



USER MANUAL

The Complete Guide To
Getting Started With Musio

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Contact Us: For the latest updates, support, or additional information, visit musio.com.

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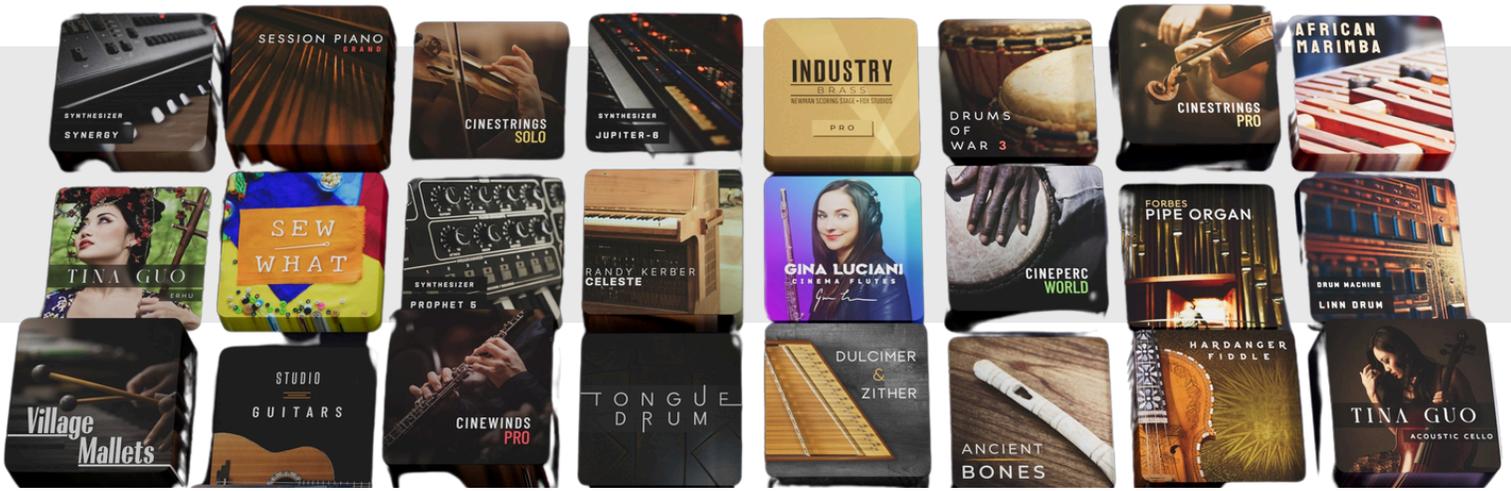
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Introduction & Overview



The Purpose Of This User Manual

Welcome to the **Musio User Manual!** This guide is designed to help you get started and to use Musio effectively - whether you're a first-time user or an experienced one.

Who Is This Manual For?

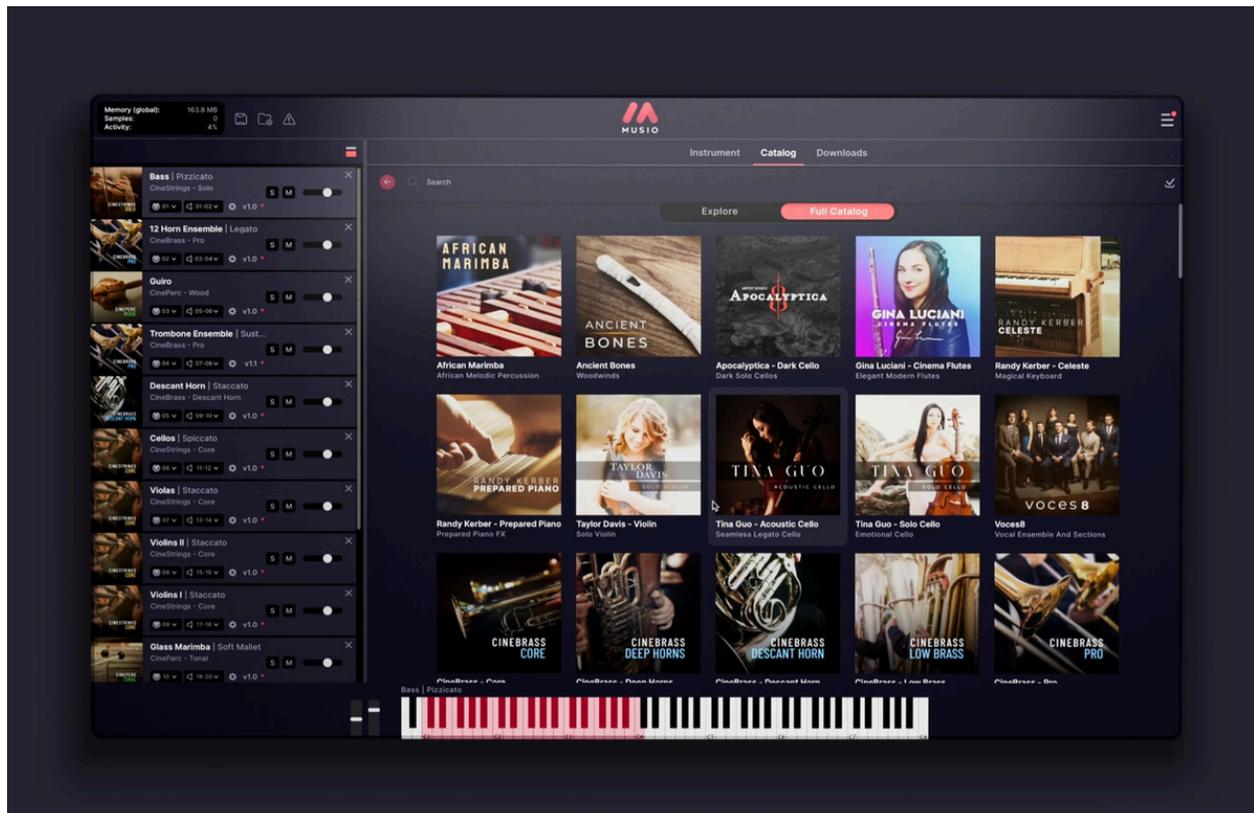
New Users	Learn how to install and start making music right away.
Producers & Composers	Best practices for integrating Musio into your workflow.
Experienced Users	Unlock powerful tools to refine & enhance your sound.

How To Use This Manual

Read through the entire manual to get all of the available information, or use the **Table of Contents** above to quickly find the page number for the specific information you need. By the end of this manual, you'll have a solid understanding of Musio's capabilities and how to use it to enhance your music production.

For any troubleshooting help or more advanced tutorials (like how to set up multi-outputs with Musio in your DAW), visit our [Help Center](#). For all other help and questions, our Support team is available at support@musio.com. *Let's dive in!*

What Is Musio? An Overview



Musio is a virtual instrument platform developed by Cinesamples, designed to provide instant access to a vast and growing collection of high-quality sampled instruments. With **over 2,000 instruments** spanning **orchestral, cinematic, electronic, and world sounds**, Musio brings professional-level libraries into a single, easy-to-use plugin.

Unlike traditional samplers, Musio uses **a cloud-based system**, allowing you to stream and download only the instruments you need, when you need them. This keeps your workflow **efficient and flexible**, and your storage space as you design it, whether you're composing for film, producing songs or beats, or exploring new sounds.

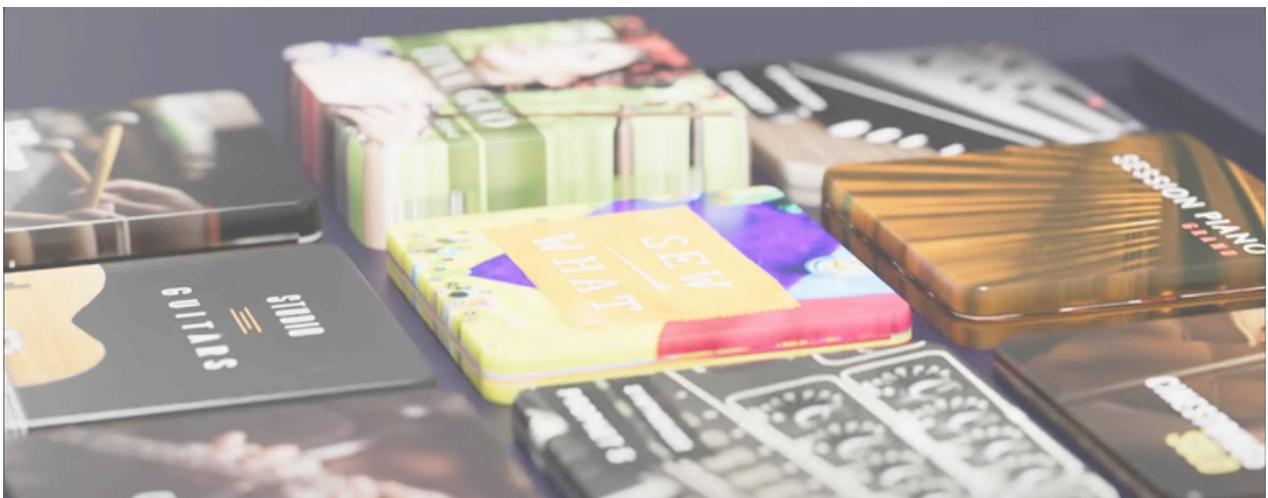


What Makes Musio Unique?

- **All-in-One Platform** – No need for third-party samplers. Musio is its own standalone plugin.
- **Dynamic Sound Library** – Includes virtually all of the classic Cinesamples libraries and exclusive new instruments, with regular content updates.
- **Seamless DAW Integration** – Works in most major DAWs (Logic Pro, Ableton Live, Cubase, FL Studio, Pro Tools, and more).
- **Flexible Access** – Available via subscription or a one-time perpetual license purchase.

Next Steps

Now that you have an overview of what Musio is, the next sections will guide you through installation, setup, and best practices for getting started. For the most up-to-date information, visit musio.com.



How Musio Works

Musio as a Plugin: Where and How It Runs

Musio is a **virtual instrument plugin**. It can function in **standalone mode** or as a **VST3/AU/AAX plugin** inside a digital audio workstation (DAW), allowing users to load and play instruments directly in their projects.

At its core, Musio is a **cloud-connected sample library**, meaning that rather than downloading massive gigabytes of sounds upfront, users can select and download only the instruments they need, keeping system storage optimized.

The Musio Sound Library: What's Inside?

Musio includes a vast collection of **over 2,000 instruments** covering orchestral, cinematic, electronic, and world music sounds. These instruments are grouped into **library collections** that users can browse, download, and play within the Musio interface.

Types of Instruments In Musio

- **Orchestral Sections** – Strings, brass, woodwinds, percussion
- **Synths & Electronic Sounds** – Pads, basses, leads, and more
- **Pianos & Keyboards** – Grand pianos, electric pianos, harpsichords, organs
- **World Instruments** – Folk instruments from around the globe
- **Cinematic & Experimental** – Sound design elements, atmospheric textures
- **Drums & Percussion** – Acoustic kits, drum machines, hand percussion

How Musio Integrates With Your DAW

Once Musio is installed, it can be used just like any other virtual instrument in a DAW:

Basic DAW Workflow (Search, Load, Play)

- 1. Open Your DAW** – Launch your preferred DAW and create a new instrument track.
- 2. Insert Musio As A Plugin** – Add Musio as a virtual instrument plugin (VST3, AU, or AAX).
- 3. Browse & Load An Instrument** – Open Musio's interface, browse the catalog, and load an instrument (and/or search for the instrument in the search bar).
- 4. Play & Record** – Use your MIDI keyboard or program notes in your DAW's piano roll.
- 5. Adjust Instrument Controls** – Modify instrument settings such as volume, effects, keyswitching, and articulations to shape the sound to your liking if wanted. Musio also supports CC (continuous controller) automation.



What is the Difference Between Kontakt and Musio?

If you have used Cinesamples libraries before in their Kontakt versions, you may be wondering what the differences are (if any) between the same libraries in Kontakt and Musio. Musio and Kontakt **are separate platforms**, but virtually all the classic Cinesamples libraries are available in both, with only minor differences in performance scripts, mapping preferences, and patch naming, most of which were intentionally adjusted in Musio for a more streamlined experience.

The **core sounds, dynamic layers, round robins, and articulations remain identical**. Musio also includes **over 30 exclusive libraries** that are not available in Kontakt, with new instruments added regularly. Some collections even feature expanded articulations in Musio compared to their Kontakt versions.

Key Differences:

- **Standalone Plugin** – Musio **does not require Kontakt** and works as its own VST/AU/AAX plugin. Kontakt also cannot load Musio libraries.
- **Content Expansion** – Musio's catalog is continuously growing, with **monthly updates** and a more efficient update process.

Whether you're scoring films, producing songs or beats, or composing orchestral arrangements, Musio provides a versatile and intuitive solution for accessing professional-quality sounds with minimal setup.





Installation & Compatibility

System Recommendations

Below are the system requirements and recommended specifications for the best experience using Musio:

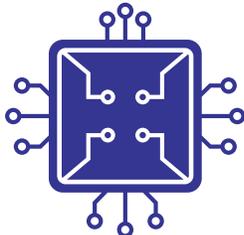
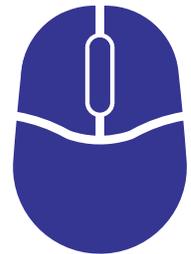


Operating System Requirements

- **macOS:** Musio supports macOS **10.14 or later**.
- **Windows:** Musio supports **Windows 10 or later**.

Storage Space

- **Musio application:** 62.2 MB
- **Musio Connect application:** 50.9 MB
 - **Total applications size:** 113.1 MB
- **Recommended free space for instruments:** 200-500 GBs.



RAM

- **Minimum:** 8 GB
- **Recommended:** 16 GB or more

External Hard Drive (Optional)

- If you store Musio samples on an **external hard drive**, an **SSD** (Solid State Drive) is recommended for faster load times, though many users successfully use **HDDs** (Hard Disk Drive).
- **For macOS users:** Avoid using drive formats **EXT4** or **ExFAT**, as these are not optimized for macOS and may cause slow performance. Instead, use **macOS Journaled** or **APFS**.
 - **NOTE: If reformatting a drive, backup all data first, as reformatting erases all files.**

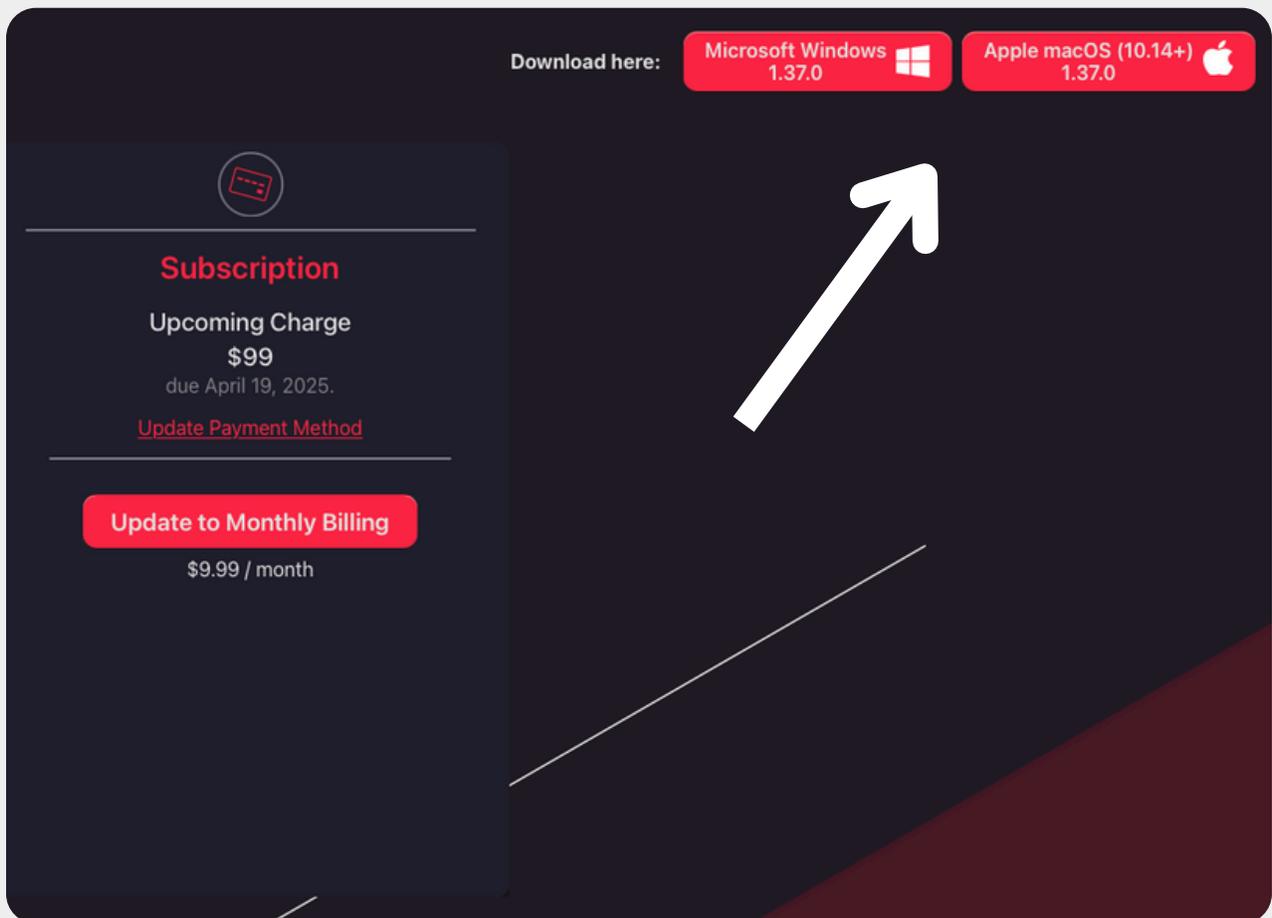


HOW TO INSTALL MUSIO

STEP ONE

Download Musio

1. Go to portal.musio.com and log into your account.
2. Once logged in, click one of the download buttons in the top-right corner and select the version for your operating system (macOS or Windows).

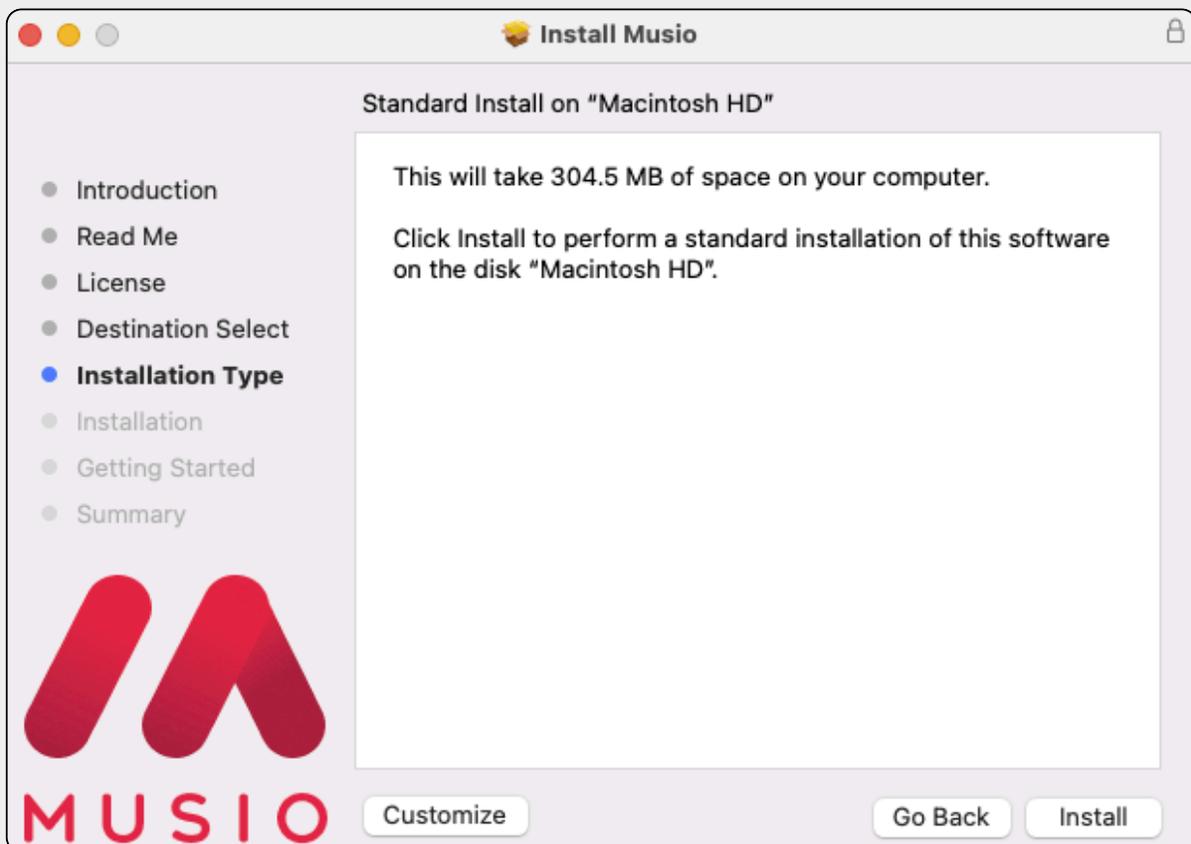


HOW TO INSTALL MUSIO

STEP TWO

Installing On macOS

1. Open the downloaded **.pkg** file.
2. A setup window will appear.
3. Agree to the **Terms and Conditions**.
4. Choose the **Standard Install**.
5. Once the installation is complete, click **Continue** to launch Musio in standalone mode (outside of your DAW).

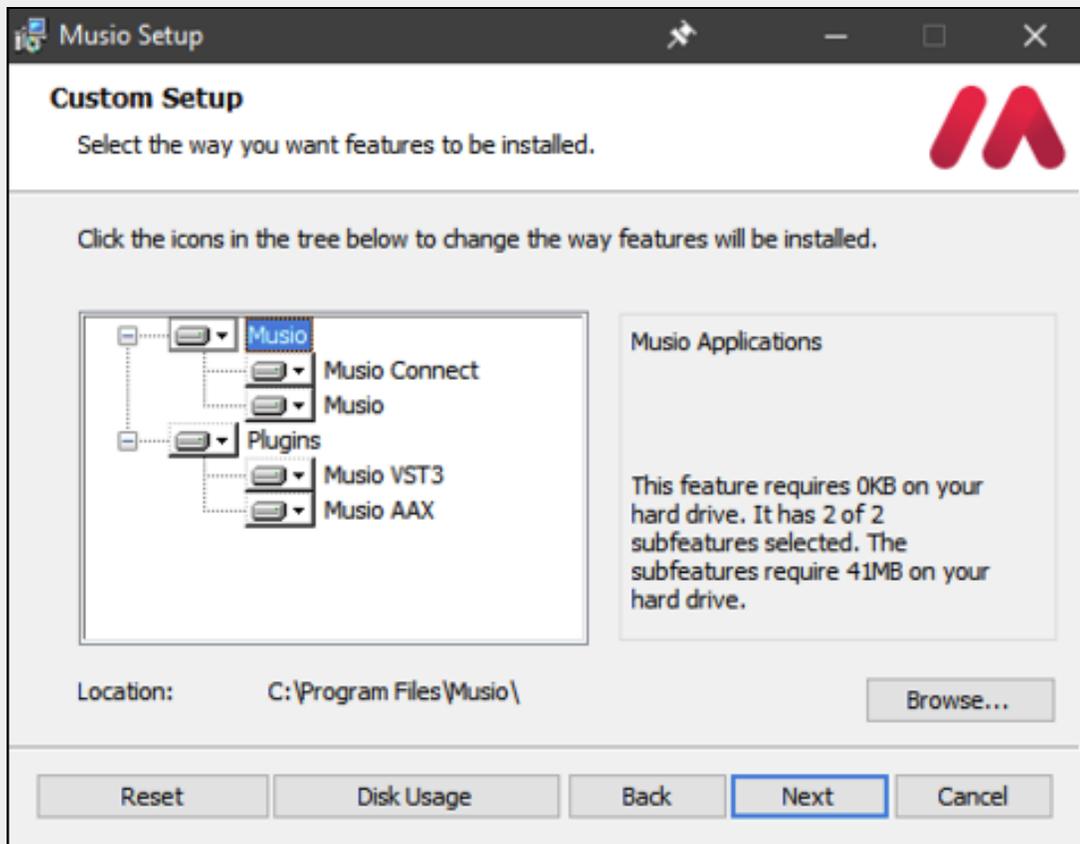


HOW TO INSTALL MUSIO

STEP TWO

Installing On Windows

1. Open the **.zip** & run the **.msi** installer.
2. A setup window will guide you.
3. Agree to the **Terms & Conditions**.
4. Click **next** to continue.
5. Click **“Yes”** to “Do you want to allow this app to make changes to your device?” & then **launch Musio!**

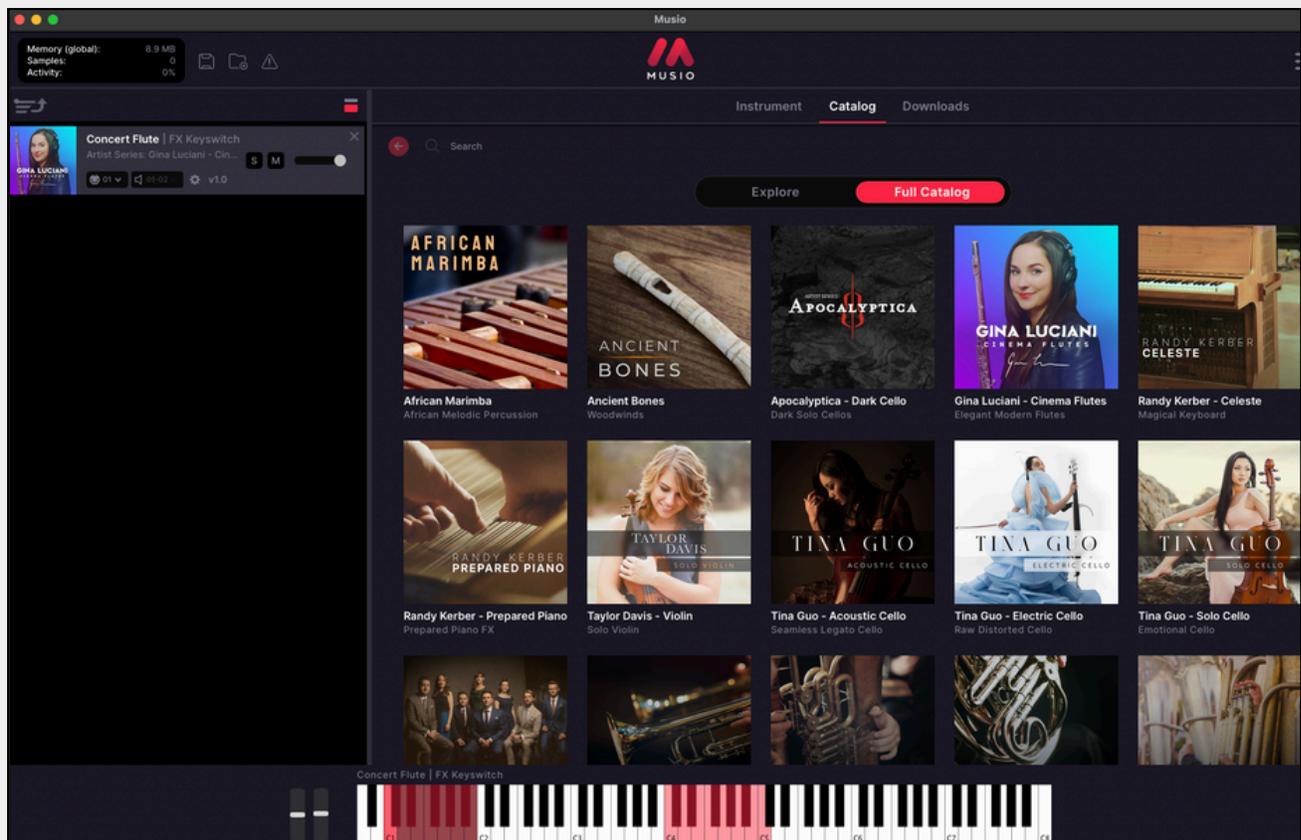


HOW TO INSTALL MUSIO

STEP THREE

Open Musio & Log In

1. Open Musio.
2. Log in using the **email & password** you used when purchasing or signing up.
3. Follow the **guided tour** to get familiar with the plugin.
4. Explore the **instrument catalog**.
5. Start **creating music!**



Using Musio On Multiple Computers

Installing Musio On Another Computer

You can use one Musio license on up to three computers simultaneously. Follow these steps to set Musio up on additional computers:

1. Log In To Your Account

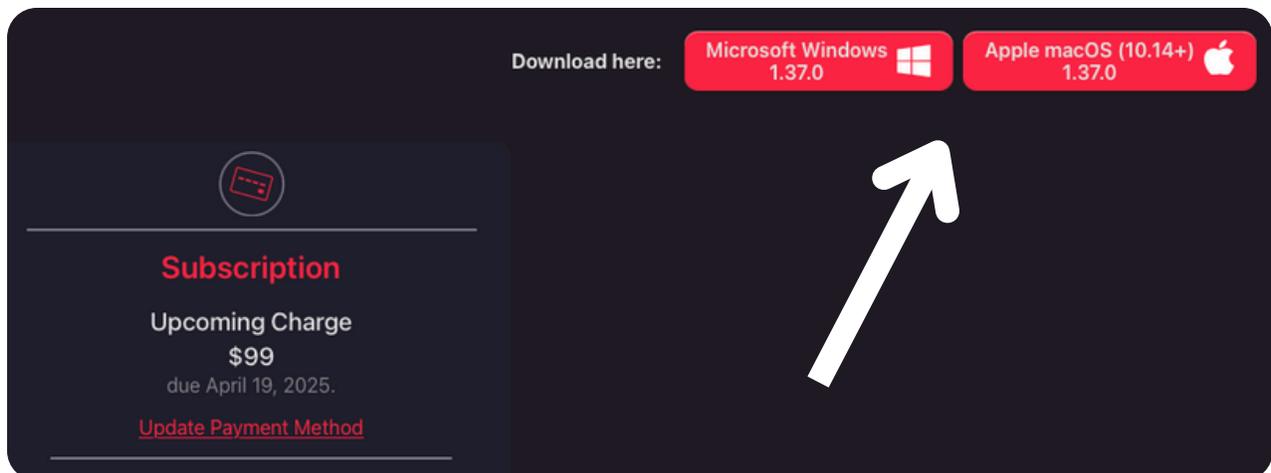
- On your second (or third) computer, go to portal.musio.com and log in with your account credentials.

2. Download and Install Musio

- Click one of the installer buttons in the top-right corner of the portal to download and install Musio on the new computer.
 - Note: You do not need to re-enter the license code on the new computer.

3. Log Into Musio

- Open Musio on the new computer and login using the same email address and password you used on the first computer.



