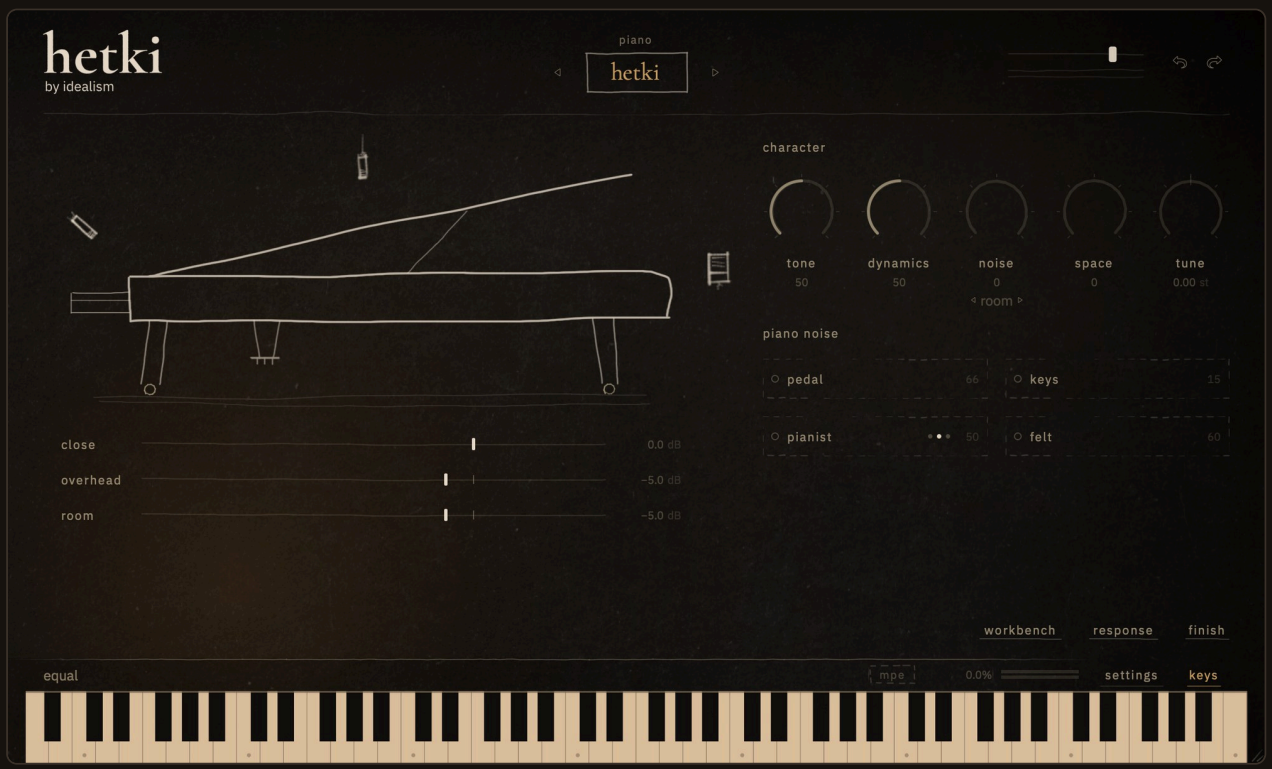
hetki

by idealism

INSTALLATION GUIDE

From the zip to the first note

How to install hetki on macOS and on Windows, put your licence in and bring the sound library home. The installer takes a minute or two. The library is about 10 GB and comes down from inside hetki.



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The short way

1. **Install.**
   Close your music software, run the installer in this folder, and keep the formats you use.

2. **Put your licence in.**
   Open hetki. Paste your licence into the window over the piano and press `unlock`, or drop the .hetki file anywhere on it.

3. **Download the library.**
   Press `download the library (about 9 gb)` and choose where it should live. hetki plays once the library is in.

The rest of this guide is the long way: every screen you meet, and what to do when one of them surprises you.

01

What is in this folder

The macOS and Windows packages differ only in the installer and the README.

`Hetki-1.0.3-macOS.pkg` `Hetki-1.0.3-Windows.exe`	The installer: about 83 MB for macOS, 29 MB for Windows. The same file as on the download page, byte for byte.
`README.txt`	The short version of this guide, in plain text.
`hetki - installation guide.pdf`	This guide, for both platforms.
`hetki - user manual.pdf`	How to play hetki: every control and every moment.
`LICENCE.txt`	The licence agreement, in English and French: what your licence lets you do, and what hetki's sounds may be used for. Also at hetki.idealism.co/licence.
`THIRD-PARTY NOTICES.txt`	Notices and licences for the parts of hetki made by others.

