQ up on the Chicken Systems Web site: **www.chickensys.com/support/software/translator/faq**. It is extremely **LIKELY** that your question is answered here! **PLEASE** do not contact us until you have read completely through this resource. It probably will answer your question.

Bug Reports

Translator should not crash or show errors, but reality insists that all programs do at some point. Translator, since it deals with many undocumented formats and files created from many sources, can be especially vulnerable.

If you have a problem with a translation, or receive an error within Translator concerning a file, the **BEST** way to communicate that is to file a Bug Report and send us the source file - the initial file, not the translated file - with a brief description of what the problem is.

To use the Bug Reports system, go to Help-Bug Reports in the program. It connects you to our Bug Reports website, has a form you fill out that gets the information we need from you, and permits you to send us the source file directly from that web page.

We recommend you to use the page first. We do invite you to email us or call us with a problem, but most of the time we just direct people to the Bug Reports web site to document the information in writing and for them to send us the file. Translator has 50,000 users across the globe, and it is not possible to track all our users particular questions and issues through personal correspondence.

Once you establish an issue with the Bug Reports web site, you get an email back with a link to your issue that you can consistently check on. We try to address and close issues within 24-48 hours.

BUT, THE IMPORTANT THING IS TO ENABLE US TO EXACTLY REPLICATE YOUR ISSUE ON OUR END! THIS IS WHY WE NEED THE SOURCE FILE IN ALL CASES. PLEASE REMEMBER THIS!

Bug Reports Page: www.chickensys.com/translator/bugreports

Email: support@chickensys.com

FTP: [ftp.chickensys.com](ftp://ftp.chickensys.com)

(please make sure file names DO NOT have spaces in them!)

User: incoming@chickensys.com

Pass: files2chicken

You Send It: www.yousendit.com

How To Create Files To Send Us

If you are translating a DOS file such as a SoundFont, than this is easy - just zip up the file and e-mail it.

But, what if, for example, if you are trying to convert an Akai Program into a GigaStudio .gig file, and you get an error, you would want to send the actual Akai program (plus the samples) to us. But the Akai files are on an Akai-formatted disk - how do you send that? The way you can do it is through a DOS Counterpart file. In this Akai case, this would be an .ak1 or a .ak3 file.

You don't necessarily have to make counterpart files; Translator makes them for you in-process. With all proprietary conversions, Translator dumps the file into this folder: /Users/Shared/Chicken Systems/Translator
(Previous versions of Translator located this at /Library/Application Support/Chicken Systems/Translator; due to Lion OSX support, it has moved out of the System Library.)

You can also create one yourself by simply "converting" the proprietary Bank or Program to the appropriate counterpart file.

Akai S-1000 Volume or Program	.ak1
Akai S-1000 Volume or Program	.ak3
Roland Performance or Patch	.rol
Emu E3/ESi Bank	.esi
Emu E4 Bank	.eos/.e4b
Ensoniq EPS/EPS 16-Plus Instrument	.efe
Ensoniq ASR-10 Instrument	.efa

Instead of selecting your destination format, select the appropriate counterpart file. For instance, in the above you would choose Akai Image (.ak1, .ak3). Your Akai file will then be saved as xxxx.ak1 (or.ak3, in case of S-3000 Programs). Zip that up and send that to us.

Additional Notes

Again, we make a special effort to analyze files and comment or fix the problem with 24 business hours through our Bug Reports page listed above.

Chicken Systems, Inc.
Rubber Chicken Software Co.
Serving Professional Samplers
800-450-0095 • 503-225-5786
Fax: 503-638-7659
support@chickensys.com

Translator™ Bug Reports

Thank you! We are really pleased to hear of bug reports. It helps us pinpoint any problems, and also it helps other Translator users. Please accurately complete all fields on this form.

Please submit a file! Although a file is not mandatory, please include one so we have the exact file to check. To insure your file gets through to us, **always** Zip or Stuff the file(s) you submit into a single archive.