Triggering Instrument Downloads

Please note: when using Musio on a new computer, you'll need to re-trigger the instrument downloads. For example:

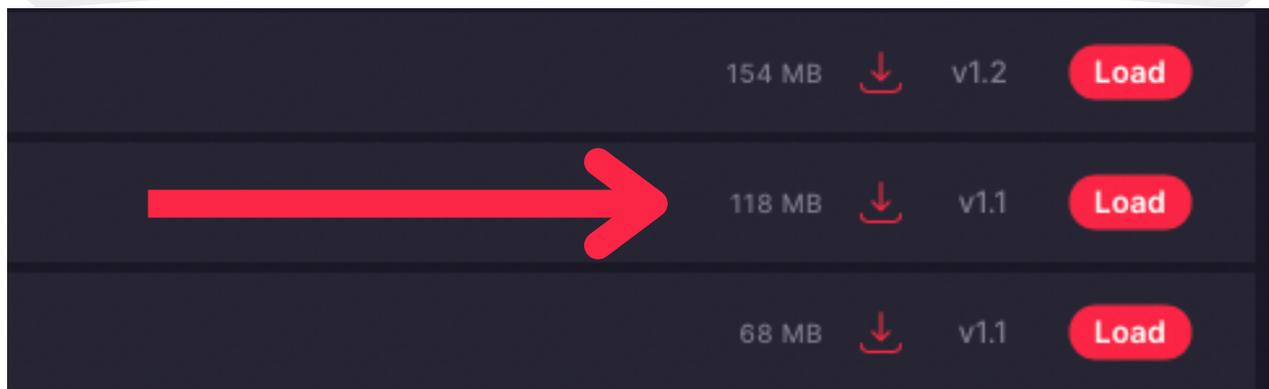
- If you installed Musio on your first computer and downloaded instruments to an external hard drive, and then installed Musio on a second computer and plugged in that same external hard drive to the second computer, the audio content you downloaded previously will still be stored on your external drive, but in Musio itself, it won't show the instruments as being downloaded even though the audio content part of them technically still is.
- Musio won't show the instruments as "downloaded" until you re-trigger the downloads. To resolve this, do the following:

1. Open A Previous DAW Session

- Load a DAW session where you previously used Musio. This will automatically trigger the instruments in that session to re-download.

2. Manually Reload Instruments

- Locate the instruments you used before and click the Load button. If the audio content is already stored on your drive, the instruments will load almost instantly without requiring a full re-download.



HOW TO UNINSTALL MUSIO

01

STEP ONE

Uninstalling Musio On Windows

1. Open **Add or Remove Programs** from the **Start** menu.
2. Under **Apps & Features**, search for **Musio**.
3. Click **Uninstall** and follow the prompts to complete the process.

Uninstalling Musio On macOS

1. **Download** the macOS [Musio uninstaller application](#).
 2. **Double-click** or **right-click** the file and select **Open**.
 - If the uninstaller does not open on your macOS version, [click here for manual uninstallation instructions](#).
 3. When the uninstaller opens, follow the prompts.
 - You will see a message asking: "**Would you like to uninstall downloaded instruments as well?**"
 - **Select "No"** if you only want to remove the Musio plugin but keep your downloaded instruments.
 - **Select "Yes"** if you want to completely remove everything, including all previously downloaded instruments. (*This is only recommended if you're experiencing technical issues and need a full reset.*)
-

02

STEP TWO

Reinstalling Musio

If you need to reinstall Musio after uninstalling, follow these steps:

1. **Log in** to your account at portal.musio.com.
2. Click one of the **installer buttons** in the top-right corner to download and install Musio.

Musio Compatibility

Musio works with most digital audio workstations (DAWs) that support AAX, AU, and VST3 plugin formats. However, due to the vast number of DAW and system configurations, we don't have an official, comprehensive list of all compatible setups. While we actively test and support Musio on several major DAWs, and our Support and Development teams are responsive to any issues that might come up, we encourage users to test compatibility with their specific setup. For Musio's compatibility with non-DAW software, [click here](#), & for notation software, [click here](#).

How to Check Compatibility

If you're unsure whether Musio will work with your DAW, we highly recommend downloading the free 30-day trial from musio.com (click "Try It Free" in the top right corner). This allows you to test Musio with your DAW and operating system.

Supported DAWs

Musio should work with the following DAWs and others (although *very old* DAW versions may not be supported). If your DAW isn't listed, don't worry, Musio may still work with your DAW:

- Logic Pro
- Cubase
- Pro Tools
- FL Studio
- Ableton Live
- Studio One
- Reaper
- Digital Performer
- GarageBand (*Only on M1+ Macs; [not supported on Intel-based Macs](#)*)



Samples & Downloads

Musio Storage Guide

This guide explains where Musio stores its files and how much space they take up on your system or external drive:

Musio and Musio Connect: Application Storage

Musio and its companion app, **Musio Connect**, are installed on your computer's internal drive in the following locations:

- **Windows:** `C:\Program Files\Common Files\VST3`
- **macOS:** `Library/Audio/Plug-ins/VST3`

Together, these applications take up approximately **144 MB** of space. These default installation locations **cannot be changed** due to compatibility requirements with various **digital audio workstations (DAWs)**.

In addition to these application files, Musio also stores data in two key locations which we'll talk about next starting on the next page:

1. Temporary Downloads Location

2. Samples Location



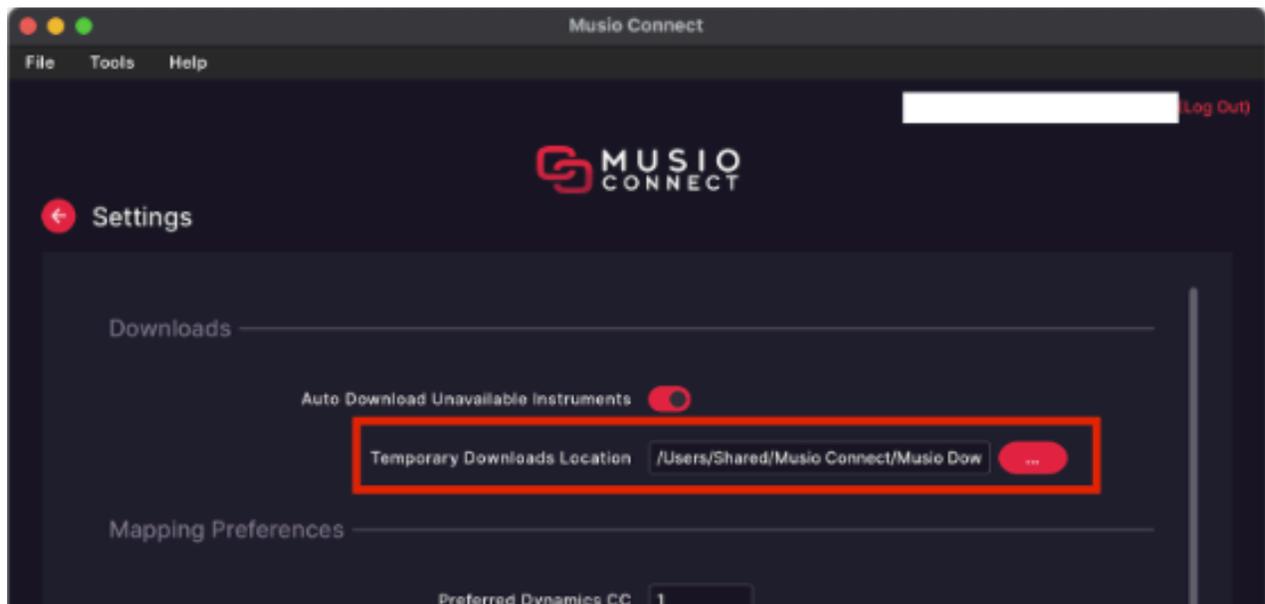
Temporary Downloads Location

When you download an instrument in Musio, a **temporary ZIP file** is created. This compressed file makes downloads faster and is stored in the **Temporary Downloads Location**.

How It Works

1. The **ZIP file** is stored temporarily.
2. Musio **extracts** the contents and installs them in the **Samples Location** (explained below).
3. Musio **automatically manages** this folder by deleting or regenerating temporary files as needed.
4. The size of this folder varies but is typically very small, around **33 KB**.

To **change the Temporary Downloads Location**, open **Musio Connect**, click **Settings**, and under the **Downloads** section, click the **red (...)** button to select a new location:



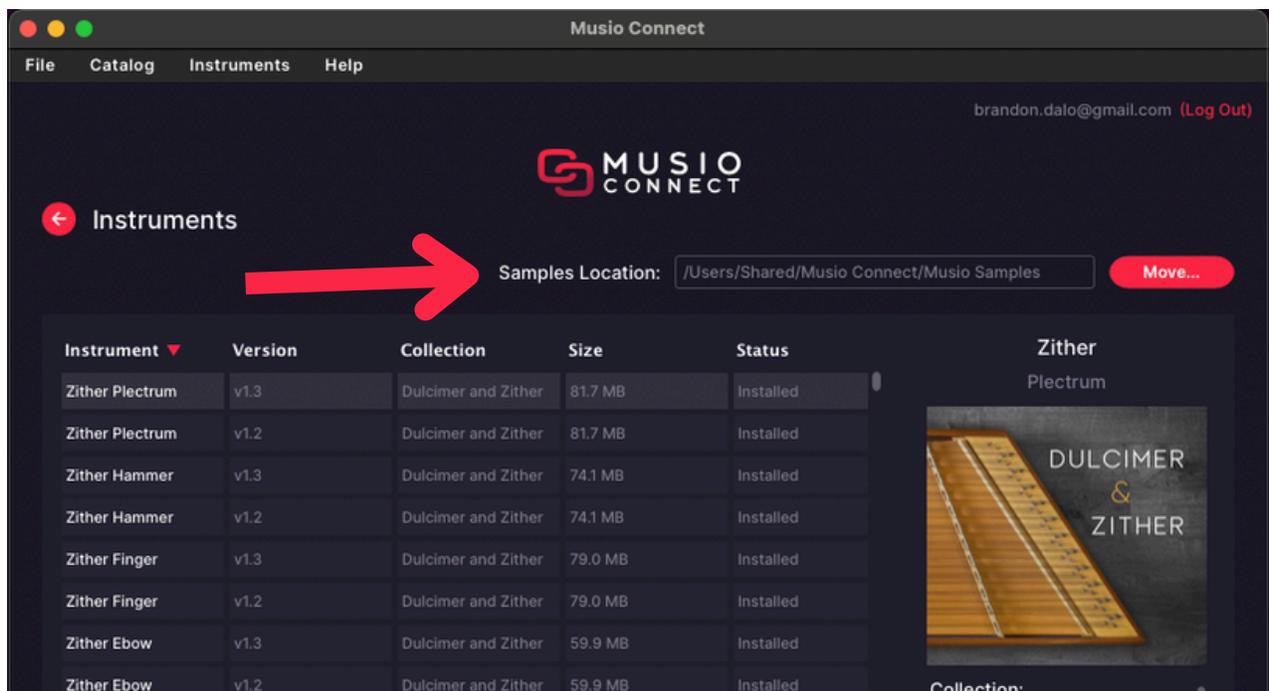
Samples Location

The **Samples Location** is where Musio stores the **actual instrument samples** you've downloaded which is where the bulk of your storage will be managed.

How Much Space Do Musio Instruments Take?

- **0 GB** → If you haven't downloaded any instruments.
- **Up to ~ 500 GB** → If you download everything available.
- You can **preview the file size** of each instrument before downloading by hovering over it in **Musio**.
- You can **download articulations separately** as you need them to manage space efficiently.

To **change the Samples Location**, open **Musio Connect**, click **Instruments**, and at the top you'll see the Samples Locations. Click the **red 'Move...'** button to select a new location:



The screenshot shows the Musio Connect application window. The title bar reads "Musio Connect". The menu bar includes "File", "Catalog", "Instruments", and "Help". The user's email "brandon.dalo@gmail.com" and a "Log Out" link are in the top right. The main content area has a "Musio Connect" logo and a "← Instruments" breadcrumb. A red arrow points to the "Samples Location:" field, which contains the path "/Users/Shared/Musio Connect/Musio Samples". To the right of the field is a red "Move..." button. Below this is a table of installed instruments:

Instrument	Version	Collection	Size	Status
Zither Plectrum	v1.3	Dulcimer and Zither	81.7 MB	Installed
Zither Plectrum	v1.2	Dulcimer and Zither	81.7 MB	Installed
Zither Hammer	v1.3	Dulcimer and Zither	74.1 MB	Installed
Zither Hammer	v1.2	Dulcimer and Zither	74.1 MB	Installed
Zither Finger	v1.3	Dulcimer and Zither	79.0 MB	Installed
Zither Finger	v1.2	Dulcimer and Zither	79.0 MB	Installed
Zither Ebow	v1.3	Dulcimer and Zither	59.9 MB	Installed
Zither Ebow	v1.2	Dulcimer and Zither	59.9 MB	Installed

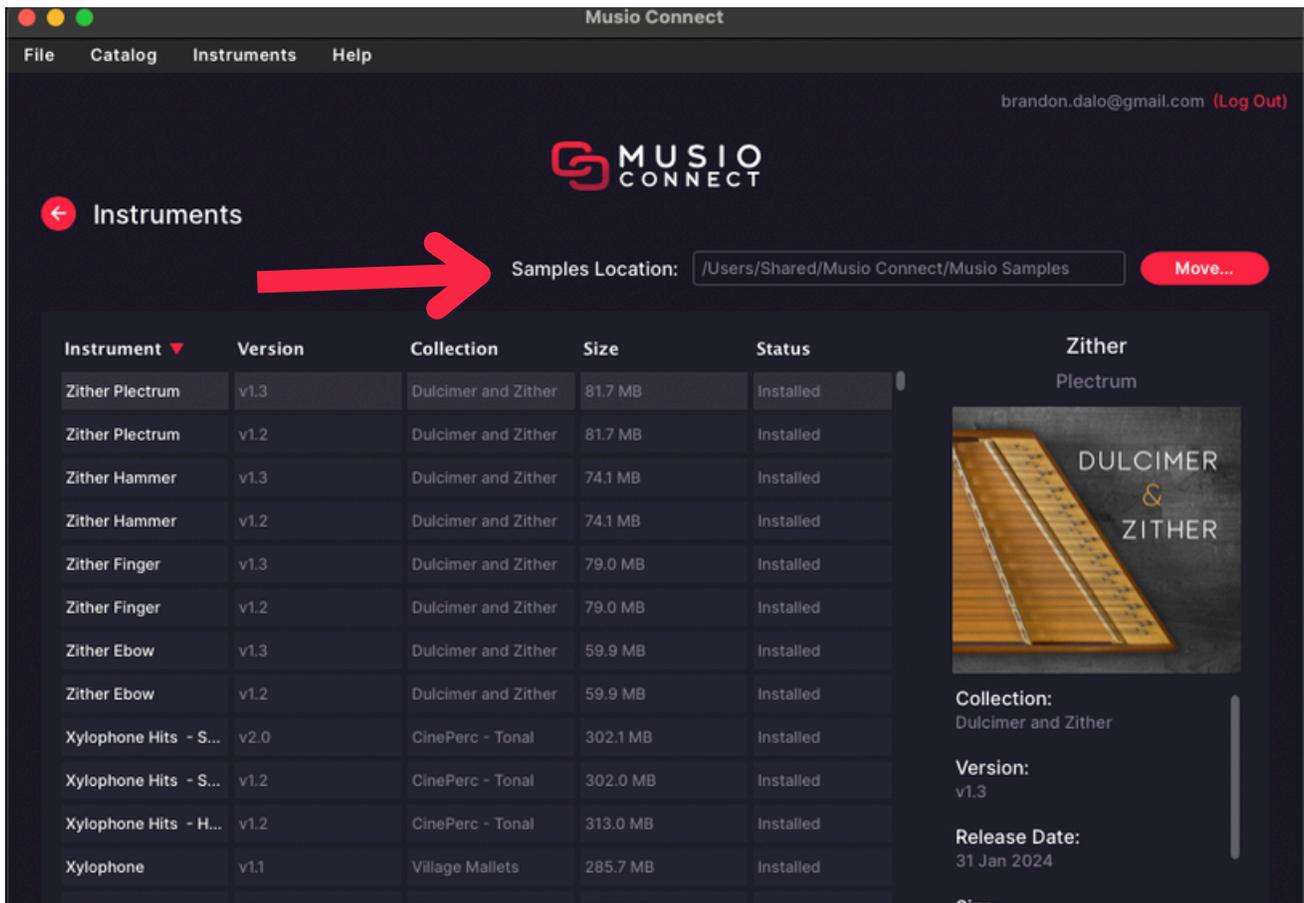
On the right side of the interface, there is a preview for the "Zither Plectrum" collection, showing an image of a dulcimer and zither instrument with the text "DULCIMER & ZITHER". Below the image is a "Collection:" label.

Changing The Default Download Location

To change the default location where Musio samples are stored or to move the samples you have already downloaded to a new location, follow these steps:

Changing The Default Download Location

1. Open Musio Connect (Musio's companion app) and click on **Instruments**.
2. In the top-middle section, you'll see the current **Samples Location**. Click the red "**Move...**" button to choose a new location.
 - Any samples you've already downloaded will be moved to the new location, and all future instrument downloads will be stored there as well.

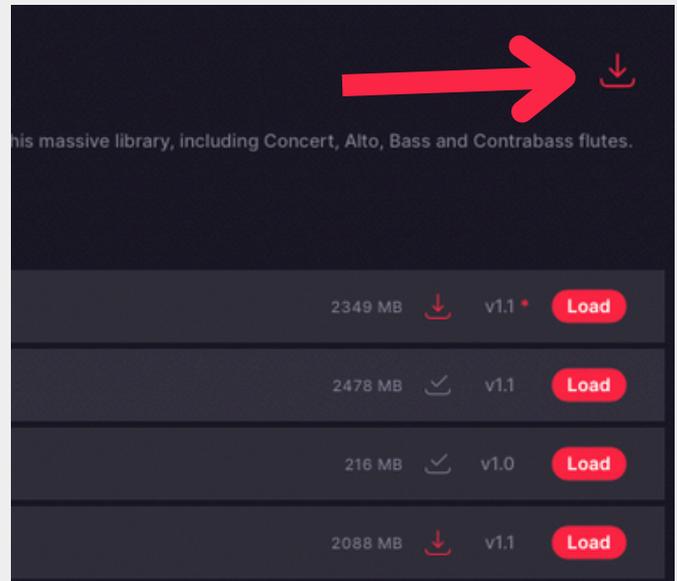


DOWNLOADING INSTRUMENTS

FAQS

Is there a way to download all of the instruments in a library collection at once?

Yes! Click the **Download All** button in the top right corner of the library collection. This button looks like a large red downward arrow, as shown in this screenshot:



How can I download all of Musio at once?

Currently, there are over **2,000 instruments** in Musio, so there isn't a one-click option to download the entire catalog. Instruments must be downloaded individually or by using the Download All button for specific library collections.

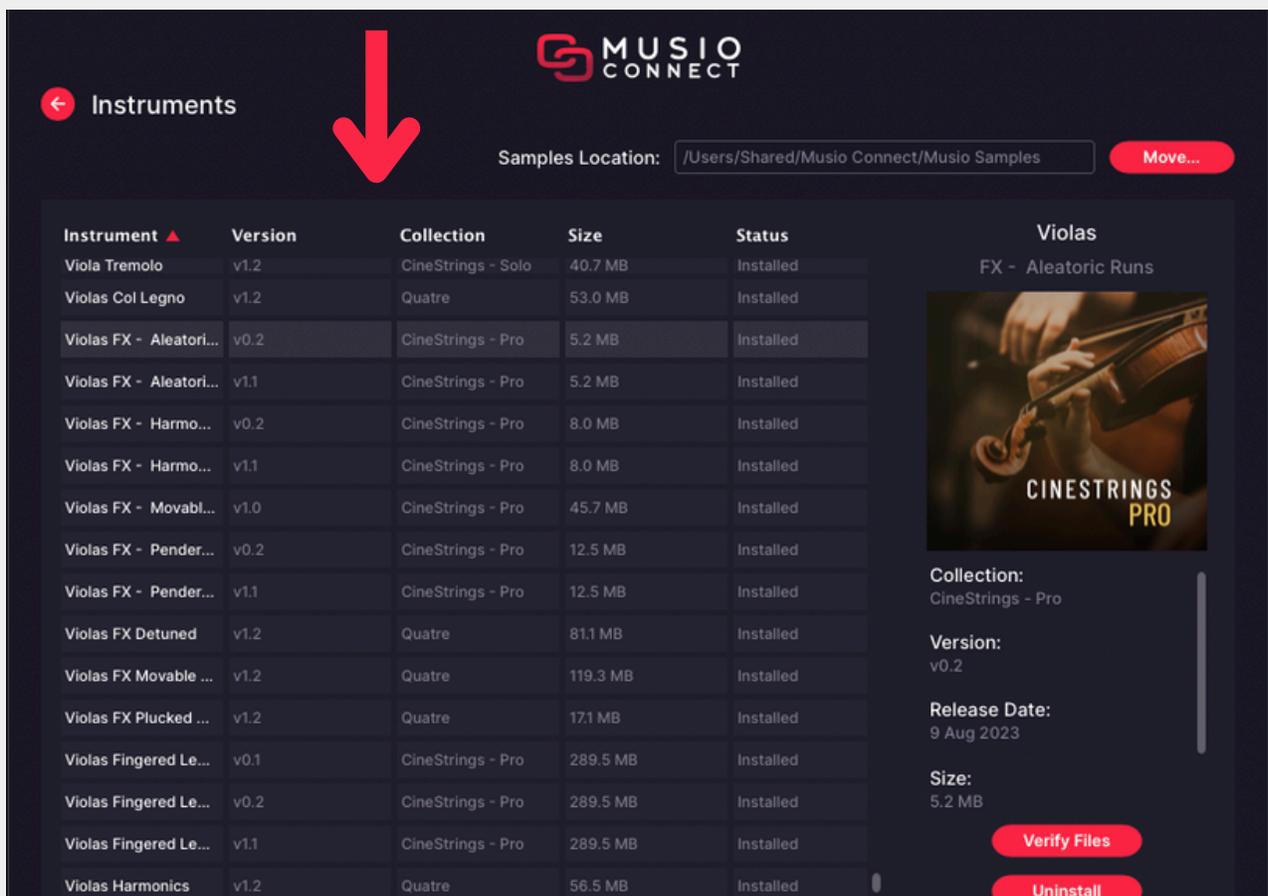


Where can I see all of my downloaded instruments?

To view your downloaded instruments:

1. Open **Musio Connect** (Musio's companion app).
2. Click on the **Instruments** tab.

Here, you'll see a full list of downloaded instruments along with details like **Version, Collection, Size, and Status**. Selecting an individual instrument will show additional details on the right-hand side, such as the **Release Date**.



MUSIO CONNECT

← Instruments Samples Location: /Users/Shared/Musio Connect/Musio Samples [Move...](#)

Instrument ▲	Version	Collection	Size	Status
Viola Tremolo	v1.2	CineStrings - Solo	40.7 MB	Installed
Violas Col Legno	v1.2	Quatre	53.0 MB	Installed
Violas FX - Aleatori...	v0.2	CineStrings - Pro	5.2 MB	Installed
Violas FX - Aleatori...	v1.1	CineStrings - Pro	5.2 MB	Installed
Violas FX - Harmo...	v0.2	CineStrings - Pro	8.0 MB	Installed
Violas FX - Harmo...	v1.1	CineStrings - Pro	8.0 MB	Installed
Violas FX - Movabl...	v1.0	CineStrings - Pro	45.7 MB	Installed
Violas FX - Pender...	v0.2	CineStrings - Pro	12.5 MB	Installed
Violas FX - Pender...	v1.1	CineStrings - Pro	12.5 MB	Installed
Violas FX Detuned	v1.2	Quatre	81.1 MB	Installed
Violas FX Movable ...	v1.2	Quatre	119.3 MB	Installed
Violas FX Plucked ...	v1.2	Quatre	17.1 MB	Installed
Violas Fingered Le...	v0.1	CineStrings - Pro	289.5 MB	Installed
Violas Fingered Le...	v0.2	CineStrings - Pro	289.5 MB	Installed
Violas Fingered Le...	v1.1	CineStrings - Pro	289.5 MB	Installed
Violas Harmonics	v1.2	Quatre	56.5 MB	Installed

Violas
FX - Aleatoric Runs



Collection:
CineStrings - Pro

Version:
v0.2

Release Date:
9 Aug 2023

Size:
5.2 MB

[Verify Files](#)

[Uninstall](#)



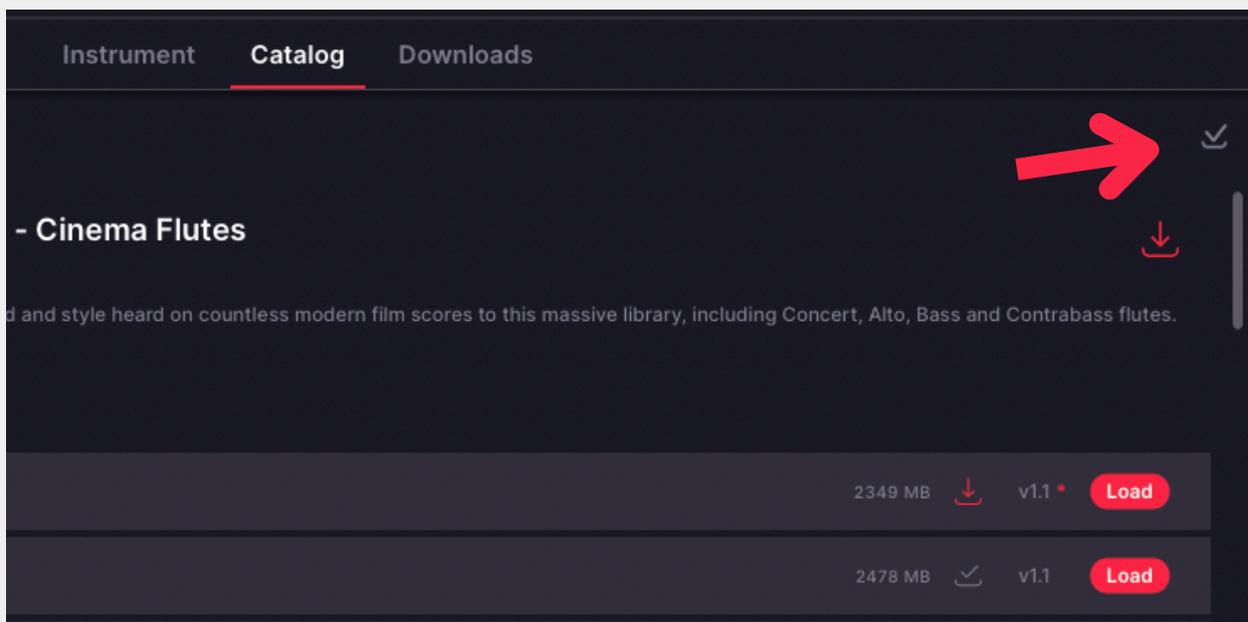
Can I change the number of simultaneous downloads?

No, Musio limits simultaneous instrument downloads to **3 at a time**. When you click the **Download All** button, all instruments will be added to a queue, but only three will download at once. There is no current option to reduce or increase this number.

Is there a way in a library collection to only see which instrument patches I've downloaded?

Yes! While browsing a library collection in Musio, click the **Show Downloaded Only** button (the gray check mark symbol) in the top right corner. This will filter the collection to display only the instruments you've already downloaded.

Note: If you use this filter but still see red download arrows (indicating instruments that appear not downloaded), it means you previously downloaded an older version of that instrument. Since then, a new version has been released. To remove the red download arrow, click the version number on the instrument patch and load the latest version.



UNINSTALLING INSTRUMENTS

FAQS

QUESTION

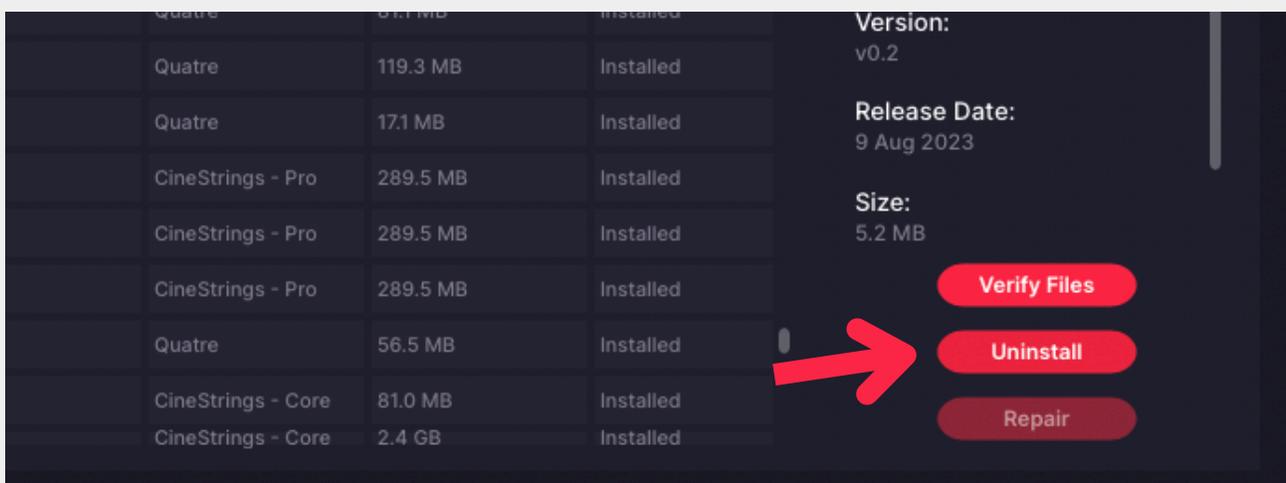
How can I uninstall downloaded Musio instruments from my system?

ANSWER

To remove instruments you no longer need, **do not** delete Musio files manually through File Explorer or Finder. Doing so may cause errors in Musio. Instead, always manage your instruments through the **Musio Connect** app. To uninstall an instrument:

1. Open **Musio Connect** and go to the **Instruments** page.
2. Click on the instrument you want to remove.
3. Click **Uninstall** on the right-hand side.

Note: Currently, Musio does not have a “Uninstall All” button, or a way to choose multiple instruments to uninstall at the same time, so instruments must be removed one at a time.



QUESTION

If I uninstall instruments using Musio Connect, will they be removed from my external hard drive?

ANSWER

Yes, uninstalling instruments through **Musio Connect** will remove them from your hard drive, freeing up space. However, samples will only be deleted if they are **not** being used by other instruments.

For example, if you have both a **keyswitch patch** and **individual articulation patches** for the same instrument, uninstalling the articulation patches **will not** remove the samples if they are still in use by the keyswitch patch.

If you uninstall an instrument through Musio Connect but notice that its files remain on your drive, and you're sure they're not used by other instruments, please contact our Support Team at **support@musio.com**.



QUESTION

If I uninstall Musio, will all my downloaded instruments be removed as well?

ANSWER

This depends on your operating system and how you uninstall Musio:

Windows

- If you previously changed the **Samples Location** (e.g., to an external hard drive), the folder containing your instruments **may remain** after uninstalling Musio.
- If you want to completely remove all Musio files, **manually delete** that folder after uninstalling Musio.
 - Be careful—this will permanently erase all downloaded instruments.

macOS

- If you use the [macOS Musio uninstaller](#), you will see a message asking:
- *“Would you like to uninstall downloaded instruments as well?”*
 - **Selecting “No”** removes the Musio plugin but keeps your downloaded instruments.
 - **Selecting “Yes”** removes everything, including downloaded instruments.
- If you [manually uninstall Musio](#) (without using the uninstaller), you’ll need to delete:
 - **/Users/Shared/Musio Connect/** (the default sample location).
 - If you changed the **Samples Location** in Musio Connect, find that folder and delete it to remove all instruments.

FAQs About RAM and CPU With Musio

Do Musio instruments only load into RAM or do they take up space on my hard drive?

Musio downloads the samples it needs from the cloud and stores them on your local drive so they can be loaded into RAM and played back. Only the samples required for the instruments you load will be downloaded and stored.

Can I do sample purge in Musio? If not, is Musio efficient at handling the samples?

Musio does **not** currently support sample purging (a feature in some samplers that frees up RAM by unloading unused samples). However, Musio is designed to be efficient:

- It only keeps a memory footprint for the first portion of the samples you've requested to load into RAM to ensure instant playback at note-on, while the rest of the sample streams from disk.
- Keyswitch instruments only load **active** articulations to reduce memory usage.