Not in the folder: your licence and the sound library. The licence came by email, and on the page where you bought hetki or started the trial. hetki downloads the library once the licence is in.

02

What you need

A Mac, or a PC	macOS 10.15 Catalina or later, on Apple Silicon or Intel: one installer covers both. Or Windows 10 or 11, 64-bit (x64).
Music software	Any that loads VST®3 instruments, or Audio Units on a Mac. Or none: hetki also comes as a standalone app. There is no AAX, so hetki does not open inside Pro Tools, and no VST2.
Disk space	About 120 MB on a Mac for all three formats, 45 MB on Windows. Then about 11 GB free for the sound library, on any drive, an external one included.
Memory	hetki plays the piano from disk and keeps only the start of each note in memory. It is made to fit an 8 GB machine. On a small or busy one, set `settings` › `general` › `mic loading` to `close` or `close + room`, then close and reopen your project, or the app.
Internet	Once, for the library. After that hetki plays offline and never checks in with a server.

03

Install on macOS

One installer for Apple Silicon and Intel. It is signed, and notarised by Apple, so macOS opens it without a warning, even offline.

1. **Close your music software, then open the package.**
   Safari usually unzips the download into a folder by itself; if not, double-click the zip. Then double-click `Hetki-1.0.3-macOS.pkg`, and the hetki installer opens.

2. **Press Continue until the list of formats appears.**
   If it asks which disk to install on, choose the one your Mac starts from.

3. **Keep the formats you use.**
   All three are ticked to begin with; untick what you will not use, then carry on and press Install. `VST3` is for most music software. `Audio Unit` is for Logic and GarageBand, which load nothing else. `Standalone` is the hetki app, for playing without music software.

4. **Type an administrator's name and password.**
   The plug-ins go into the Mac's shared plug-in folders and the app into Applications, and macOS asks before anything is written there.

5. **Press Close.**
   If macOS offers to throw the installer away, either answer is fine. Then open your music software: it looks for new plug-ins as it starts.

Where it goes

VST3	`/Library/Audio/Plug-Ins/VST3/Hetki.vst3`
Audio Unit	`/Library/Audio/Plug-Ins/Components/Hetki.component`
The app	`/Applications/Hetki.app`

These are the Mac's shared folders, not the ones in your home folder, so hetki is there for every account on the Mac, and the installer always uses them. It adds nothing else: no library, no licence. The first time it opens, hetki writes its ten moments (its presets) itself.

On a standard account

macOS asks for an administrator's name and password; ask whoever looks after the Mac to type theirs. Each account then puts the licence in once and locates the library once, because hetki keeps the licence, and where the library is, in that account's own folder.

> IF MACOS SHOWS A WARNING ANYWAY
>
> If macOS does warn, do not work around it. Download the package again from hetki.idealism.co/download, and if the warning stays, write to me at contact@idealism.co.

04

Install on Windows

One installer for 64-bit Windows 10 and 11. It is signed, and it needs administrator rights, because the VST3 goes into the shared folder every music program reads.

1. **Close your music software, extract the zip, run the installer.**
   Right-click the zip and choose Extract All. In the folder it makes, open `hetki 1.0.3 Windows` and double-click `Hetki-1.0.3-Windows.exe`.

2. **If SmartScreen appears.**
   A blue box saying Windows protected your PC can show for a file Windows has not seen much of yet; the file is signed and fine. Press `More info`, then `Run anyway`.

3. **Let it make changes.**
   Windows asks whether the installer may make changes to this device: choose Yes. On a standard account, an administrator types their password here.

4. **Keep the suggested folder.**
   The first time, Setup (the installer) asks where to install. That folder holds only the app and the uninstaller; the VST3 always goes to the shared VST3 folder.

5. **Choose what to install.**
   `Full installation (VST3 + Standalone)` installs both. `Hetki VST3 plugin` is always installed; untick `Hetki Standalone app` for the plug-in alone. Press Next, then Install. No restart is needed.

