GIGASTUDIO 3 - Frequently Asked Questions

General:

What are the minimum system requirements to run GigaStudio 3 Orchestra?

The performance of this system depends largely on how full your startup drive is. The best way to increase the polyphony of this system would be an additional hard drive just for your samples:

• Windows XP SP1

• Pentium® 4 1.7GHz processor or AMD 2100 XP processor (SSE-compatible processors required for GigaPulse™)

• 512MB RAM

• DVD-ROM drive

• 1024 x 768 monitor resolution

• 100MB application hard drive space

• MIDI interface

• GSIF-compatible sound card or ReWire-compatible host application

What are the recommended system requirements to run GigaStudio 3 Orchestra?

This system should get you 200+ voices of polyphony and several instances of GigaPulse (your mileage may vary due to several factors):

• Windows XP SP1

• Pentium® 4 2.8GHz processor or AMD 3200 XP processor (SSE-compatible processors required for GigaPulse™)

• 1GB RAM

• DVD-ROM drive

• 1024 x 768 monitor resolution

• 1GB application hard drive space

• Dedicated sample drive with many free gigabytes or sample storage space; 7200 RPM with 8MB cache, 8.9ms seek time

• MIDI interface

• GSIF-compatible sound card or ReWire-compatible host application top

Will a computer with a Pentium 3 processor be able to run GigaStudio 3?

It will open, but you probably won't be able to run GigaPulse and polyphony performance will be limited. Also, you might not be able to open some of the larger sound libraries included with GigaStudio.

What about Athlon processors, which ones can I use with GigaStudio 3?

GS3 will work fine with AMD processors so long as they support SSE processing. The Athlon XP line does support SSE processing. If you are using a processor of a different class, please check the AMD website to see if your AMD processor supports SSE processing.

Can I run GigaStudio 3 with Windows 2000?

It may open and run, but this operating system is not supported by TASCAM.

Any more tips to get more performance with GigaStudio 3?

You'll see higher polyphony counts when you use 16-bit samples than with 24-bit samples. Higher sampling rates (96kHz) will also make your system run with less polyphony. Longer reverb convolution impulses will be less efficient than short ones; so you might be able to use five room impulses but four hall impulses.

How about the ultimate GS3 system? What if I want to get crazy polyphony and multiple GigaPulse instances?

The limiting factor for polyphony is hard drive speed, so you'll get the best performance with a RAID array for your drives. The below system was tested with over 600 voices of polyphony (using 16-bit samples), of course your mileage may vary.

• Windows XP SP1

• P4 3GHz or faster

• 2GB RAM

• DVD-ROM drive

• 1024 x 768 monitor resolution

• Two-drive RAID using 10,000 RPM SATA drives

• MIDI interface

• GSIF 2-compatible sound card or ReWire-compatible host application top

What is the best configuration for Windows XP and GigaStudio?

The best "recipe" for setting up Windows XP for GigaStudio or any serious audio work is to:

 1. A fresh install of Windows XP

 2. Verify in "Device Manager" that all devices (AGP, PCI, FW, USB etc...) are happy. (No "yellow exclamation marks" or "other device" categories.)

 3. When at all possible verify that in "Device Manager" "View/Resources by type/Interrupt request (IRQ)" that your audio card is sitting on its own IRQ number and that this number is not assigned to any other devices.

 4. Now it is recommended that you turn off any services or programs in Windows that run in the back ground. TASCAM Recommends the following XP tweaks:

For consistency, before carrying out the tuning tips suggested below, switch to classic view in the control panel as well as for the start menu.

    * Start > Control Panel > "Switch to Classic View".
    * Start > Control Panel > Taskbar and Start Menu > Start Menu Tab > Classic Start Menu

    * Switch off Desktop Background Image

Right Click Desktop > Properties > Desktop Tab > Background None

    * Disable Screen Saver

Right Click Desktop > Properties > Screen Saver > None

    * Switch off Power Schemes

Start > Settings > Control Panel > Power Options > Always On > Set: Turn off monitor and turn off hard discs to Never

    * Disable Automatic Desktop Cleanup

Start > Settings > Control Panel > Display > Desktop > Customize Desktop > Untick "Run Desktop Cleanup Wizard every 60 days

    * Disable Hide Inactive Icons

Start > Settings > Taskbar and Start Menu > Taskbar TAB > Uncheck "Hide Inactive Icons"