In some samplers, sample purging prevents the initial portion of a sample from loading into RAM, but this can cause **buffer underruns** (cracks/pops) when samples play for the first time (which clears up after a bit of playing once memory fills up with these previously-requested samples). Musio avoids this issue by always preloading a small part of each sample. Some DAWs automatically disable unused tracks and plugins to conserve memory, and Musio works well with these features where supported.

For any troubleshooting help with CPU/RAM, [click here](#).



IV

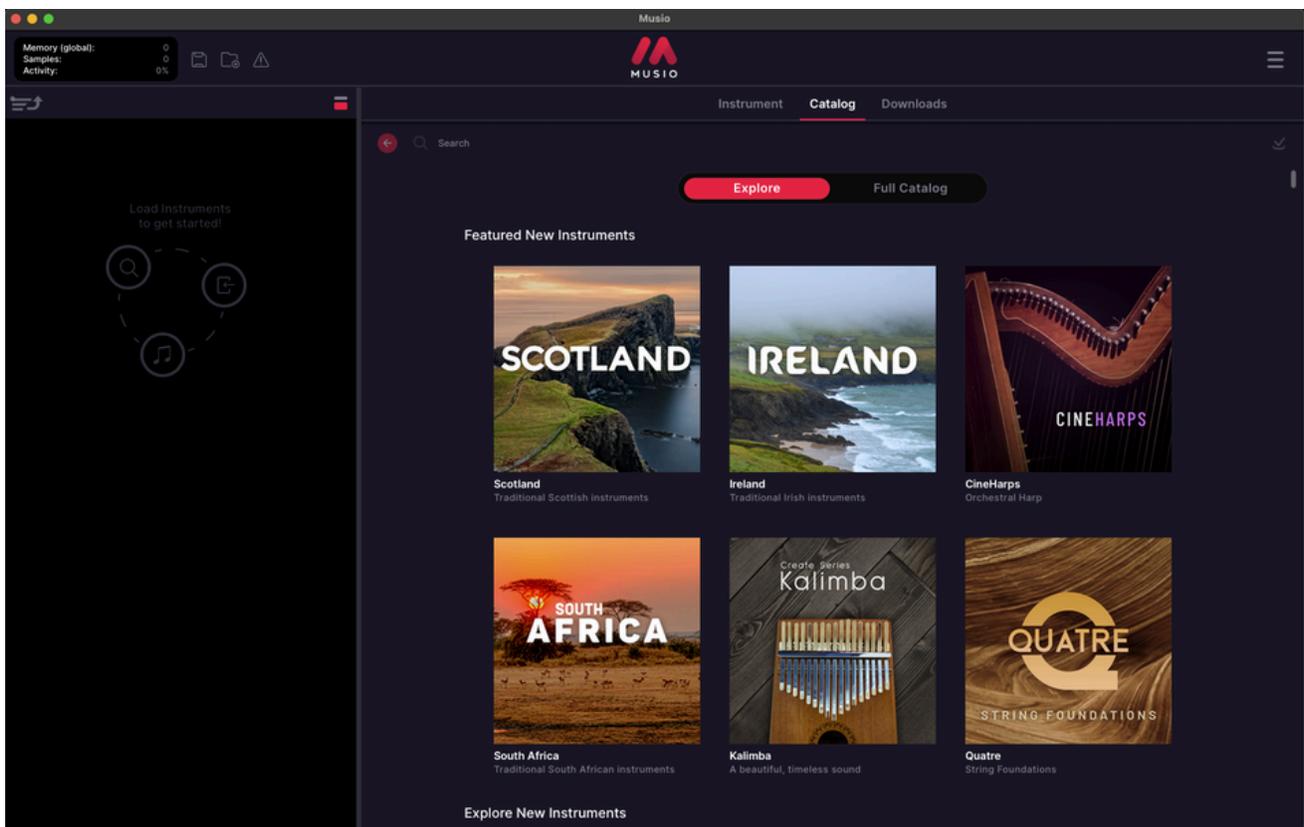
Navigating Musio

A Walkthrough Of The Musio Interface

If you've ever wondered what everything on the Musio interface does, look no further! This article will guide you through each part of the Musio interface and explain its functionality.

Musio's Interface Overview

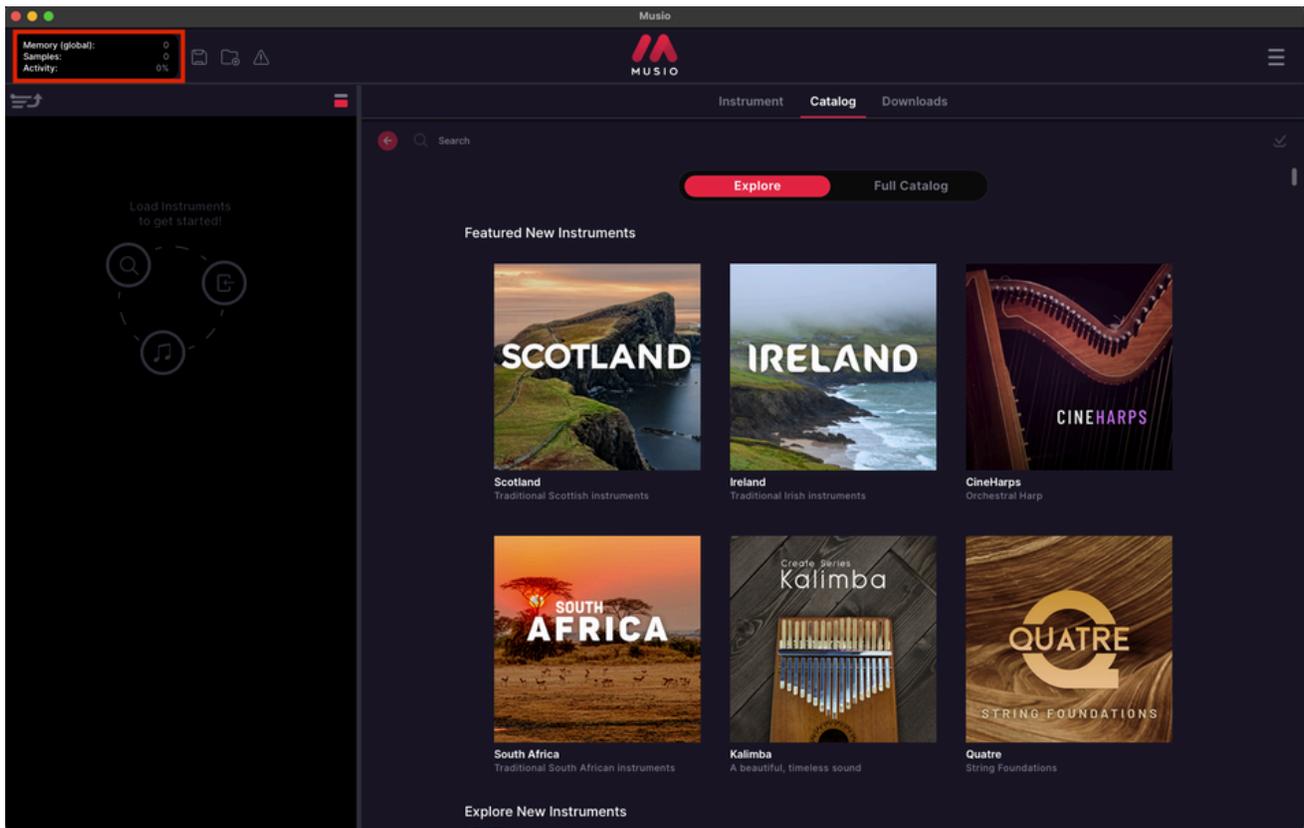
When you open Musio, your screen will look something like this:



Performance Metrics (Top-Left Corner)

In the top-left corner, you'll see a black box displaying three key metrics:

- **Memory (Global):** Displays the total RAM (Random Access Memory) usage across all loaded instruments.
- **Samples:** Shows the number of audio samples currently in use.
- **Activity:** Reflects Musio's real-time CPU (Central Processing Unit) workload.

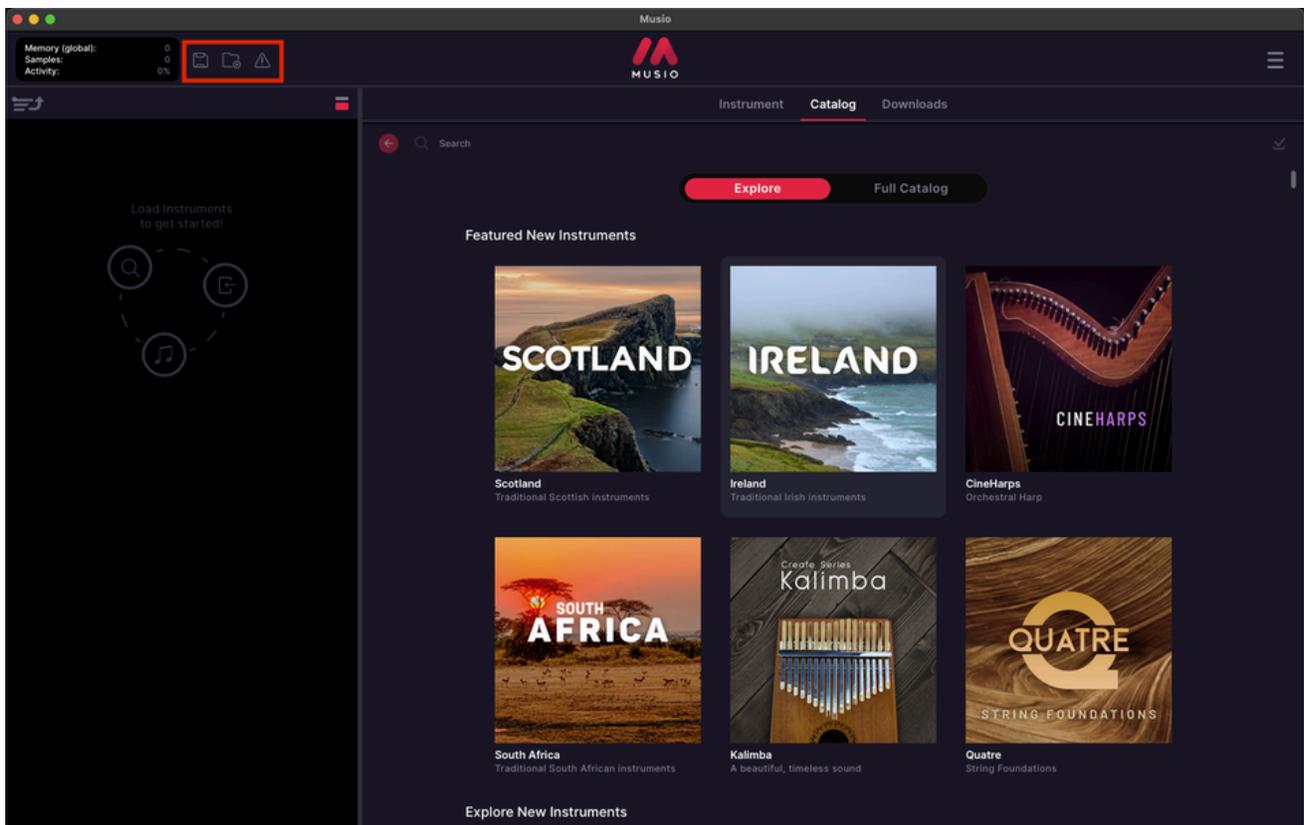


Instrument Rack Management Icons

To the right of the metrics box, you'll find three icons:

Instrument Rack Management Icons:

- **Floppy Disk (Save Instrument Rack):** Saves your current instrument Rack, preserving all loaded instruments and settings for future use.
- **Folder (Load Instrument Rack):** Loads a previously saved instrument Rack, restoring your saved instruments and settings.
- **MIDI Reset:** Resets all active MIDI signals.

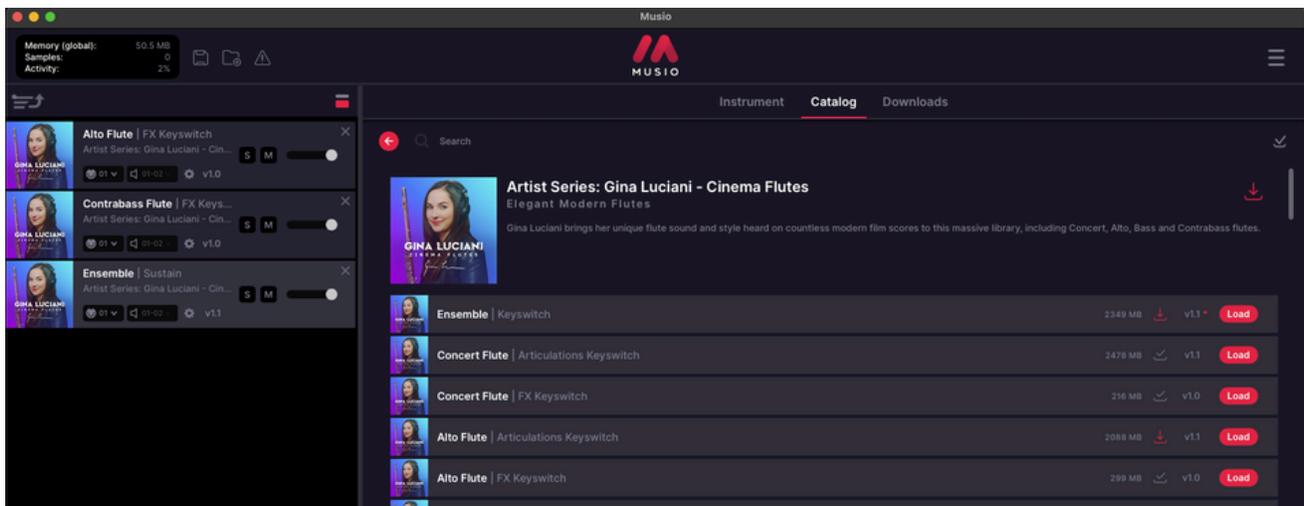


Change Rack Density Button

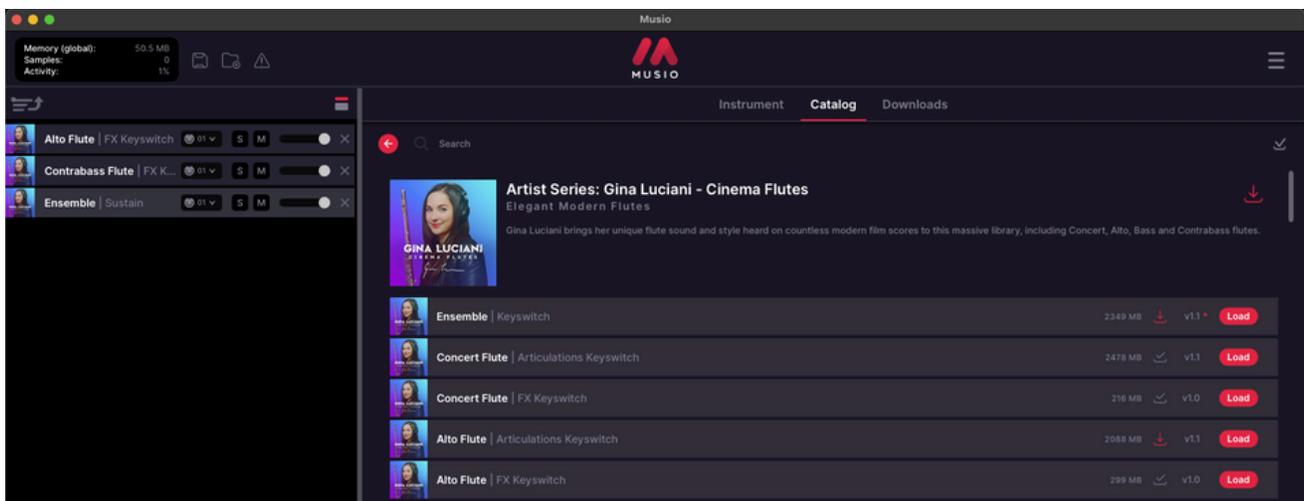
Below these icons, you'll see a small grouping of a **small red box and one white box**. This is the **Change Rack Density button**, which allows you to **expand or condense** the way instrument patches appear:

- **Expanded View:** Displays full details for each loaded instrument.
- **Condensed View:** Simplifies the layout, making it easier to navigate when using multiple instruments.

For example, when you load up a few instrument patches in Musio, they will appear on the left hand side like this:



When you click the **Change Rack Density** button, the instruments will now look like this:



Instrument Rack (Left Panel)

Before Loading an Instrument

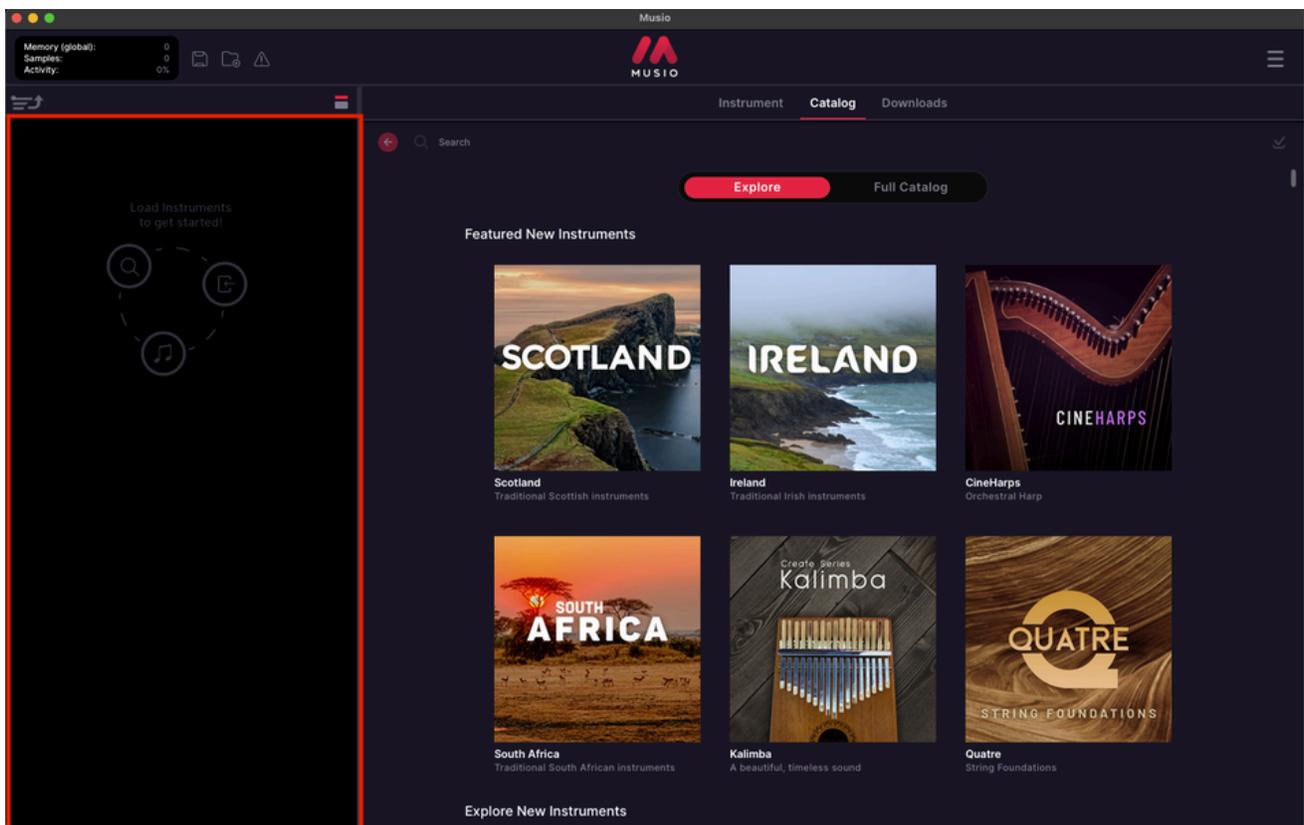
When you first open Musio, you'll see this message: "Load instruments to get started!"

Below it, you'll find three icons:

- 🔍 **Search** – Find instruments in the library.
- + **Load** – Load a selected instrument.
- 🎵 **Play** – Play the instrument.

After Loading an Instrument

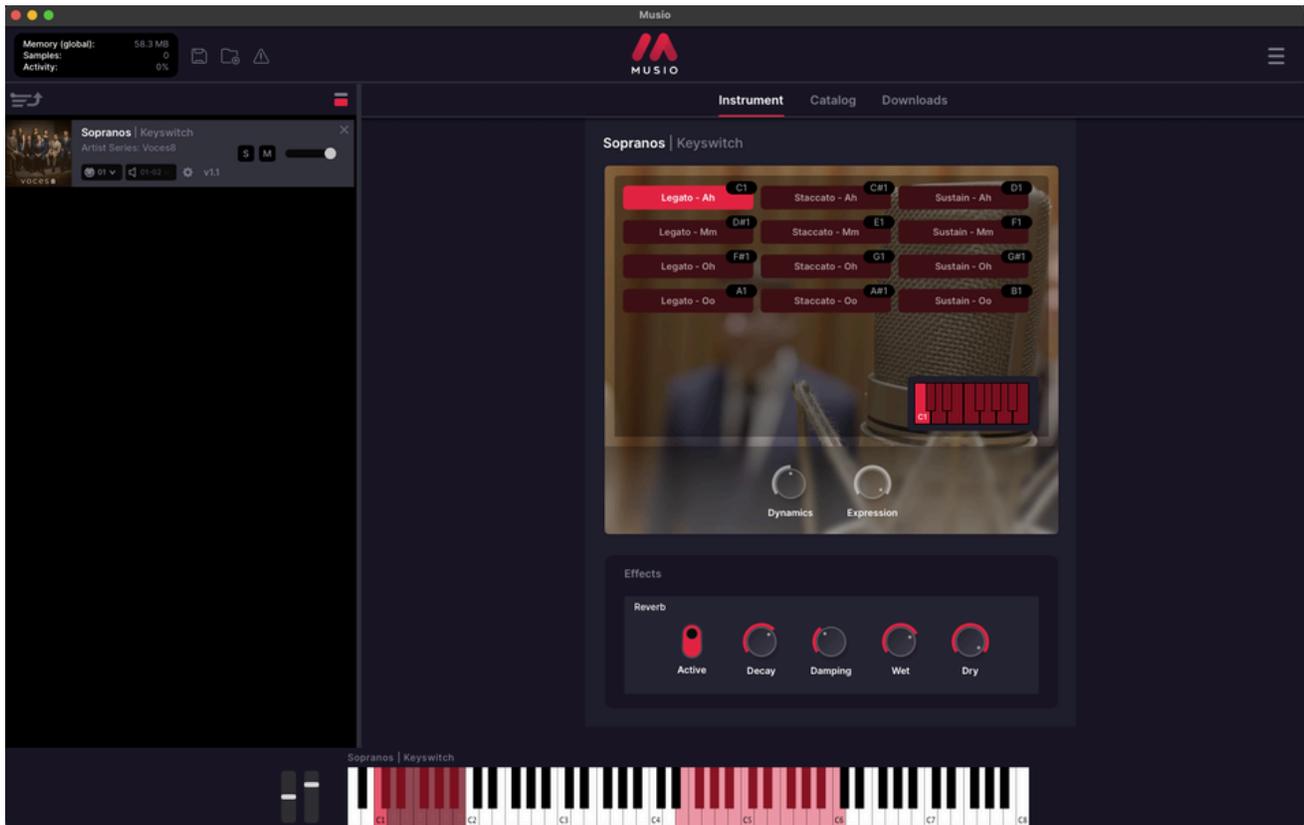
Once you load an instrument, it will appear in this panel, allowing you to adjust settings like volume, MIDI channels, and effects.



Main Tabs (Top Center): Instrument Tab

The Instrument Tab:

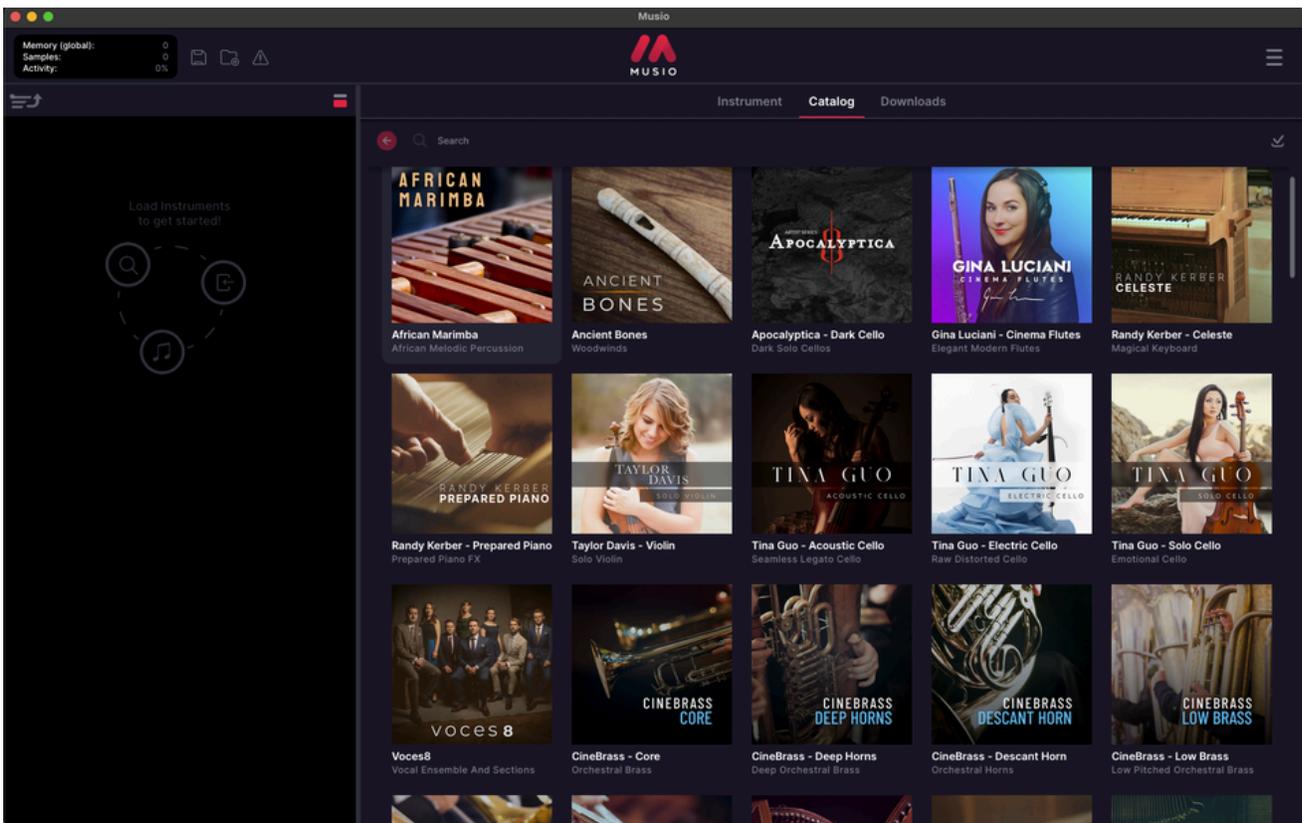
- Shows adjustable effects and parameters for each loaded instrument.
- If no instrument is loaded, this tab remains empty.
- For a full guide on instrument controls and effects, check out the [How To Use The Instrument Controls](#) section of this manual.



Main Tabs (Top Center): Catalog Tab

The Catalog Tab:

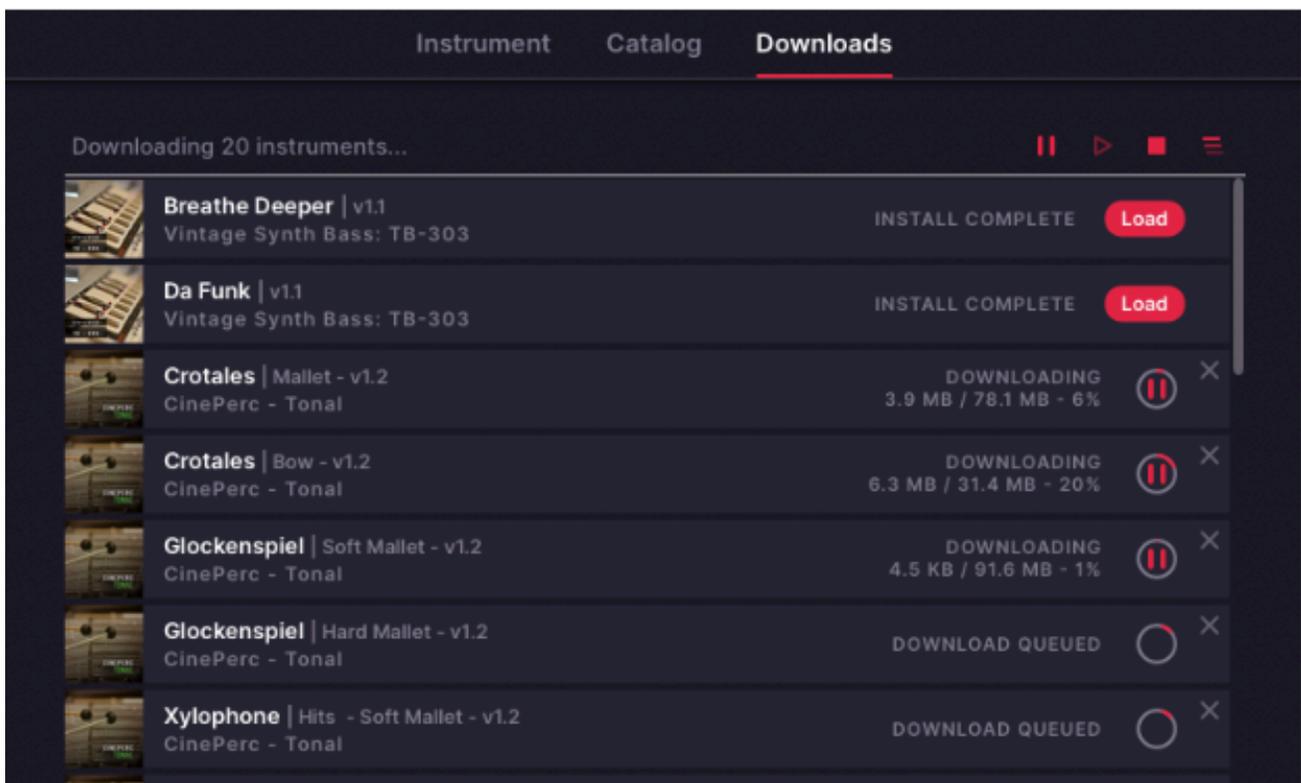
- Shows all available instrument collections in Musio.
- Switch between the following tabs:
 - **Explore** (curated selections)
 - **Full Catalog** (complete list).



Main Tabs (Top Center): Downloads Tab

The Downloads Tab:

- Displays ongoing downloads.
- Allows pausing, resuming, or canceling downloads.
- Only shows downloads from the current session (resets upon restart).