6. **The last page.**
   If you installed the app, a ticked box reads `Launch Hetki (locate your sample library on first run)`. Unless this PC already has a library, there is nothing to locate: the app asks for your licence, then offers the download (parts 05 and 06). Press Finish.

If a program still has hetki open

Setup stops on `Preparing to Install` and names the program before it copies anything. Save your work there, then choose `Automatically close the applications`: Setup closes it and carries on, without reopening it afterwards. Some programs ignore the request (Ableton Live 12 does), and Setup then says `Setup was unable to automatically close all applications`. If you chose `Do not close the applications`, it stops later with `DeleteFile failed; code 5. Access is denied.` Either way, quit the program yourself and press `Try again`.

Where it goes

VST3	`C:\Program Files\Common Files\VST3\Hetki.vst3`
The app and the uninstaller	`C:\Program Files\Idealism\Hetki`, with a Hetki folder in the Start menu. The uninstaller is there even without the app.

05

The first time hetki opens

Add hetki to an instrument track, or open the app. The very first time, a short intro shows the hetki name for a few seconds; click to skip it. Then hetki asks for your licence.



The licence window. Until a licence is in, hetki is silent: the keys light when you play and nothing sounds.

1 **Paste the licence and press unlock.**
Copy the whole block, from `HETKI LICENCE v1` to the last line of letters, paste it into the box and press `unlock`. Pressing Return does not unlock; it only starts a new line. Or drag the .hetki file anywhere onto the window, with no button to press.

2 **The window closes.**
hetki keeps the licence on this computer for your account. Next, a band under the mic faders, lower left, says `the sound library isn't here yet` (part 06). If a library is already here, hetki plays straight away.

`that licence doesn't verify. paste it exactly as it was sent` means the copy changed on the way: paste the whole block again, or drop the file. If your email app indented the lines, remove the spaces at their start. `later` puts the licence window away until you next open hetki's window, and hetki stays silent meanwhile. `buy hetki` and `try 7 days` open hetki.idealism.co in your browser.

On a trial

A trial licence goes in the same way and plays the full instrument. The seven days start when it goes into hetki on this computer, not when the email arrives. Put it in within a week of getting it and you get all seven days. `settings` › `about` shows the days left. In the last two days the licence window comes back, titled `trial`, each time you open hetki's window; `later` closes it. hetki only looks at the date when it loads, so a trial never cuts out mid-take. When it ends, hetki goes quiet and says `the week is over`. Nothing is deleted, and a bought licence brings the sound straight back, with nothing to download again.

Bought hetki during a trial? Paste your new licence into the trial window in the last two days. Before then there is no window to paste into: wait, or replace the file licence.hetki (part 09 says where) with your bought .hetki file, keeping the name licence.hetki, and load hetki again.

06

Getting the sound library

The piano lives in a library of about 10 GB, and hetki downloads it for you.



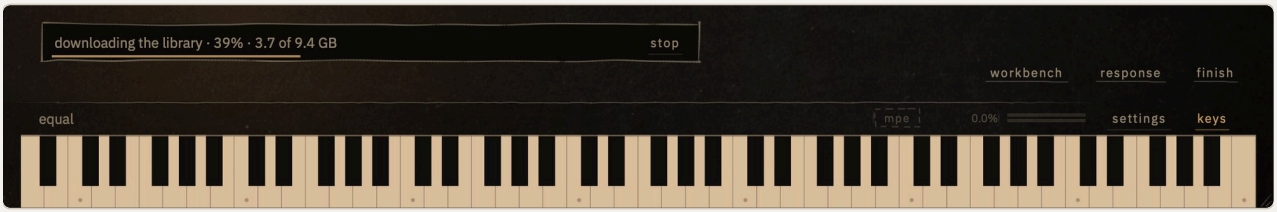
With the licence in, a band appears low on the left, under the mic faders.

1. **Press download the library.**
   A folder picker opens in your home folder, titled `choose where the hetki library should live (~9 GB)`.

2. **Choose a place.**
   Any folder, on any drive with about 11 GB free. hetki makes a folder called Hetki Samples inside it and checks the space first. With no preference, your Music folder is a good home.

3. **Leave it running.**
   The band shows `contacting the library service...`, then the progress. Each file is checked against its fingerprint as it arrives, and a damaged one is fetched again. A fast connection takes minutes; a slow one, hours.