    * Set Visual Effects to "Best Performance"

Start > Settings > Control Panel > System > Advanced > Performance Settings > Visual Effects Tab > Adjust for best performance

    * Disable Remote Assistance

Start > Settings > Control Panel> System > Remote > Untick Allow remote assistance invitations to be sent from this computer

    * Disable Automatic Updates

Start > Settings > Control Panel> System > Automatic Updates > Turn off automatic updating. I want to update my computer manually

    * Disable System Restore

Start > Settings > Control Panel> System > System Restore Tab. Tick the "Turn off System Restore on all Drives"

    * Disable Internet Synchronize Time

Start > Settings > Control Panel > Date and Time > Internet Time > Untick "Automatically synchronize with internet time server"

    * Disable Windows Sounds

Start > Settings > Control Panel > Sounds and Audio Devices > Sounds Tab > Sound Scheme to None.

* Disable Fast User Switching

Start > Settings > Control Panel > User Accounts > Change the way users log on or off > Untick Use Fast User Switching

These are the tweaks that we use on our systems here at TASCAM and they have proven effective through the beta testing cycle of GS3 as a good starting point. Our Value Added Retailers (VARs) take system tweaks to the next level by fine tuning these tweaks to get every last ounce of power out of a PC. They are you best source for a glitch free computer creativity.

A good resource to learn more about these tweaks and how they affect your operating system can be found at: http://www.musicxp.net/tuning_tips.php

How do I connect my Mac running my sequencer to the PC that I am running Giga on?

Think of your PC running Giga as you would any hardware sampler or synthesizer (as far as connecting it). If you are using a controller keyboard, that would go to the MIDI in on the Mac, The MIDI out of your Mac would go to the MIDI in of your Gigastudio PC. (So you will need a MIDI interface on your Mac and one on the PC).

If you are recording your audio on your Mac then you would just bring the audio outs of the GSIF compatible audio card on the PC to the inputs of the audio card on your Mac. Simple as that!

*Note: Make sure if you are connecting your audio cards with Digital connections that you set up the word clock properly. Check with your audio card manufacture for proper word clock settings.

GigaStudioInterFace (GSIF):

What is GSIF 2?

This is TASCAM's new hardware compatibility specification, or driver, for sound cards. GSIF 2 is an update of GSIF that adds both kernel level midi and audio input into GigaStudio. GSIF 2 allows you to route audio from your sound cards inputs into GigaStudio for either real time processing or recording. The kernel level midi input means that from midi trigger to audio output will be even faster than before. When purchasing a sound card for the computer that will run GigaStudio, make sure it's GSIF compatible.

I already have a GSIF card. Do I need to buy a new GSIF 2 sound card to use GigaStudio 3?

No, GigaStudio 3 runs great with GSIF 1 cards, you just won't be able to take advantage of the kernel level midi or audio input. However, most manufacturers who make GSIF 1 cards are updating them to GSIF 2. Check the Hardware Compatibility page to see if your GSIF card is GSIF 2 compatible yet.

How do I set up GSIF2 MIDI with GigaStudio 3? Do I need a GSIF2 MIDI Interface?

GSIF2 Kernel-Level MIDI can only be used with a combination audio/MIDI interface. If your audio interface has a MIDI input and output and it is GSIF2 compatible, GSIF2 MIDI is permitted. If you use a different audio card than the one with your MIDI I/O as your GigaStudio audio interface, then GSIF2 MIDI won't work. For example, if you have a GSIF2 audio card as your audio interface, and a PCI-822 audio/MIDI interface that you want to use for MIDI only, you won't be able to enable GSIF2 MIDI on the PCI-822. If you set the PCI-822 as your audio and MIDI interface, then you'll be able to use GSIF2 MIDI.

My audio card doesn't support the GSIF driver, can I still run Gigastudio 3?

Yes we have now added Rewire 2 support to GS3. So if you are running a host application that supports Rewire 2 on the same computer as Giga, you can simply Rewire the outputs of Giga into the host application inputs and use any card that your host application supports.

If you are running Giga on a dedicated PC with no other Rewire host application then you will need an audio card that supports either a GSIF 1 or 2 driver.

My audio card only supports GSIF 1 drivers at this time not GSIF2, Can I still use it with GS3?