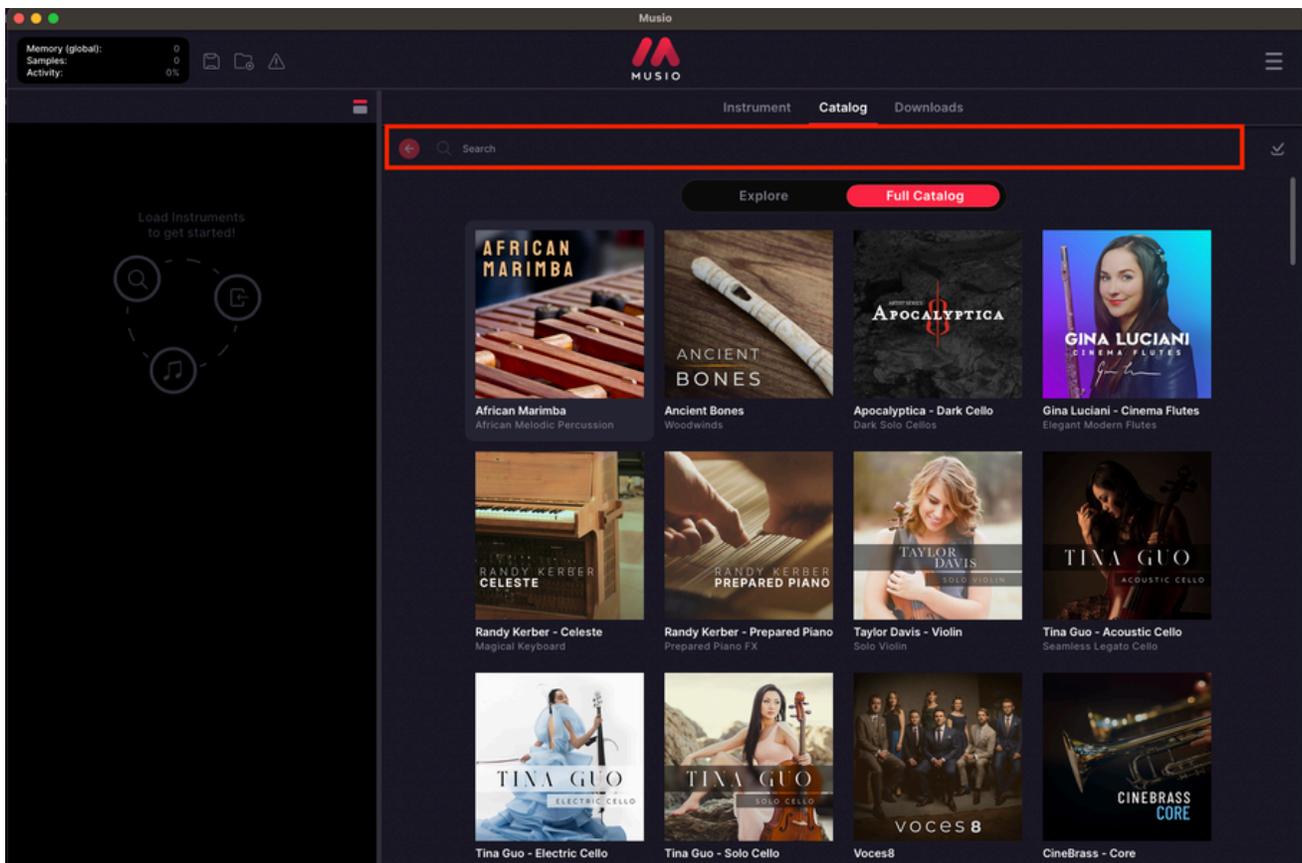


Searching For Instruments

- At the top of the screen, you'll find the **Search Bar**.
- Type in keywords like "piano" or "synth" to find instruments quickly.

Search Bar:

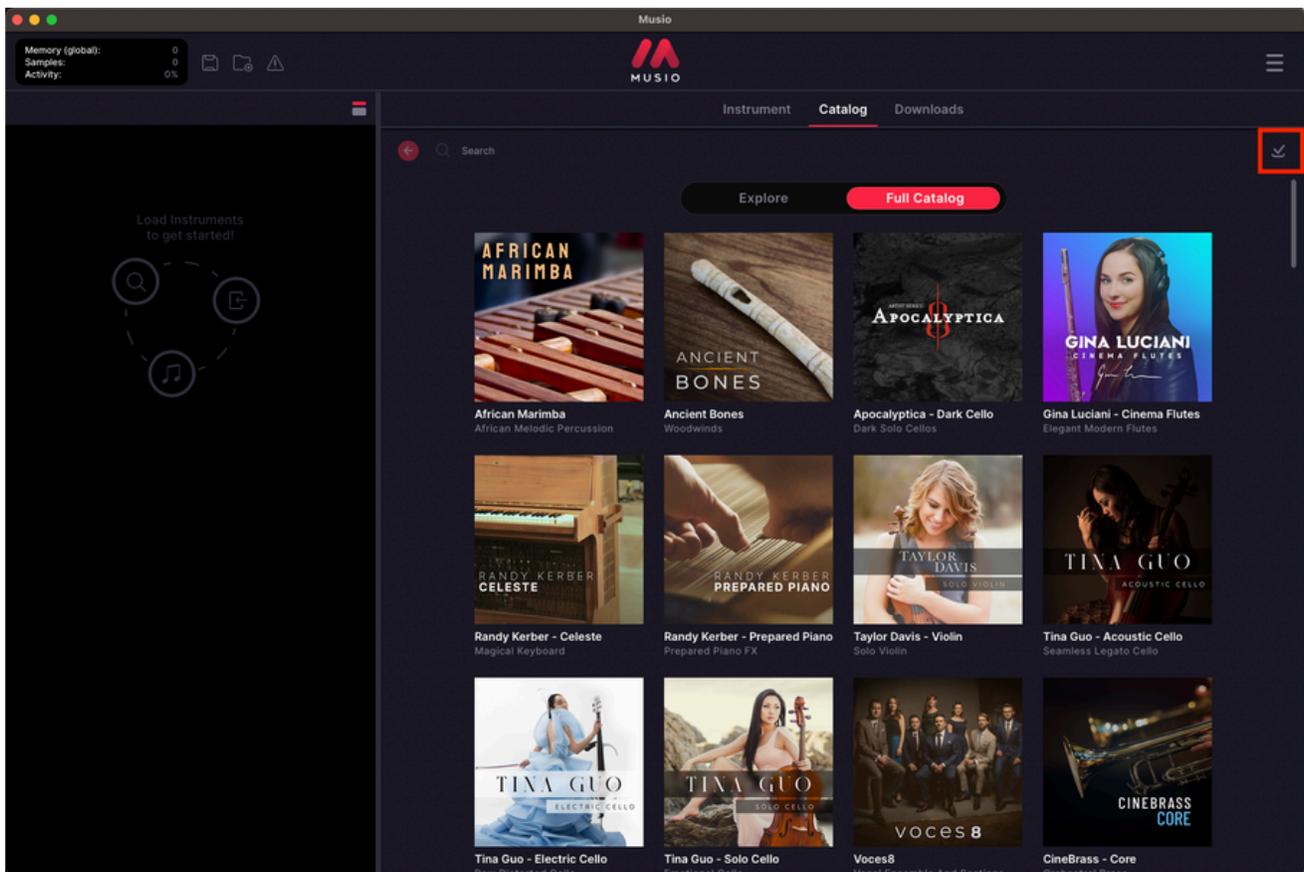
- At the top of the screen, you'll find the Search Bar.
- Type in keywords like the following to find instruments quickly:
 - Piano
 - Synth
 - Cello



Show Downloaded Only Button

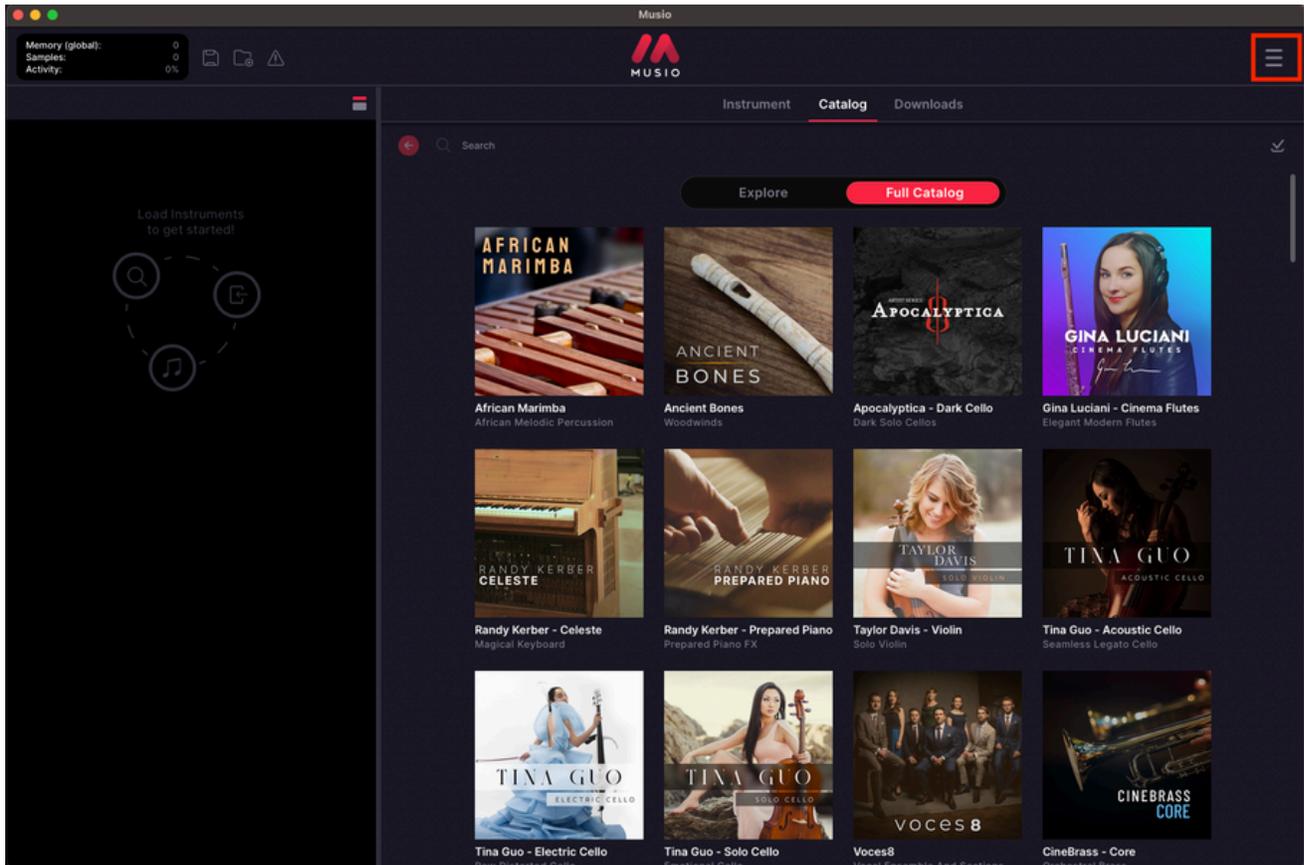
Show Downloaded Only Button:

- Click the Show Downloaded Only button (✓) to filter results.
- When you're on the Catalog tab, and looking at the Full Catalog, clicking this button will make the catalog show only library collections that you have downloaded instruments in.

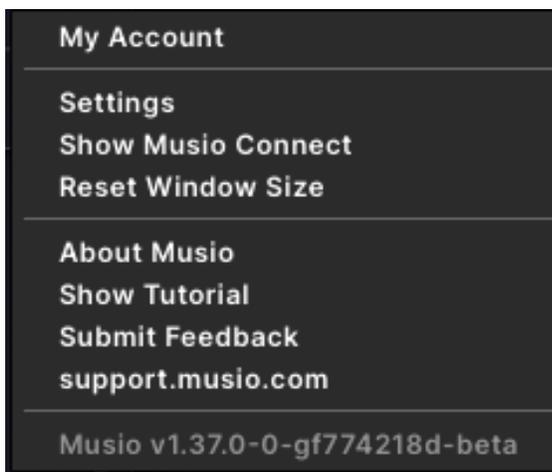


Settings Menu

- Next, we have the three line Settings menu at the top right corner.



When you click this menu, you'll see this set of options:



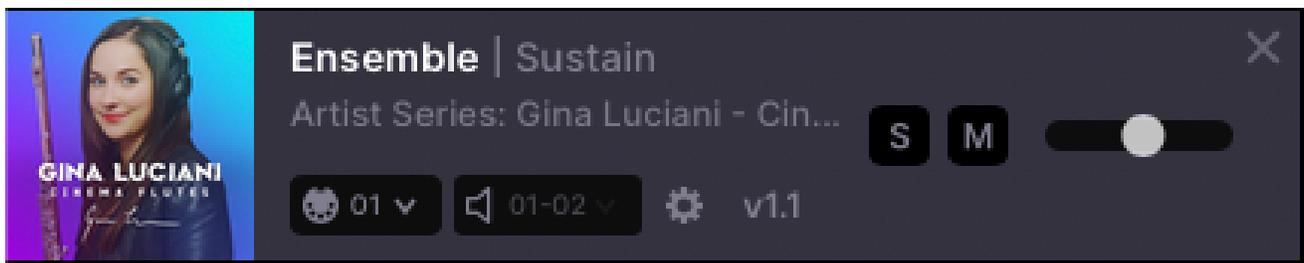
- **My Account:** Redirects to portal.musio.com to manage your account.
- **Settings:** Opens Musio Connect (Musio's companion app) for configuration.
- **Show Musio Connect:** Launches Musio Connect.
- **Reset Window Size:** Resets Musio's interface size if needed.
- **About Musio:** Displays more information.
- **Show Tutorial:** Replays the Musio introduction tutorial.
- **Submit Feedback:** Send app-related feedback (with optional log files).
- **support.musio.com:** Opens the Help Center for troubleshooting and guides.
- **Version Number:** Displays your current Musio version.

Instrument Patch Controls

When you load an instrument (e.g., **Ensemble | Sustain from Gina Luciani Cinema Flutes**), you'll see:

Instrument Patch Controls

- **MIDI Channel:** Select the MIDI channel for the instrument.
- **Outputs:** Adjust audio routing for multi-output setups.
- **Gear Icon** (Submit Instrument Feedback): Send feedback about a specific instrument.
- **Version Number:** Click to download or switch to different versions of the instrument.
- **Solo & Mute Buttons:**
 - **S** (Solo) isolates the instrument.
 - **M** (Mute) silences the instrument.
- **Volume Slider:** Adjusts instrument volume.



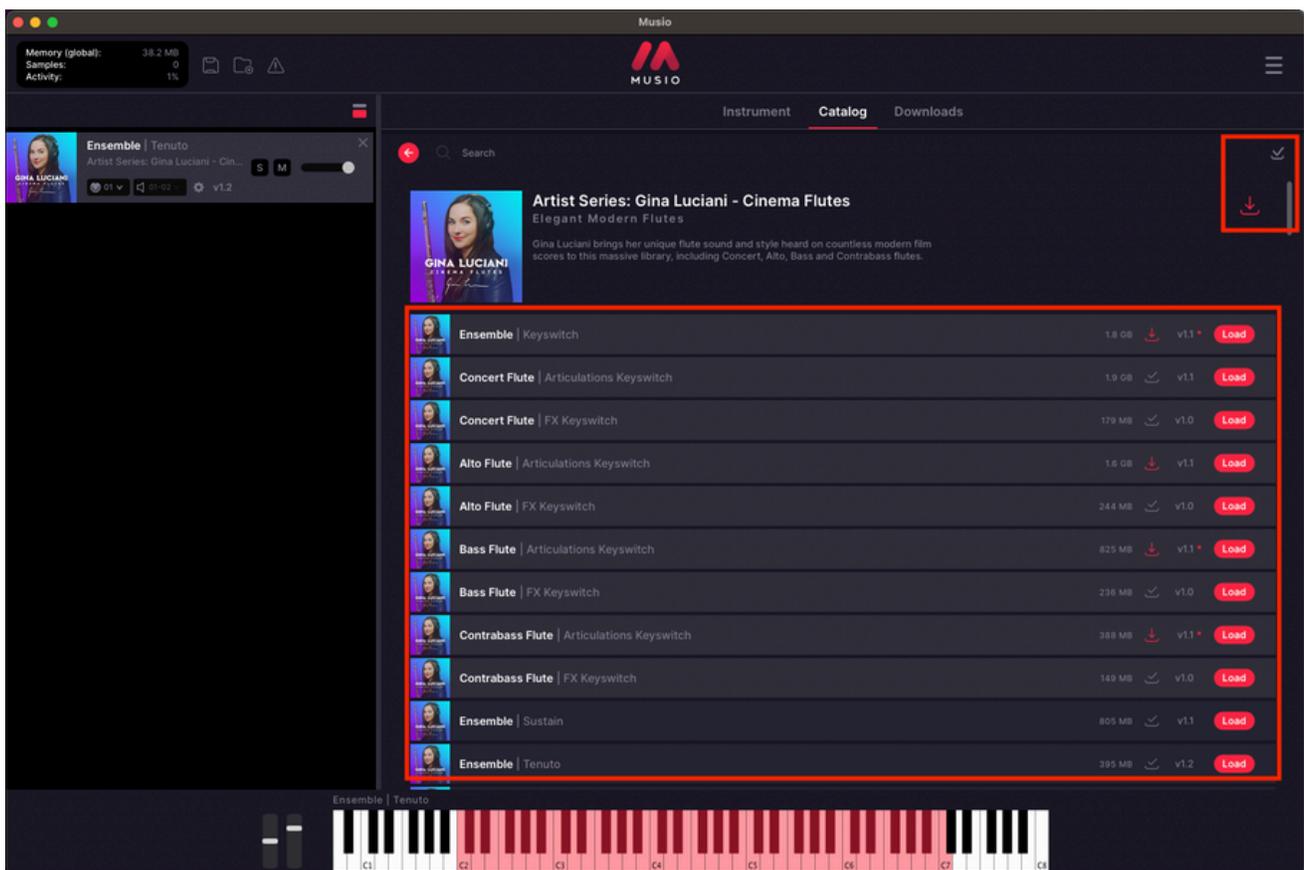
Managing Sample Library Collections

When browsing a **sample library collection**, you'll see:

- **Instrument Name + Articulation** on the left.
- **Download Status (Right Side):**
 - **↓ Red Arrow:** Instrument not downloaded yet. Click to download.
 - **✓ Gray Checkmark:** Instrument is downloaded.
 - **● Red Dot on Version Number:** Update available. Click to update.

Additional Library Controls

- **↓ Download All Button (Top Right):** Downloads the entire library in one click.
- ✓ **Show Downloaded Only Button:** Filters to show only downloaded instruments.

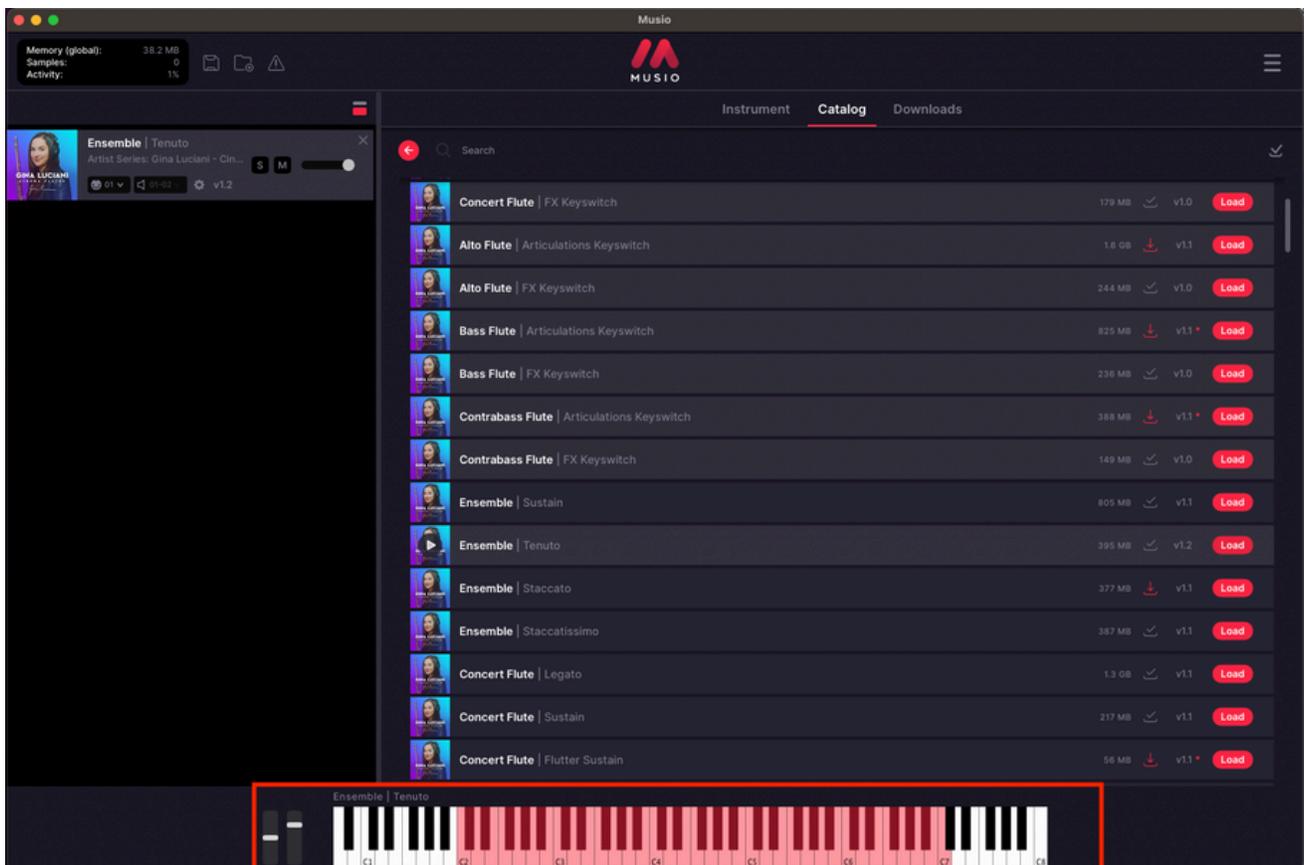


Bottom Panel (Performance Controls)

When you load an instrument, additional controls appear at the bottom:

Bottom Panel (Performance Controls):

-  **Pitch Wheel:** Adjusts pitch bends.
-  **Mod Wheel:** Controls instrument dynamics.
-  **Piano Roll:**
 - Displays pressed keys in real-time.
 - Highlights playable key range.



Adjusting Volume & Audio Settings

Why is Musio overall on the quieter side?

Musio is designed to run at a slightly quieter volume by default. The **volume slider** on each instrument is set to **-6 dB** and this is to allow headroom when using multiple instruments at once.



How to Increase Volume in Musio

If you'd like to make Musio louder, you have a few options:

1. Manually adjust the volume slider

- Increase the **volume slider** on each instrument to **0 dB** for maximum output.

2. Change the default volume for all instruments

- To avoid adjusting each instrument manually, you can change the default volume:
 - Open **Musio Connect** (Musio's companion app).
 - Go to **Settings**.
 - Under **Plugin/Standalone**, find the option for **Initial Instrument Volume**.
 - Set it to **0 dB** so all new instruments load at a higher volume.

3. Use a Gain plugin in your DAW

- If you still need more volume, you can **add a Gain plugin** to the track where Musio is loaded in your DAW to boost the signal.

If you notice that an instrument is **so quiet that it's nearly or completely inaudible**, please reach out to our Support team at support@musio.com so we can investigate.

How to Automate Volume in Musio

1. Draw in **CC7 automation data** on the instrument track where Musio is loaded. **CC7 directly controls Musio's volume slider**, allowing you to adjust volume changes dynamically.

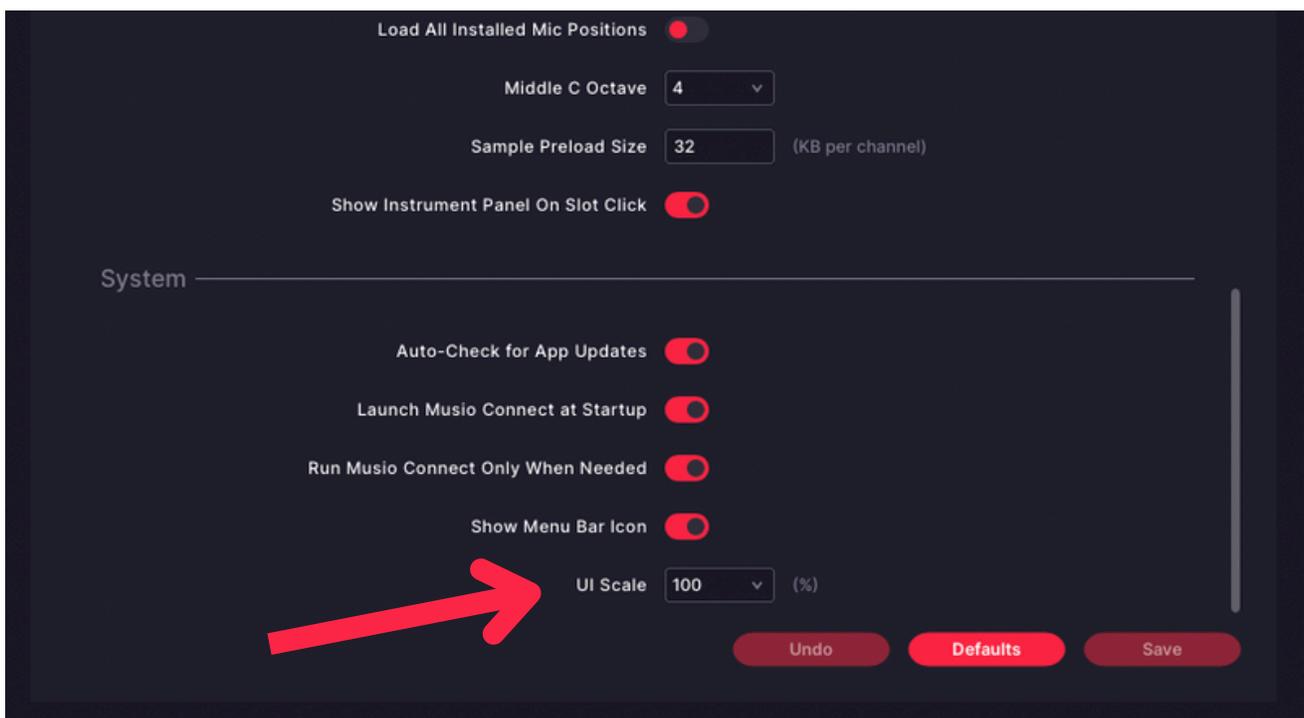


How To Resize The Musio Window

Method 1: Adjust The UI Scale In Musio Connect

- Open Musio Connect (Musio's companion app).
- Click on Settings and scroll to the bottom.
- Locate the "UI Scale" option and adjust it to a smaller size.

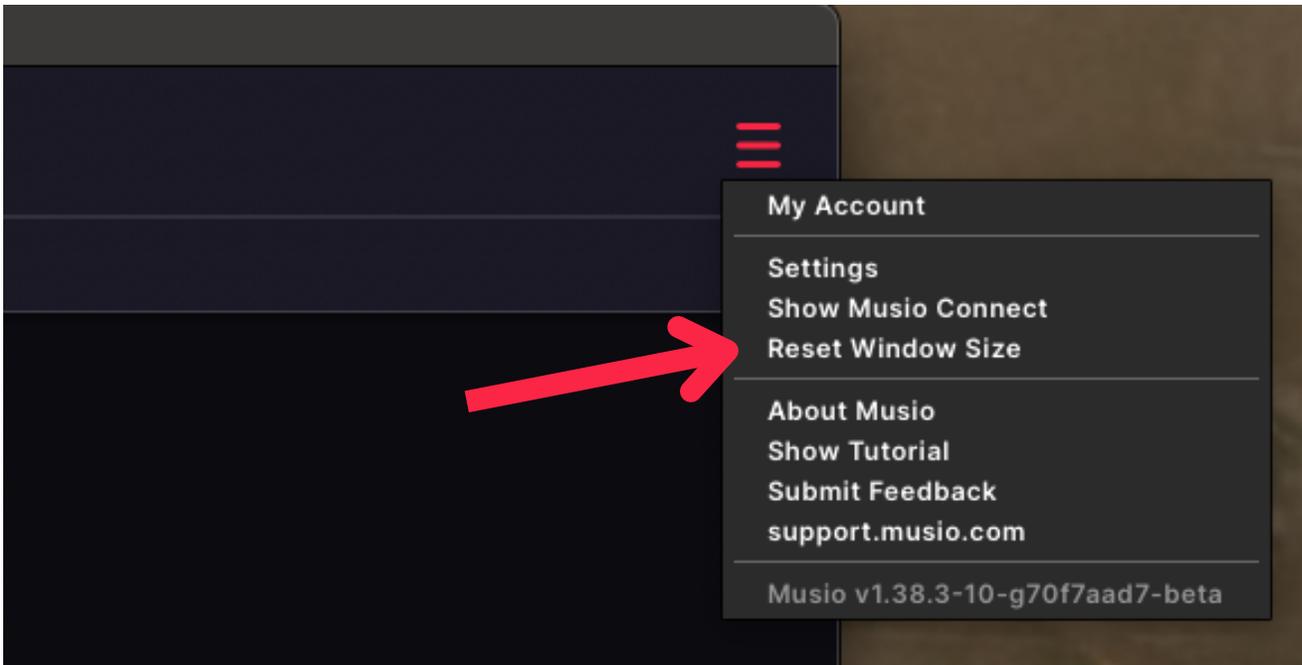
This should reduce the size of the Musio window to fit within your screen.



Method 2: Reset The Window Size In Musio

- Open Musio.
- Click the three-line menu (≡) in the top-right corner.
- From the dropdown menu, select "**Reset Window Size**".

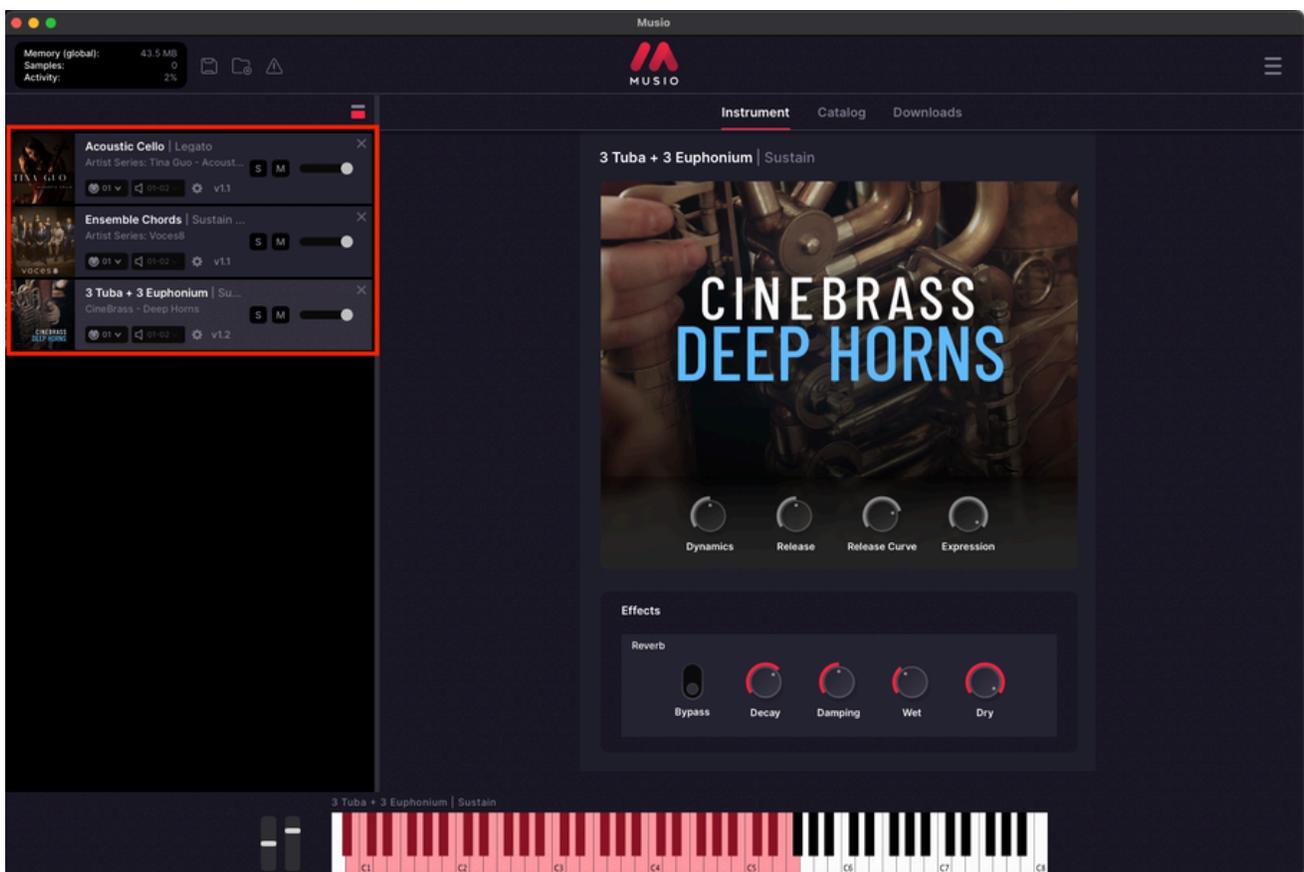
This should automatically restore Musio to its default window size.