Use the latest version of Translator Before you submit any report, please make sure you are using the latest version and build of Translator. The latest Mac version is 3.9.36 and the latest Windows version is 2.9.124. To update, use the Check-For-Updates function within your program (under Help) or use the URL that is listed in the Manual/Help file under Updating.

Check your Report This bug report will be entered into our bug database; you will be emailed a copy and an issue number and a link so you can check on the progress at any time.

Issue Number: 4271

Name:

Email Address:

Type Date (mm-dd-yyyy):

Submitted Date: Fri, 2 Apr 2010 8:51:1 -0600

Translator Version: Version 2.9 Build 124
(example, Version 2.5, Build 32)

Translator Platform: ☒ Windows ☐ Mac

Source Format:

Destination Format:

Source file optional, but strongly recommended:

Do not type the file name in; use this Browse button to select your zip/stuffed file from your hard drive.

Subject:

Brief Description:

Regarding larger files: they are easier to FTP than to e-mail, although our systems can handle either method of any size without problem. The Bug Reports web site can handle any size. Any email limitation is usually on your end. If you FTP a file, make sure that the filename DOES NOT have spaces in it. This is a natural limitation of the Internet and FTP servers in general.

Please give us a brief complete explanation of the problem. We try to answer all emails within 24 hours. Please be patient if the answer does not arrive immediately.

Contacting Technical Support

Chicken Systems Technical Support can be reached in many ways: **Phone, Email, Chat**, or via our SamplerZone.com **Forum**. Please give us a brief complete explanation of the problem. With Email and Forum questions, we try to respond within 24 hours, Please be patient if the answer does not arrive immediately.

You may Phone or Chat with us also if, after reading and looking at the documentation, you are stumped. Our usual office hours are 8am-6pm Monday-Friday. We are often in the office on weekends and holidays on an infrequent basis.

Phone: 800-877-6377 United States, 320-235-9798 elsewhere. Please do not mind the crabby technical support engineers.
Email: support@chickensys.com
Chat: www.chickensys.com, use the Chat link on the left
Forum: www.samplerzone.com/forums/translator

Please give us a brief complete explanation (how's that for non-sequiturs?) of the problem. We try to answer all emails within 24 hours. Please be patient if the answer does not arrive immediately.

You may call us also if, after reading and looking at the documentation, you are stumped. Our office hours are 8am-6pm Monday-Friday. We are often in the office on weekends and holidays on an infrequent basis.

In the US and anywhere in the world: 320-235-9798. Please do not mind the crabby technical support engineers.

Updating

We update Translator™ as needed, for bug fixes, improvements, and additions to the library.

Translator™ automatically checks if there is a update available when you start it up. (If desired, you can turn this checking off in Preferences.) You can also check for updates by selecting Check for Updates under the Help menu. (This only works, of course, if you are connected to the Internet on that computer.)

If your Translator™ computer is not connected to the Internet, or for some reason you can't run Translator™, you can check for updates at:

www.chickensys.com/translator/userupdates

You can check what is your Translator™ version number by checking the About Box (under Help in Windows and under the App Menu on Mac), or by checking Get Info [Mac] or Properties [Windows].

Contact Us

Chicken Systems, Inc.

714 5th Street SE
Willmar, MN 56201

Phone: 800-877-6377 United States, 320-235-9798 elsewhere.

Email: support@chickensys.com

Chat: www.chickensys.com, use the Chat link on the left

Forum: www.samplerzone.com/forums/translator

Credits

Developing software is at the core a one-man process, but making it good requires a team.

Translator™ really benefitted from good teamwork and solid commitment to quality software.

Garth Hjelte: Project Lead

Jeff Godbloch: Programming and Technical Writer

Mike Acosta at RolandUS for the encouragement

Christian Schmitz and **Joe Strout** for prompt, clear, and concise technical assistance