Yes GSIF 1 will work great for you. The older GSIF 1 driver spec was only capable of kernel level audio output. The enhancements that come with GSIF 2 are kernel level midi and audio input to GigaStudio. With GSIF 2 audio input you can process incoming audio with VST or NFX effects in our DSP station (audio mixer) and with kernel level midi you will experience a faster response time from midi trigger to audio output or better feel when playing GigaStudio.

I have a GSIF 2 compatible card but it does not have MIDI on it, I use a separate MIDI interface. Will I still be able to take advantage of the kernel level low latency MIDI?

At this time only audio cards with GSIF 2 support that have MIDI ports built in will have this feature.

My audio card is not on your GSIF compatible list, but I am pretty sure it is GSIF compatible. How can I know for sure?

If your card is not our list it may have came out after the last time our list was updated. The only way to be sure is to check with card manufacture and see if they indeed support the GSIF drive.

Can you guys (Tascam) write a GSIF driver for my audio card?

This has to be done by the audio card manufacturer.

GigaStudio File Formats:

How come when I save a performance (GSP) It does not save all of the settings I made?

When you do a Save as in Gigastudio 3 the "Save as" box will appear, In that box (besides choosing the path of where you want to save) you will have two choices "Save entire Gigastudio environment" or "Use Customized Performance". If you have "Use Customized Performance" checked you may have certain settings unchecked so that they will not save.

What is the difference between .GSP and .GSI?

A performance file (.GSP) is a map of every Instrument loaded, every knob,fader, and slider setting, every audio effect,and GigaPulse setting, as well as the size and arrangement of the various graphical componets displayed.

A .GSI doesn't save the whole environment it just saves the instruments loaded along with mixer settings.

A good example of using this would be when you are stacking instruments. Lets say you stack a bunch of different drum libraries on to one channel in GS3, You may have the snare from one library, and the kick from another and so on, You then route them to different DSP channels and set up this great custom drum set. You can then save it as a .GSI so that you can open it up and use it in other performances (.GSP). When you save as a .GSP you can't open into other.GSP's.

Page 61 of the GS3 users manual goes into further detail.

GigaPulse:

What is the difference between GigaPulse SP, included with GS3 Solo Ensemble and Orchestra, and GigaPulse Pro which is only included with GS3 Orchestra?

GigaPulse SP allows you to play back libraries (.gig files) that have embedded GigaPulse impulses, like the piano body resonance in GigaPiano 2. GigaPulse SP will allow you to adjust the basic settings (Input Level, Mic Level, Perspective, Wet/Dry Mix, Pre-Delay as well as enable and disable any of the 7 mics) and choose any library-specific presets. GigaPulse Pro adds the ability to add GigaPulse convolution to your own instruments to use it as a reverb plug-in with the reverb convolution impulses included with GigaStudio. In addition GigaPulse Pro allows you to record your own impulses or embed an impulse into a GigaStudio instrument.

I can't find the GigaPulse Pro plug-in am I missing something?

It is only in GS3 Orchestra that you have to option to insert the GigaPulse Pro plug in on any audio channel that you want in the DSP mixer. If you have Ensemble or Solo GigaPulse SP will only show up on Instruments that have GigaPulse encoded into the .gig file. Such as the GigaPiano II, NDB Cathedral GigaPulse Module.gig and if you expand the LSAD Demo Pool.gig you will notice 3 instruments Room Color – Big and Beefy, Room Color – Thunderous, Room Color – Small and Tight that if loaded in Ensemble and Solo will invoke GigaPulse SP.

Registration:

How do I register Gigastudio if my computer is not online?

Copy the "registration.html" file located in C:\Program Files\Tascam\Gstudio directory to a flash drive or any other portable medium. Take that file to your on-line computer and open "registration.html" this will take you directly to the registration page with all of your information pre-filled out. All you have to do then is click the submit button and check your email for the unlock code.

What is a Coupon Code and what is the difference between it and a CD-key?

If you purchase a Competitive upgrade or Educational version of GigaStudio you will receive a Coupon code. You will need to go to the website http://www.tascamgiga.com/registration/index.php enter your coupon code. Look to the bottom section of this web page and select either "Competitive Upgrade" or "Educational Version" from the drop down list. Once selected you will be taken to the appropriate page where you can fill out the info and then submit it. You will then be e-mailed a CD-Key and you can then register GigaStudio using your new CD-Key. You will no longer need the coupon co

I registered but I never received a Registration Key by e-mail.