How To Use Racks In Musio

What is a Rack?

A **Rack** is a way to organize and layer multiple instruments and effects within a single instance of Musio. You can load several instruments, adjust their sound-shaping controls, apply effects, and set the MIDI channels and outputs. Once everything is set up the way you like, you can save it as a Rack. This makes it easy to quickly load your custom setups in future sessions, saving you time and effort.



How To Save A Rack In Musio

To save your custom Rack, follow these steps:

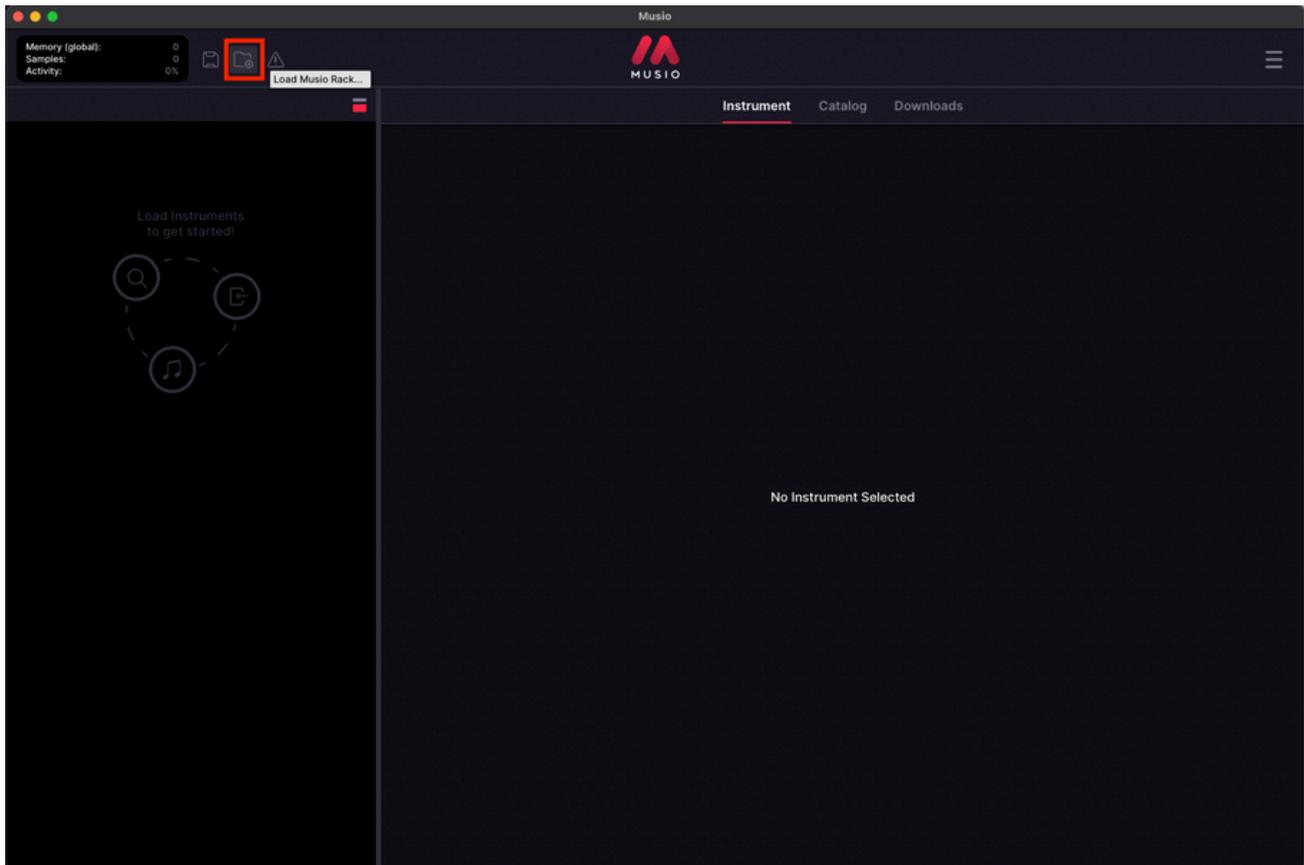
1. Load the instruments you want to use in one instance of Musio. Make sure to set the channels, sound shaping controls, and effects exactly how you want them.
2. In the top-left corner of the Musio app, click the floppy disk icon to save your Rack.
3. Choose where to save the Rack and give it a name you'll recognize, then click Save.



Loading A Previously Saved Rack

To load a Rack you've saved before, follow these steps:

1. Open Musio.
2. Click on the folder icon in the top-left corner.
3. Navigate to where you saved your Rack, select it, and click Open.
4. Your Rack will now be loaded exactly as you saved it, with all instruments, effects, and settings in place.





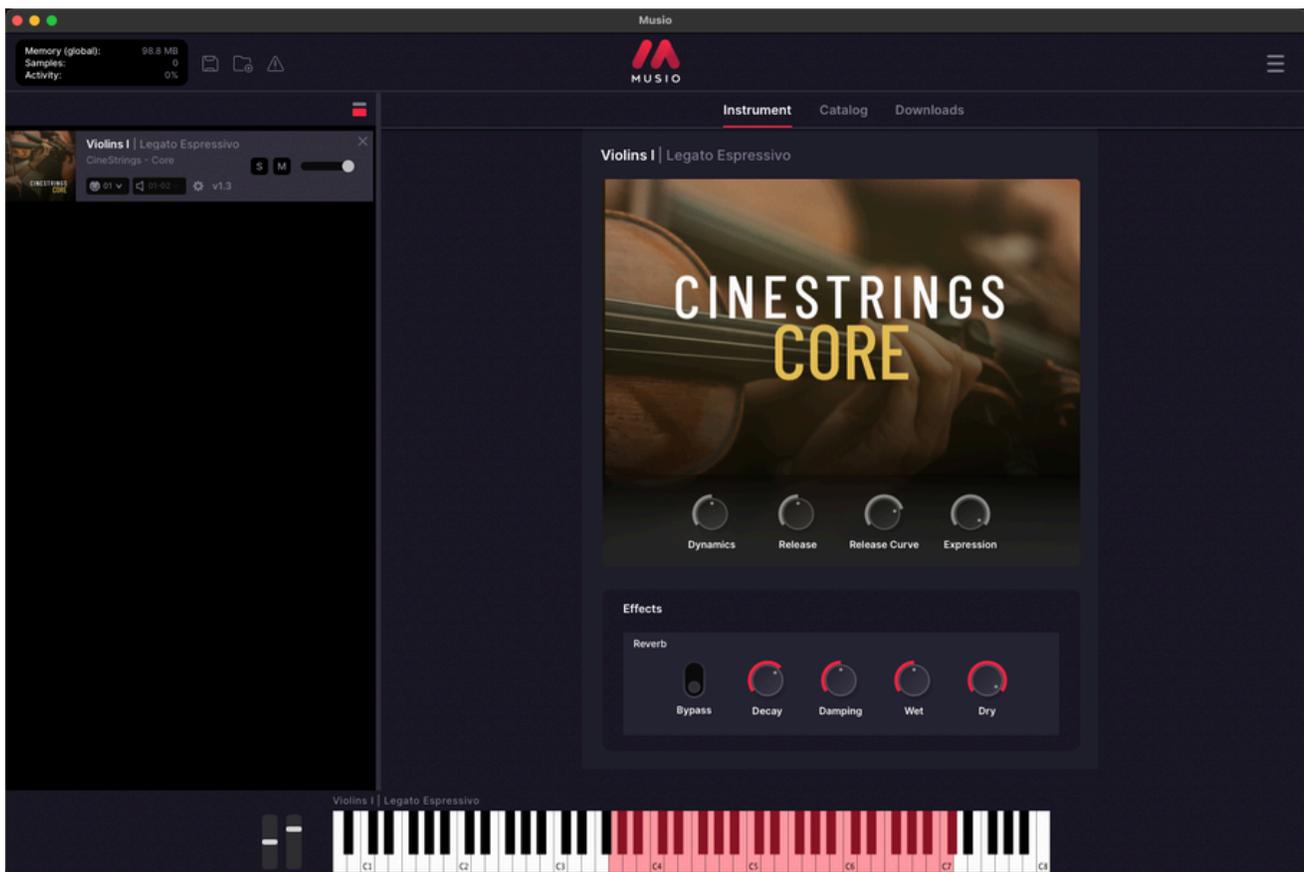
Instrument Controls

How To Use The Instrument Controls

Instrument Controls

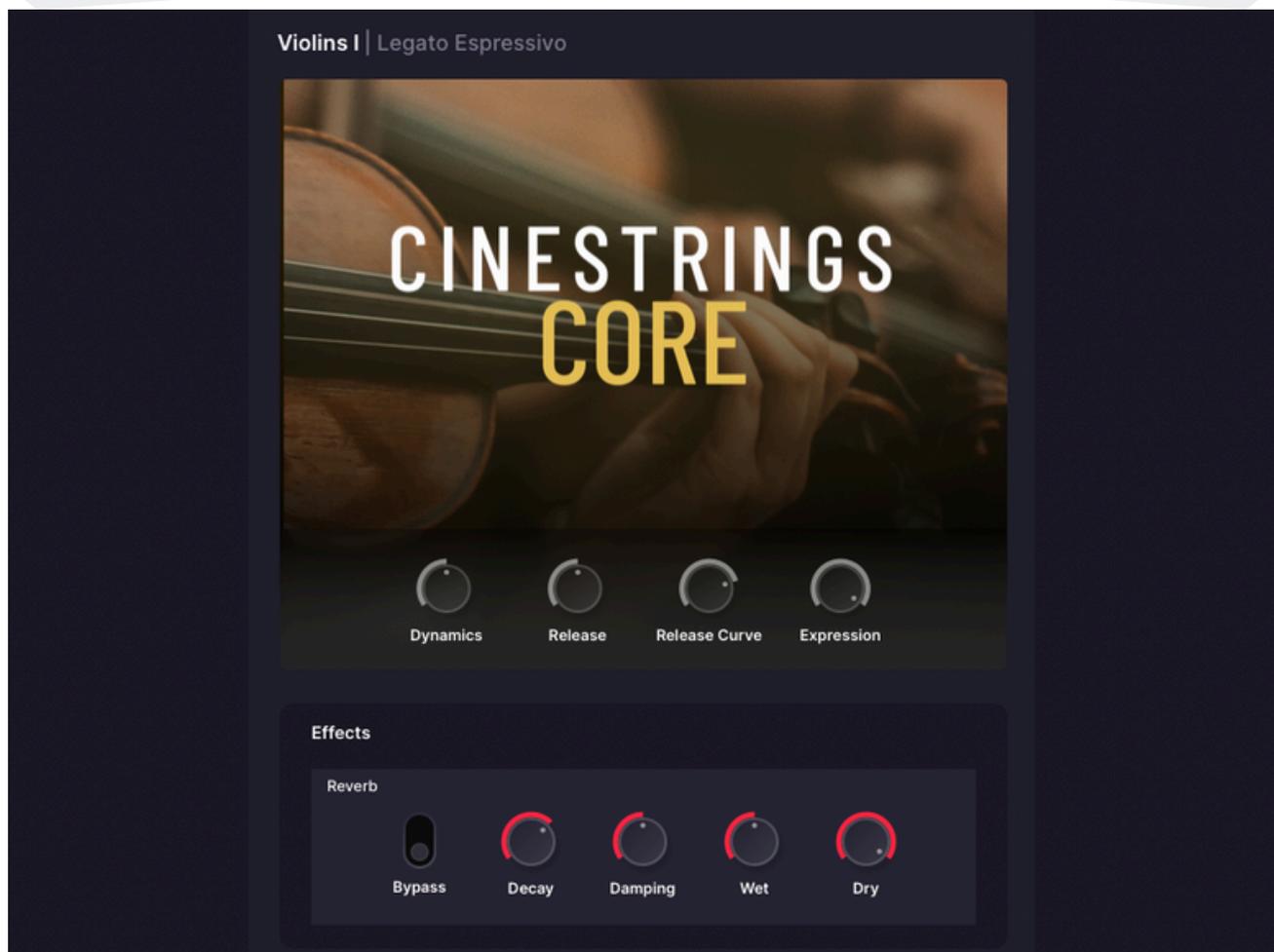
Once you've found an instrument you'd like to use in Musio and clicked **Load**, you can fine-tune its sound using the **Instrument tab**. This section provides an overview on how to adjust these controls, apply effects, and use MIDI CC automation.

Clicking the Instrument tab after loading an instrument will bring up a screen with various controls to shape its sound. As an example, let's look at the Violins I | Legato Espressivo patch from CineStrings - Core:



For this instrument, the following controls are available:

- **Dynamics:** Controls the response to mod wheel input, affecting volume and timbre.
- **Release:** Adjusts how long a note continues to sound after the key is released.
- **Release Curve:** Changes how the sound fades—whether it decays smoothly, drops off quickly, or follows a nonlinear pattern.
- **Expression:** Controls the instrument's overall volume independently of note velocity.



How To Adjust Instrument Controls

Most instrument controls in Musio are adjusted using MIDI CC (Continuous Controller) automation. Here's how it works:

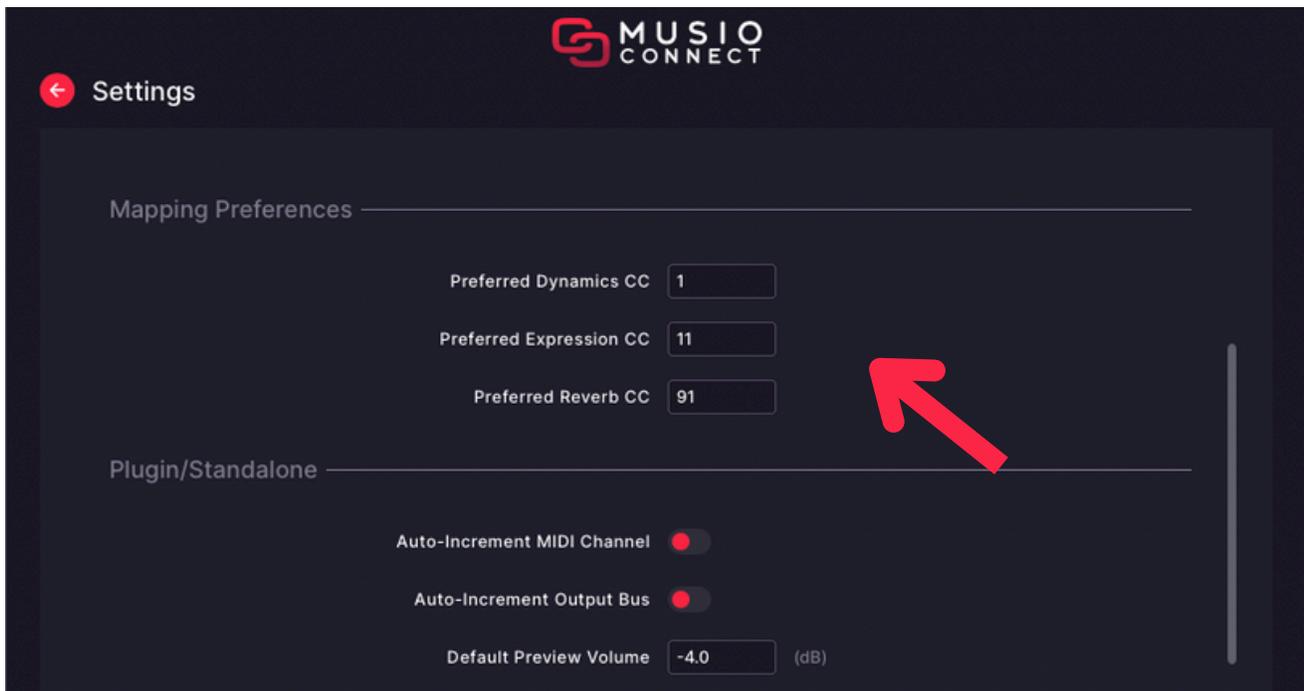
Default CC Assignments

Musio assigns default CC numbers to some key controls:

- **Dynamics** – CC1 (Mod Wheel)
- **Expression** – CC11
- **Reverb** – CC91
- **Volume Slider** – CC7

If you'd like to change these CC assignments globally for new instruments:

1. Open **Musio Connect** (Musio's companion app).
2. Click **Settings**.
3. Under **Mapping Preferences**, adjust the CC assignments as needed.

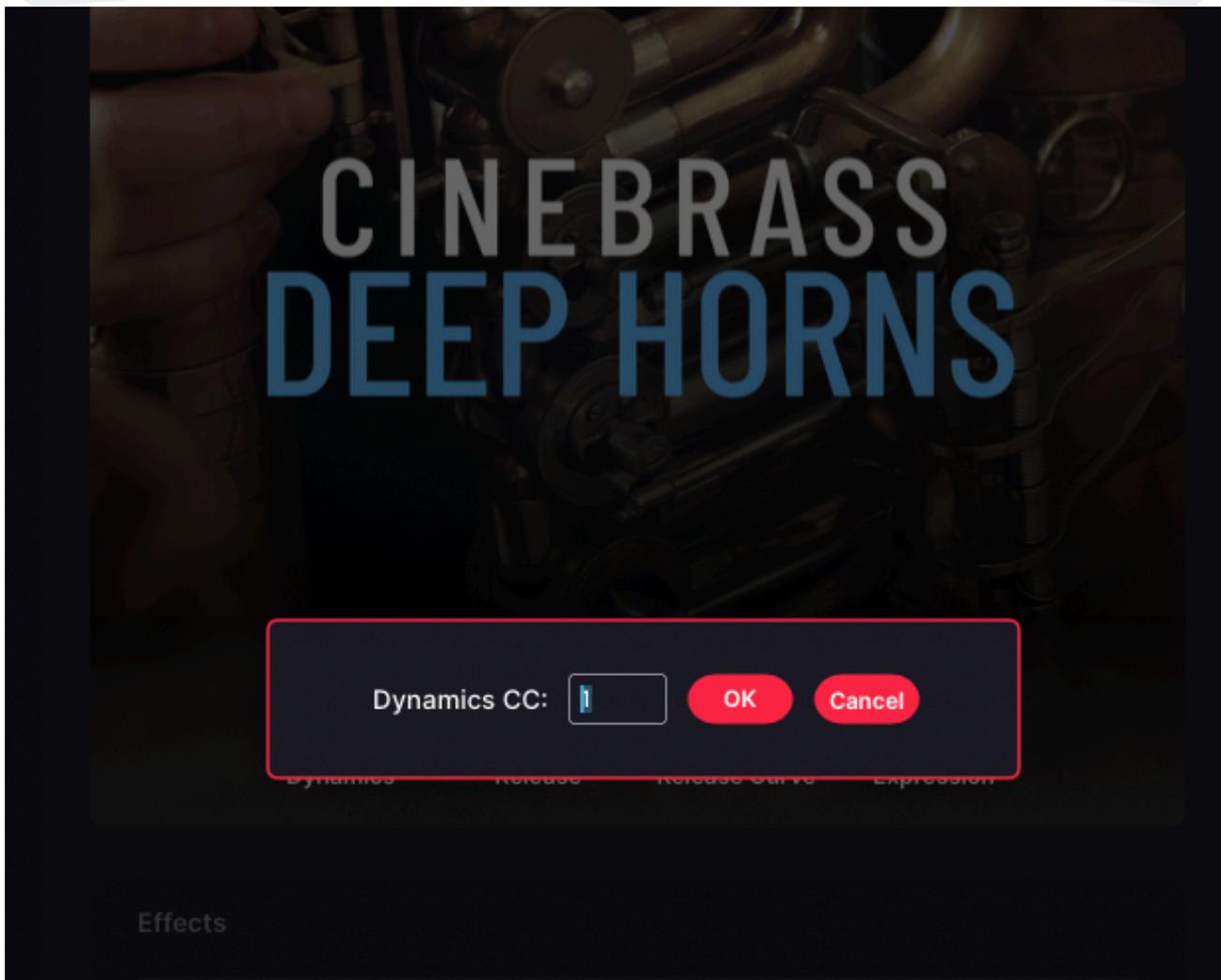


Customizing Other Controls

Most other control knobs in Musio can also be assigned to CC automation, but they are **unassigned by default**. To assign them:

Customizing Other Controls

- **Right-click** on the control knob.
- Select **Reassign CC**.
- Enter your preferred CC number and click **OK**.



Using An External MIDI Controller

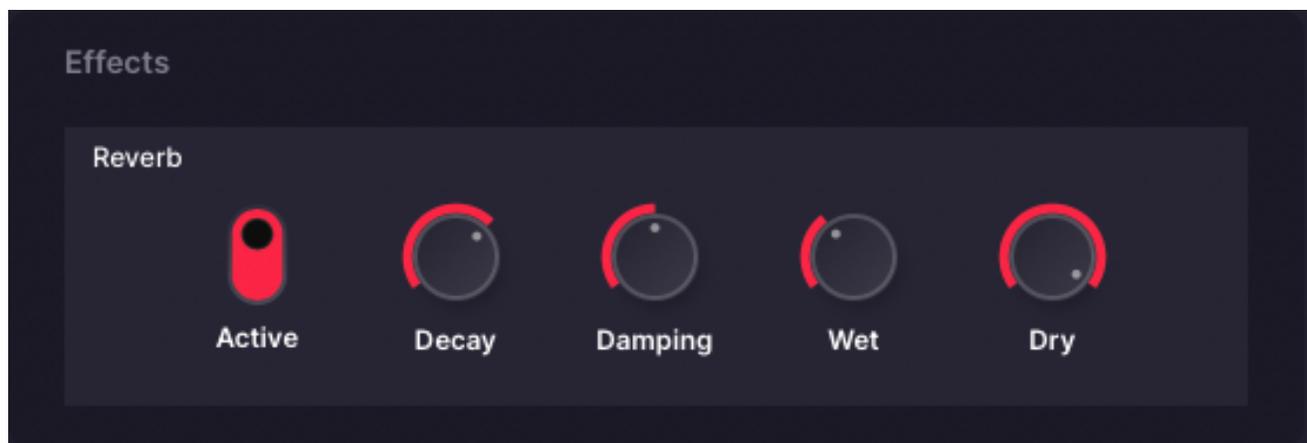
- The **mod wheel (CC1)** should work automatically for dynamics.
- At this time, Musio does **not** allow direct assignment of other knobs to specific faders or knobs on external MIDI controllers. However, this is something we plan to add in the future!

Reverb Effect

Musio includes a built-in **Reverb** effect, accessible in the **Instrument tab** after loading an instrument. Here's what each reverb control does:

Reverb Effects

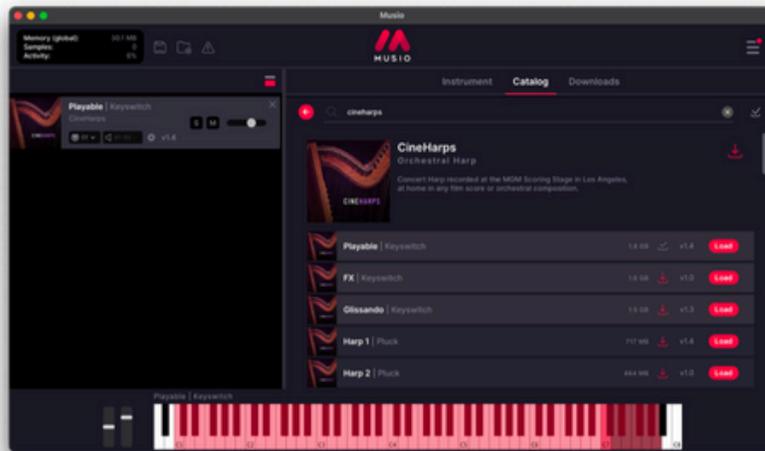
- **Bypass:** Temporarily disables the reverb effect without removing it.
- **Decay:** Controls how long the reverb lasts before fading away.
- **Damping:** Adjusts how much of the high-frequency content of the reverb tail is reduced over time.
- **Wet:** Sets the amount of reverb in the mix relative to the dry signal.
- **Dry:** Controls how much of the unprocessed (original) signal is blended with the reverb.



How To Use Keyswitching

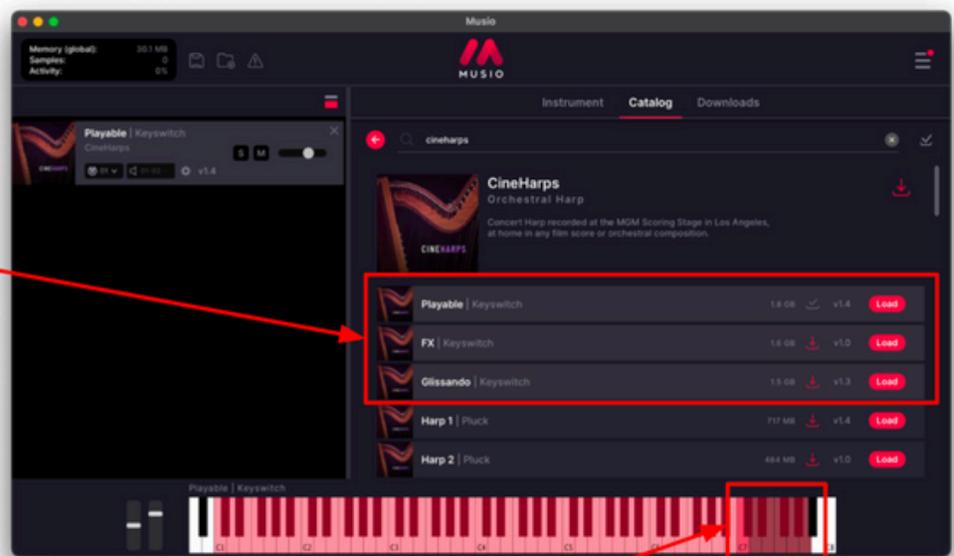
Below, you'll find images explaining how to use keyswitches in Musio:

What is a keyswitch? A keyswitch is a feature that allows you to change what articulation is being played in an instrument. Keyswitches are assigned to specific keys on the keyboard, and each key is assigned to a different articulation. When selecting a key, the articulation of the instrument will switch to the one assigned to that key.

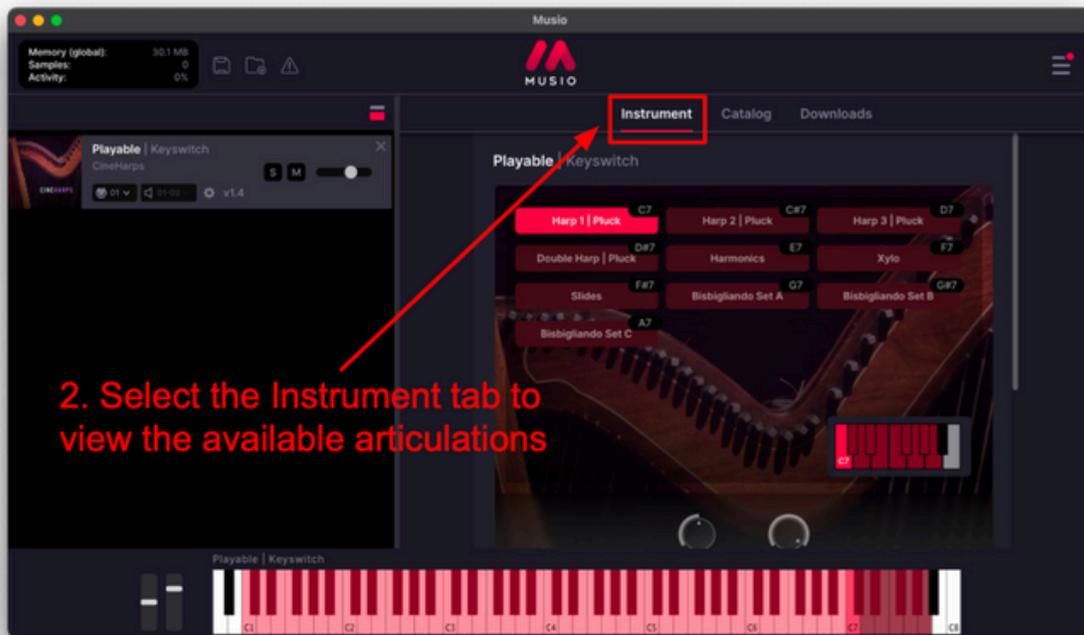
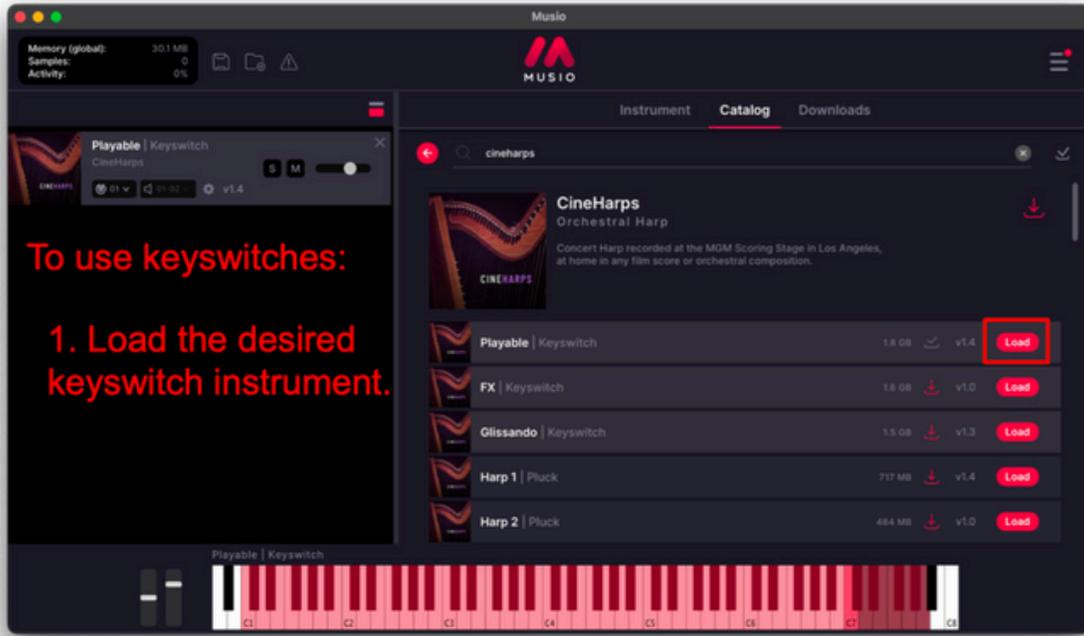


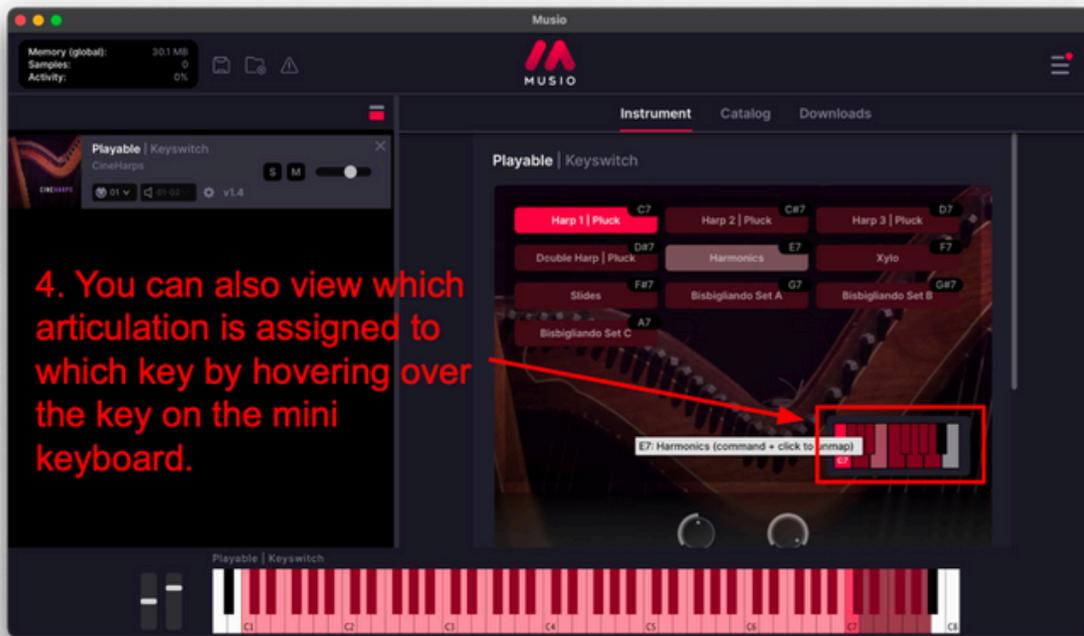
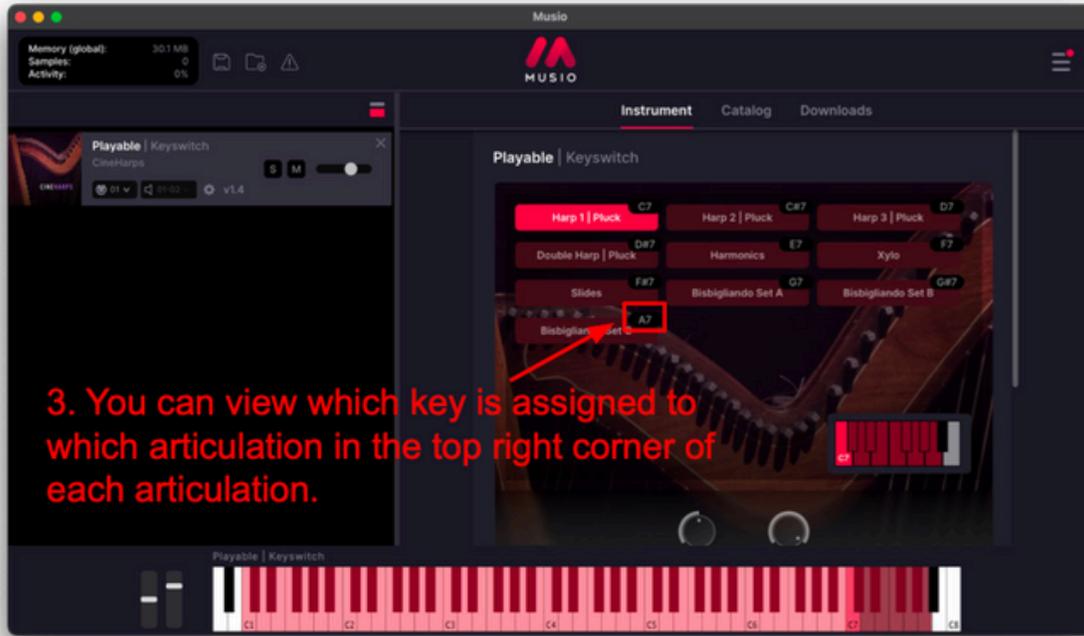
Using a keyswitch instrument will allow you to switch between articulations for that instrument on one track, rather than having to load each articulation separately.