4. **It loads by itself.**
   When the last file is in, hetki remembers the place and shows `loading the library...` with a percentage. Then the band goes away and hetki plays.



While it downloads. The whole library shows as 9.4 GB here.

About 10 GB, or 9.4?

The same 10,071,697,983 bytes, counted two ways. A Mac's Finder counts a gigabyte as a thousand million bytes and shows about 10.1 GB. hetki and Windows count in units of 1,024 × 1,024 × 1,024 bytes, which makes it about 9.4; hetki's download button rounds that to about 9. Before it starts, hetki checks for the library's size plus half a gigabyte free, which is why you need about 11 GB.

Stopping and carrying on

stop pauses and keeps everything that has arrived: paused. press download to resume. In your music software, closing hetki's window does not stop the download. Removing hetki from its track, closing the project, quitting the music software or closing the hetki app does, and keeps the progress too.

To carry on, press download and choose the same place as before: the folder that contains Hetki Samples, not Hetki Samples itself. The picker opens in your home folder each time, so go back to where you chose first; hetki skips every file it already has. Choosing Hetki Samples itself starts again from nothing, in a new folder inside it. The same goes after connection lost. press download, which comes once hetki's own retries have run out. To finish a download, always press download, never locate library….

Moving it, and external drives

The library is an ordinary folder; settings › general shows its path under sample library. To move it, close hetki, move the whole Hetki Samples folder, then press locate library… on the band, or locate… in settings, and choose Hetki Samples or the folder that holds it. If hetki says that folder doesn't hold the sound library (in settings: that folder doesn't contain the hetki library), choose again, one level up or down.

Any drive works, external ones too. Connect it before you open your music software: hetki looks for the library as it loads. If it opens with the drive unplugged, the band says the sound library isn't here yet; plug the drive in and load hetki again rather than downloading a second copy. hetki keeps the path meanwhile.

On a second computer, install hetki, put in the same licence, then download the library again, or copy Hetki Samples across and locate it. Nothing needs switching off on the first.

If the band says something else

can't write there. free some space or pick another place, then press download	Short of space, or hetki may not write there. Free some, or choose another place.
can't find that folder	The folder you picked could not be used. Choose another.
the download kept arriving damaged. check the connection and try again	One file failed its check several times. Check the connection, press download, choose the same place.
the download service doesn't recognise this licence	Write to me with your order number.
the trial download window has closed. a licence reopens it. hetki.idealism.co	A trial can download the library for about two weeks after it is issued. A bought licence opens it again.
downloads for this licence have been withdrawn. hetki.idealism.co	Downloads stop for an order that was refunded or disputed through the bank. If that is a mistake, write to me with your order number.

The band is narrow, so the longer lines can be cut short on screen. They begin the same way as here.

07

Opening hetki in your music software

hetki is an instrument, listed as Hetki, made by idealism. It goes on an instrument or MIDI track, in stereo. Most music software finds a new plug-in the next time it starts.

Ableton Live	VST3, and on a Mac the Audio Unit too. In the browser, open Plug-Ins › VST3 and drag Hetki onto a MIDI track. Missing? Settings › Plug-Ins: turn on Use VST3 Plug-in System Folders and press Rescan, holding Alt (Windows) or Option (Mac) for a full rescan.
Logic Pro	Audio Unit only. On a Software Instrument track, click the instrument slot: AU Instruments › idealism › Hetki. Logic checks a new Audio Unit when it first opens. Missing or marked as failed? Logic Pro › Settings › Plug-in Manager, select Hetki, Reset & Rescan Selection. Not listed at all? Run the installer again with Audio Unit ticked.
GarageBand	Audio Unit only. In GarageBand's settings, under Audio/MIDI, make sure Audio Units are on, then restart it. On a Software Instrument track, choose AU Instruments › idealism › Hetki in the instrument slot.
FL Studio	VST3. Options › Manage plugins, then Find installed plugins with Verify plugins ticked. Hetki appears in the plugin database; mark it as a favourite.
REAPER	VST3. Options › Preferences › Plug-ins › VST, then Re-scan. Clearing the cache first forces a full rescan.
Cubase	VST3. Studio › VST Plug-in Manager, and rescan there. Check hetki is not on the blocked list.
Bitwig Studio	VST3. Settings › Locations: check the system VST3 folder is listed, and rescan.
Studio One	VST3, and on a Mac the Audio Unit too. Options (Preferences on a Mac) › Locations › VST Plug-Ins: tick Scan at startup, press Reset Blocklist, restart.