Make sure that the info you used to register has no mistakes. Please take a moment to verify the CD Key (make sure that you do not use the letter "O" it is always a 0 with Giga), e-mail address, and all other information that you sent us. If all the info is correct you can e-mail us your Reg.txt custser@tascam.com and we will register you manually. This file can be located on your computer - (C:\Program Files\Tascam\GSampler\register).

I can't find my CD-Key in the Gigastudio Packaging anywhere.

If you purchased Gigastudio as an upgrade from us, the CD Key would have been in the conformation email that was sent to you immediately after your purchase." If it was not you may want to contact the sales department. (323)278-8584 or by emailing us at tascamsales@teac.com.

If you purchased a Retail version from a dealer the CD key should be located on the inside of the DVD or CD case.

If you have a Coupon code then see Coupon code FAQ

I purchased an older version of Gigastudio, Can I upgrade to GS3 without installing or registering?

You do need to register but you DO NOT need to install the older version first. If you go to our Registration page on our website http://www.tascamgiga.com/registration/index.php and click on the button "Register without installing Gstudio" you will be able to register your CD-Key to your name. Once you have completed this you can then go ahead with the upgrade to GS3 (It may take 24 hours after you register before you can purchase the upgrade).

Do I need to do the Registration backup when prompted to do so?

Yes, This way if you ever need to Re-install Gigastudio you do not have to re-register. All you have to do is hit the "Restore Now" button after you re-install and launch Giga.

The CDKey was registered to another user

If the registration failed because the CDKey was registered to another user, the registration system has determined that the CDKey you are using was previously registered to another FirstName/LastName.

Reasons for this might be:

   1. You did not use the same name the first time you registered. For example 'Thomas James Jones' will be preceived as a different person than 'T.J. Jones' or 'Tommy Jones'. If you think this is your problem:

   •   Regenerate the Registration Number with the likely name that you used last time. To do this,

a. Restart GigaStudio and enter the Registration Wizard,
Select the 'Back' button until you get to the 'User Information' Pane,
Double check the spelling and completeness of the 4 items listed above,

b. Select the 'Next' button until you get to 'Registration Choices' pane. If you use the top button (automatic registration), you should not have any problem. If you use any other method to register, be sure to use the EXACT information presented in the registration.txt file presented.

2. Contact registration support. They will be able to look up the CDKey and determine the name associated with the CDKey and enter your preferred Name.

3. You purchased a previously registered copy of GigaStudio. The End User License Agreement that must be agreed to states that you are purchasing a non-transferrable license to use GigaStudio. This means that GigaStudio cannot be resold. You should return the GigaStudio to the place of purchase and ask for an unused copy.

Invalid CDKey (valid format)

If the registration failed because the CDKey invalid, but the format was valid, the registration system recieved an unauthorized CDKey. Reasons for this might be:

* There is a simple typo in the CDKey. Double check the value with the CDKey Sticker on your GigaStudio Jewel Case or on the inside cover of your manual. Pay careful attention to similar looking characters U/V, Z/2, 0/o, L/1/i. NOTE: This value is case-insensitive; all non-AlphaNumeric characters are nonignored (the 'o' character is automatically changed to '0' (zero) and 'i' is automatically changed to '1' (one).

Invalid CDKey (invalid format)

If the registration failed because the CDKey invalid, and the format was invalid, you probably have missed or added a charcter. The valid Registration Number Format is:

* 12 alpha numeric characters (for example: 712R-3C4D89YZ)

The letters 'O' and 'I' are not used. The 'o' character is automatically changed to '0' (zero) and 'i' is automatically changed to '1' (one).

Any non-AlphaNumeric charcters are ignored (spaces, dashes, underscores, punctuation, etc.)

* This CDKey is case-insensitive

Invalid Registration Number (valid format)

If the registration failed because the Registration Number invalid, but the format was valid, the registration system has determined that the Number you provided was not the expected value. Reasons for this might be:

1. There is a simple typo in the registration number. Double check the value provided by GigaStudio. Pay careful attention to similar looking characters U/V, Z/2, 0/o, L/1/i. NOTE: This value is case-insensitive; all non-AlphaNumeric characters are nonignored (the 'o' character is automatically changed to '0' (zero) and 'i' is automatically changed to '1' (one).