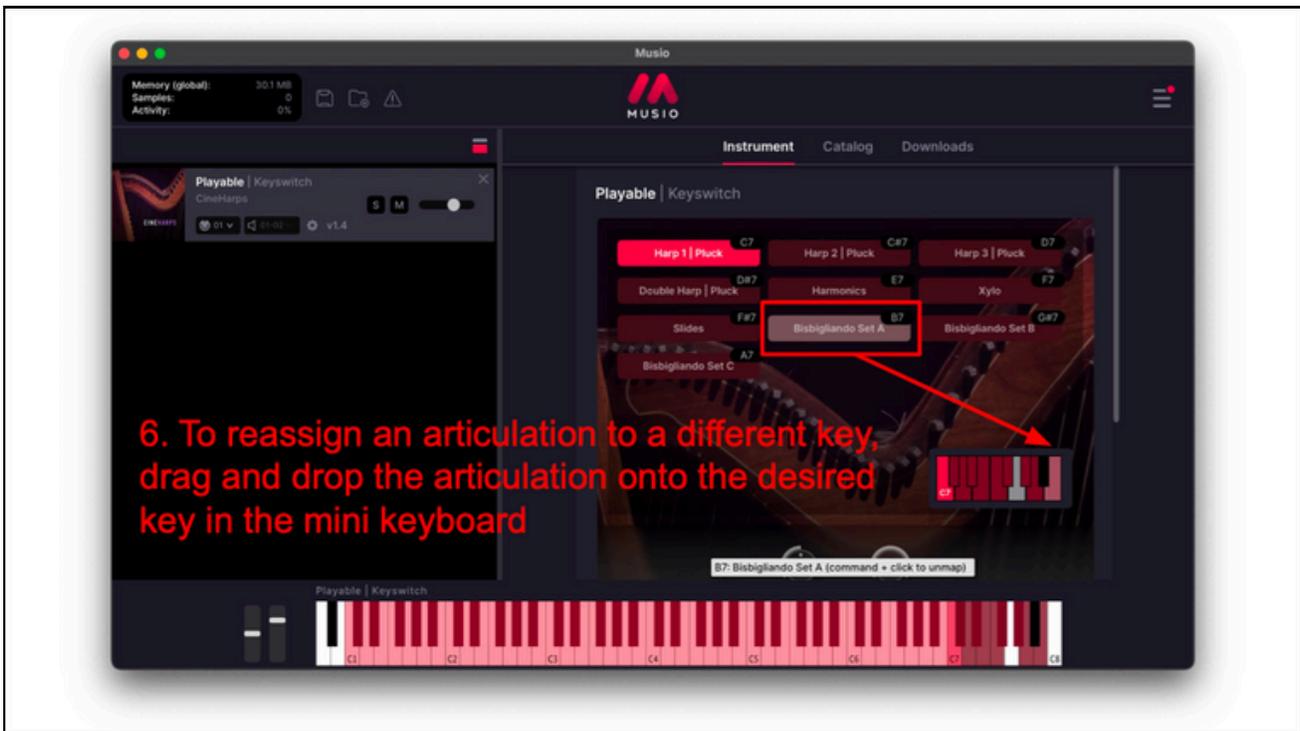
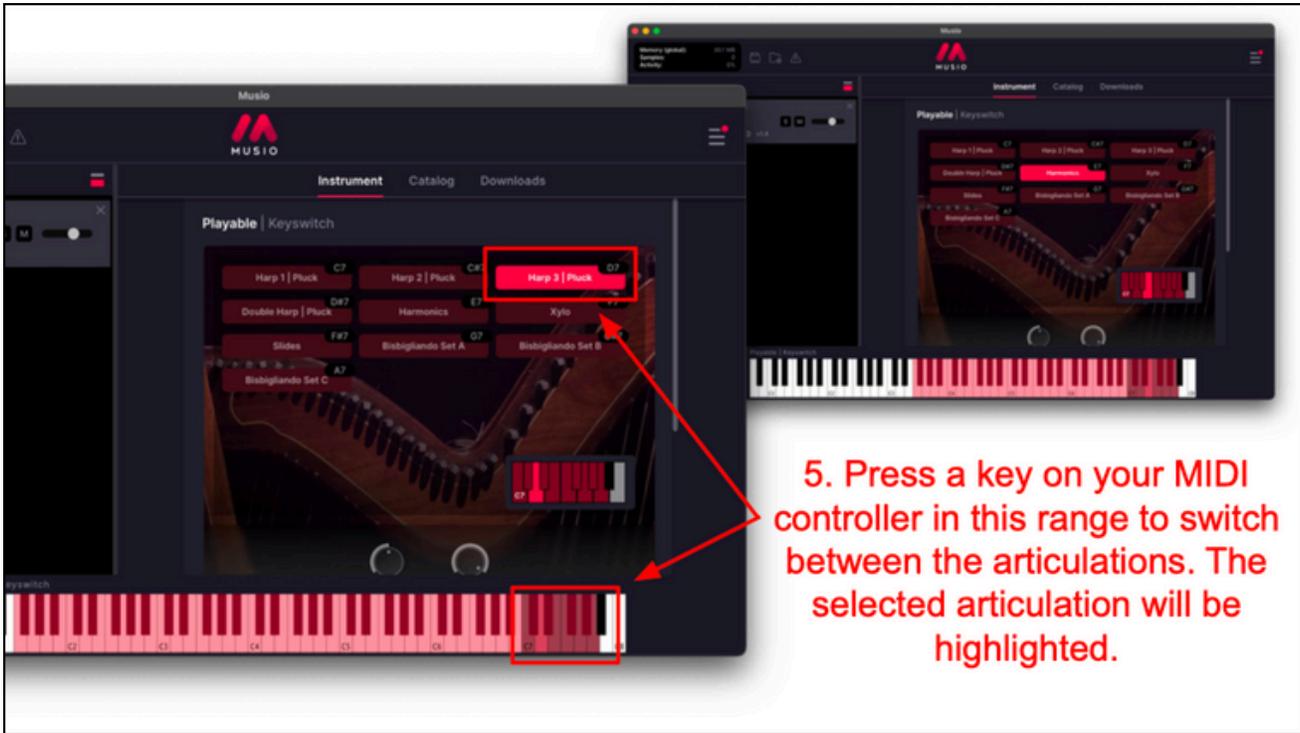
In Musio, collections with keyswitches available will display them at the top of the list within the collection.



When you load a keyswitch patch, the keyswitches will show up as darker colored keys at the top or bottom of the instrument's range.









Can I Move the Keyswitch Range?

At this time, **it isn't possible to move the keyswitch range** on the piano roll or assign it to a different MIDI channel in Musio. We hope to add this feature in the future.

However, if you need to adjust the **octave**, you can try changing the **middle C octave setting** in **Musio Connect**:

1. Open **Musio Connect**.
2. Click **Settings**.
3. Navigate to the **Plugin/Standalone** section.
4. Adjust the **middle C octave** setting to match your DAW's standard.



Connecting Your MIDI Controller

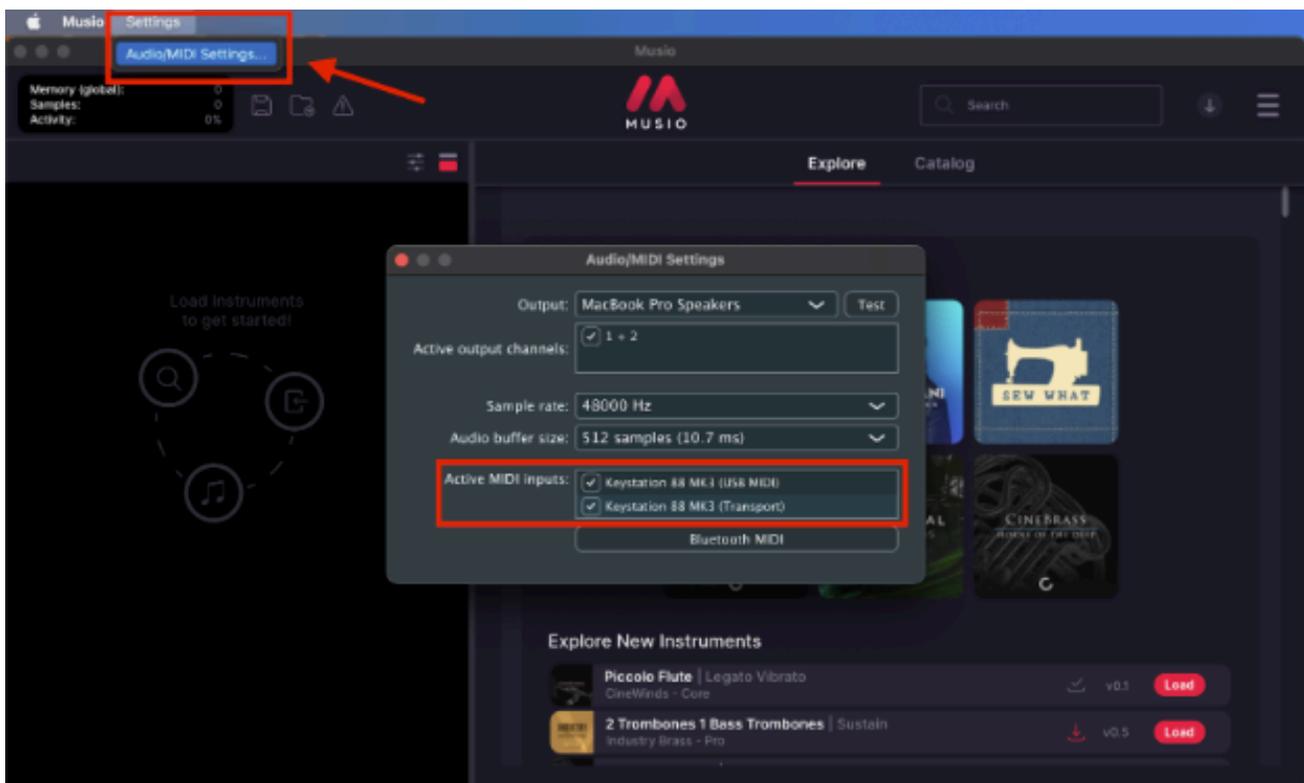
Here's how to connect your MIDI controller to Musio:

Step 1: Ensure Proper Connection

1. Turn on your MIDI controller keyboard.
2. Check that all cables are properly connected between your controller and computer.

Step 2: Access MIDI Settings

1. Open **Musio (Standalone Mode)**.
 - **Note:** This process must be done in **Musio standalone mode** (outside of your DAW). MIDI settings cannot be changed inside Musio when used as a plugin, as the DAW handles MIDI input.
2. On your **computer desktop** (not inside Musio) at the top left, navigate to:
 - **Settings** → **Audio/MIDI Settings**



Step 3: Enable Your MIDI Controller

1. In the **Audio/MIDI Settings** window, locate the **Active MIDI Inputs** section.
2. Find your MIDI controller in the list.
3. **Check the box** next to your MIDI controller to enable it.

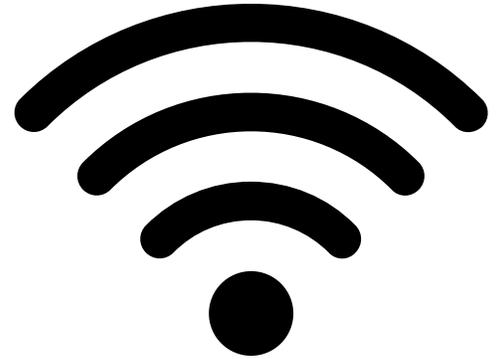
✔ **Your MIDI controller is now connected!** You should now be able to press the keys and hear sounds when an instrument is loaded in Musio.

If you followed the steps above but aren't getting sound when you press keys down on your MIDI controller, please [see this article](#) for help.



Internet Connection FAQs

Here are common questions and answers around internet connectivity and Musio:



QUESTION

Does Musio Require a Constant Internet Connection?

ANSWER

No, **Musio does not require a constant internet connection** to run. If you lose internet access while working in Musio, the application will continue to function normally. The only thing that will be affected is **ongoing instrument downloads**, which will **pause** and automatically **resume** once your internet connection is restored.

QUESTION

Do I Need to Be Online to Use Musio at All?

ANSWER

Musio only requires an internet connection **at least once per month** so that **Musio Connect** can verify your active license or subscription. Other than that, you can use **Musio completely offline** as long as the instruments you need have already been downloaded to your instrument Rack.

This makes Musio perfect for working on projects **while traveling or in places with limited internet access**. Just keep in mind that an active internet connection is required whenever you want to **download new instruments**.

QUESTION

Why Do I Need to Connect Once a Month If I Own Musio 1?

ANSWER

Musio requires an internet connection just once every 30 days to renew your authorization, which happens seamlessly in the background as a security measure. This helps us protect the software and keep it secure. Most users don't notice this because they're often connected to the internet, even briefly.

As long as you connect once per month, Musio Connect will be able to verify your active Musio 1 license and then you can use Musio offline and load any instruments you have downloaded already into the instrument Rack (although new instruments won't be able to be downloaded until an internet connection is restored).

QUESTION

What If I'm Traveling Without Internet Access?

ANSWER

If you're planning to be completely offline for an extended period, don't worry! Musio will only prompt you to connect once you're back online to restore access. If you're near WiFi at any point (e.g., at an airport, café, or hotel), simply connect briefly to renew your authorization for the next 30 days. After that, you won't have to think about it again until the next renewal cycle.



How To Collaborate With Others

One of the best features of Musio is how easy it is to collaborate with other musicians who also use Musio. If you've started writing a song or cue in your digital audio workstation (DAW) using Musio, collaborating is as simple as sending your DAW session to your collaborator.

When they open the session on their end, any Musio instruments they haven't already downloaded will install automatically. This means they'll be able to play the session and add to it right away!

#1: Ensure Both Parties Have Musio Installed

- Install Musio by logging into portal.musio.com. ✓
- Click one of the installer buttons in the top right corner. ✓

#2: Use The Same DAW

- Both collaborators should use the same DAW. ✓
- This ensures that all settings, tracks, and instruments load correctly. ✓

#3: Set Up A Shared Folder

- Depending on the file size of your DAW session, you can send it in an email. ✓
- However, if the file is too large, use a cloud storage service like Dropbox. ✓

#4: Communicate In Real-Time

- Use video conferencing tools like Zoom to discuss ideas. ✓
- Screen-sharing & live discussions can make the process easier. ✓

#5: Synchronize Your Work

- Make sure all changes are saved and uploaded to the shared folder. ✓

- This ensures you both are always working on the latest version. ✓

Bonus Tip: Collaborate With Yourself!

- Musio is also **great for personal workflow** when moving sessions between different setups. Whether you're working between a **laptop and a desktop**, or switching between a **studio and a mobile setup**, Musio makes it easy to **transfer sessions** and keep everything in sync.

Watch a Tutorial on Collaboration With Musio

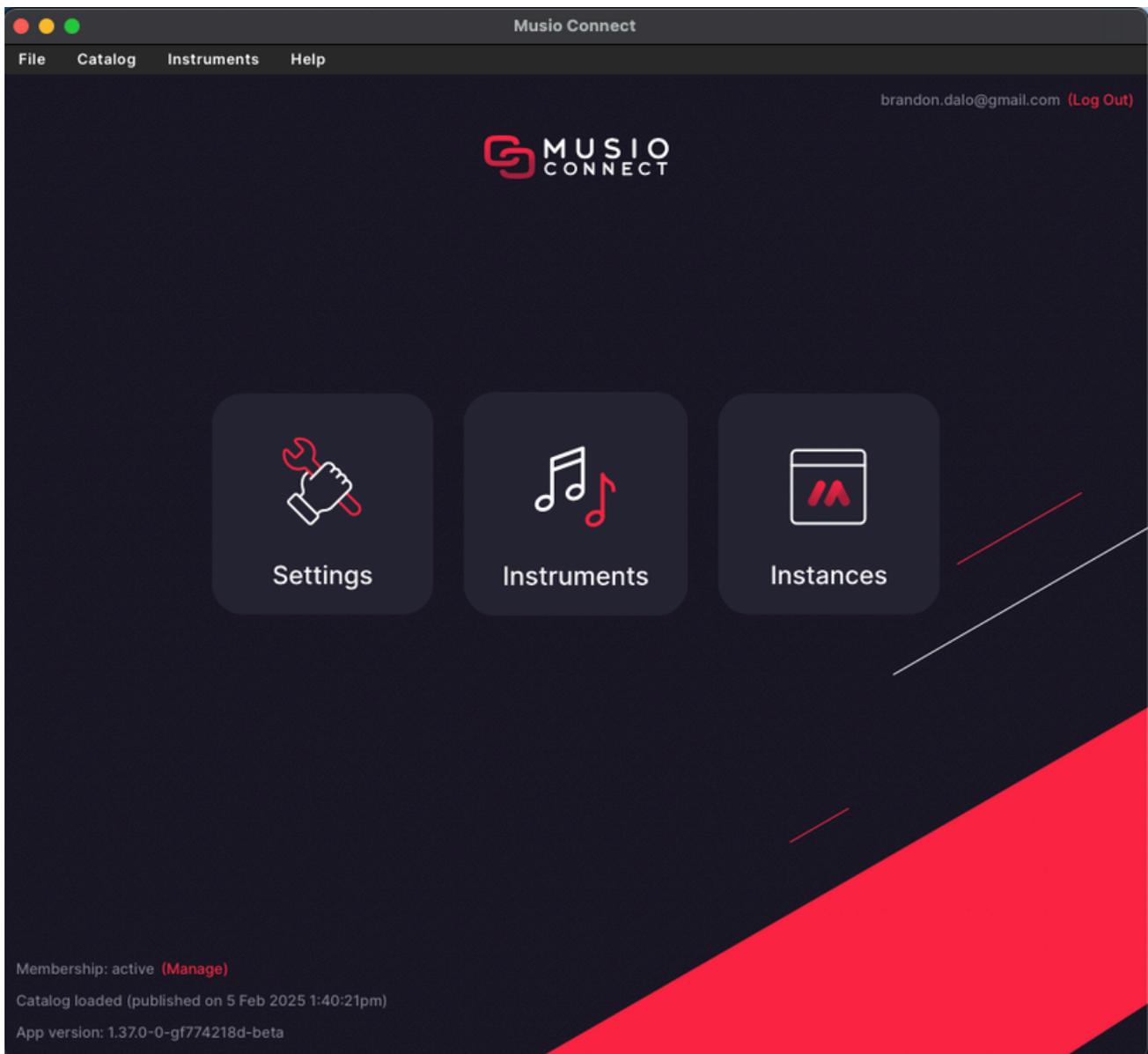
- For a **visual demonstration** of how Musio simplifies music collaboration, check out this video from our founder, **Mike Patti**:
- 🎬 [Musio Tutorial - Collaboration With Musio](#)



A Walkthrough Of The Musio Connect Interface

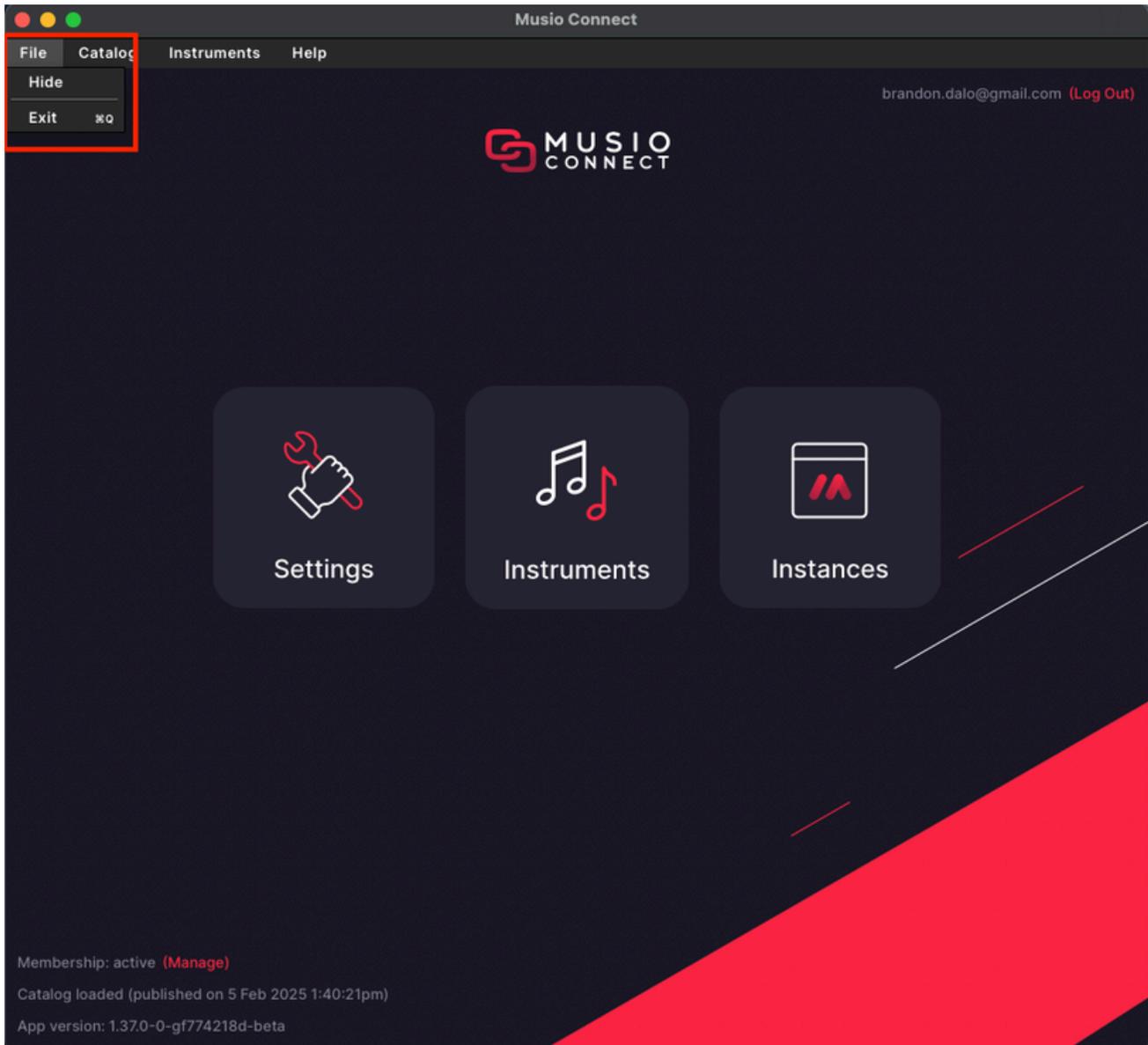
This guide provides a **detailed walkthrough** of the Musio Connect interface, covering every section so you can **understand its features and settings**. Whether you're new to Musio or just want to optimize your workflow, this guide will help you navigate the software with ease.

When you first launch **Musio Connect**, this is what you'll see:



Top Navigation Menus

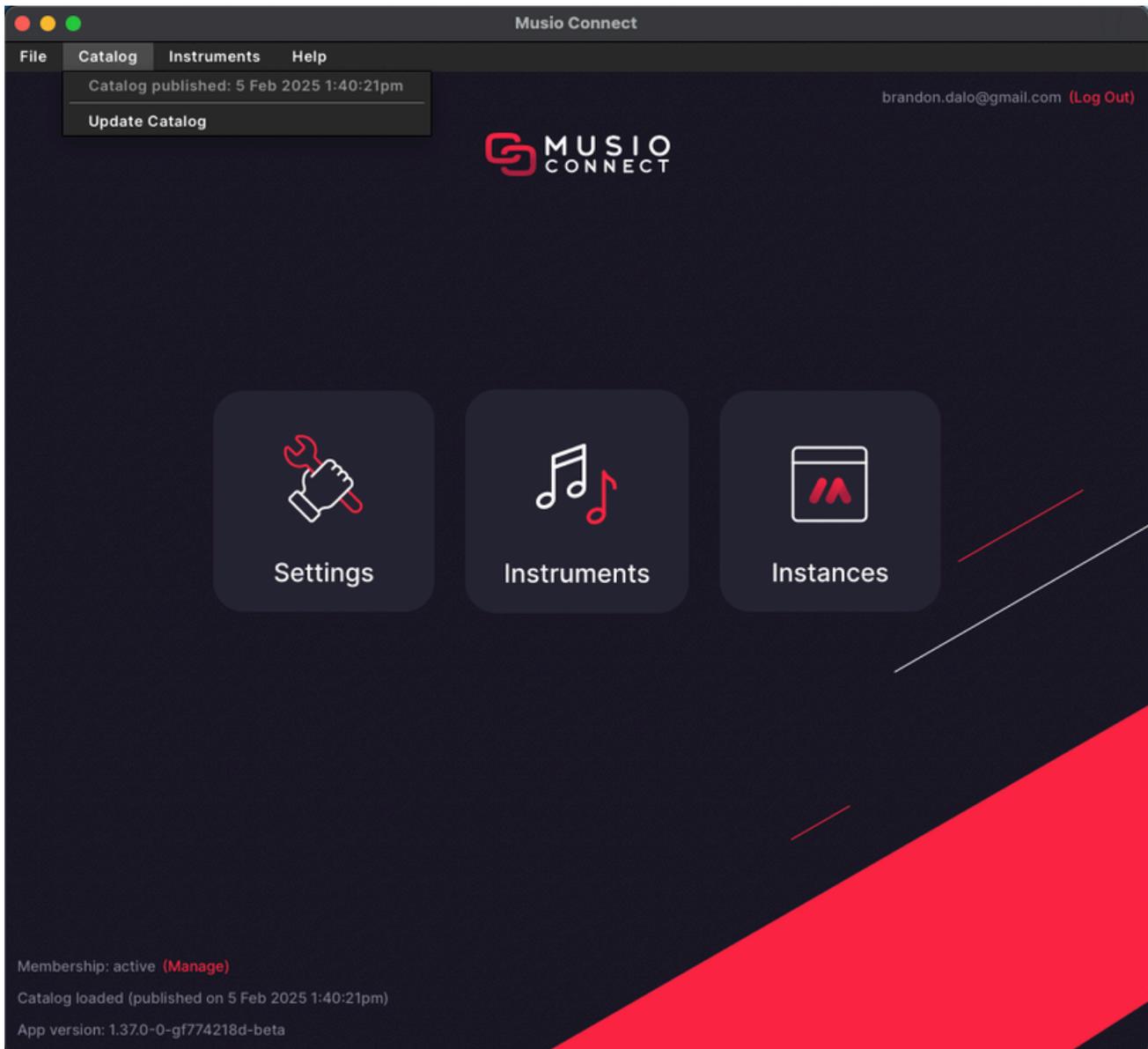
Let's start from the **top left** and go through the **dropdown** menus one by one.



File Menu:

1. **Hide** - Hides the Musio Connect window.
2. **Exit** - Closes the Musio Connect application.