Only Ableton Live has been tried with hetki so far. The others are each program's usual steps from published help pages, and menu names shift a little between versions.

The standalone app

Open Hetki from Applications on a Mac, or from the Hetki folder in the Start menu on Windows. To choose the output and your keyboard, press Options at the top of its window, then Audio/MIDI Settings..., and tick your keyboard under Active MIDI inputs; if a keyboard makes no sound in the app, look there first. On Windows the app uses Windows' own audio drivers, not ASIO: with an interface that works only through ASIO, play hetki as a VST3 in your music software.

08

Updating hetki

When there is a new version, an email says so and hetki.idealism.co/download carries it. Install it over the version you have; there is nothing to remove first.

Close your music software and run the new installer the way you ran this one. On Windows, Setup remembers your folder, and names any program that still holds hetki (part 04).

Everything that is yours stays: the licence, the library, your settings and the moments you saved. Nothing has to be entered again, and a project saved with an older version opens exactly as it was saved. Updating from 1.0.2 to 1.0.3 refreshes the ten factory moments once, the first time 1.0.3 loads; moments you saved under names of their own are never touched.

If a new version needs sounds your library lacks, the band says `the sound library is missing newer content` and offers `download the update`. It fetches only what is missing, into the library you have, after first reading through your files, which takes a little while. The version you have is written in `settings` › `about`, for example `1.0.3 · vst3 · au · standalone` on a Mac.

> GOING BACK TO AN OLDER VERSION
>
> On Windows, run the older installer over the newer one. On a Mac, an older installer may leave the newer hetki in place, so remove hetki first (part 09), then run the older installer.

Update emails go to everyone holding a licence, bought or trial. To stop them, reply to one and say so.

09

Uninstalling hetki

Removing hetki takes away the plug-ins and the app. Your licence, settings, moments and library stay until you delete them yourself, so a reinstall picks up where you left off.

On a Mac there is no uninstaller. Quit your music software and delete these three. macOS asks for an administrator's password, because they sit in shared folders. To reach a folder, choose Go › Go to Folder… in the Finder and paste its path.

VST3	`/Library/Audio/Plug-Ins/VST3/Hetki.vst3`
Audio Unit	`/Library/Audio/Plug-Ins/Components/Hetki.component`
The app	`/Applications/Hetki.app`

macOS also keeps three small install receipts for its own records. They do no harm. To clear them, run this in Terminal:
`sudo pkgutil --forget com.idealism.hetki.pkg.vst3`
then the same with .au and with .standalone in place of .vst3.

On Windows, open Start › Hetki › Uninstall Hetki, or find Hetki version 1.0.3 in Settings › Apps and choose Uninstall. The uninstaller removes the VST3, the app, the Start menu folder and itself, and is made to leave your own files alone.

What stays behind

Your licence	`~/Library/Application Support/Idealism/Hetki/licence.hetki` `%APPDATA%\Idealism\Hetki\licence.hetki`
hetki's settings, and where the library is	`~/Library/Application Support/Idealism/Hetki.settings` `%APPDATA%\Idealism\Hetki.settings`
Your moments	`~/Library/Idealism/Hetki/Presets` `%APPDATA%\Idealism\Hetki\Presets`
The app's audio and MIDI choices	`~/Library/Application Support/Hetki.settings` `%APPDATA%\Hetki\Hetki.settings`
The sound library	The Hetki Samples folder, wherever you chose. Deleting it gives back about 10 GB.

In each pair the first path is the Mac's, the second Windows'. On a Mac, the Library folder in your home folder is hidden: in the Finder, open the Go menu, hold Option and choose Library. On Windows, type `%APPDATA%` into File Explorer's address bar. To remove these too, delete them yourself. Keep your licence email: it is your key to installing hetki again.

hetki
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If something did not go the way this guide says, the support page answers the common questions about installing, the licence, orders, invoices and refunds, at hetki.idealism.co/support. The guide on the site covers the same steps, at hetki.idealism.co/guide.

Or write to me at contact@idealism.co. Tell me what you see, in the words on the screen, which computer and system version you have, which music software, whether it is the VST3, the Audio Unit or the app, and your order number if you have one.

I hope you make something good with it.

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