On the 'Registration Choices' page, if you used the Top Button (register automatically), this should not happen - contact registration support. On the 'Registration Choices' page, if you used the Middle Button (register via the web), double check the registatration number in the file displayed by windows notepad (displayed at the same time as the web page is displayed - use the 'Alt-Tab' keys to bring this window to the top). On the 'Registration Choices' page, if you used the Bottom Button (register offline), double check the registatration number in the file displayed by by windows notepad (when you click on the blue link). Alternatively, check the C:\Program Files\NemeSys\GigaStudio\registration.txt file.

2. The combination of:

    * First Name, Last Name, Company, and
    * CDKey

provided are not the same as those you used to generate the registration number. To resolve this:

    * Restart GigaStudio and enter the Registration Wizard,

      Select the 'Back' button until you get to the 'User Information' Pane,

      Double check the spelling and completeness of the 4 items listed above,

    * Select the 'Next' button until you get to 'Registration Choices' pane. If you use the top button (automatic registration), you should not have any problem. If you use any other method to register, be sure to use the EXACT information presented in the registration.txt file presented.

Invalid Registration Number (invalid format)

If the registration failed because the Registration Number was invalid, and the format was invalid, you probably have missed or added a character. The valid Registration Number Format is:

1. 12 alpha numeric characters (for example: A1B2-3C4D-89YZ)

The letters 'O' and 'I' are not used. The 'o' character is automatically changed to '0' (zero) and 'i' is automatically changed to '1' (one).

Any non-AlphaNumeric charcters are ignored (spaces, dashes, underscores, punctuation, etc.)

2. This Registration Number is case-insensitive

Registered too many times

To prevent mass piracy, the automated registration mechanism only allows a small number of registrations. If your CDKey is being used to register a GigaStudio past this limit, we request that you register using registration support.

I received a Registration Key from TASCAM, but GigaStudio won't accept it

Most often, this is due to generating the Registration Number on one machine (and getting a Registration Key for that Registration Number), then attempting to use that Key on another machine (or after a reinstallation on the same machine). The machine that rejects the Registration Key most likely has been set up using a different FirstName, LastName, Company, and/or CDKey. To resolve this,

1. Restart GigaStudio and enter the Registration Wizard,

   Select the 'Back' button until you get to the 'User Information' Pane,

   Double check the spelling and completeness of the FirstName, LastName, Company, and CDKey,

   Select the 'Next' button until you get to 'Registration Choices' pane. If you use the top button (automatic registration), you should not have any problem. If you use any other method to register, be sure to use the EXACT information presented in the registration.txt file presented.

2. NOTE: the registration.txt file should generate the same Registration Number as is on the email you received with the Registration Key.

License Transfer Process:

* Readme
* Giga Transfer Section One
* Giga Transfer Section Two

Troubleshooting:

I am getting a lot of Pops and clicks, How can I fix this?

The first thing to look at is the buffer setting in your audio card control panel, the lower the audio buffer setting, the greater the chance of pops and clicks. Keep in mind that the higher you set the buffer setting the more latency you will experience. You may want to start with a setting of about 256 and adjust accordingly for your system.

The other issue may be the hard drive. First make sure you have a second drive just for the .gig samples to be streamed from and that your drive meets our spec (7200 rpm or above and a seek time of 8.9 ms or better).

The next thing to look at is how the drive is connected to the computer, If you are using IDE drives make sure that you don't have the drive slaved to anything or have anything slaved from it. The drive must be on its own IDE buss set as a master.

The Ideal set up with two IDE drives and a DVD-Rom would be set up like this, The system (boot drive) would have the DVD-Rom slaved from it and the Second drive with your .gig samples on it would be on the second IDE buss set as a master.

One more thing to look at if it's not these two issues, would be word clock. Check with your audio card manufacture to make sure you have the proper word clock setting.

Here is test to narrow down your problem between the audio card or Hard drive.

Use the audio capture in Giga to record the sound that you hear the clicks and pops on. When you play it back if the pops and clicks are there then it is your HD, if they aren't then it has to do with your sound card driver.

GigaPulse components do not work with Larry Seyer's Acoustic Drum library in GS3 Ensemble and/or Solo, how can I fix this?

The reason for this is that you are missing a couple mic model components required for GigaPulse to locate all of the impulses that Larry uses with his library. To fix this, download the zip file and installation instructions document and follow the instructions.

Installation Instructions.doc

MicModels.zip

*All specifications subject to change without notice.