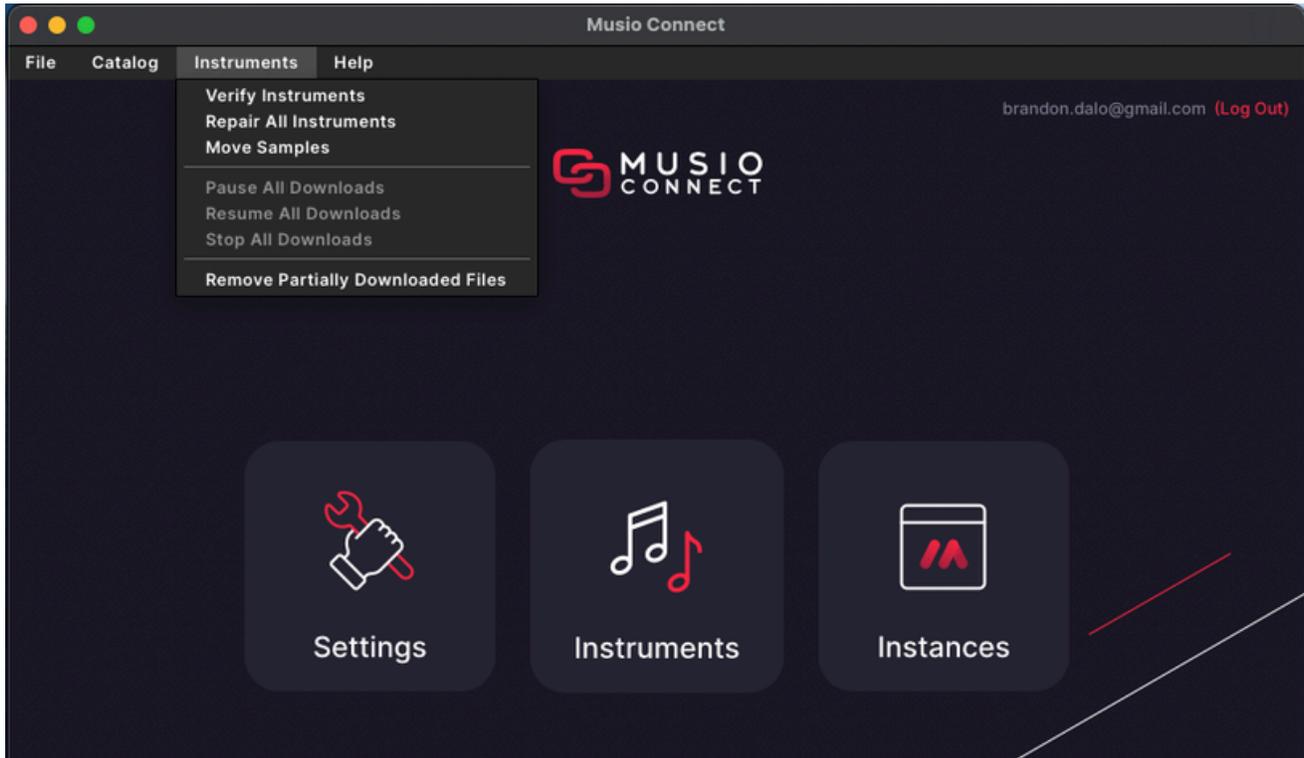
Catalog Menu



Catalog Menu:

1. **Catalog Version** - Displays the version of the catalog currently loaded.
2. **Update Catalog** - If new libraries are available but don't appear, click this to refresh your catalog.

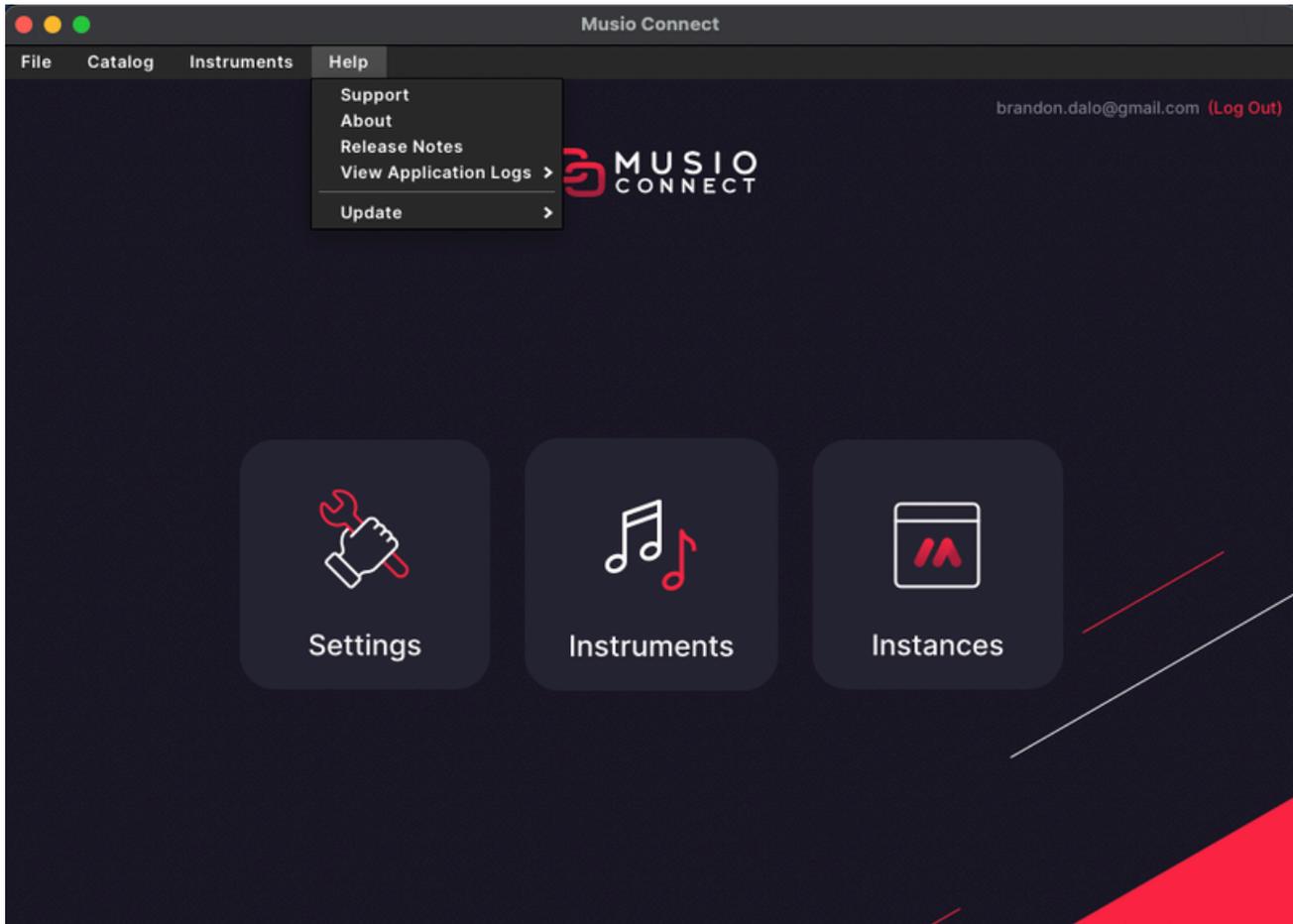
Instrument Menu



Instrument Menu:

1. **Verify Instruments** – Scans your installed instruments for issues.
2. **Repair All Instruments** – Fixes any broken instrument connections after verification.
3. **Move Samples** – Allows you to change where your samples are stored.
4. **Pause All Downloads** – Temporarily stops all instrument downloads.
5. **Resume All Downloads** – Continues downloads that were previously paused.
6. **Stop All Downloads** – Cancels all active downloads.
7. **Remove Partially Downloaded Files** – Deletes incomplete downloads.

Help Menu

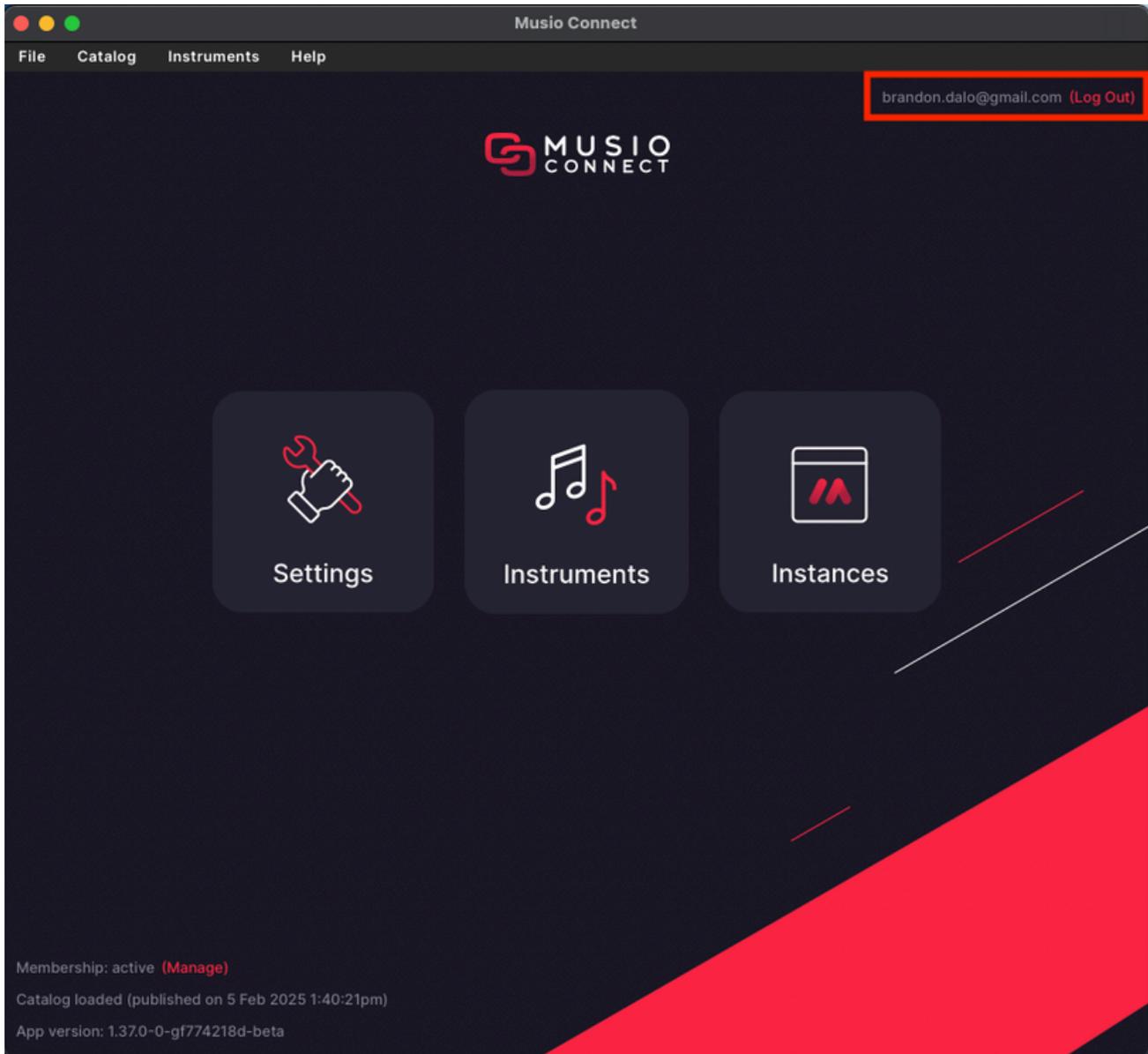


Help Menu:

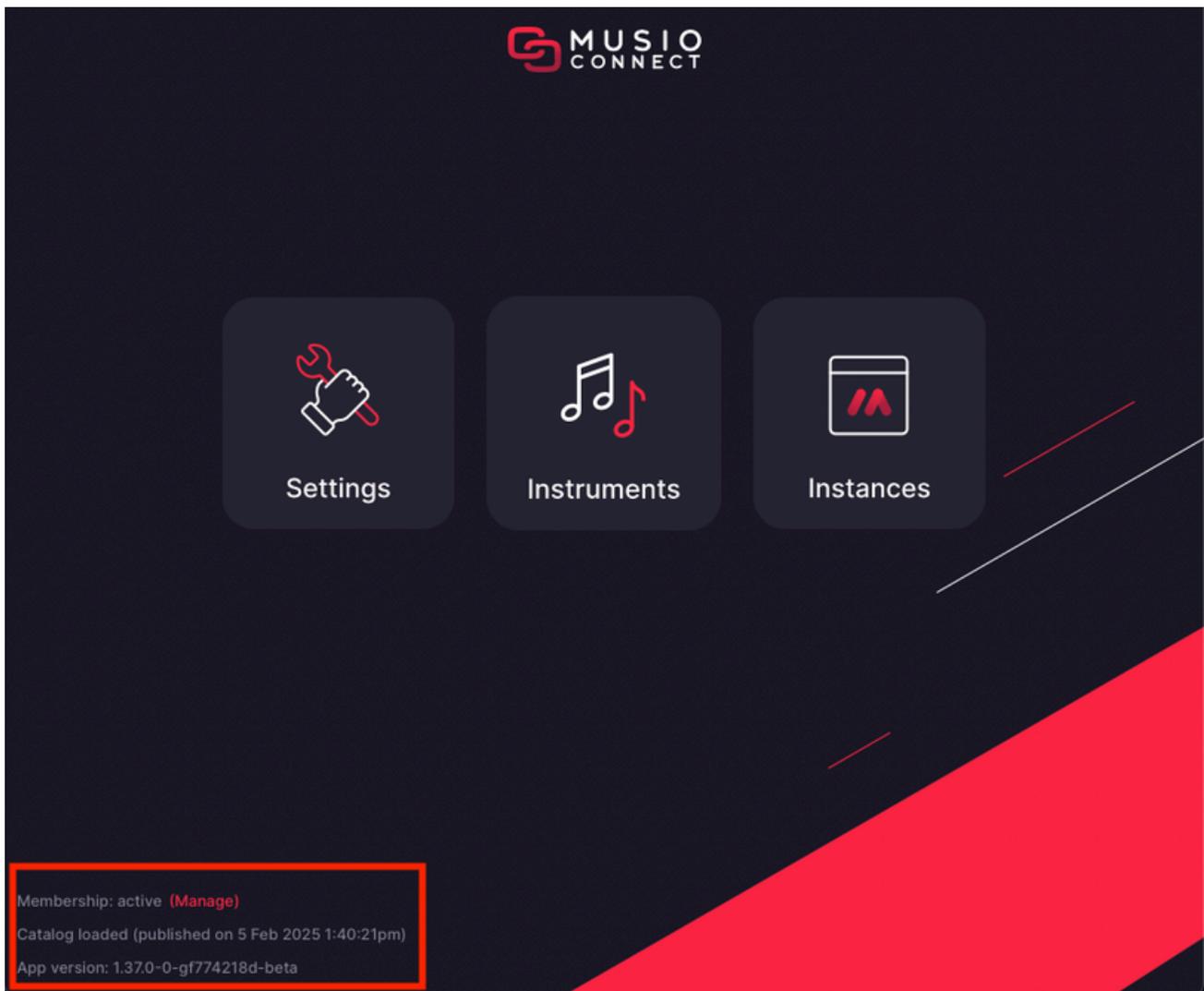
1. **Support** – Opens the Musio Help Center.
2. **About** – Displays more information about Musio.
3. **Release Notes** – Lists all software updates and changes.
4. **View Application Logs** – Shows log files for Musio and Musio Connect (useful for troubleshooting).
5. **Update** – Displays your current version and allows you to check for new updates.

Top Right Corner: Account & Logout

Once you're logged in, your **email address** will appear in the **top right corner** with a "(Log Out)" option next to it.



Bottom Left Corner: Key Information

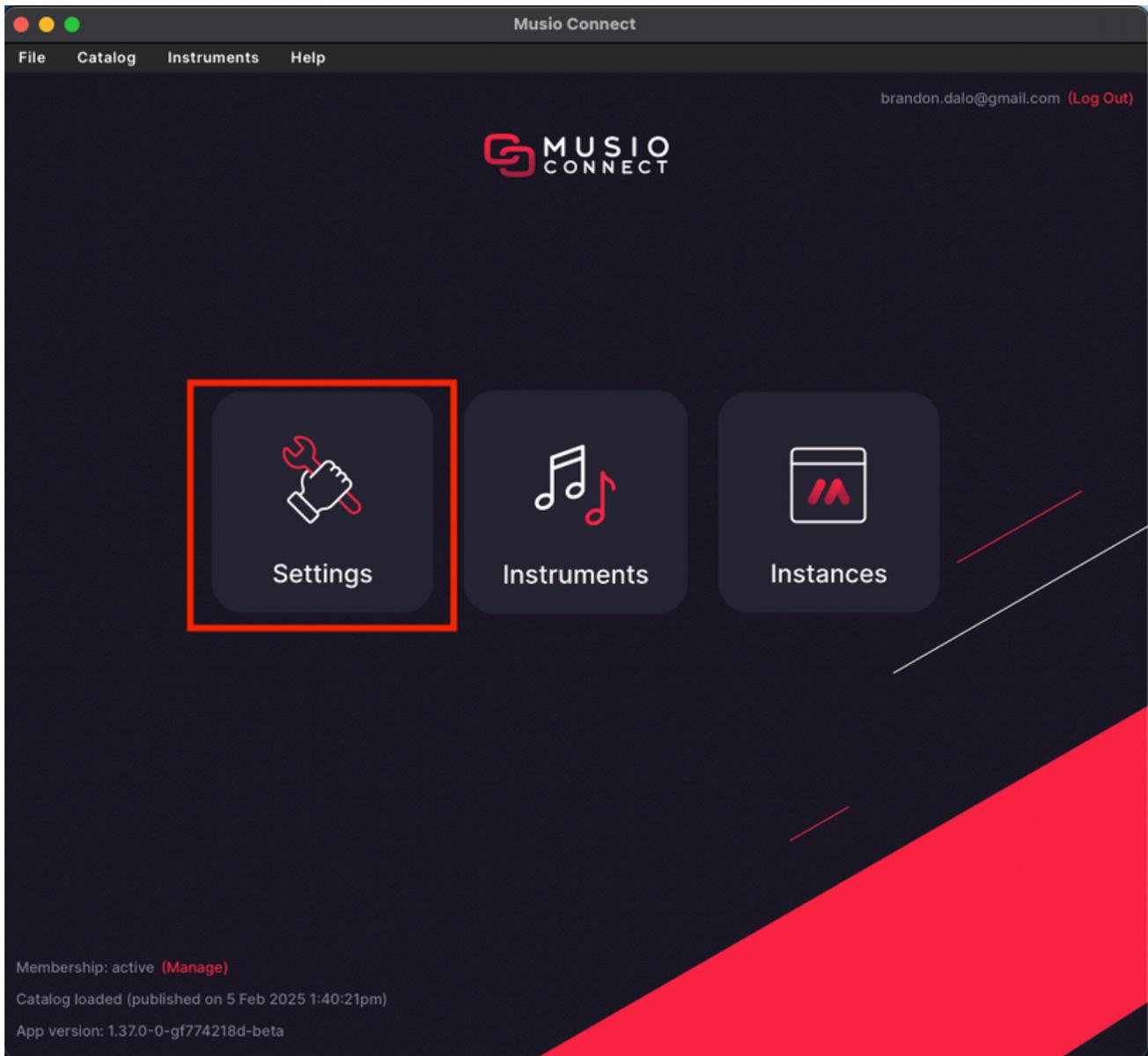


Bottom Left Corner:

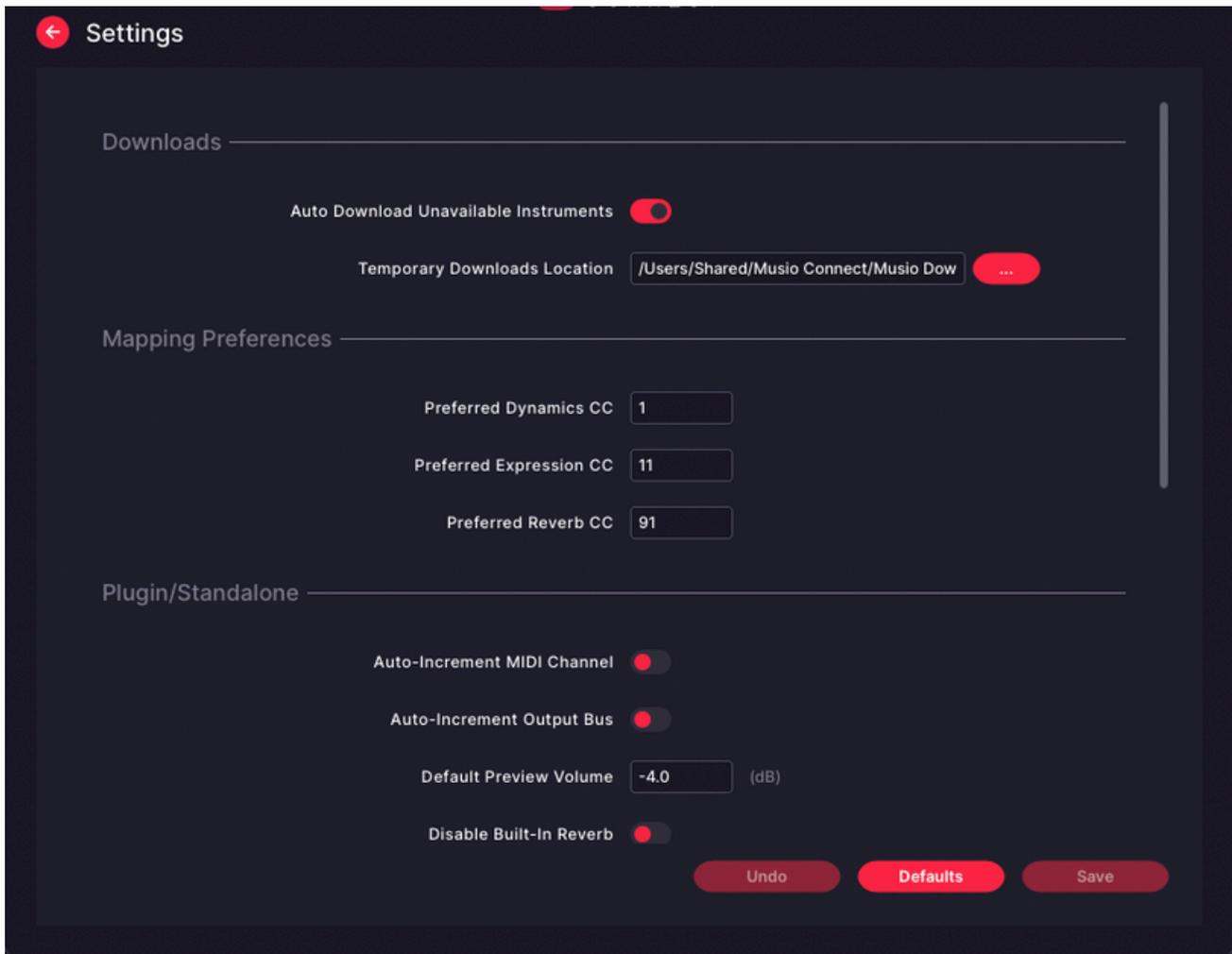
- 1. Membership** – Shows whether your subscription or license is active. Click ([Manage](#)) to visit your account portal.
- 2. Catalog Loaded** – Displays when the current catalog version was loaded.
- 3. App Version** – Shows your application version. If an update is available, a red update link will appear here.

Main Pages Of Musio Connect

Now, let's explore the three main pages of Musio Connect, starting with Settings:



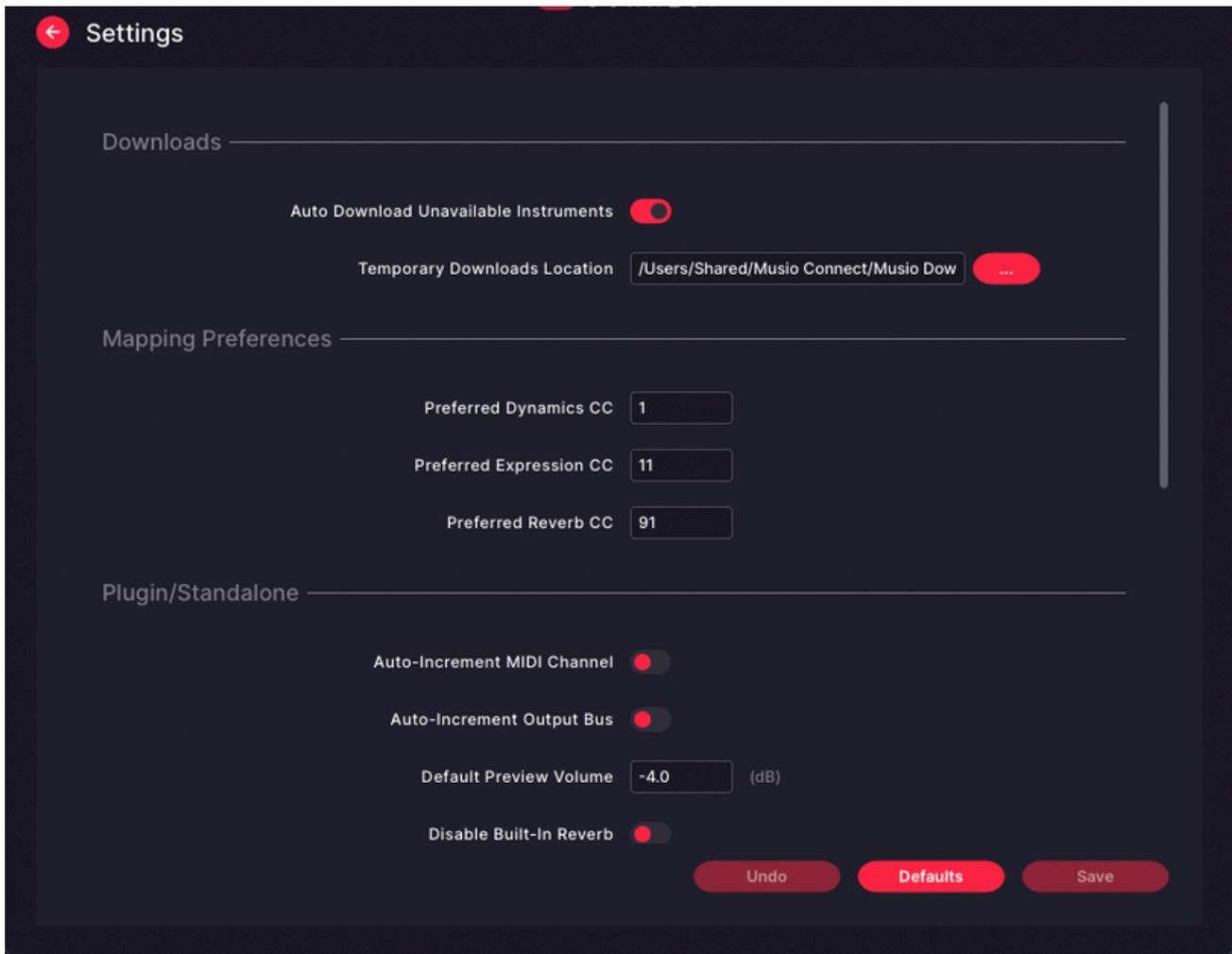
Settings Page



Downloads Section:

- 1. Auto Download Unavailable Instruments:** Enable this to automatically download instruments when loading from a file or from within a host.
- 2. Temporary Downloads Location:** The directory into which instruments will be stored while downloading. Temporary downloaded files are removed automatically once an install is finished.

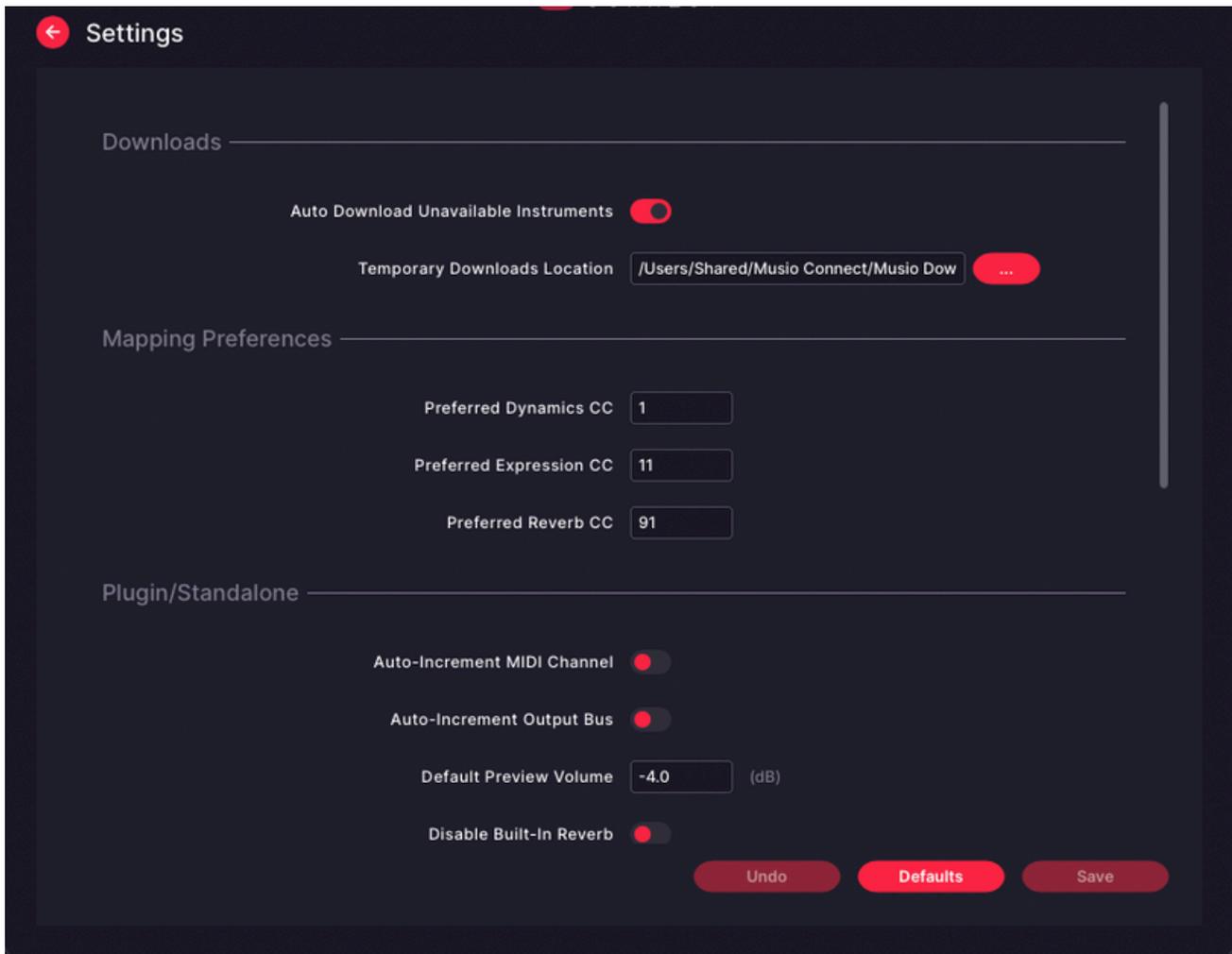
Settings Page



Mapping Preferences:

- 1. Preferred Dynamics CC:** Select a MIDI CC that newly-added instruments will use to control dynamics (0 = no preference).
- 2. Preferred Expression CC:** Select a MIDI CC that newly-added instruments will use to control expression (0 = no preference).
- 3. Preferred Reverb CC:** Select a MIDI CC that newly-added instruments will use to control reverb (0 = no preference).

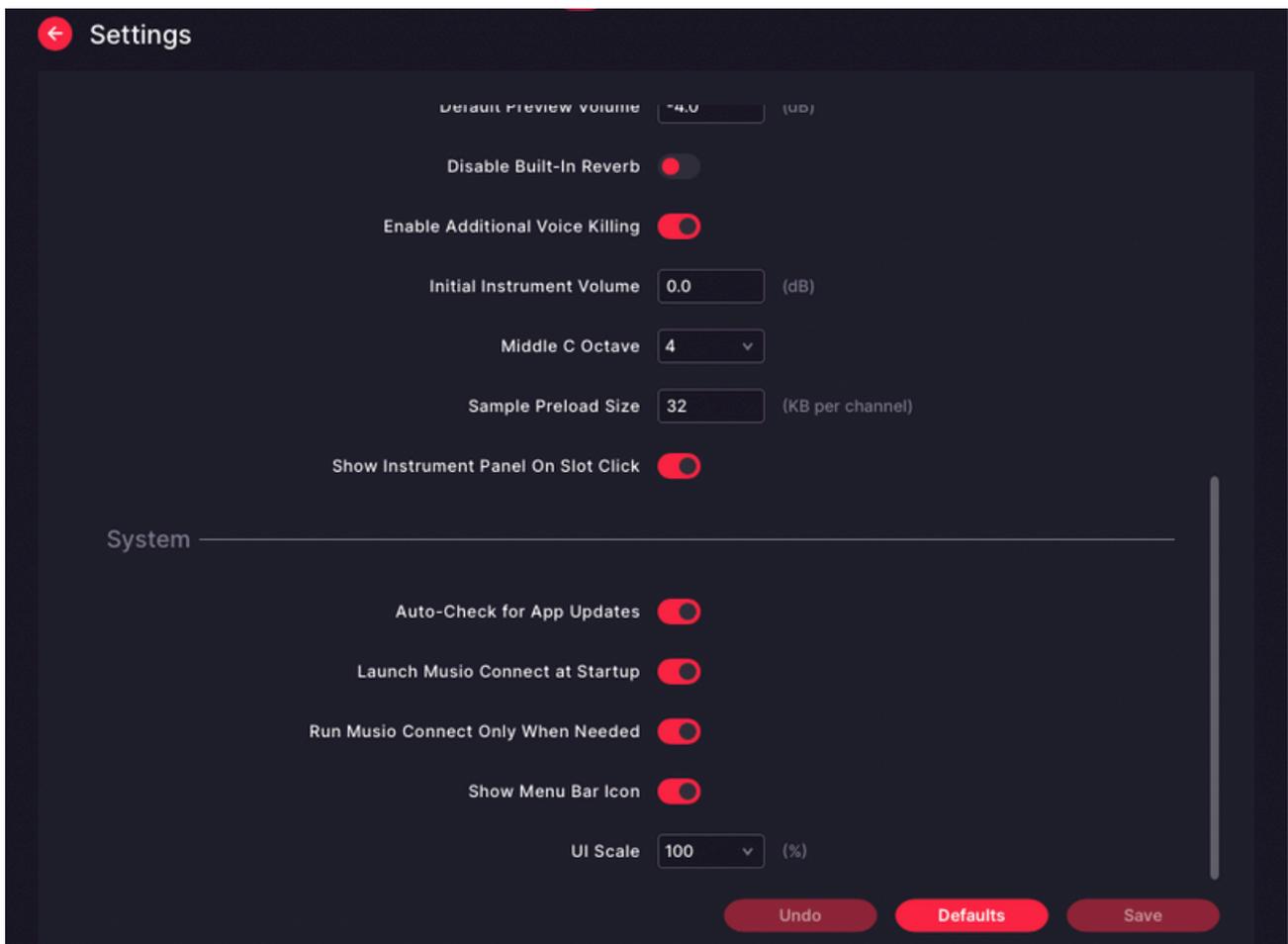
Settings Page



Plugin/Standalone:

- 1. Auto-Increment MIDI Channel:** Increments the MIDI channel by 1 for each newly loaded instrument.
- 2. Auto-Increment Output Bus:** Increments the audio output bus by 1 for each newly loaded instrument.
- 3. Default Preview Volume:** This sets the default volume for instrument previews in the catalog.
- 4. Disable Built-In Reverb:** Disables reverb for newly-loaded instruments.

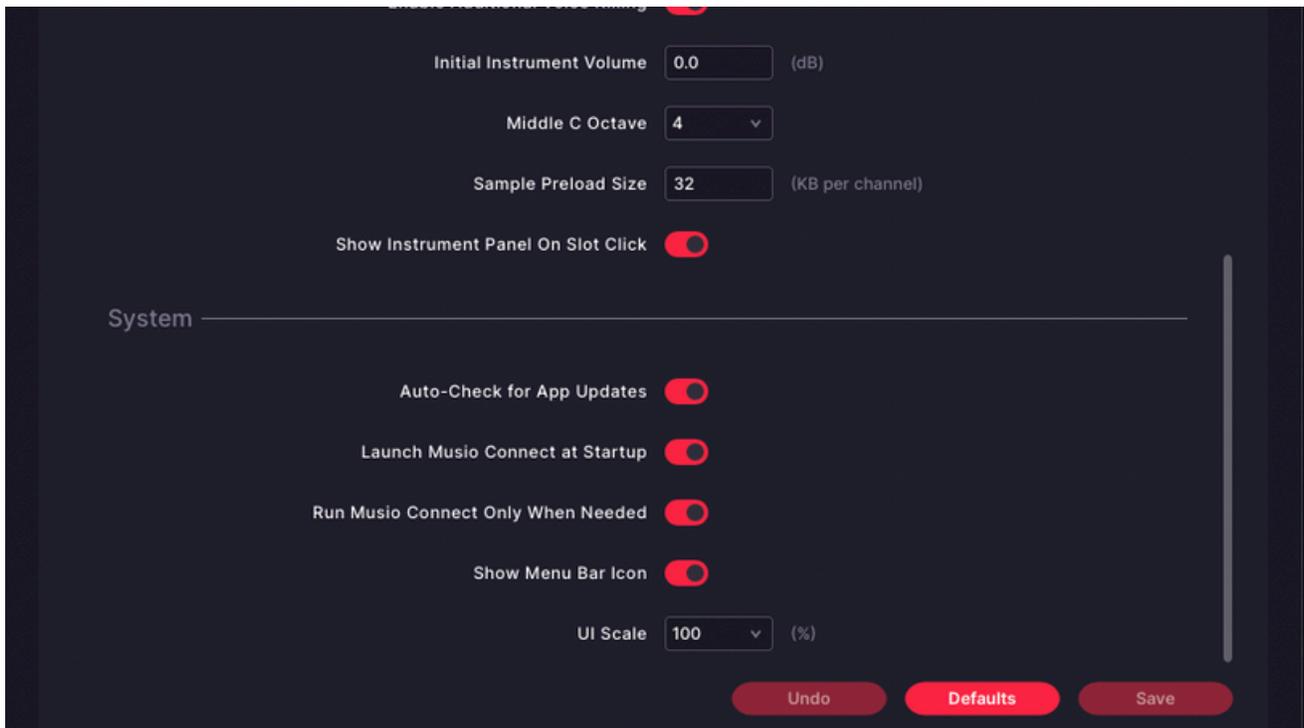
Settings Page Continued



Plugin/Standalone (Continued):

- 1. Enable Additional Voice Killing:** This allows Musio to terminate extraneous voices across instruments to avoid noticeable dropouts.
- 2. Initial Instrument Volume:** This sets the default initial instrument volume.
- 3. Middle C Octave:** Determines the octave number for middle C.
- 4. Sample Preload Size:** This is the amount of sample data to buffer into RAM when an instrument is loaded (KB, per channel per sample).
- 5. Show Instrument Panel On Slot Click:** This shows the instrument panel whenever an instrument slot is clicked.

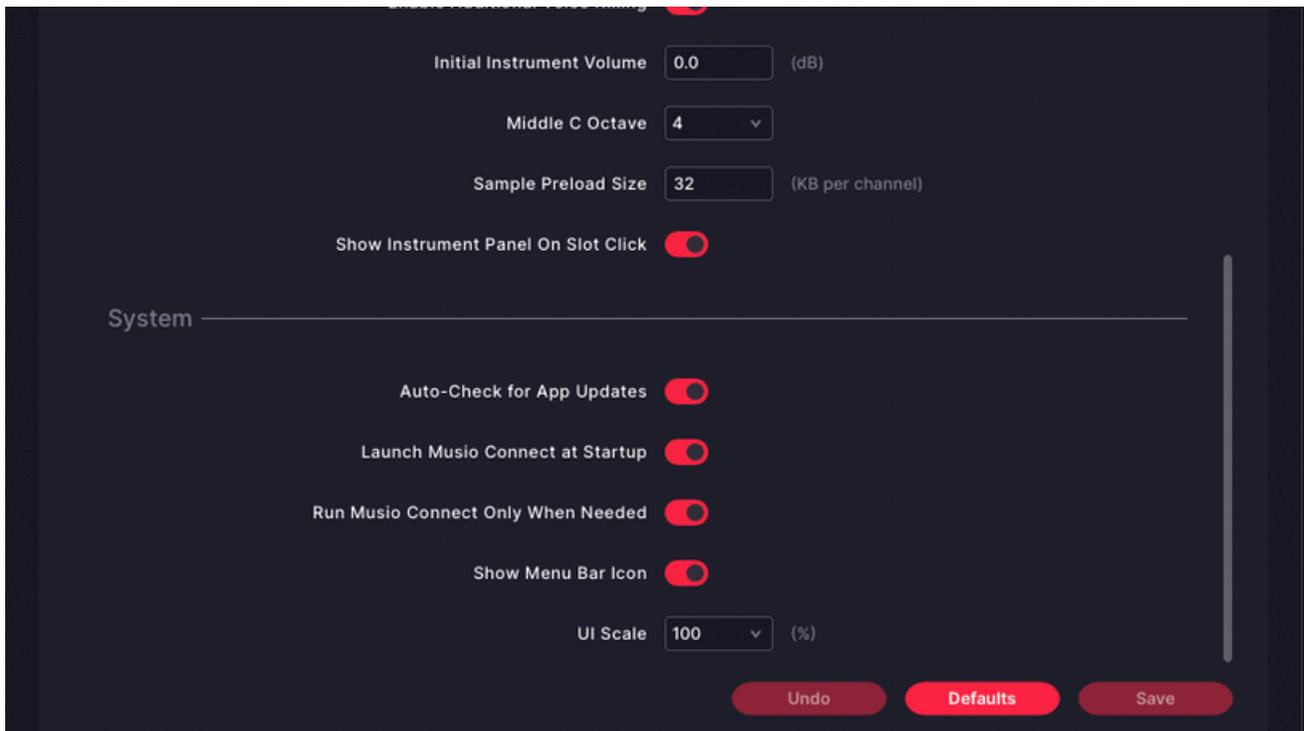
Settings Page Continued



System:

- 1. Auto-Check For App Updates:** This tells Musio Connect to periodically check for app updates in the background. Update notifications will be displayed on the main page of Musio Connect.
- 2. Launch Musio Connect At Startup:** This will launch Musio Connect automatically in the background when your computer starts.
- 3. Run Musio Connect Only When Needed:** If enabled, Musio Connect will close itself when no Musio instances are connected and no background tasks are running.
- 4. Show Menu Bar Icon:** Displays Musio Connect as an icon in the menu bar while it is running.
- 5. UI Scale:** Change the size of the UI of Musio and Musio Connect.

Settings Page Continued



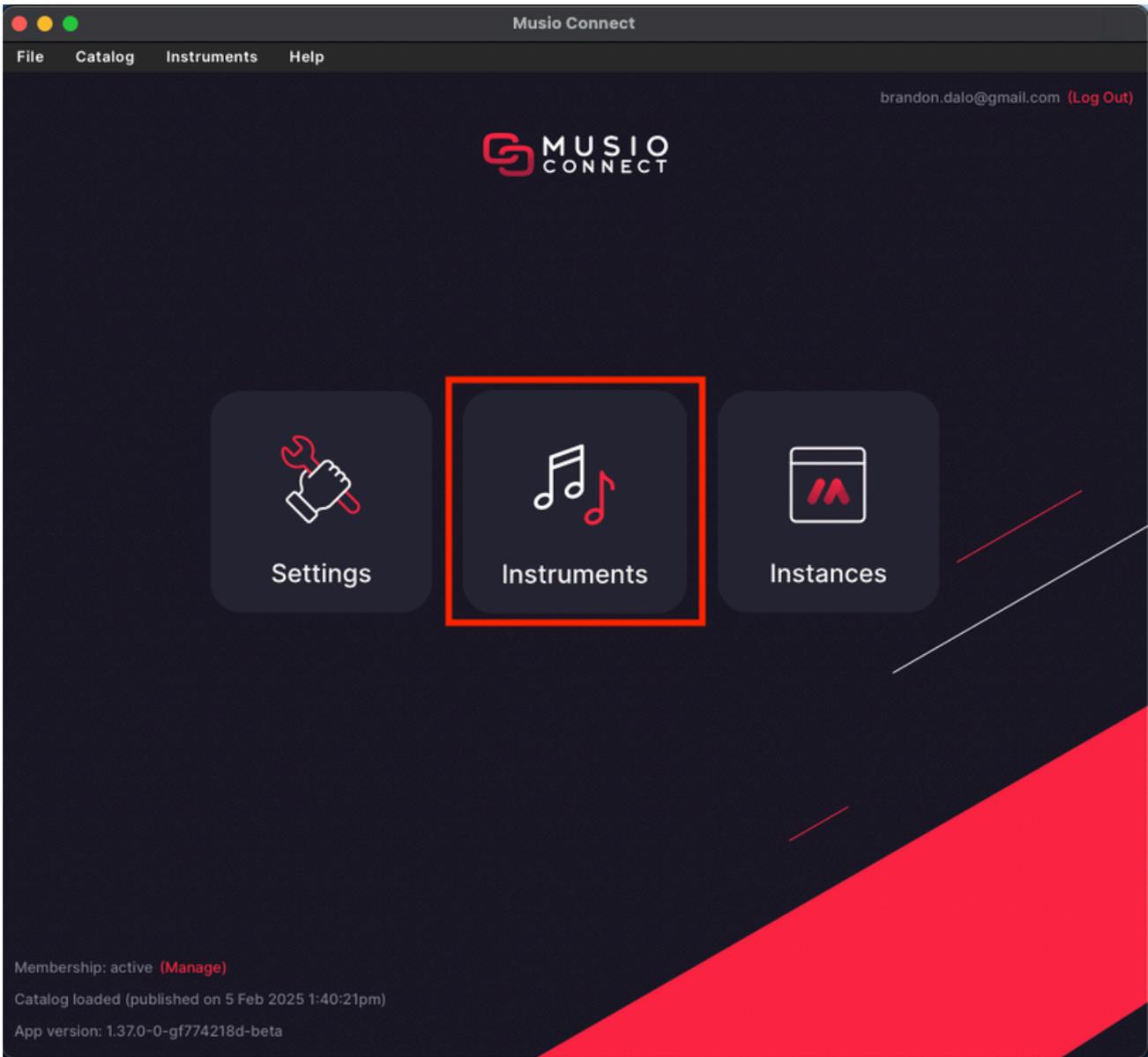
Saving Changes (Bottom Right):

1. **Undo** – Reverts the most recent change.
2. **Defaults** – Resets settings to their original values.
3. **Save** – Saves your changes (Make sure to click this so your changes take effect!).

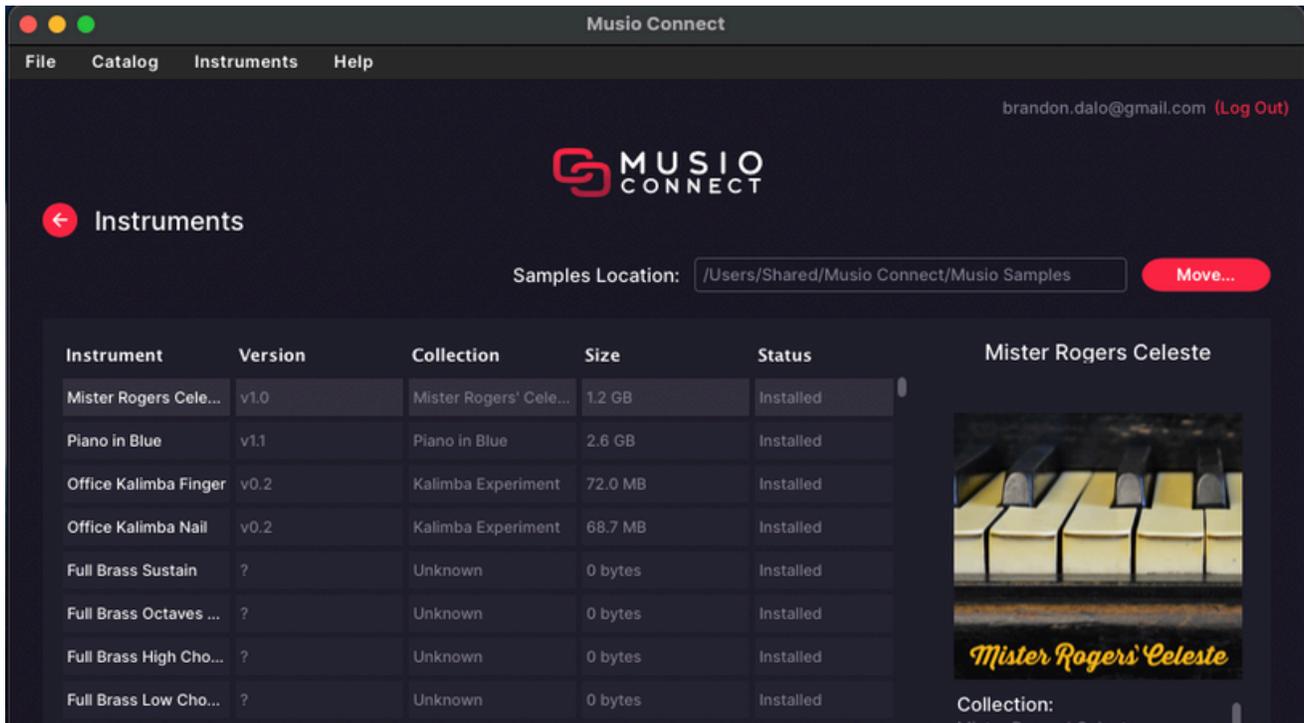


Instruments Page

Now, let's explore the next page: Instruments.



Instruments Page



Instruments Page:

The Instruments Page provides a list of all installed instruments along with their:

1. Version number
2. Library collection
3. File size
4. Status
 - a. If an instrument is installed correctly, the **Status column** will say **"Installed"**.
 - b. If there's an issue, an **error message** will appear in the Status column; be sure to **report the exact error message** when contacting Support.

Instruments Page

MUSIO CONNECT

← Instruments

Samples Location: [Move...](#)

Instrument	Version	Collection	Size	Status
Mister Rogers Cele...	v1.0	Mister Rogers' Cele...	1.2 GB	Installed
Piano in Blue	v1.1	Piano in Blue	2.6 GB	Installed
Office Kalimba Finger	v0.2	Kalimba Experiment	72.0 MB	Installed
Office Kalimba Nail	v0.2	Kalimba Experiment	68.7 MB	Installed
Full Brass Sustain	?	Unknown	0 bytes	Installed
Full Brass Octaves ...	?	Unknown	0 bytes	Installed
Full Brass High Cho...	?	Unknown	0 bytes	Installed
Full Brass Low Cho...	?	Unknown	0 bytes	Installed
Full Brass Octaves ...	?	Unknown	0 bytes	Installed
Full Brass Short	?	Unknown	0 bytes	Installed
Full Brass High Cho...	?	Unknown	0 bytes	Installed
Full Brass Low Cho...	?	Unknown	0 bytes	Installed
Full Brass Cluster S...	v1.0	Industry Brass - Pro	13.5 MB	Installed
Full Brass Rip Growl	v1.0	Industry Brass - Pro	2.9 MB	Installed
Femur Trumpet	v0.1	Ancient Bones	32.8 MB	Installed
Trident Shell	v0.1	Ancient Bones	38.2 MB	Installed
Solo Mellow Legato	v1.1	Artist Series: Apoc...	609.2 MB	Installed
P Bass Slap + Pluck	v1.0	Studio Bases	229.1 MB	Installed

Mister Rogers Celeste

Collection:
Mister Rogers' Celeste

Version:
v1.0

Release Date:
8 Feb 2023

Size:
1.1 GB

Details:

- [Verify Files](#)
- [Uninstall](#)
- [Repair](#)

Managing Instruments (bottom right corner):

- 1. Verify Files** – Checks for missing or corrupt instrument files.
- 2. Uninstall** – Removes an instrument from your system.
 - a. Note:** Currently, there's no "Uninstall All" button or a way to remove multiple instruments at once.
- 3. Repair** – Fixes issues with a selected instrument.

Instruments Page

brandon.dalo@gmail.com (Log Out)

MUSIO CONNECT

← Instruments

Samples Location: /Users/Shared/Musio Connect/Musio Samples [Move...](#)

Instrument	Version	Collection	Size	Status
Mister Rogers Cele...	v1.0	Mister Rogers' Cele...	1.2 GB	Installed
Piano in Blue	v1.1	Piano in Blue	2.6 GB	Installed
Office Kalimba Finger	v0.2	Kalimba Experiment	72.0 MB	Installed
Office Kalimba Nail	v0.2	Kalimba Experiment	68.7 MB	Installed
Full Brass Sustain	?	Unknown	0 bytes	Installed
Full Brass Octaves ...	?	Unknown	0 bytes	Installed
Full Brass High Cho...	?	Unknown	0 bytes	Installed
Full Brass Low Cho...	?	Unknown	0 bytes	Installed
Full Brass Octaves ...	?	Unknown	0 bytes	Installed
Full Brass Short	?	Unknown	0 bytes	Installed
Full Brass High Cho...	?	Unknown	0 bytes	Installed
Full Brass Low Cho...	?	Unknown	0 bytes	Installed
Full Brass Cluster S...	v1.0	Industry Brass - Pro	13.5 MB	Installed
Full Brass Rip Growl	v1.0	Industry Brass - Pro	2.9 MB	Installed
Femur Trumpet	v0.1	Ancient Bones	32.8 MB	Installed
Trident Shell	v0.1	Ancient Bones	38.2 MB	Installed
Solo Mellow Legato	v1.1	Artist Series: Apoc...	609.2 MB	Installed
P Bass Slap + Pluck	v1.0	Studio Basses	229.1 MB	Installed

Mister Rogers Celeste



Mister Rogers' Celeste

Collection:
Mister Rogers' Celeste

Version:
v1.0

Release Date:
8 Feb 2023

Size:
1.1 GB

Details:

[Verify Files](#)

[Uninstall](#)

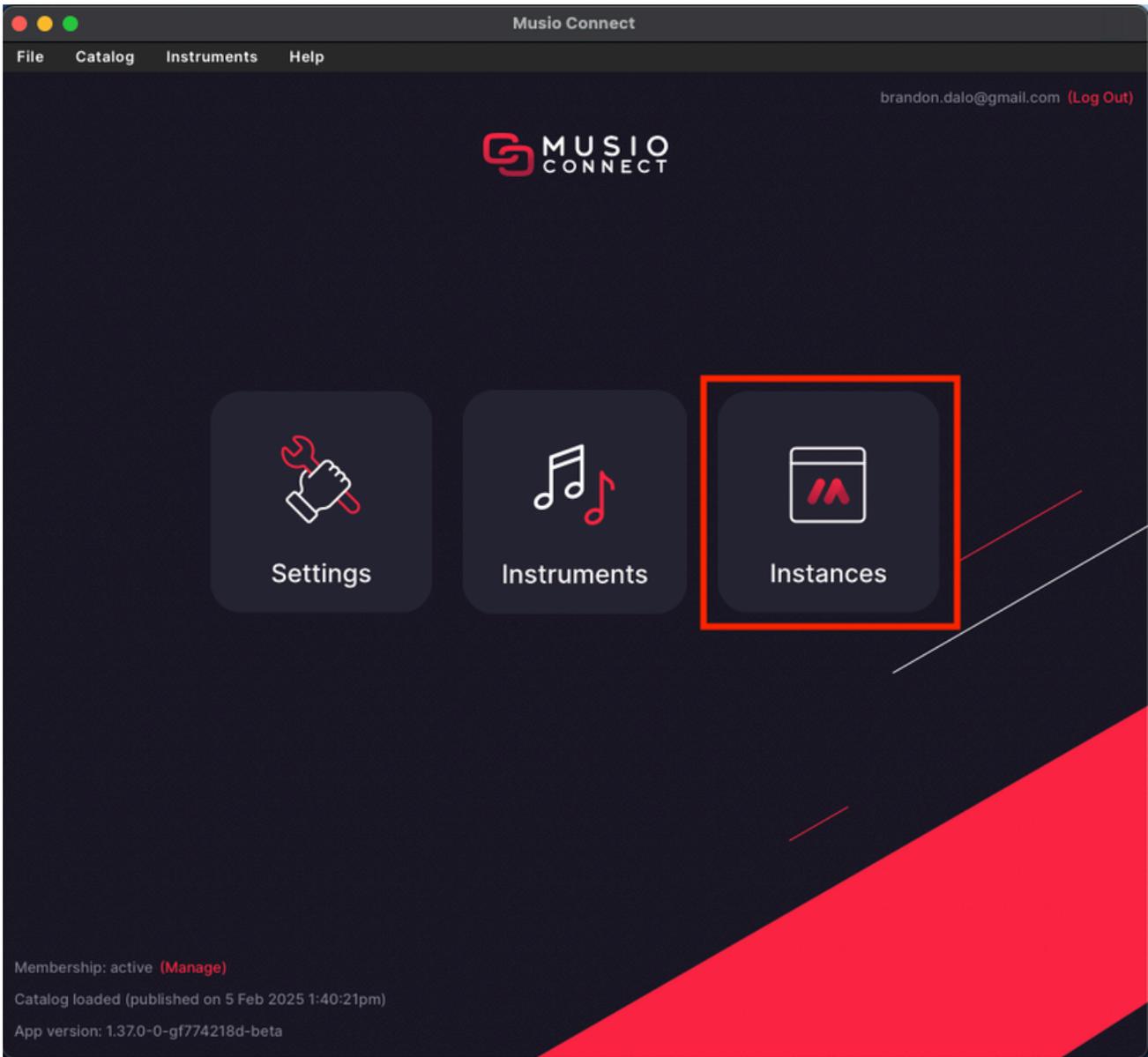
[Repair](#)

Samples Location:

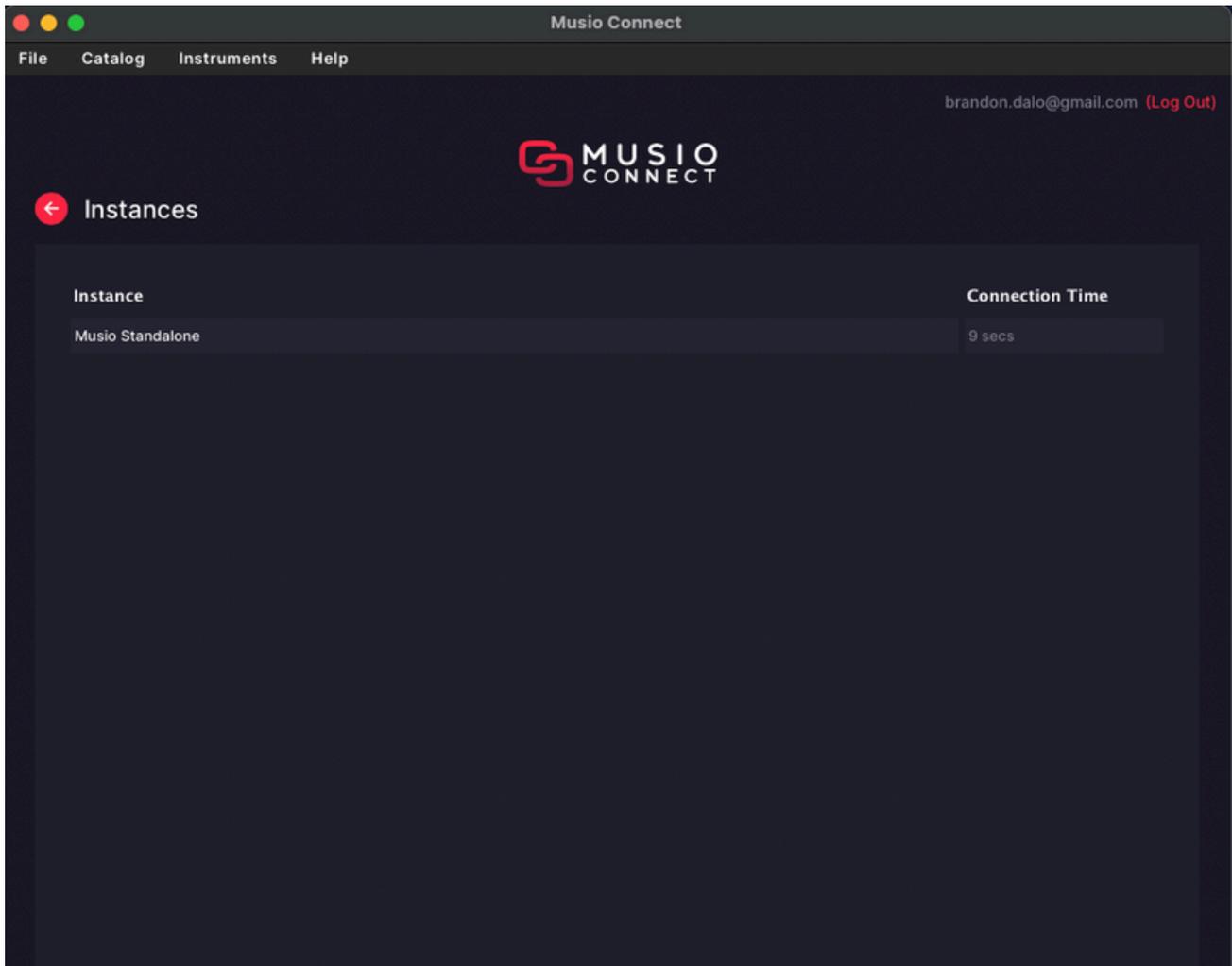
- At the top middle of the Instruments page, you'll see the **Samples Location**.
- Changing this will move your **existing samples** to the new location, and all **future downloads** will go there as well.

Instances Page

And finally, let's look at the **Instances** page:



Instances Page



Instances Page:

- The **Instances Page** shows all active instances of **Musio** running on your system. This is useful for troubleshooting, especially if you see an error like: "**Sample Pool migration is currently unavailable.**" This error occurs when **Musio is still running**. Check this page to ensure all instances are closed before proceeding.

Musio Connect: General FAQs

QUESTION 01

What is Musio Connect? Why do I need to have it running?

Musio Connect is the companion application to Musio. It runs in the background and:

1. Manages your Musio **downloads and instrument content**.
2. Validates your **subscription or license**.
3. Connects Musio to the **cloud-based catalog**.
4. Provides workflow options for you to manage the Musio **settings and preferences**, etc.

Since Musio relies on Musio Connect for these functions, it **must remain running** for Musio to work properly.

QUESTION 02

How do I remove the Musio Connect icon from my top menu bar (macOS)?

To remove the **Musio Connect icon** from your macOS menu bar:

1. Open **Musio Connect** and click **Settings**.
2. Scroll to the **System** section at the bottom.
3. Toggle "**Show Menu Bar Icon**" to disable it.

The **Musio Connect icon** will disappear from your menu bar.



Musio Connect: General FAQs

QUESTION 03

I opened Musio and got an error message about Musio Connect like “Waiting For Musio Connect”.

For help with Musio Connect errors like “Waiting For Musio Connect”, “Uh oh, it looks like Musio Connect did not shut down properly last time”, etc. please [check out this Help Center article](#) and [this article](#). If those articles do not help solve the issue, please contact our Support team at support@musio.com.

QUESTION 04

If I uninstall instruments using Musio Connect, will they be removed from my hard drive?

Yes, but with **one important exception**:

- If you uninstall an instrument using Musio Connect, it will be removed from your Samples Location (the folder where Musio stores downloaded samples).
- However, if an **instrument shares samples** with another patch (e.g., a **keyswitch patch** and individual articulation patches for the same instrument), the samples **will not be deleted** until no patches require them. If you want all of those samples deleted, please uninstall the keyswitch or individual articulation instruments that remain.

If you **uninstall an instrument** and don't see **disk space freeing up**, try the following:

1. Check if the instrument is still in use by another patch.
2. Restart **Musio Connect** and see if the space updates.
3. If space is still not freeing up, contact our **Support Team** at support@musio.com so we can investigate.



Thank
You!

We appreciate you choosing Musio for your music production needs. We hope this user manual has helped you get the most out of your experience. If you have any questions, feedback, or need further assistance, please don't hesitate to reach out to our Support team.

Contact Us!

- **Email Support:** support@musio.com
- **Help Center:** <https://support.musio.com/hc/en-us>
- **Website:** www.musio.com

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- **YouTube:** <https://www.youtube.com/@musio.official>
- **Discord Community Forum Invite Link:**
<https://discord.gg/wVbyUyQj9j>

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